



Legal Services Society 2018 Client Satisfaction Survey

Prepared for:

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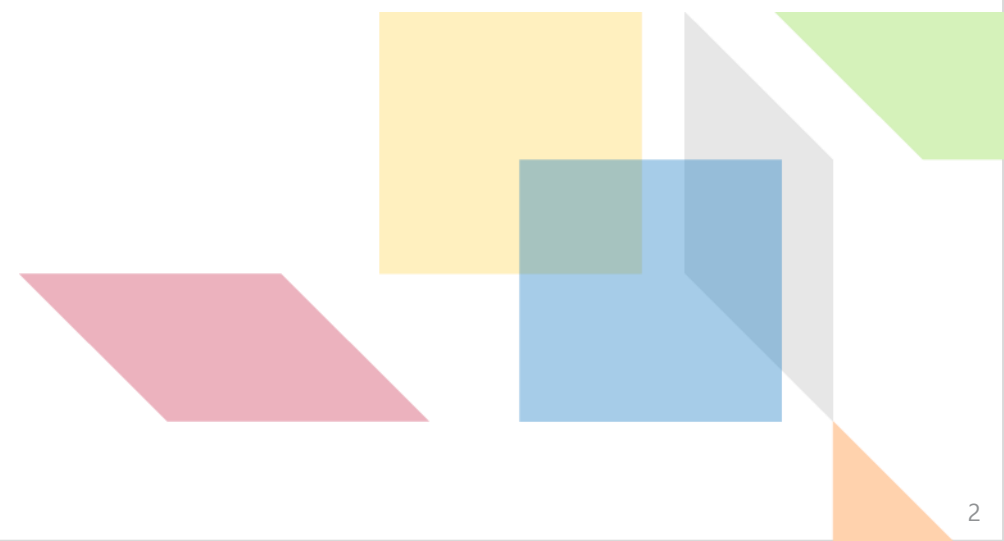
July 18, 2018 [FINAL]





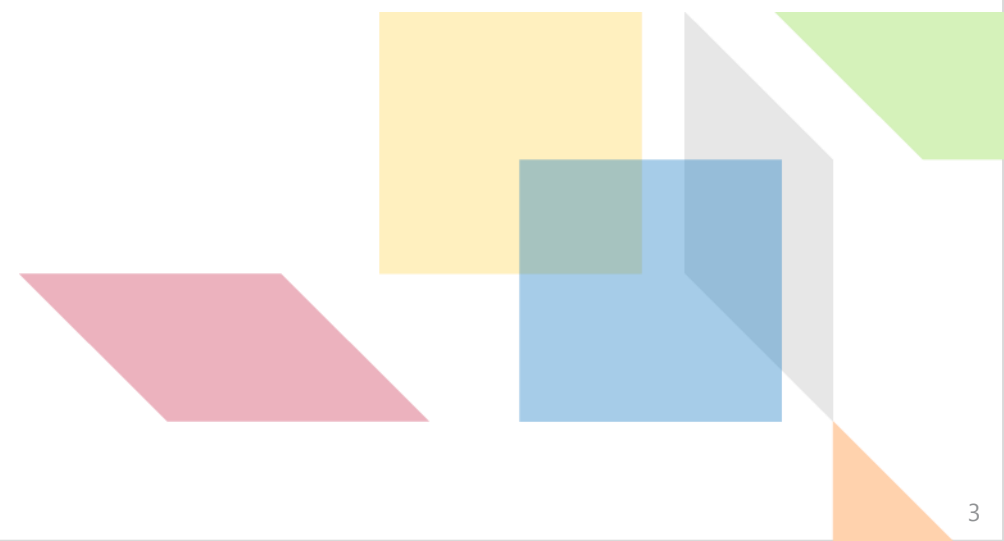
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A smaller version of the 'sentis' logo, consisting of a green and grey 3D cube icon.

Objectives & Methodology



Background & Objectives

- › The Legal Services Society (LSS) is legislated to provide legal aid services in BC. Legal aid services include legal representation in court, legal advice, and public legal information and education. LSS' priority is to help people with low incomes.
- › LSS has been formally measuring its client satisfaction since 2007 via a quantitative survey, which is repeated every 3 to 4 years. For the past two waves (2018 and 2015), the study has expanded to include follow-up, qualitative research with LSS clients to gain a broader understanding of the client experience and LSS service levels. This report contains results from the 2018 quantitative survey and the qualitative component.
- › The specific objectives of the research are to:
 -  Track performance
 -  Plan for service improvements
 -  Assess progress of LSS on achieving goals in its service plan, namely that people in BC with low incomes who have legal issues:
 1. Use LSS services
 2. Participate in solving and preventing their legal issues/problems
 3. Get help with related issues (e.g. debt, housing) so they can solve and prevent their legal problems
- › This year, LSS wanted to take a fresh look at the survey, sampling plan, methodology, and sample sizes. These changes, while improving the survey overall, limit the comparability of past trends. For this reason, results from prior waves have been limited to the Appendix of the report, with the exception of key performance indicator (KPI) questions.
- › While this study set out to collect the attitudes and opinions of all LSS clients, due to unavoidable limitations, the following client groups were not included: Criminal Representation clients who were in custody at the time of surveying, select Intake local agent offices, criminal and immigration Duty Counsel clients* and Legal Information Outreach Work (LIOW) clients.
- › The 2018 and 2015 waves of this research were conducted by Sentis Market Research, while the previous two waves were conducted by Synovate Research.

*57% of Criminal law clients and 47% of Immigration law clients said they did use Duty Counsel services, even though they did not appear on the Duty Counsel lists provided by LSS. These criminal clients who reported using Duty Counsel were interviewed as part the qualitative follow-up research.

Methodology



1,249 surveys conducted
(941 online & 308 telephone)



Between February 19 to March 26, 2018



11 minute online survey
15 minute telephone survey

Quantitative Survey

- › For the 2018 wave of this study, a mixed-mode methodology was employed (email/text-to-online, telephone-to-online and telephone). Initial contact was based on the information available in the client lists provided by LSS. Clients with email addresses were emailed an invitation to the survey with a unique link to take them directly to the online questionnaire. The remaining clients were contacted by telephone and given the choice to complete the survey by phone, or to be sent an email or text invitation to the online survey.
- › In past waves, the main contact information available for clients was a telephone number (Note: 2015 was the first year of the study where a very small proportion of client emails were available. 59 of the 1,100 clients who completed the survey were contacted by email). However in 2018, over half of clients had an email address on file with LSS, allowing for the mixed-mode methodology. (Note: All clients of Specialized Services were initially contacted by phone regardless if they had an email on file.)
- › Client lists for this study were provided by LSS and sourced from the organization's: Client Information System (CIS), which is a software solution that manages LSS' end-to-end business processes including client intake, lawyer billing and case management, Duty Counsel lists provided by the various courthouses and Specialized Services client lists. Specialized Services projects initially started as pilot projects in 2014/2015. The projects were designed to increase access to justice for British Columbians. The four programs listed in the table below are now part of LSS' core operations.
- › The table below outlines the final sample sizes for each client group and provides the associated margins of error (MOE) at the 95% level of confidence.

Client Group (based on client lists)	Sample Size	MOE
Clients on CIS* list	788	±4%
<i>Received a legal aid lawyer</i>	511	
<i>Did not receive a lawyer</i>	277	
Duty Counsel (Family Law)	339	±5%
Clients of Specialized Services	122	±9%
<i>Family LawLINE (FAMLL)</i>	76	
<i>Expanded Family Duty Counsel (EXP FDC)</i>	30	
<i>Expanded Criminal Duty Counsel (EXP CDC)</i>	12	
<i>Parents Legal Centre (PLC)</i>	4	
Total (all clients surveyed)	1,249	±3%



16 in-depth interviews (IDIs)



Between April 16 and May 2, 2018



20-30 minute telephone interviews

Qualitative Interviews

- › Following the quantitative survey, qualitative follow-up research was conducted with LSS clients to provide LSS with a more in-depth understanding of clients' experiences with the organization.
- › There were two main topics of interest for the qualitative sessions:
 - › **Barriers experienced by clients:** 11 in-depth interviews (IDIs) among clients representing all areas of law and those with representation and without, with an objective of understanding barriers in navigating the legal aid process. Recruiting was focused on getting a mix of clients from the following groups:
 - Indigenous clients
 - Clients facing other issues related to their primary legal problem (e.g. poverty, mental health issues, addictions, etc.)
 - Clients who were referred to the legal aid website, legal aid publications or other non-legal services
 - Clients who were not referred to the legal aid website, legal aid publications or any other non-legal services
 - › **Criminal law clients who used Duty Counsel:** 5 IDIs among clients who had a criminal law case and indicated in the survey that they used Duty Counsel services. LSS was unable to source lists for Criminal Duty Counsel clients for the quantitative survey, so the objective was to shed some insight on their experience with Duty Counsel and to understand how their experience might have differed from the Family Duty Counsel experience.
- › A copy of the discussion guide for the in-depth interviews can be found in the Appendix.
- › Findings from the in-depth interviews (along with select supporting verbatim comments) have been included throughout the report to supplement the quantitative findings.

Changes to Methodology

› The 2018 LSS Client Satisfaction Survey quantitative methodology differed in several ways compared to previous waves:

	THEN (2015 & Prior)	NOW (2018 Onward)
Methodology	Quantitative: Primarily or solely telephone	Quantitative: Mixed-Mode: Telephone & Online (email & text invitations)
Survey Logic	Clients are routed based on client listings (e.g., FDC clients only get Duty Counsel questions, etc.)	Clients are routed based on the experiences they indicated they had with legal aid (e.g., all clients are asked if they used Duty Counsel services)
Weighting	Weighting is applied only within each client group	Weighting is applied within each client group and then an overall weight is applied to ensure the total client base accurately reflects the relative proportions of each group
Sample Composition	Includes only clients from CIS List and Family Duty Counsel clients	Also includes clients of Specialized Services (FAMLL, EXP FDC, EXP CDC, PLC)
Reporting Segments	Three client segments are Intake, Representation, Family Duty Counsel/Family Advice Lawyer (Based on the listings provided by LSS.)	Intake clients are not split out. Instead results are shown among everyone who experienced the intake process. Similarly, Duty Counsel results are among everyone who reported experiencing this service. (Based on what the client indicates he or she experienced.)

› The changes listed above lead to an improved representation of LSS' client base, but in turn, limit the comparability to prior waves. In other words, percentage-to-percentage comparisons cannot be made between 2018 results and results from 2015 and earlier.

Understanding the Report

- › Commentary is limited to only those results that are statistically significant between sub-groups. Where results have been presented for a small sample size (e.g. base size is less than 50), a cautionary note has been included.
- › Key Driver Analysis has been conducted to identify which aspects of LSS interaction have the greatest potential to positively influence overall satisfaction with LSS services received. Primary and secondary key drivers have been presented in the report as follows:

- ★ Top priority
- ★ Secondary priority

- › Written analysis based on the qualitative research has been supported throughout the report by verbatim comments from LSS clients participating in this phase of the research. Verbatim comments from LSS clients are always shown as follows:

'Actual comment made by an LSS client during the telephone in-depth interview.'

- Client's area of law, received lawyer/did not receive lawyer/did not apply

- › As noted in the Background & Objectives, due to changes to the survey and methodology of this study in 2018, trended results have been limited to key performance indicator (KPI) questions only. For these questions, only broad comparisons can be made – percentage-to-percentage comparisons are not valid.
- › Client sub-groups presented in the body of the report are defined based on survey responses (i.e., what clients indicated they experienced). The exception is area of law – this is sourced from the client listings provided by LSS.
- › For the trended results presented in the Appendix, client subgroups are defined based on information available in LSS' client listings (to be consistent with past waves). For this reason, 2018 results in the body of the report may not match 2018 results presented in the Appendix.

A stylized 3D cube icon with a green top face and a grey bottom face, identical to the one in the header.

Highlights



Highlights: KPIs & Priorities (2018)

› Legal aid KPIs continue to be assessed positively by two-thirds of clients. Two overriding factors influence ratings:

› Whether or not the client applied for and qualified for a lawyer. *Those who did not qualify would like to see broadened eligibility requirements and/or a wider range of qualifying types of legal cases.*

› *The perceptions of clients who applied, but did not qualify for a lawyer can be bolstered (or negative perceptions can be minimized) by providing explanations as to why the client did not qualify and referring them to other legal services.*

› Whether the client is using legal aid for the first time or is a repeat client. *First-timers tend to be less positive in their assessments – perhaps because they have higher expectations or because they are not as savvy at navigating the system.*

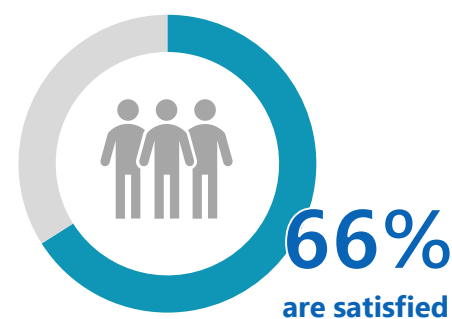
› Clients assess legal aid slightly less positively (and less positively than in 2015) on providing support to help them be more involved with resolving their legal issues and to address their related issues.

› Family law clients are notably less satisfied than other clients when it comes to legal aid providing this support (see page 52).

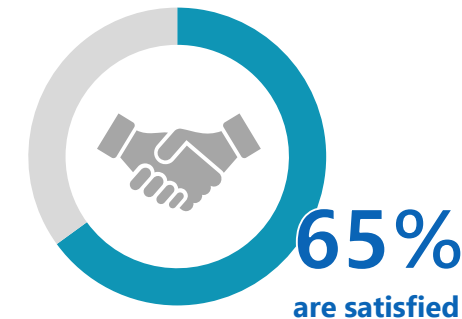
Overall Satisfaction
(among all clients)



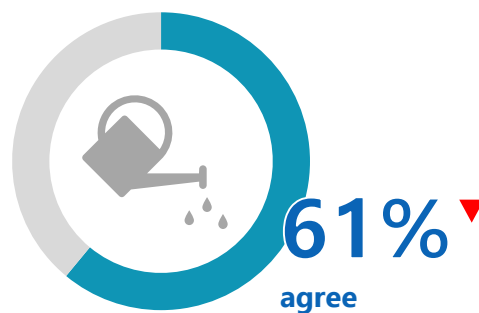
Accessibility
(among all clients)



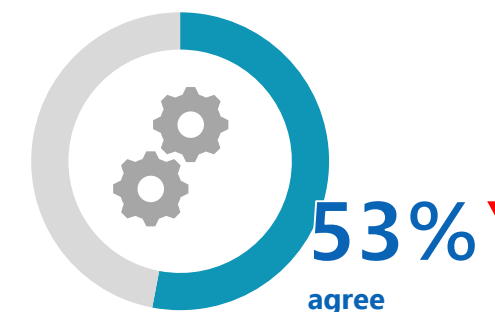
Helpfulness
(among all clients)



Satisfaction with Support to be More Actively Involved in Legal Issue Resolution
(among all clients)



Satisfaction with Support to Address Problems Related to Legal Issue
(among clients experiencing related issues)



Highlights: Key Driver Analysis

- › Key Driver Analysis identifies the specific aspects of a legal aid interaction that have the greatest potential to positively influence clients' overall satisfaction with LSS services.
- › While trying to improve on lower rated areas is one way to improve service perceptions, focusing on key drivers ensures that LSS continues to prioritize those service aspects that are most pivotal to overall satisfaction.
- › **Being treated fairly and feeling that staff takes the time to go above and beyond (i.e. go the extra mile) to make sure clients get what they need most strongly impact overall satisfaction.** While client evaluations of fair treatment are strongly positive, there is room to improve on staff 'going the extra mile'.
- › Within each area of legal aid interaction (excluding the application process), going the extra mile and fair treatment also emerge as priority areas.

Top Priorities Influencing Overall Satisfaction among Legal Aid Clients

- ★ I was **treated fairly**
- ★ Legal aid staff went the **extra mile** to make sure I got what I needed
- ★ Legal aid staff were **knowledgeable and competent**
- ★ Legal aid staff **took the time to listen** to me

Top Priorities Within Each Interaction Point

<h4>Application Process</h4>	<p><i>Among the 62% of clients who applied for a lawyer:</i></p> <ul style="list-style-type: none"> ★ The requirements to get a legal aid lawyer are reasonable ★ The application process was straightforward 
<h4>Lawyer Representation</h4>	<p><i>Among the 49% of clients who received a lawyer:</i></p> <ul style="list-style-type: none"> ★ I was informed of everything I needed to do to help my lawyer resolve my legal problem ★ My lawyer went the extra mile to make sure I got what I needed ★ I was treated fairly by my lawyer 
<h4>Duty Counsel Experience</h4>	<p><i>Among the 79% of clients who used Duty Counsel services:</i></p> <ul style="list-style-type: none"> ★ Duty Counsel went the extra mile to make sure I got what I needed ★ I was treated fairly by Duty Counsel 
<h4>Family LawLINE</h4>	<p><i>Among the 4% of clients who used the Family LawLINE:</i></p> <ul style="list-style-type: none"> ★ Family LawLINE lawyer(s) went the extra mile to make sure I got what I needed ★ I was treated fairly by Family LawLINE lawyers 

Implications & Recommendations

Application Process (Intake)

This is the first point of contact for many clients and therefore is the most likely to influence LSS service quality perceptions. One way to improve the application process is to find ways to let clients know earlier, if possible, if they do not qualify (maybe a shorter pre-screening process). Additionally, finding ways to avoid the 'non-qualification' experience (e.g. for some clients this may mean sending them straight to Duty Counsel rather than having them apply for a lawyer and risk non-qualification) could likely go a long way in improving legal aid service perceptions (i.e. minimize the 'rejection' experience).

- › 62% report applying for a legal aid lawyer.
- › Assessments of the application process are generally positive.
- › Clients who applied, but did not qualify for a lawyer are predictably less positive about the qualification requirements being reasonable compared to those who applied and qualified.
- › Preferences to apply for legal aid online (rather than by phone or in-person) are highly tied to age – younger clients (18-34) prefer the online option (63%), while older clients (55+) are less interested (only 32% prefer it).

Representation

Qualifying for a Legal Aid Lawyer

Legal aid lawyer performance is generally positive, but qualitative interviewing indicated that it could be improved through increased communication – in particular, letting clients know how many hours the lawyer is able to put into the case and when that time is coming to an end.

- › 78% of those applying for a legal aid lawyer report that they qualified for one.
- › Assessments of legal aid lawyers' performance on key metrics are generally positive.

Not Qualifying for a Legal Aid Lawyer

Clients not qualifying for legal aid often feel that they are on their own. While referrals to legal aid websites or publications and/or non-legal services such as online resources or other agencies are helpful in mitigating this feeling, only a minority of clients report receiving such referrals.

- › The majority (67%) of clients who applied for, but did not qualify for legal aid say they were given an explanation as to why.
- › Where the process seems to be less on track is when it comes to legal aid offering suggestions for both legal and non-legal services/agencies to help clients (one-third of all clients say they were referred to legal aid websites and/or legal aid publications and less than half of the six-in-ten clients facing problems related to their legal issue [such as debt, housing, etc.] say they were referred to non-legal services).
- › Referrals to other services are key: Among clients who did not qualify for a lawyer, but were referred to other services or agencies that might help with their legal problem, overall satisfaction with legal aid stands at 68%. In comparison, overall satisfaction with legal aid stands at 26% among clients who did not qualify for a lawyer, but were not referred to other services or agencies.

Implications & Recommendations

Referrals to Other Services

Given that reported referrals to other services are low, legal aid may want to review its policies and practices guiding referrals – whether it be referring clients to legal aid websites and/or publications or to other non-legal services/agencies. Also important to recognize (as was noted in the qualitative interviews), is that some clients do not want to be referred to a pamphlet, they want to be referred to something or someone who can directly help them.

- › 32% of clients report that they were referred to legal aid websites and/or publications
- › 25% of clients who did not qualify for legal aid report that they were referred to other services/agencies, and,
- › 28% of clients facing non-legal problems that are exacerbating their legal issue (six-in-ten clients overall) report that they were referred to other non-legal services to help address these problems.

Duty Counsel

While Duty Counsel is generally assessed positively by clients, focusing on providing advice, along with information, should be kept top-of-mind among Duty Counsel lawyers and staff.

- › When given a description of Duty Counsel services, 79% report using Duty Counsel – including two-thirds of those who received a lawyer – *these results suggest that there may be some confusion as to what constitutes Duty Counsel service.*
- › Duty Counsel earns generally positive assessments from clients who experienced this service. The service area with the most room to improve is staff going the extra mile to help clients.
- › Qualitative interviewing did not uncover any differences in service perceptions or experiences between criminal and family law Duty Counsel clients.

Issues Affecting Legal Problems

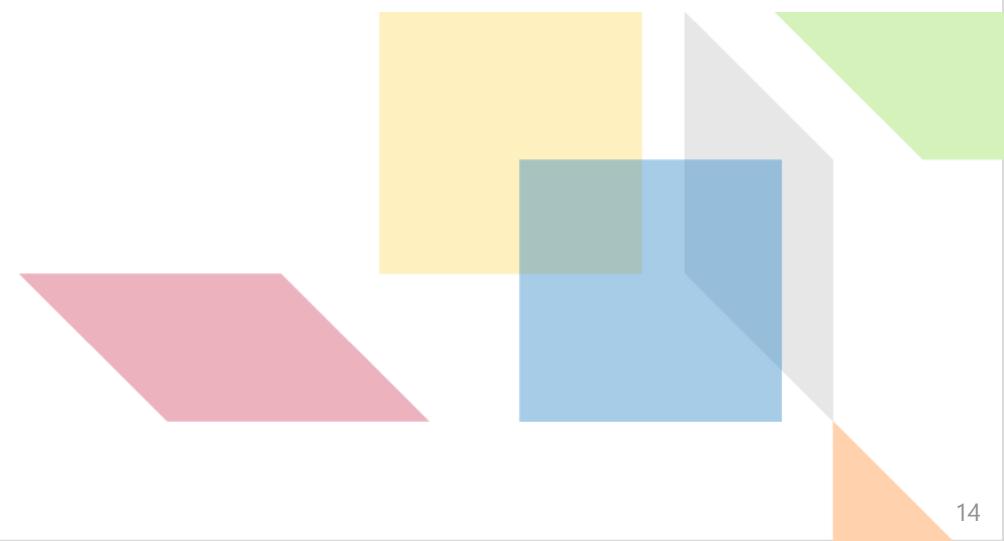
When it comes to legal aid helping their clients deal with the issues that are exacerbating their legal issue – the focus needs to be on poverty and lack of family/community support.

- › The majority of legal aid clients (six-in-ten) say they are facing issues or problems that are exacerbating their legal issues. Poverty and lack of family or community support tend to be the most common issues. For immigration clients, language barriers also factor in as a primary issue.
- › While the majority of clients (65%) agree that legal aid provides services that are appropriate for clients' cultural backgrounds or beliefs, 10% of clients disagree. This small group who feel legal aid needs to improve their service to better address cultural differences/beliefs most commonly refers to Indigenous cultures/beliefs. Suggestions from these clients are to have legal aid staff be more understanding, listen and spend more time with them.



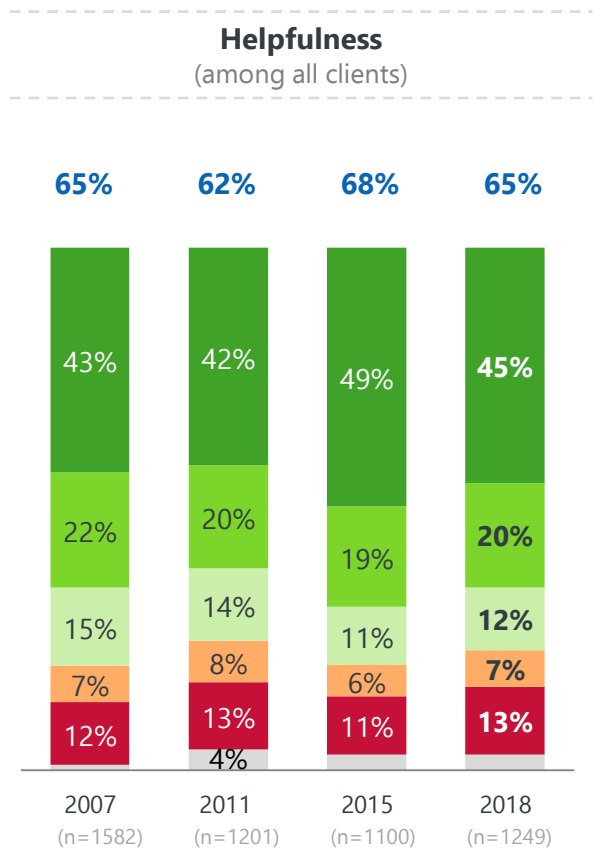
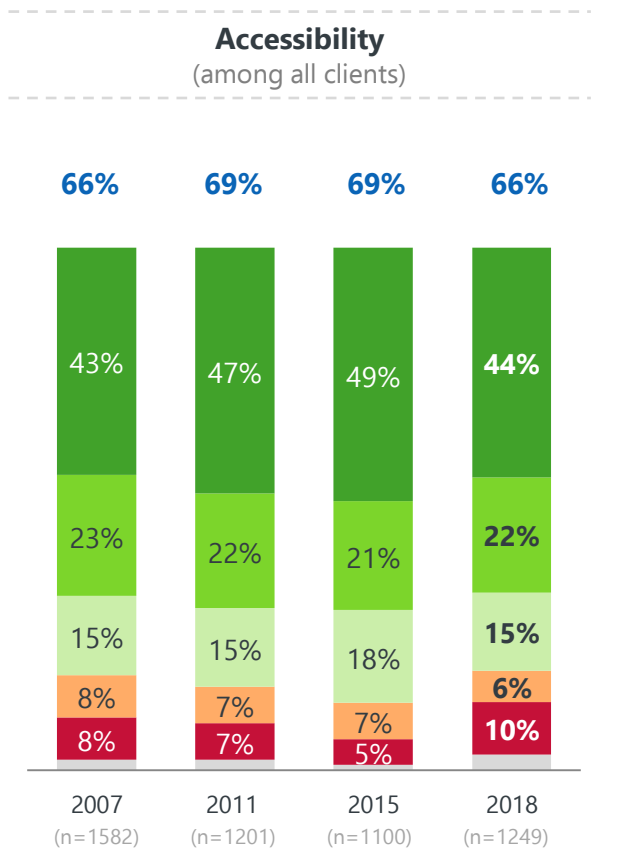
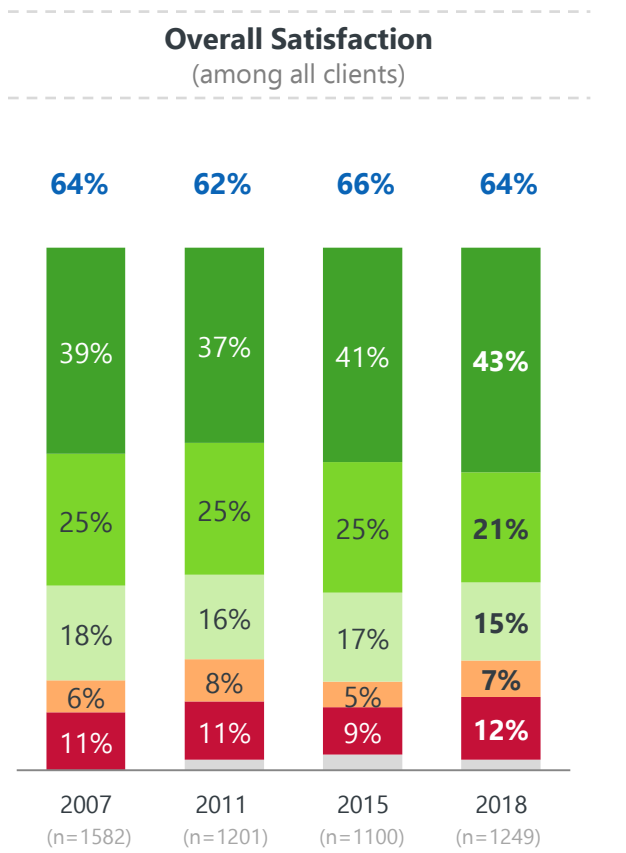
Summary of Findings

Overall Performance



LSS Overall Performance Measures

- > The majority of legal aid clients (two-thirds) continue to be satisfied with the services they received.
- > A similar proportion continue to give the organization top marks for accessibility (i.e. reaching someone at legal aid, filling out the forms and getting the services needed) and for helpfulness.
- > Satisfaction levels (overall and for accessibility and helpfulness) are somewhat tied to case resolution/outcome. Those whose case was resolved or who 'got off' are more positive than those who have an unresolved case or who were found guilty.
- > There is also some indication that first time clients of legal aid are not as satisfied as their repeat counterparts. This could be due to higher expectations among first time clients and/or because repeat clients are simply more knowledgeable about the system and how to work within it.



■ 5 - Very Satisfied
 ■ 4
 ■ 3
 ■ 2
 ■ 1 - Very Dissatisfied
 ■ Don't Know
 % Rating 4 or 5

Q1. Please think of your experience with legal aid over the past year. On a scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, how would you rate your overall satisfaction with the services you received?
 Q2. And, on the same scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.
 Q3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

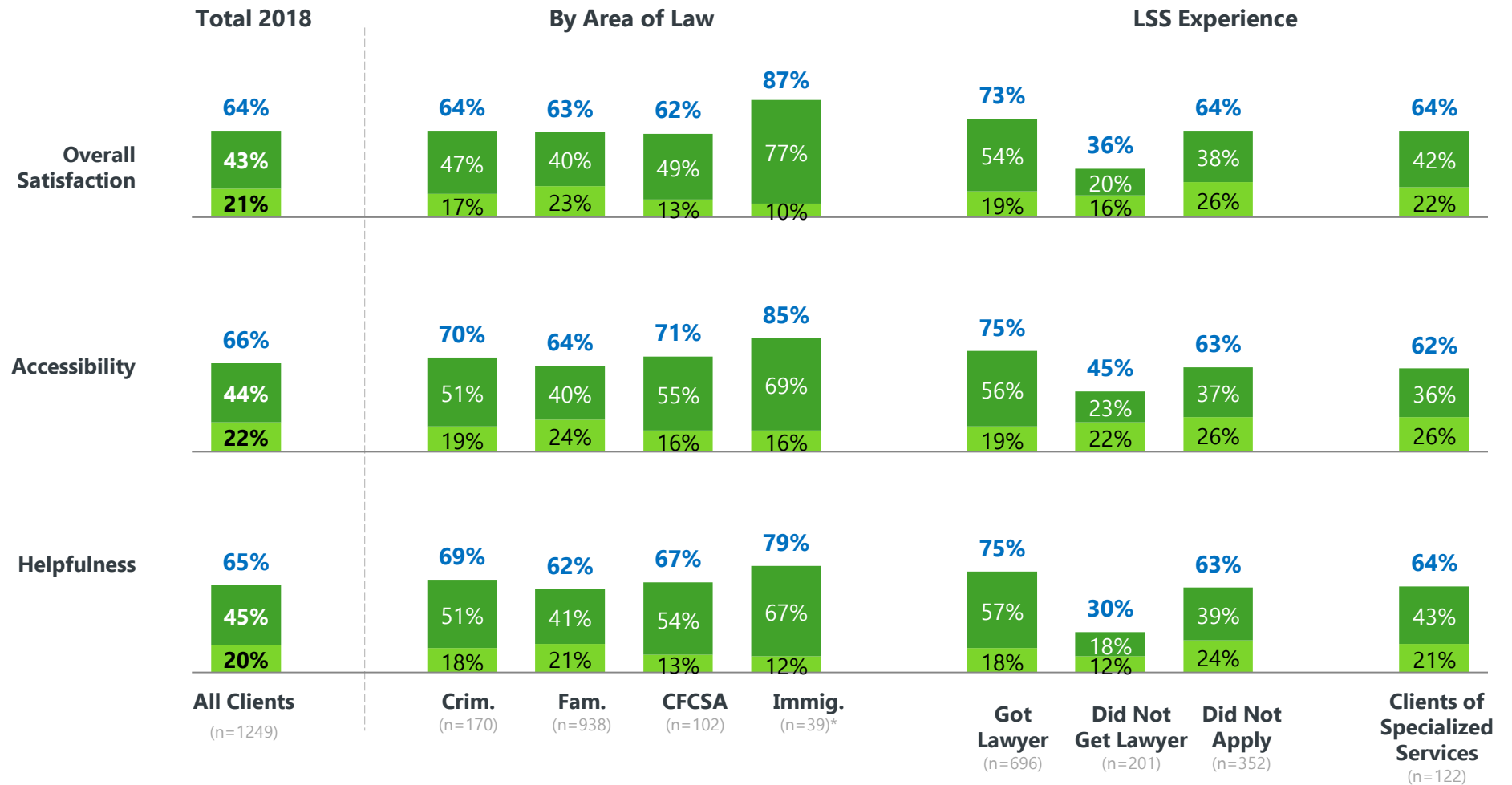
LSS Overall Performance Measures: By Subgroup

> Satisfaction with legal aid (overall, on accessibility and helpfulness) is similar across the various areas of law. The exception is the small group of immigration clients surveyed - they are more positive in their assessments.

> Satisfaction ratings among clients of Specialized Services are highly reflective of all clients, with 62% to 64% giving positive assessments.

> Clients' satisfaction with legal aid is most strongly tied to whether or not they applied for and received a legal aid lawyer.

> Clients who applied for, but did not receive a lawyer are significantly less likely to be satisfied with the service they received from LSS compared to those who received a lawyer and those who did not apply for a lawyer.



*Caution: small base size (n<50).

■ 5 – Very satisfied ■ 4 % Rating 4 or 5

Q1. Please think of your experience with legal aid over the past year. On a scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, how would you rate your overall satisfaction with the services you received?

Q2. And, on the same scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.

Q3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

LSS Overall Performance Measures: Applied, But Did Not Receive a Lawyer

- › While applying for, but not qualifying for a legal aid lawyer appears to negatively affect overall perceptions of legal aid service, providing an explanation as to why and referring clients to other services or agencies can minimize the impact of the decision.
- › Ratings of legal aid’s overall performance measures are notably more positive among those clients who did not get a lawyer, but were provided with an explanation and/or advised of other services or agencies to help with their legal problem.
- › In particular, overall satisfaction with legal aid among clients who did not qualify for a lawyer stands at 68% among those who were advised of other services or agencies, but only at 26% among those who were not advised of such services or agencies.

Satisfaction with Overall Performance Measures
(% rating 4 or 5)

	Did Not Get Lawyer			
	Given an Explanation Why Did Not Qualify		Advised of Other Services or Agencies	
	Yes	No	Yes	No
Overall Satisfaction	40%	27%	68%	26%
Accessibility	53%	28%	63%	39%
Helpfulness	35%	20%	45%	25%

Q1. Please think of your experience with legal aid over the past year. On a scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, how would you rate your overall satisfaction with the services you received?

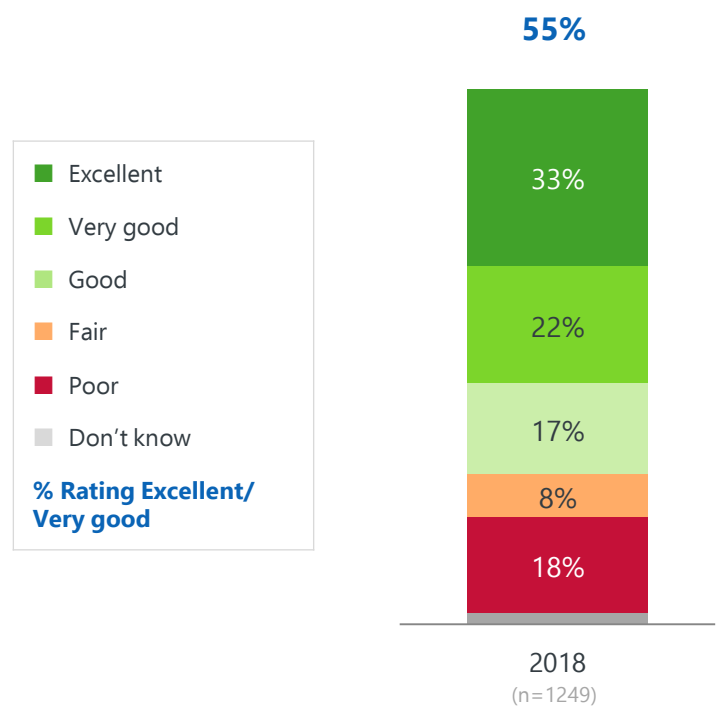
Q2. And, on the same scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.

Q3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

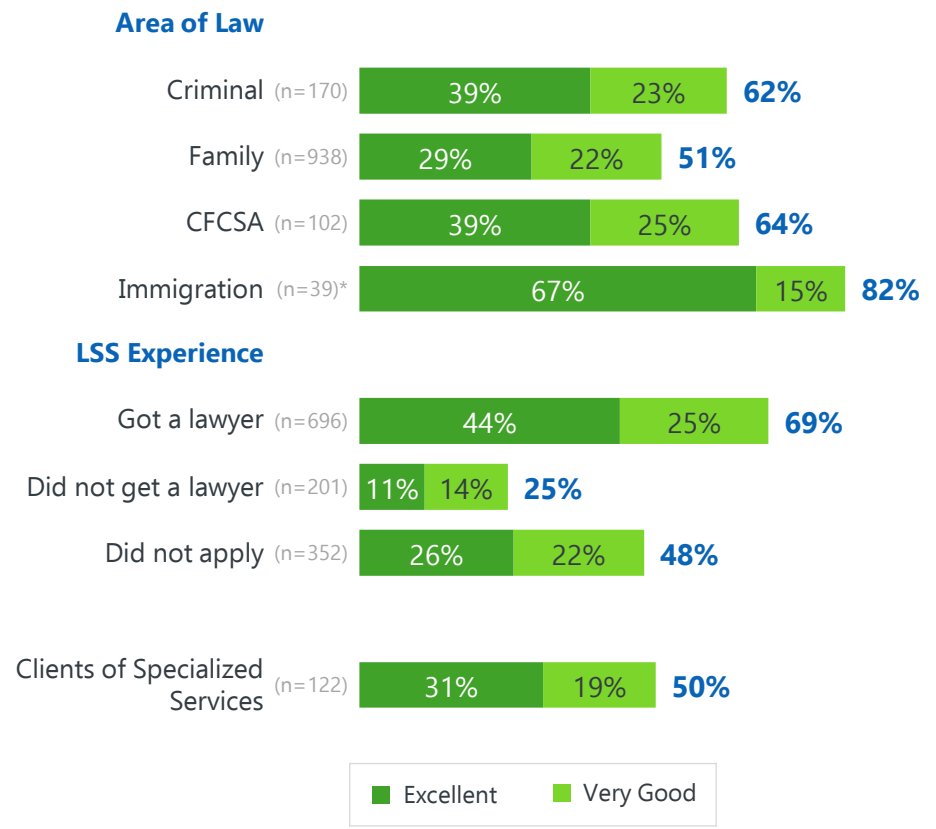
LSS Overall Performance: Meeting Needs

- > For the first time, legal aid's performance at meeting the overall needs of clients has been measured.
- > Just over one-half (55%) of clients rate Legal Services Society as excellent or very good at meeting their needs, and another 17% rate the organization as good.
- > Rating patterns are similar to what is seen with overall satisfaction – (1) immigration clients are somewhat more positive in their assessments, (2) clients who applied for, but did not get a legal aid lawyers are the most negative, and (3) ratings from clients of Specialized Services are highly similar to all clients.

Meeting Needs Overall (among all clients)



By Subgroup



Q4. Overall how would you rate legal aid at meeting your needs?

Suggestions to Improve Legal Aid

- Legal aid clients dissatisfied with the service they received most commonly make suggestions regarding legal aid lawyers – 18% say they want lawyers to be more diligent, committed and/or to simply provide better service.
- Another 12% do not single out lawyers or staff specifically, but ask for more compassion, respect and people/a system that is easier to deal with.
- 10% of these dissatisfied clients single out legal aid staff – suggesting these individuals need to be more professional, knowledgeable and/or better trained.
- Among the highly dissatisfied group of clients who applied for, but did not get a lawyer, some of their top suggestions include more flexibility concerning the income eligibility (17% mentioning) and broadening the type of services offered so everyone can have access to legal aid (13%).

Top Suggestions to Improve Legal Aid Services (among clients dissatisfied with overall services received)



Note: only major mentions are shown. Multiple mentions allowed.

Base (among those leaving a comment): 2018 (n=272)

Q5. What, if anything, do you think legal aid needs to improve?

Suggestions to Improve Legal Aid

Be More Diligent, Committed, Provide Better Service

“ Actually care about the case that is being represented. I understand I am not paying for the service but I also can't afford it. I want to be treated like a valued customer. The reason I came was to get help as my child's life was hanging in the balance.

Having a lawyer show up would be a good start - I had two not show up. The third lawyer would not communicate with me!! Calling on a Monday night to say I had court Tuesday morning, and dumbfounded as why I did not know that when it was her job to tell me!!!

The lawyer just rolled over and gave up regularly late for court and I had to make excuses to the judge on several occasions.

I just felt like I was just another number. It was definitely a bad experience, it didn't help my needs. It gave me more stress. My lawyer was unorganized.

When lawyers take on legal aid cases, they need to give that client the same quality services and counsel as a paying client gets. This was not the case with me. Not only was I misrepresented by the lawyer, but when I requested a follow-up in my case, the lawyer did nothing nor did he return my calls! This happens all too often I find with legal aid cases. The lawyers do not try hard enough to fight for you to win your case.

Be More Compassionate, Respectful

“ Attitude of phone staff is negative – has no tolerance and no patience. They seem to be short and uninterested in hearing an explanation.

Was very frustrated of the person who worked with me. She didn't even listen to my needs. Try to work with my situation. It was already an emotional nightmare and I just wanted someone to listen and help me out. This did not happen.

The lady that helped me was very rude and very insensitive. I left the building very distraught and upset. I think legal aid needs to put employees through "being mindful" courses.

I found the people I spoke to were not at all helpful. Got bit of run around. Not very compassionate for people going through struggles.

More Professional, Knowledgeable, Trained Staff

“ I spoke with the Duty Counsel and he gave me the wrong form to file to have child support payments reviewed and increased. I had to come home and find out and print the correct form myself.

I was getting different information from different people.

Could use a few more staff to deal with issues that are not so straightforward or more complex. I had some out of province issues and information was difficult to obtain at times.

I was recommended to the LawLINE at one point and was given an incorrect number multiple times. The only reason I even got through is because I found someone with a contact who worked in legal aid who finally connected me.

The intake was painful, as the lady was very disorganized and struggled with basic math. She was pleasant but it was a struggle communicating with her.

Broaden Types of Services Offered/ Improve Access to Services

“ The whole system, the criteria. The criteria wasn't reflective of the real world; I didn't qualify. It's stupid. Financially I qualify but there were other reasons that held me back.

More free legal advice to the people who have no or low income.

More variety of other services e.g. help me to fill out papers for pension disability

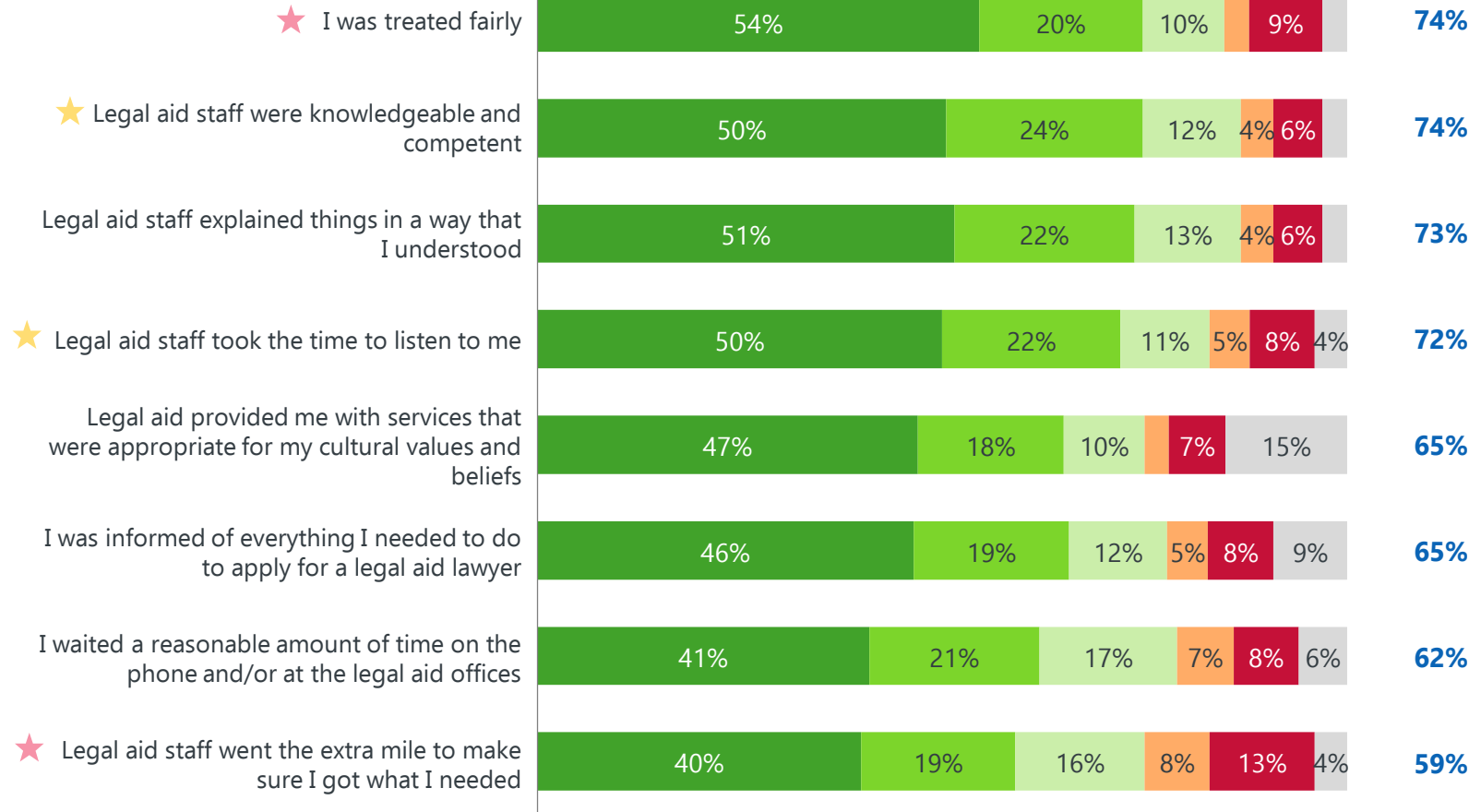
As an individual that is forced into a position of having to represent myself it was challenging to get assistance that I needed. Full time Duty Counsel in New Westminster, were unable to assist me due to conflict of interest as they had already talked to my ex spouse who had a lawyer - he did so intentionally. Duty Counsel should not be in a conflict of interest.

Must become easier to qualify.

Dealing with Legal Aid in General

- Legal aid clients generally have positive perceptions about the specific aspects of service they received from the organization. They give their most positive assessments to being treated fairly and staff being knowledgeable/competent, explaining things in a way they can understand and taking the time to listen.
- Clients tend to be the least positive about staff going the 'extra mile' to make sure they got what they needed.
- Clients who were found guilty or whose case was unresolved tend to be the most critical. That said, broadly one-half to two-thirds of this group still give positive ratings to legal aid on all eight service areas.
- Key driver analysis identifies four service areas as being the most highly correlated with overall service perceptions: fair treatment, going the extra mile, staff being knowledgeable/competent and staff taking the time to listen.

Satisfaction with Legal Aid in General (among all clients)



★ Top priority
 ★ Secondary priority

■ 5 – Strongly Agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly Disagree ■ Don't Know % Rating 4 or 5

Base: 2018 (n=1249)

Q6. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements about legal aid in general?

Dealing with Legal Aid in General: By Subgroup

- › When it comes to area of law, the small group (3%) of immigration law clients tend to be the most positive about the specific service aspects they experienced with legal aid.
- › Criminal law clients give above-average scores to staff explaining things in a way that they could understand and to informing them of all the things they need to do to apply for a legal aid lawyer. CFCSA clients also single out legal aid staff in a positive way on the latter service attribute.
- › Clients who applied for and received a legal aid lawyer hold significantly more positive perceptions about legal aid compared to their counterparts who did not apply for a lawyer and especially compared to those who applied for, but did not qualify for a legal aid lawyer.
- › Specialized Services clients' satisfaction with legal aid in general is highly reflective of all clients, with 60% to 72% giving positive assessments.

Satisfaction with Legal Aid in General

(% rating 4 or 5)

	Total 2018	By Area of Law				By LSS Experience			
		Criminal	Family	CFCSA	Immig.	Got Lawyer	Did Not Get Lawyer	Did Not Apply	Clients of Spec. Serv.
Base	(n=1249)	(n=170)	(n=938)	(n=102)	(n=39)*	(n=696)	(n=201)	(n=352)	(n=122)
I was treated fairly	74%	76%	72%	76%	89%	82%	45%	73%	72%
Legal aid staff were knowledgeable and competent	74%	76%	73%	74%	85%	83%	51%	71%	77%
Legal aid staff explained things in a way that I understood	73%	80%	70%	77%	85%	82%	56%	68%	70%
Legal aid staff took the time to listen to me	72%	76%	70%	75%	87%	82%	52%	67%	74%
Legal aid provided me with services that were appropriate for my cultural values and beliefs	65%	66%	63%	64%	85%	74%	36%	62%	70%
I was informed of everything I needed to do to apply for a legal aid lawyer	65%	76%	60%	78%	85%	82%	53%	49%	66%
I waited a reasonable amount of time on the phone and/or at the legal aid offices	62%	67%	60%	67%	74%	71%	48%	56%	63%
Legal aid staff went the extra mile to make sure I got what I needed	59%	64%	55%	62%	77%	71%	34%	51%	60%

■ Significantly higher than total
■ Significantly lower than total

*Caution: small base size (n<50).

Q6. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements about legal aid in general?

Providing Culturally Appropriate Services

> 10% of clients feel that legal aid did not provide services that were appropriate for their cultural background and/or beliefs. The culture most often mentioned that needs to be better addressed is Aboriginal/First Nations.

> However, Indigenous clients are no more likely than other clients to feel that legal aid did not provide appropriate services (12% of Indigenous clients versus 10% of non-Indigenous clients). However, among the 12% of Indigenous clients who are dissatisfied, over one-half (57%) mention that Aboriginal/First Nations culture/languages need to be better addressed.

> When asked what legal aid can do to better address cultures/languages, clients suggest being more empathetic/understanding, being set-up to provide services in different languages and simply listening to these clients and spending more time with them.

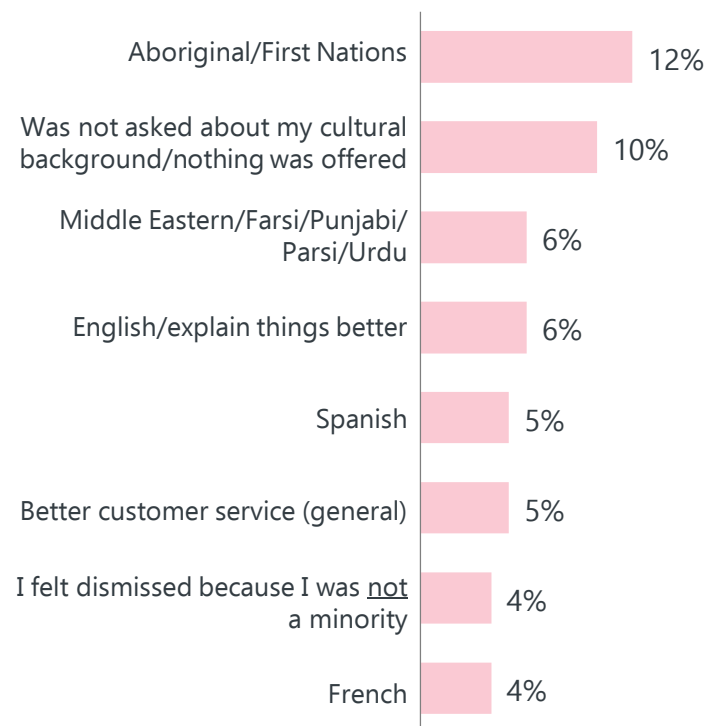


10%

of clients disagree that legal aid provided services that were appropriate for their cultural background and beliefs

Cultures &/or Languages Which Need to be Better Addressed

(among clients disagreeing that there were appropriate services)



(n=124)

Base is among those leaving a comment.

Note: only major mentions are shown.

Q39. Earlier you did not agree that legal aid provided you with services that were appropriate for your cultural background and beliefs. Which culture(s) and/or language(s) do you feel legal aid needs to better address?

Q39b. What suggestions, if any, do you have for legal aid to better address this culture and/or language?

Suggestions to Better Address Cultures &/or Languages

(among clients disagreeing that there were appropriate services)



(n=84)

Dealing with Legal Aid in General: Qualitative Insights

Working with First-Time Clients and Clients New to the Community

- › Qualitative interviews suggest that whether or not someone has used legal aid services before is a predictor of how they will feel and experience the process of dealing with legal aid and the court system. This finding is consistent with quantitative results.
- › When people come to legal aid or visit a courthouse, particularly for the first time, they are often anxious and very eager to learn what the process is. They generally expect everyone they interact with at LSS (including intake workers) to be able to explain what the steps in the process are. This reduces the anxiety that comes with dealing with the unknown.

We have no idea what's happening when you go in there, and that's a joke. That's actually really like throwing a rat in a maze.
- *Criminal Law client, received lawyer*

What needs to happen is, like, when you're arrested, you get a book that tells you the process and your access opportunities and, you know, a pamphlet from the police because then that's like, okay, we're here for you, we work for you. Okay, you've done something that's not right by the law or within the eyes of whatever system, this is the book that tells you the process in our community, that these are the people, these are their names, this is what they do. And, you know, even like a picture book, for God's sake. Like you know what I mean? When you get onto the airplane, like, this is the process.
- *Criminal Law client, received lawyer*

I wasn't ever told about how the process works or what I had to do besides fill out the application. Yeah, it was basically, like, you know, filling out an application, dropping it in the hole and walking away.
- *Criminal Law client, received lawyer*

I, kind of, assumed that the legal aid intake worker would have a general understanding of the law.
- *Criminal Law client, received lawyer*

Dealing with Legal Aid in General: Qualitative Insights

- › In contrast to legal aid first-timers, those who have the most experience with legal aid and the court system tend to feel the most empowered when they deal with legal aid.

The only thing that bothered me this time; they assigned me a lawyer which I didn't really mind but years ago I had some serious charges and I said "No, no, you're not assigning me nothing. I'll pick my own lawyer. Like I'm eligible for legal aid" and she said "Yeah, but all lawyers don't take legal aid."

- *Criminal Law client, received lawyer*

- › For people who are going to legal aid for the first time, qualitative interviews underline the importance of intake workers actively listening about the issues that clients are facing. For clients who have never used legal aid, their issue likely feels particularly serious to them and intake workers will want to take extra care to acknowledge that reality.

Yeah, they did explain it, it was just like at the time it's like, well, you know depending on your life situation and everything, for them it's not necessarily too serious of a matter, and I guess if you've been in jail five or six times it's not too serious of a matter, but for somebody that doesn't really have involvement within the court system it is a pretty serious matter.

- *Criminal Law client, applied for but did not receive lawyer*

- › While legal aid intake workers try their best to take the time to fully understand the issues faced by clients as part of the application process, qualitative interviews highlight how important it is for these workers to: (a) determine if the client has used legal aid before and (b) determine how long the client has lived in their community and what kind of community/family support they have.
- › These two pieces of information are key to ensuring the intake worker: (a) does not make any assumptions about what the client may or may not know about the legal aid process and (b) spends additional time, as needed, discussing the other non-legal support services that are available to the client.

When asked whether it would have been helpful if LSS had recommended other types of services or resources:

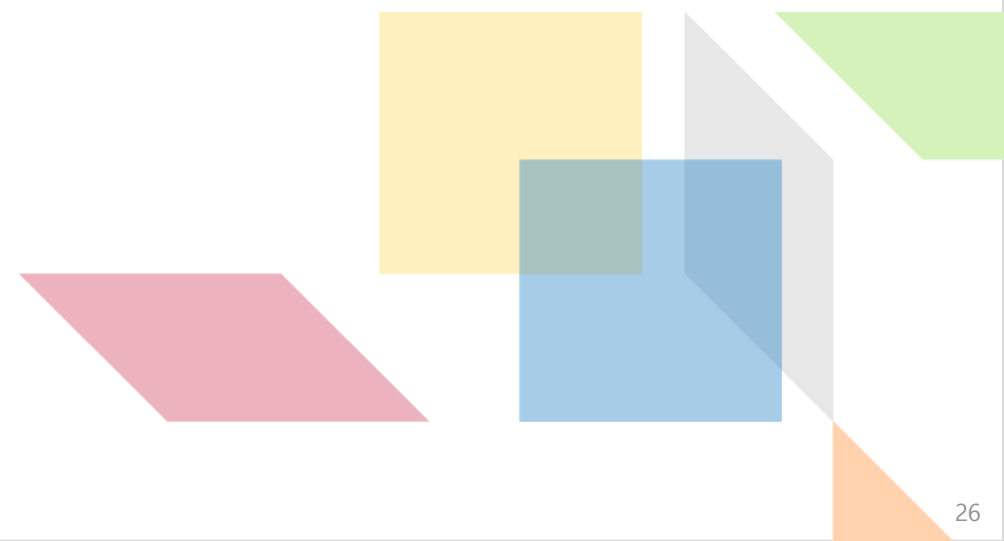
Yeah, maybe, maybe, especially because I was new here in the community, so I didn't know about the resources. I truly didn't know about legal aid – I mean, I was pretty new here...

- *Family Law client, received lawyer*



Summary of Findings

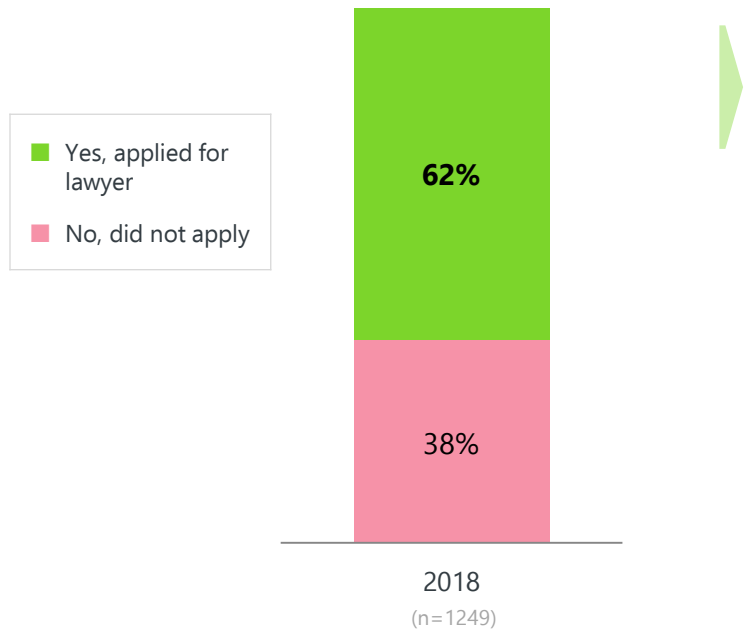
Applying for Legal Aid



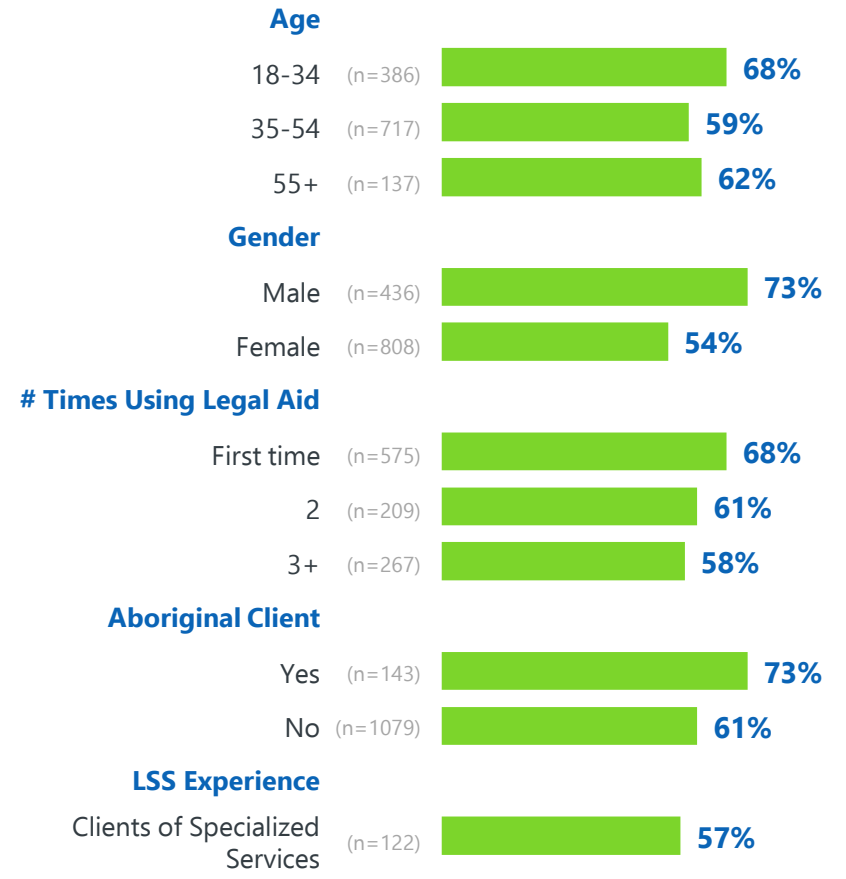
Applying for Legal Aid Lawyer

- > The majority of legal aid clients (62%) report that they applied for a legal aid lawyer.
- > Clients who are the most likely to report that they have applied for a legal aid lawyer include:
 - > Indigenous clients (73%)
 - > Men (73%)
 - > First time clients (68%)
 - > Clients aged 18-34 (68%)

Applied for Legal Aid Lawyer (self-reported among all clients)



By Subgroup



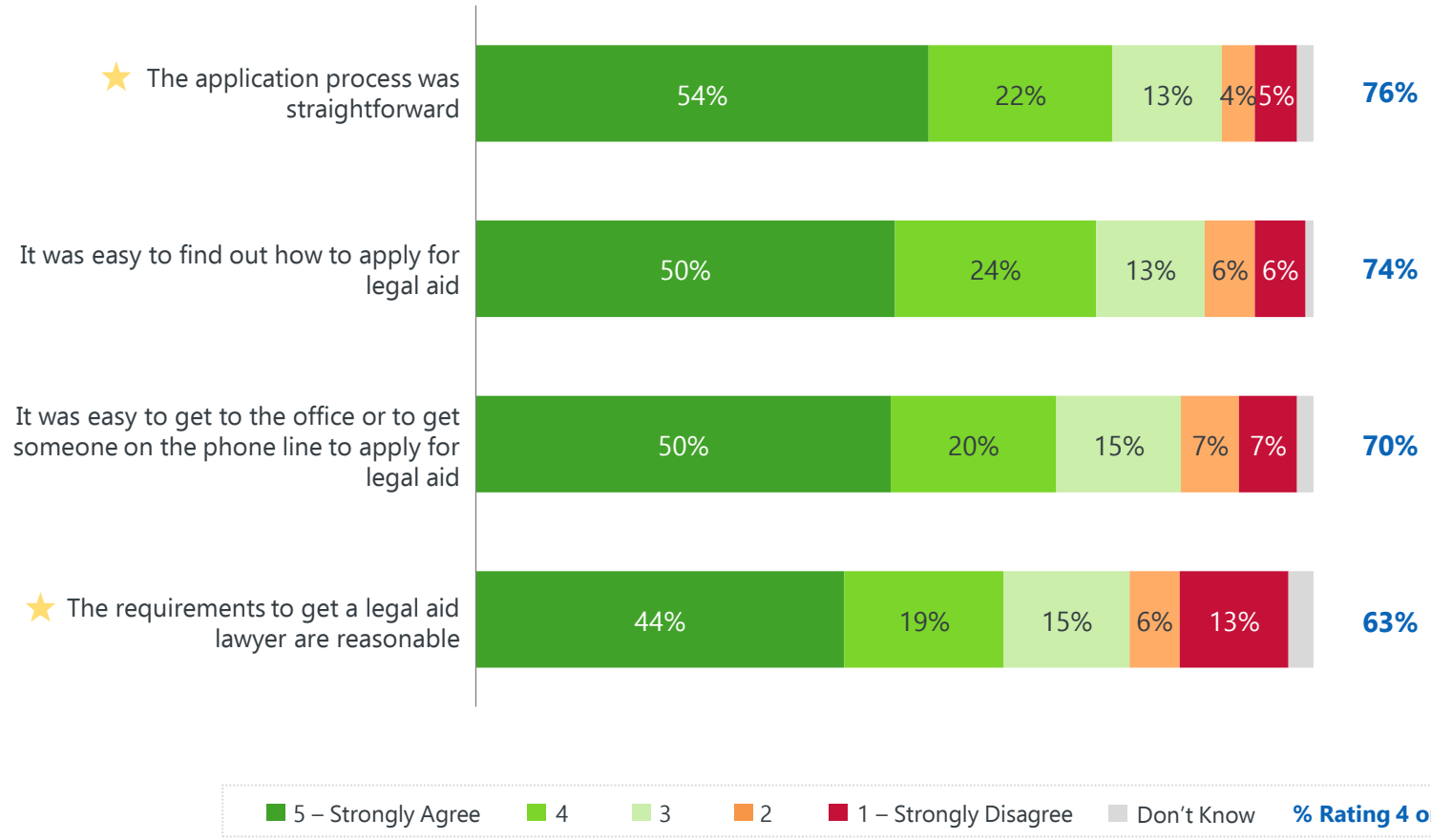
■ Yes, applied for lawyer

*Caution: small base size (n<50).
Q14. Did you apply for a legal aid lawyer?

Specific Aspects of the Application Process

- › Clients who applied for a legal aid lawyer generally give positive assessments of the application process (it was straightforward) and say it was easy to find out how to apply.
- › 70% give positive assessments to the ease of getting to the legal aid office or getting someone on the phone line to apply.
- › Relatively lower ratings are given to the requirements to get a legal aid lawyer being reasonable. Predictably, those who got a lawyer are significantly more likely to find the requirements reasonable.
- › Those whose case was resolved or who 'got off' are more positive about the specific aspects of the application process than those who have an unresolved case or who were found guilty.
- › While the application process is not among the strongest key drivers of overall satisfaction with legal aid, for those that experience it, keeping the process straightforward and the requirements to get a lawyer reasonable are the most important.

Legal Aid Application Process
(among clients who applied for a lawyer)



% Rating 4 or 5

- 74% among those who received a lawyer
- 25% among those who did not

★ Priority

Base (among those who applied for a lawyer): 2018 (n=897)

Q16. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about the application process?

Application Process on Specific Aspects: By Subgroup

- When it comes to area of law, the small group (3%) of immigration law clients tend to be the most positive about the application process.
- CFCSA clients give above-average scores to the requirements to get a legal aid lawyer being reasonable.
- Clients who applied for and received a legal aid lawyer hold significantly more positive perceptions about the application process compared to their counterparts who applied for, but did not qualify for a legal aid lawyer. This disparity is especially notable on the requirements to get a legal aid lawyer being reasonable.
- Service perceptions among clients of Specialized Services are highly reflective of all clients for the process being straightforward and it being easy to find out how to apply. However, clients of Specialized Services are not as positive about the ease of getting to an office/getting someone on the phone and the requirements to get a lawyer being reasonable.

Legal Aid Application Process
(% rating 4 or 5)

	Total 2018	By Area of Law				By LSS Experience		
		Criminal	Family	CFCSA	Immig.	Got Lawyer	Did Not Get Lawyer	Clients of Spec. Serv.
Base	(n=897)	(n=156)	(n=605)	(n=98)	(n=38)*	(n=696)	(n=201)	(n=69)
The application process was straightforward	76%	79%	71%	77%	87%	82%	52%	72%
It was easy to find out how to apply for legal aid	74%	76%	72%	79%	87%	80%	53%	70%
It was easy to get to the office or to get someone on the phone line to apply for legal aid	70%	72%	65%	73%	84%	75%	48%	62%
The requirements to get a legal aid lawyer are reasonable	63%	65%	59%	74%	78%	74%	25%	55%

*Caution: small base size (n<50).

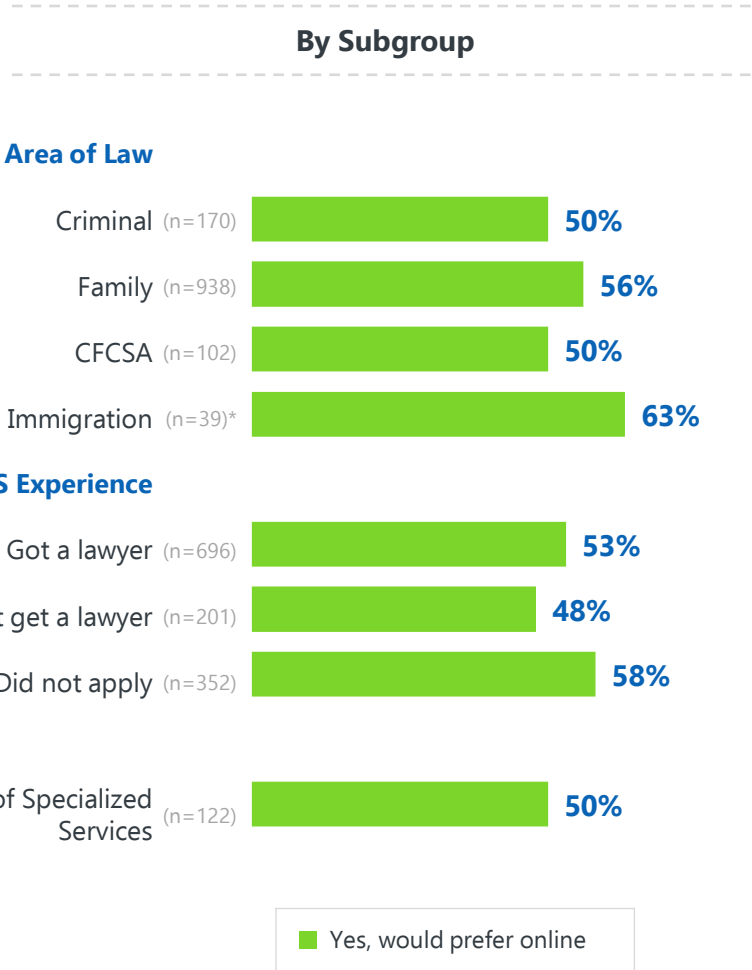
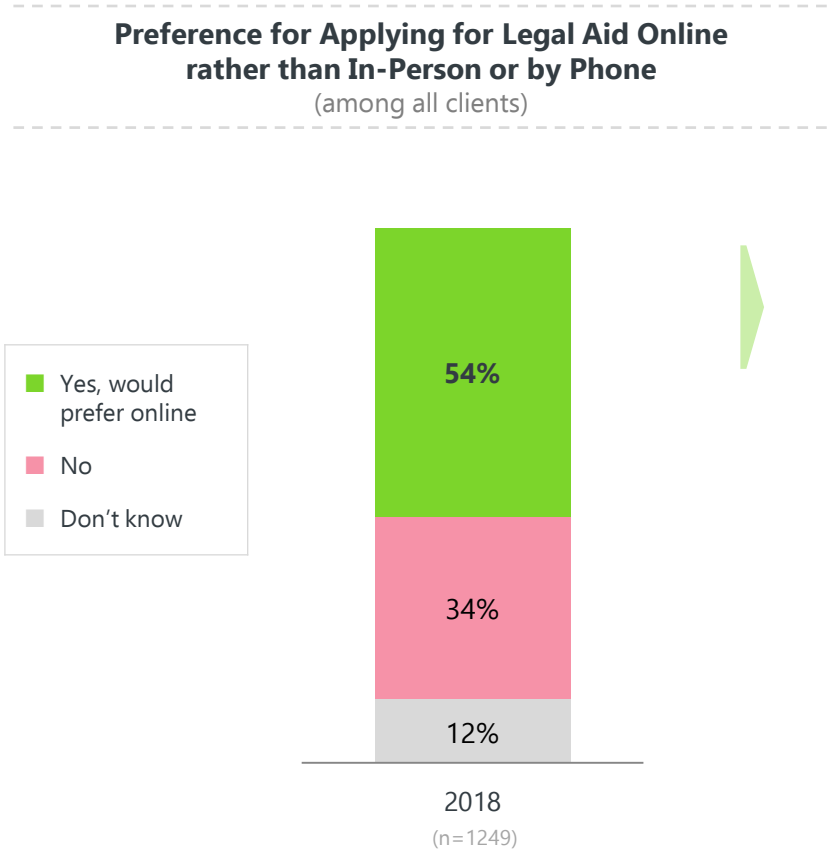
Base is among those who applied for a lawyer.

Q16. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about the application process?

■ Significantly higher than total
■ Significantly lower than total

Preference for Applying for Legal Aid Online

- > There is a slight preference among clients to apply for legal aid online rather than by phone or in-person.
- > Younger clients (18 to 34) have a stronger preference for applying online (63% prefer it). Preference then decreases with age (56% of clients 35 to 54 would prefer applying online, compared to just 32% of clients 55 and older).
- > Clients who applied for, but did not qualify for a legal aid lawyer are less interested in applying online compared to clients who received a lawyer and clients who did not apply for one (48% versus 53% and 58%, respectively).



*Caution: small base size (n<50).

Q15. People can apply for legal aid in legal aid offices, some courthouses, and over the phone. If available, would you prefer to apply for legal aid online?

Interpersonal Skills of Intake Workers are Key to the Process

- › As much as the client is looking to the intake worker for accurate information, the interpersonal skills of the intake worker – particularly the ability to empathize and not pre-judge – are particularly important. The following positive quotes from the qualitative interviews demonstrate how impactful these interpersonal skills can be on the legal aid-client relationship and overall legal aid service perceptions.

They, sort of, recognized that I had rights. Like, I just felt, as soon as I got in there, there was this, like an understanding, a relative understanding that I'm a human being in a situation that maybe isn't - I've already been chosen guilty, chosen guilty, right, but yet to be proven innocent, and I was addressed innocently.

- *Criminal Law client, received lawyer*

Well, I just felt like I was talking to somebody I knew, that understood people, that understood the situation. The majority of my questions were answered before I could even ask them.

- *Criminal Law client, received lawyer*

Let me tell you. Of course, I was there early and when I got in the receptionist was quite nice. She asked me if I wanted to partake in any of the snacks that were available and she made me comfortable. Then I was interviewed by a female, who I honestly wish I could remember and she asked me some questions. She saw that I was nervous, she calmed me down. We had a conversion type interview. Then she made a decision. And I was very thankful.

The conversion type interview was easy. She asked me many questions, but I didn't feel ill at ease. And that was it. She approved me and I left.

- *Immigration Law client, received lawyer*

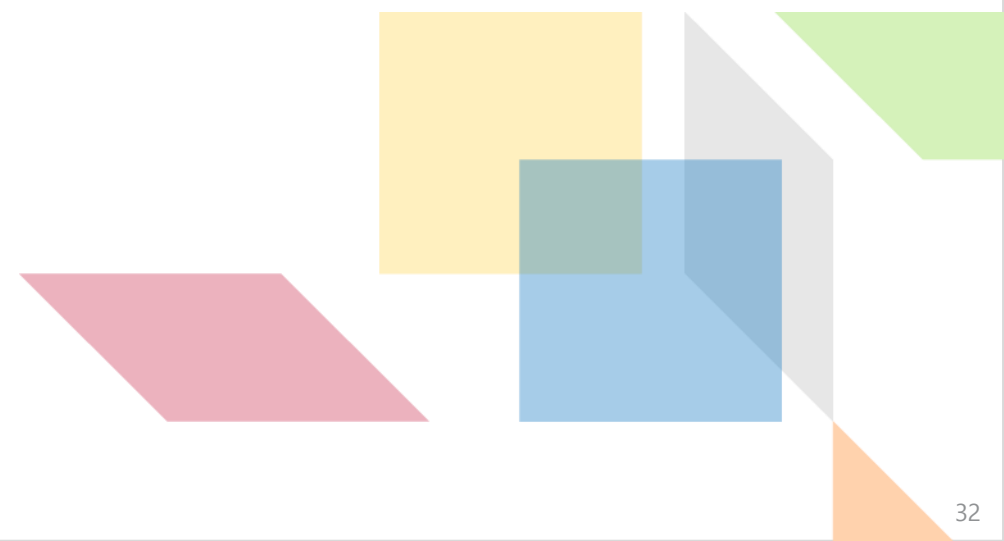
I didn't have much money and I hadn't eaten in about two days. And the lady who interviewed me, she must have picked up on something, I don't know, because I didn't ask. And she actually shared something with me, I'm not sure what it was. But she shared something with me. Then when I was leaving she said "Look, there's some snacks here, why don't you help yourself to it?" So I said, you know, other people would need it. She goes "No, you take it." And that actually is not part of legal aid, but that really helped me out and made my day.

- *Immigration Law client, received lawyer*



Summary of Findings

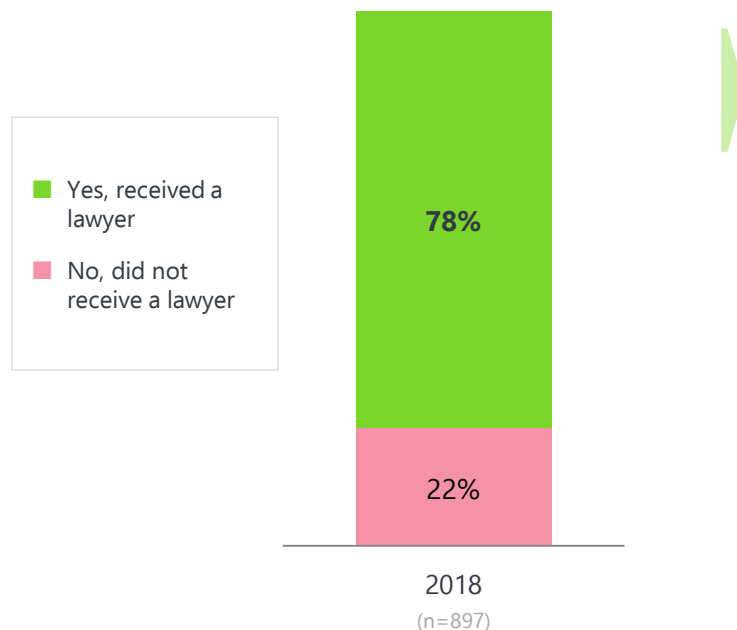
Legal Aid Representation



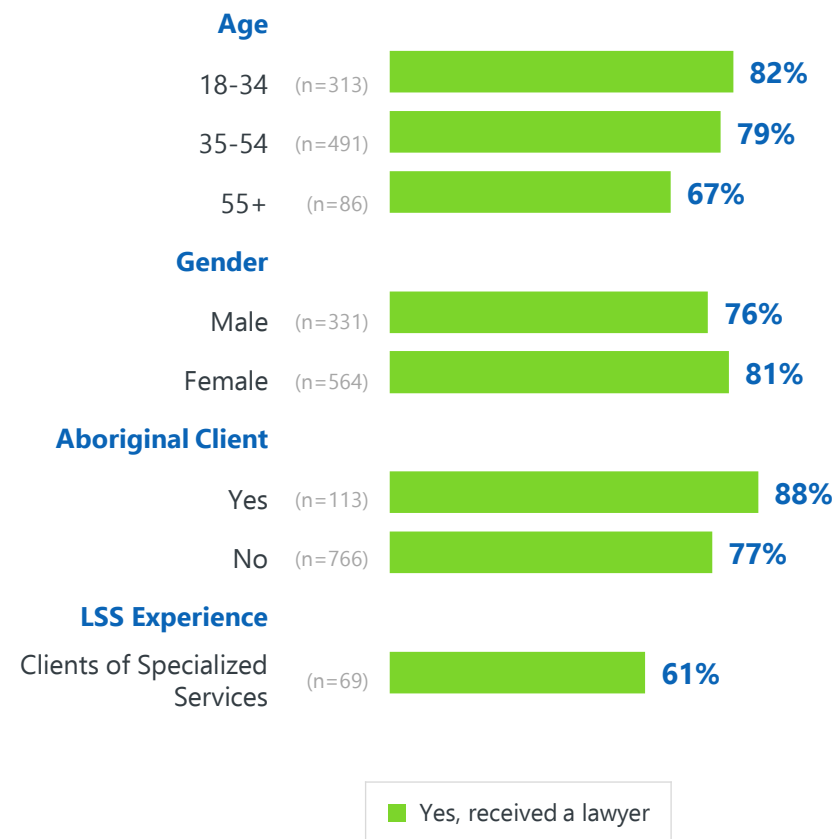
Provided with a Lawyer

- › Among those clients who applied for a legal aid lawyer, 78% report being provided with one.*
- › Indigenous clients are more likely to report being provided with a lawyer than non-Indigenous clients (88% versus 77% among those who applied).
- › Among Specialized Services clients who applied for a lawyer, 61% report being provided with one. *(Given that only PLC clients receive a contract for a lawyer to represent them, there is likely confusion among this client group that having a consistent Duty Counsel lawyer is the same as being represented by a lawyer through contract.)*

Provided with a Legal Aid Lawyer (among clients who applied for a lawyer)



By Subgroup



*62% of all legal aid clients report applying for a legal aid lawyer (see page 27).

*Caution: small base size (n<50).

Q17. Were you provided with a legal aid lawyer to represent you?

A Request for More Flexible Eligibility Requirements

- › Most of the clients interviewed qualitatively who did not qualify for a legal aid lawyer indicated that there was no way that they could afford to pay for a lawyer to represent them. Therefore, in most cases not qualifying for representation by a legal aid lawyer means self-representation.

...other than, I guess, breaking the law or if you have minor children, legal aid can help you, but if you have any other circumstances, you know, they can't help and that's, kind of, unfortunate. ...people like myself who could really use legal aid, really, we have no avenue to turn to unless we do it all ourselves. I mean, I'm not a stupid person but when it comes to legal issues I'm not savvy and, you know, I can try and research a lot of this myself but, you know, there's so many intricacies with the law that I'm lost.

- Family Law client, applied for but did not receive lawyer

- › This is why these clients suggest that the rules regarding who qualifies for legal aid be made more flexible, and that the decision of whether or not one receives representation not be "all or none" but could allow for the possibility of getting some level of legal support.

But I understand, at the same time, it's not like I'm going through a trial and things like that, so you know, like a lesser level of service is needed, but it would be nice to have that as a more organized and kind of, you know, hand-holding kind of experience - that would be nice. Understand the budget issues and how they get paid for their services and everything, but from my standpoint I'm like, okay, hey, I can't afford to pay for a lawyer, I'm not working right now, you know, and they tell you like even when you get arrested that a lawyer will be appointed to you if you can't afford one, and that's kind of not really true.

- Criminal Law client, applied for but did not receive lawyer

- › The current decision process has some unfortunate consequences for how people perceive legal aid services.

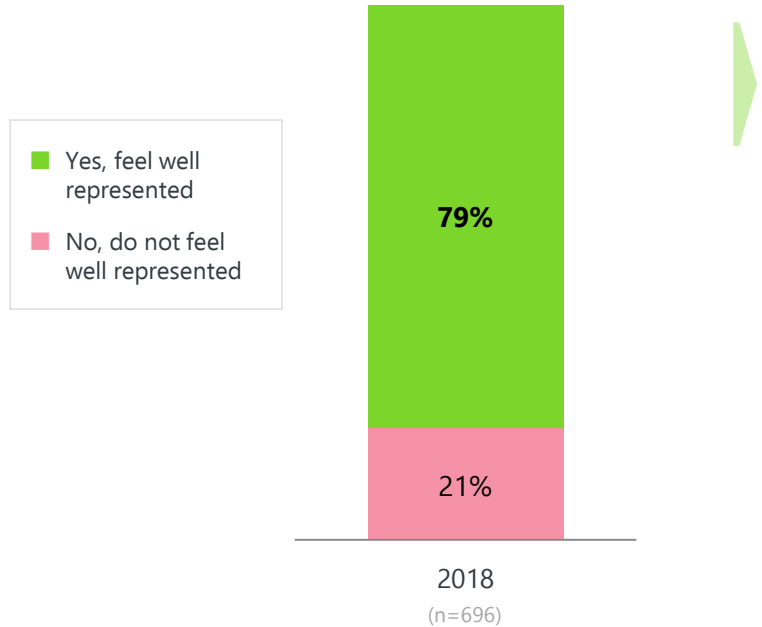
Well, the shitty thing is, people suggest that you go get it, right, because you tell them you can't afford a lawyer, so you want something in between. So they all tell you to go to legal aid, but complete waste of time...they should be trying to help the people that are kind of marginal - who have a job but they don't have a ton of money.

- Criminal Law client, applied for but did not receive lawyer

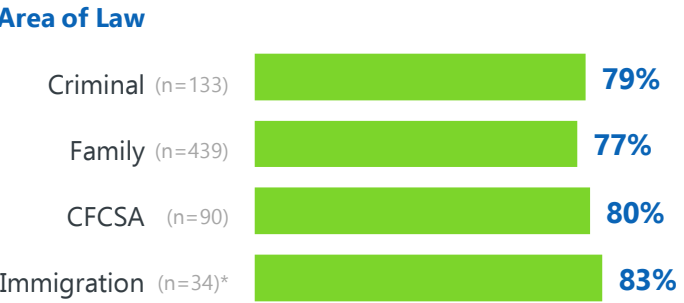
Well Represented by Legal Aid Lawyer

- > The large majority (79%) of legal aid clients who are provided with a lawyer say they feel they were well represented.
- > Case outcome is highly correlated with how clients feel about their legal aid lawyer. Those who 'got off' or whose case was fully resolved are significantly more likely to feel they were well represented compared to clients who were found guilty or whose case was unresolved.
- > That said, 66% of those who had an unfavourable case outcome still feel they were well represented by their lawyer.

Feel Well Represented by Legal Aid Lawyer (among clients provided with a lawyer)



By Subgroup



Yes, feel well represented

*Caution: small base size (n<50).
Q18. Overall, do you feel you were well represented by your legal aid lawyer?

Reasons for Feeling Well/Not Well Represented

- > Clients who feel well represented by their lawyer describe this person as 'working on their behalf', helpful, informative, straightforward and knowledgeable.
- > 11% say they feel well represented because they won their case and/or were satisfied with the result.
- > The top criticisms from clients who did not feel well represented by their legal aid lawyer (each mentioned by 22%) are that there was a lack of communication (e.g. the lawyer did not return calls) and/or that the lawyer simply didn't 'do enough' or lacked interest in the case.
- > Another 10% unhappy with their legal aid lawyer said their case was not given enough time/they needed more time with their lawyer.

Reasons for Feeling Well Represented

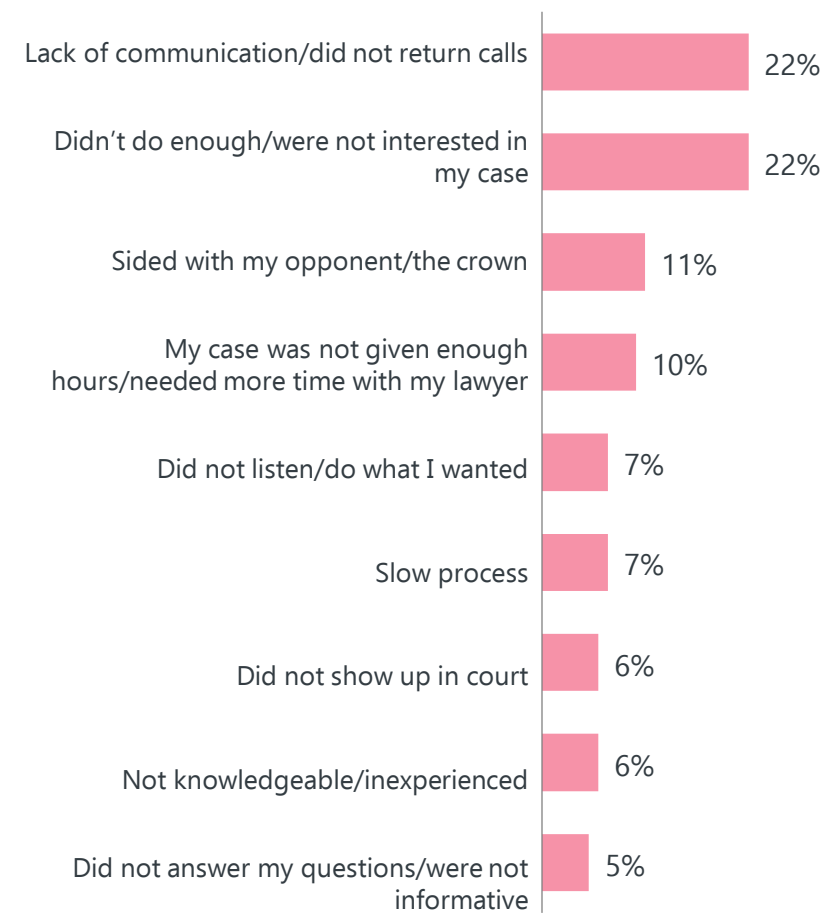
(among clients feeling well represented)



(n=486)

Reasons for Not Feeling Well Represented

(among clients not feeling well represented)



(n=168)

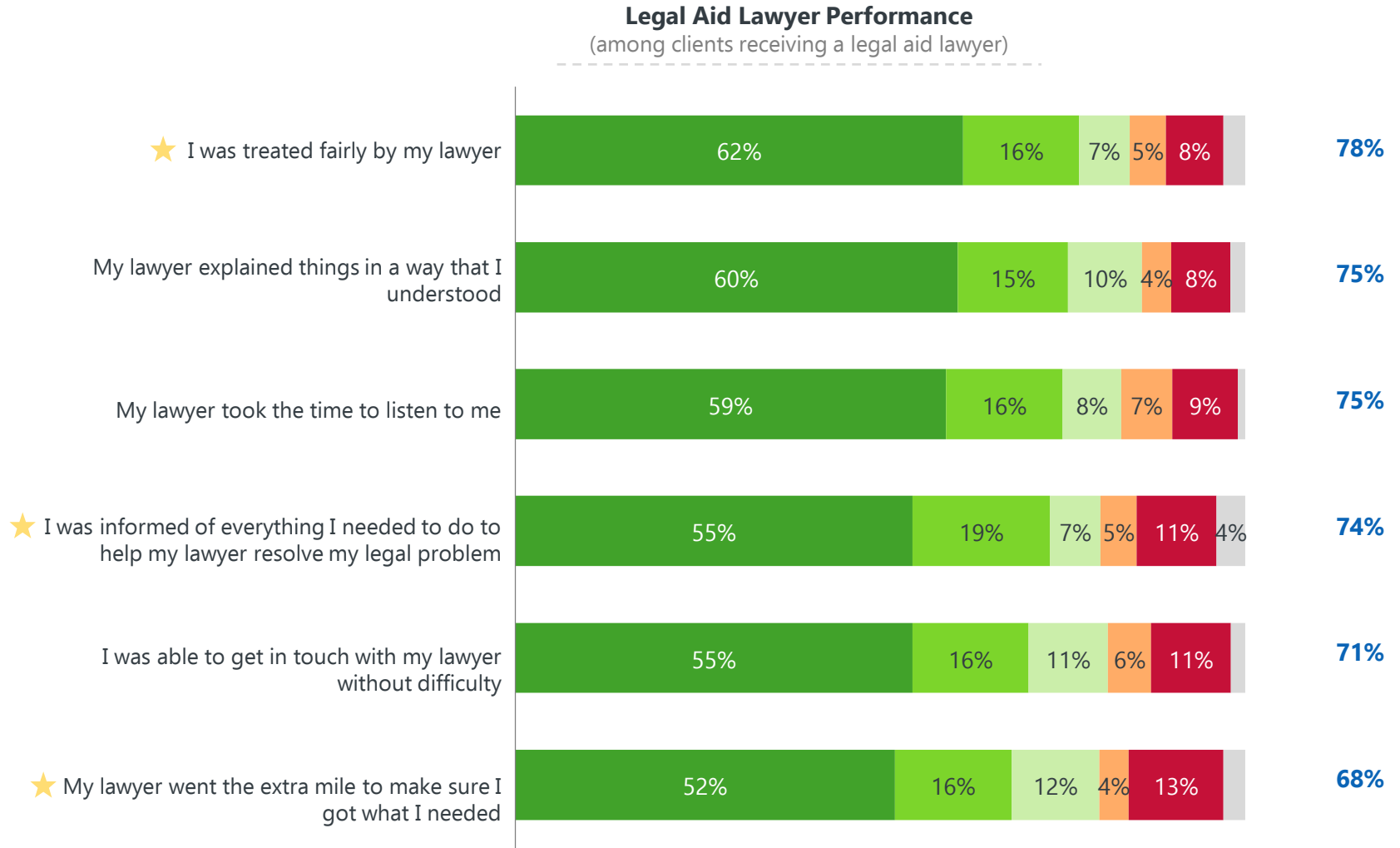
Base is among those leaving a comment.

Note: only major mentions are shown.

Q19. Why do you say that?

Legal Aid Lawyer Performance

- > The majority of clients who were provided a legal aid lawyer rate them positively on all the various aspects of their performance. Lawyers earn their highest marks for treating clients fairly (78% rating them a 4 or 5 out of 5) and their lowest for 'going the extra mile' to ensure clients get what they need (68% rating 4 or 5 out of 5).
- > For the most part, even clients who did not win or resolve their case(s) tend to assess lawyer performance fairly positively. That said, clients who had an unfavourable case outcome are most critical of lawyers when it comes to being informed of everything they needed to do, the lawyer going the extra mile and simply being able to get hold of the lawyer without difficulty.
- > While legal aid lawyer performance is not a strong driver of the organization's overall performance, among the one-half of clients who did get representation, it is being treated fairly by their lawyer, their lawyer going the extra mile and informing clients of everything they need to do to resolve their legal problem which have the greatest potential to impact overall satisfaction.



■ 5 – Strongly Agree
 ■ 4
 ■ 3
 ■ 2
 ■ 1 – Strongly Disagree
 ■ Don't Know
 % Rating 4 or 5

★ Priority

Base (among those who received a lawyer): 2018 (n=696)
 Q20. Next, on a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements?

Legal Aid Lawyer Performance: By Subgroup

- Legal aid lawyer performance assessments do not vary greatly by area of law. The exception is the small group of immigration clients who are particularly positive about the performance of their legal aid lawyer.
- Legal aid lawyers are also commended by CFCSA and Specialized Services clients for doing a good job of explaining things in a way that clients can understand.

Legal Aid Lawyer Performance
(% rating 4 or 5)

	Total 2018	By Area of Law				LSS Experience
		Criminal	Family	CFCSA	Immig.	Clients of Spec. Serv.
Base	(n=696)	(n=133)	(n=439)	(n=90)	(n=34)*	(n=41)*
I was treated fairly by my lawyer	78%	77%	78%	80%	85%	76%
My lawyer explained things in a way that I understood	75%	75%	74%	83%	86%	82%
My lawyer took the time to listen to me	75%	74%	73%	81%	88%	79%
I was informed of everything I needed to do to help my lawyer resolve my legal problem	74%	76%	71%	73%	88%	72%
I was able to get in touch with my lawyer without difficulty	71%	74%	68%	72%	80%	67%
My lawyer went the extra mile to make sure I got what I needed	68%	71%	63%	68%	82%	66%

*Caution: small base size (n<50).

Base is among those who received a lawyer.

Q20. Next, on a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements?

Significantly higher/lower than total

Clarifying the Number of Hours Covered

- › Clients who are represented by a legal aid lawyer are not always aware of the limit on the number of hours that the legal aid lawyer can devote to their case. This is particularly true among first-time clients. Finding out about this limit during their case is a source of anxiety for clients because they are not prepared for the discontinuation of services.

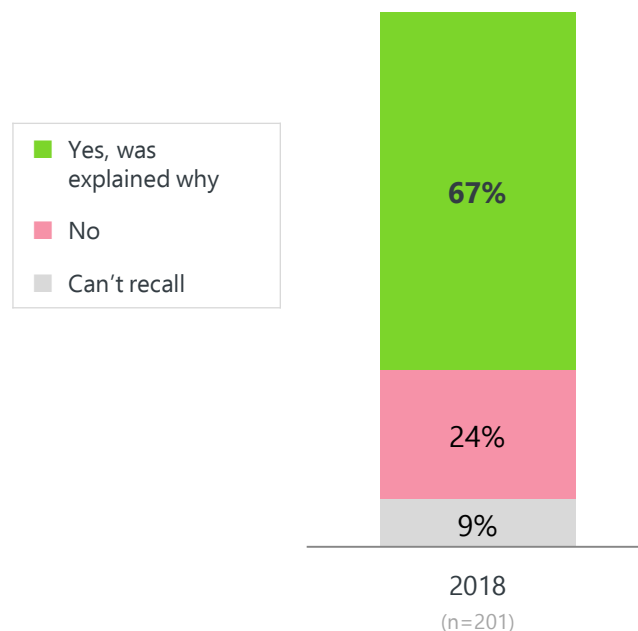
*Sentis' summary of the supporting quote from a Family Law client who received a lawyer:
The client was concerned about what would happen when their legal aid hours run out and wanted to know how many hours they had remaining. The client was unsure of how to get this information and asked the interviewer to help look into it for them.*

- › The impact of reaching the limit of hours is acutely felt by clients in custody disputes. A client whose hours have run out – but whose “ex” or “former partner” is still being represented – feels at an immediate disadvantage.

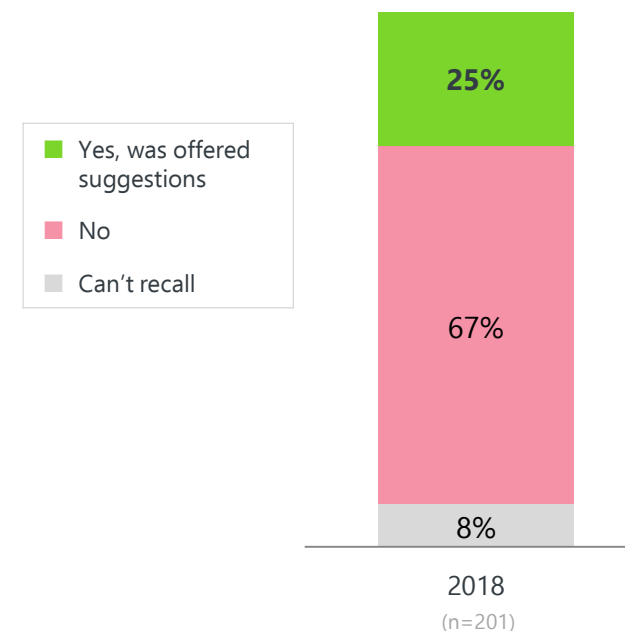
Did Not Qualify for Legal Aid Lawyer – Explained Why & Offered Suggestions

- > Among the 22% of clients who applied for but did not qualify for a legal aid lawyer, two-thirds report they were given explanation as to why they did not qualify.
- > The following clients groups are the least likely to say they were provided with an explanation:
 - > Indigenous clients (36% versus 70% of non-Indigenous clients)
 - > Repeat clients of 3+ times using legal aid (42% versus 85% of clients who have used legal aid twice and 72% of first time clients)
 - > Family law clients (58% versus 88% for all other areas of law combined).
- > Only one-quarter of legal aid clients who applied for, but were not provided with a legal aid lawyer say they were offered suggestions for other services or agencies that could help them.
- > Again, Indigenous clients and repeat clients of 3+ times using legal aid are the most likely to say they were not offered such suggestions.

Explained Why Did Not Qualify for Legal Aid Lawyer
(among clients who did not qualify)



Offered Suggestions for Other Services/Agencies to Help with Legal Issue
(among clients who did not qualify)



Q21. Were you told why you did not qualify for a legal aid lawyer?

Q22. Did legal aid staff suggest other services or agencies that might be able to help you with your legal issue?

Did Not Qualify for a Lawyer: Qualitative Insights

Explaining What Types of Cases are Covered

- › The clients interviewed in the qualitative sessions generally indicated that the intake worker's explanation of why he/she did not qualify for legal aid was clear. However, there appears to be more of a problem with when this explanation is given. That is, they were told after they finished with the application process that they did not qualify for legal aid - not because of their income - but because of the type of issue or case they were involved with.

Yeah, it kind of sucked after when they told me I'm not covered because not necessarily because of your income but because your offence.
- *Criminal Law client, received lawyer*

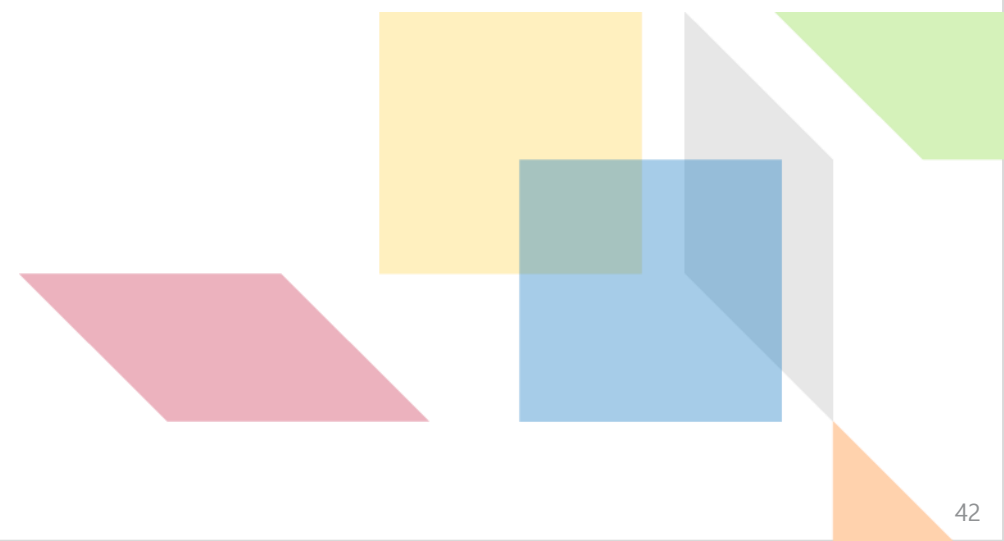
Well, just going back to the beginning there, I think explaining what legal aid actually covers, right off the bat, with not having people fill out forms.
- *Criminal Law client, applied for but did not receive lawyer*

- › Some of clients suggested that it would be helpful if they could be informed sooner in the process of the types of cases that are eligible before they go through the full application process. While this might not be appropriate for all cases, perhaps LSS could consider a shorter process for some clients that hones in on key determining factors.



Summary of Findings

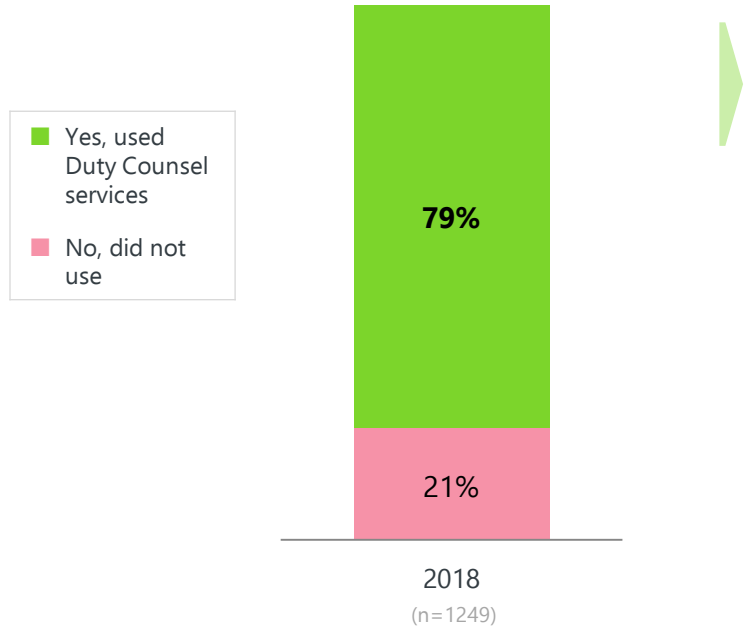
Duty Counsel



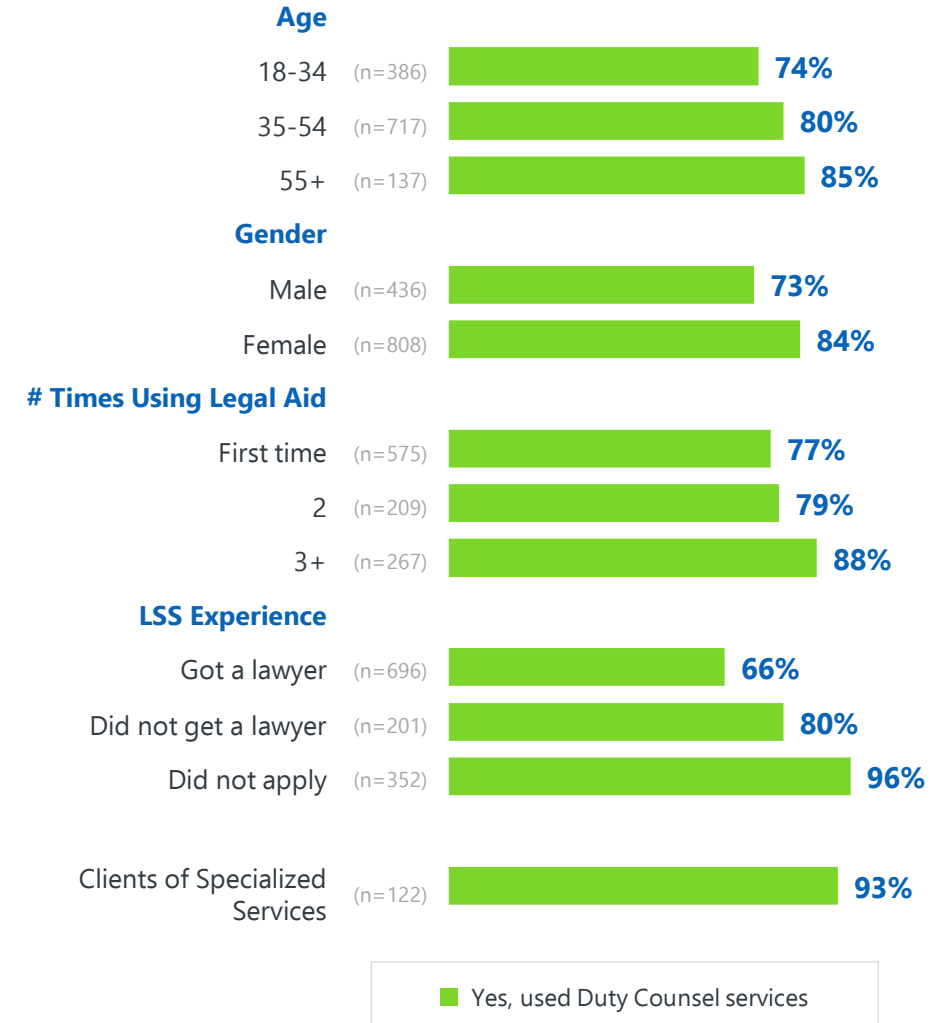
Use of Duty Counsel Services

- › When provided with a description of Duty Counsel services, 79% of legal aid clients report using these services.
- › Given that even two-thirds of those who applied for and received a legal aid lawyer claim to have used Duty Counsel services, it points to possible confusion among clients as to what constitutes this service.

Used Duty Counsel Services
(among all clients)



By Subgroup

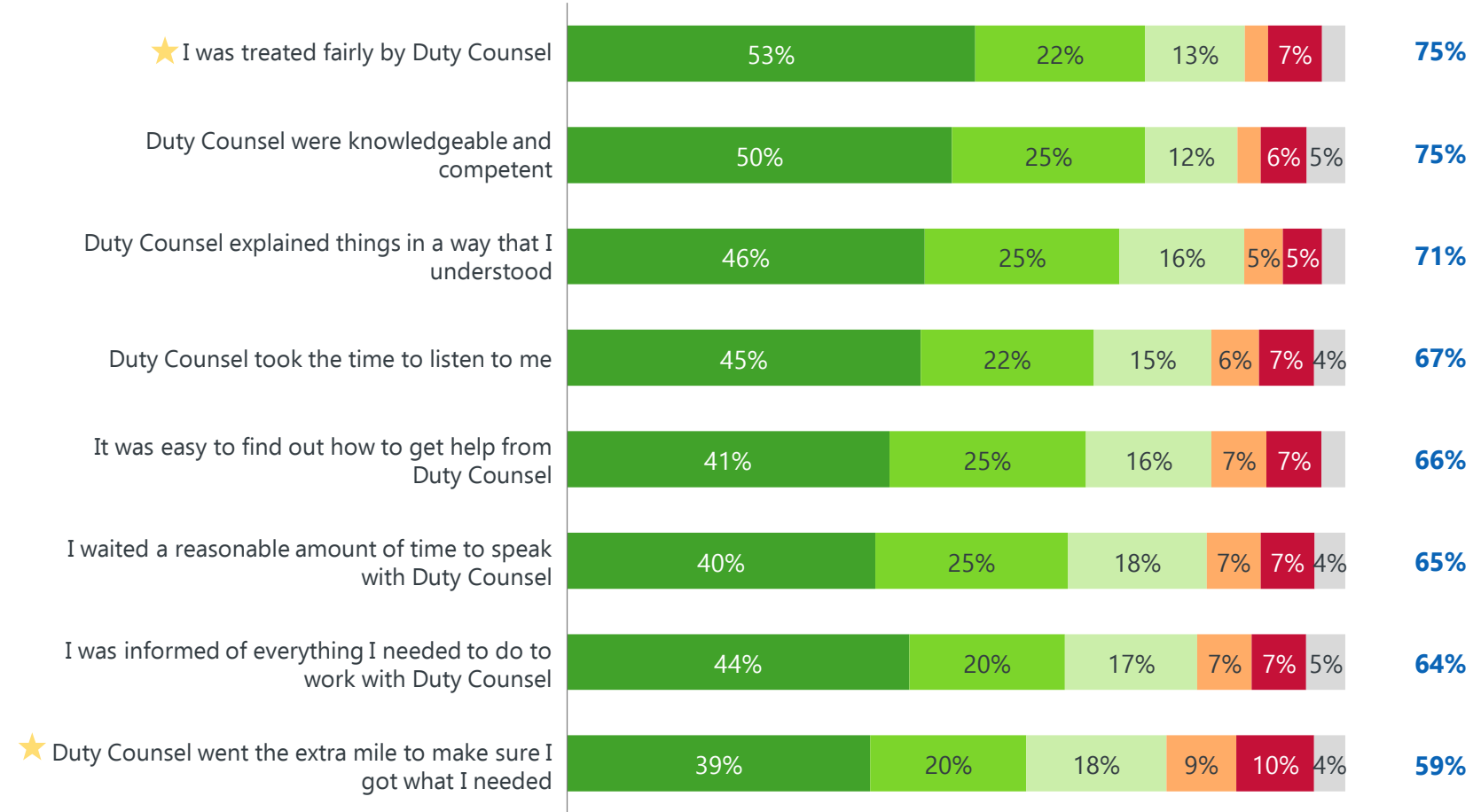


Q23. Did you use any Duty Counsel services?

Duty Counsel Experience

- › Legal aid clients who report using Duty Counsel give this service moderately positive ratings.
- › Clients are most positive about Duty Counsel treating them fairly, being knowledgeable and competent and explaining things in a way that is easy to understand.
- › When it comes to Duty Counsel going the extra mile to make sure they got everything they needed, ratings are relatively lower.
- › First time clients of legal aid tend to give less positive ratings to the ease of finding out how to get help from Duty Counsel,
- › While Duty Counsel service is not a key driver of overall legal aid satisfaction, among the 79% who used it, fair treatment and going the extra mile are the two areas that have the greatest impact on overall satisfaction.

Duty Counsel Experience
(among clients who used Duty Counsel services)



★ Priority

■ 5 – Strongly Agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly Disagree ■ Don't Know % Rating 4 or 5

Base (among those who used Duty Counsel): 2018 (n=767)

Q24. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about your experience with Duty Counsel?

Duty Counsel Experience: By Subgroup⁺

- > Duty Counsel experiences by area of law are highly similar.
- > However, Duty Counsel service perceptions are notably more positive among those who did not apply for a legal aid lawyer (and likely went straight to Duty Counsel) compared to those who applied for a lawyer, but did not qualify.

Duty Counsel Experience
(% rating 4 or 5)

	Total 2018 (n=767)	By Area of Law*		LSS Experience		
		Criminal (n=97)	Family (n=616)	Did Not Get Lawyer (n=128)	Did Not Apply (n=283)	Clients of Spec. Serv. (n=38)**
I was treated fairly by Duty Counsel	75%	72%	75%	58%	75%	77%
Duty Counsel were knowledgeable and competent	75%	73%	75%	55%	77%	72%
Duty Counsel explained things in a way that I understood	71%	69%	70%	52%	69%	67%
Duty Counsel took the time to listen to me	67%	68%	67%	46%	66%	64%
It was easy to find out how to get help from Duty Counsel	66%	68%	66%	45%	67%	65%
I waited a reasonable amount of time to speak with Duty Counsel	65%	64%	64%	46%	64%	69%
I was informed of everything I needed to do to work with Duty Counsel	64%	64%	63%	45%	61%	70%
Duty Counsel went the extra mile to make sure I got what I needed	59%	61%	59%	40%	54%	65%

**Duty Counsel was assessed by all clients who, after an explanation of this service in the survey, confirmed they had previously used it. Therefore, assessments of Duty Counsel include clients from both the CIS and the Specialized Services lists.*

*CFCSA and Immigration law clients not shown due to small base sizes (n<50). **Caution: small base size (n<50).

Base is among those who used Duty Counsel.

Q24. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about your experience with Duty Counsel?

Significantly higher/lower than total

Duty Counsel as a Moment of Truth in the Client Journey

- › Clients who have been told that they do not qualify for representation by a legal aid lawyer often feel that they are on their own when they enter the courthouse to seek the advice of Duty Counsel. Duty Counsel can sometimes be the last chance for legal aid to prove its value as a service to these clients.

Well, like I said, I'm basically doing this on my own so I rely on Duty Counsel to give me, you know, fairly good advice.
- Family Law client, applied for but did not receive lawyer

- › While clients often admit that they can't remember a lot of the details of the intake process, how they contacted legal aid, etc., they remember very specific details of their experience with Duty Counsel. This experience makes a deep impression and strongly impacts the client's overall impression of the value of legal aid.
- › The experience with Duty Counsel varies widely across clients. For some clients the experience is highly positive.

The [Duty Counsel] lawyer was awesome; I don't remember his name, though, but he was an older gentleman. He was very helpful, he even helped me fill out my part of the form just so that it was all done for me. So that was very awesome.
- Family Law client, did not apply for lawyer

- › For other clients, the Duty Counsel is an advocate who can help the client navigate the system.

*Sentis' summary of the supporting quote from a Criminal Law client who received a lawyer:
The client had medical issues. Duty Counsel explained to the client that they were eligible for legal aid due to these medical issues. Previously, this client did not think they were eligible. The client referred to this as Duty Counsel helping them to identify 'loopholes' in the system.*

- › However, for many clients the experience with Duty Counsel leaves them feeling confused, frustrated and that the client is really not a priority.

So I went in there and...he didn't say he couldn't help me, he just seemed really uninterested and he was yawning. He'd had a long day the day before, he explained to me all of his personal issues, and he just really was kind of, like, chewing on something in his mouth...trying to figure out if he thought that...maybe something could be done, that it would be ... you know. And then obviously somebody that is willing and – you know, somebody who is competent to offer help to people. Because this guy that I spoke to was – he was a joke. It was like he was on his last legs and ready to retire, but has a couple of kids in university...

- Family Law client, did not apply for lawyer

- › Unnecessary anxiety can also take hold because it is not always clear to clients who the Duty Counsel lawyers are. That is, how to identify them and distinguish them from other court house staff, and also where to go to actually find them in the courthouse.

... they said, you know, just try and find them in the cafeteria before court, if you can. And if not, when you go up to the dock they'll most likely be in the courtroom and talk to you as you walk up to talk to the judge. And that's like, wow, what if they went to the bathroom?

- Criminal Law client, applied for but did not receive lawyer

- › Clients also report sometimes getting conflicting (or wrong) advice from the different Duty Counsel lawyers that they see.

Yeah, it really depended on who it was because sometimes I got the wrong advice and filled out the wrong forms and then I had to go back and sit up in court and probably wait three to four hours till the master could hear my action again [laughs] so, yeah, I've run into that a couple of times now.

- Family Law client, applied for but did not receive lawyer

I saw three or four of them and I don't remember which one was first but I got very conflicting information from all of them – and I couldn't figure out what I was supposed to do, from them. I just found it was more confusing dealing with them than anything. I kind of got the feeling they were just there because ... I don't know, they're expected to do this a couple of times a month or whatever.

- Criminal Law client, applied for but did not receive lawyer



Summary of Findings

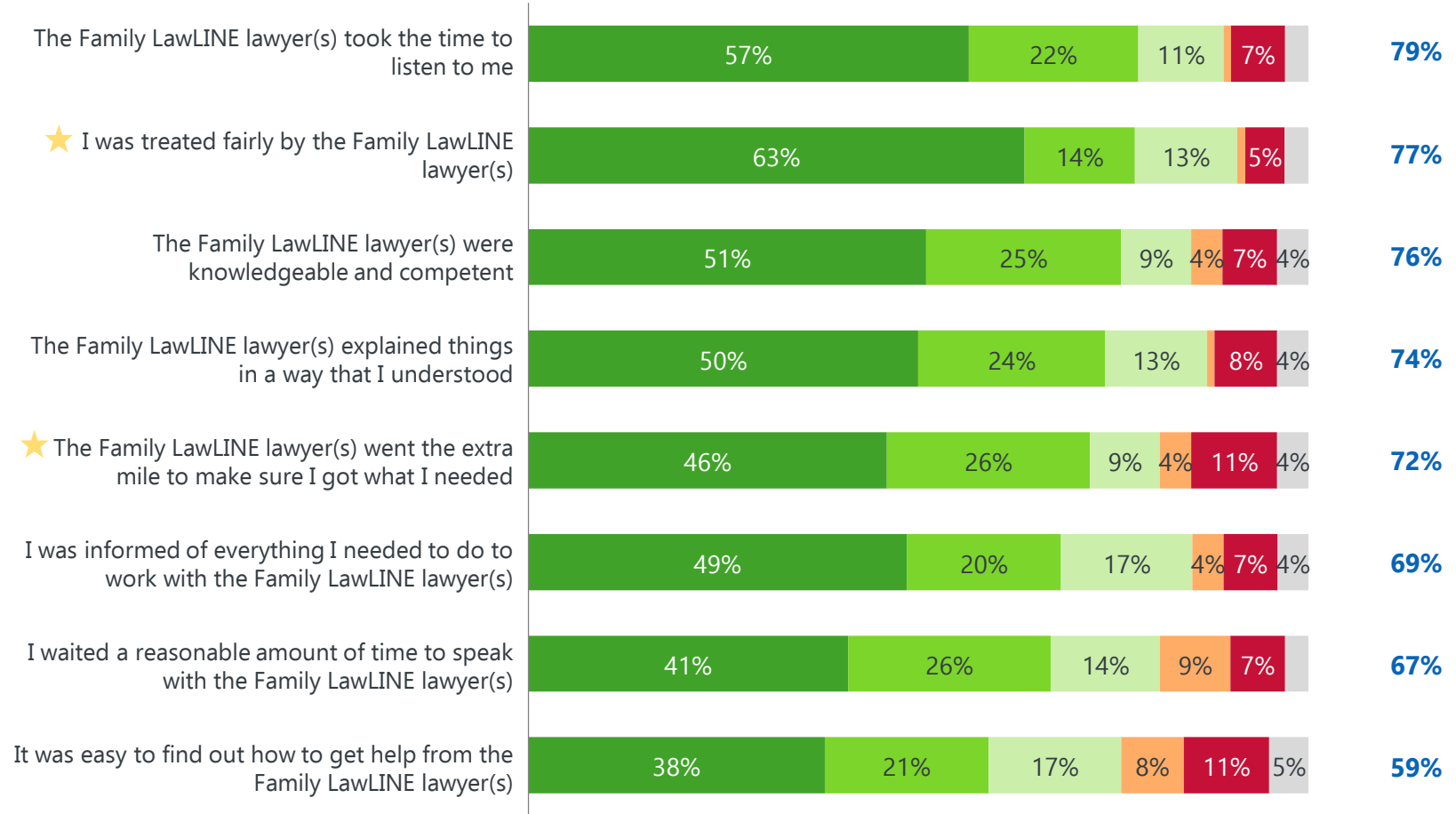
Family LawLINE



Family LawLINE

- > The small group of Specialized Services clients who called the Family LawLINE are generally satisfied with this service.
- > Taking the time to listen and treating clients fairly both stand out as strengths of the Family LawLINE service.
- > Family LawLINE service areas that earn relatively lower marks are the reasonableness of the wait time and the ease of finding out how to get help from the Family LawLINE lawyers.
- > For the small group of Specialized Services clients who called the Family LawLINE, being treated fairly and the lawyer they dealt with going the extra mile are areas that most influence their overall perceptions of legal aid service.

Family LawLINE Experience (among FAMLL clients)



★ Priority

5 - Strongly Agree 4 3 2 1 - Strongly Disagree Don't Know % Rating 4 or 5

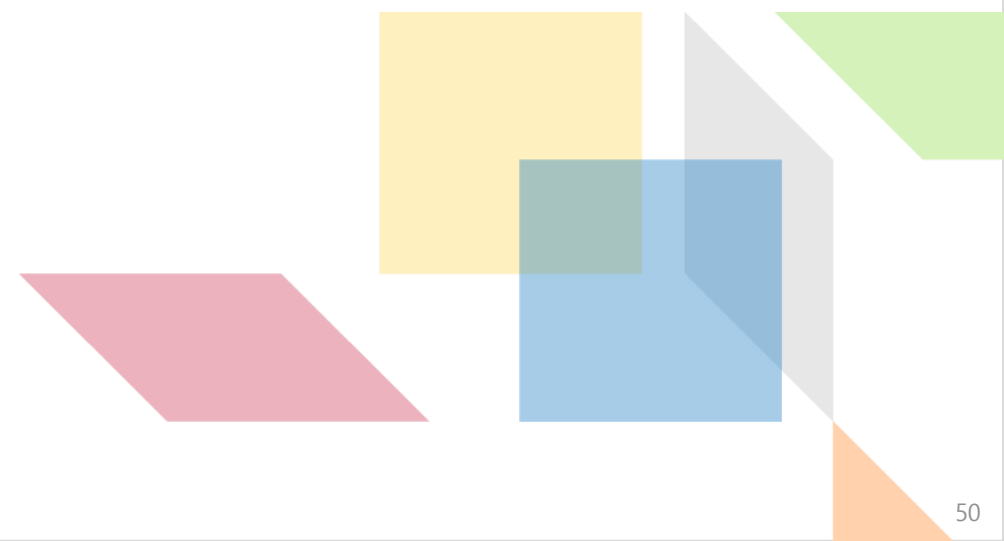
Base (among FAMLL clients): 2018 (n=76)

Q24b. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about your experience with getting advice from a legal aid lawyer over the phone, such as through the Family LawLINE?



Summary of Findings

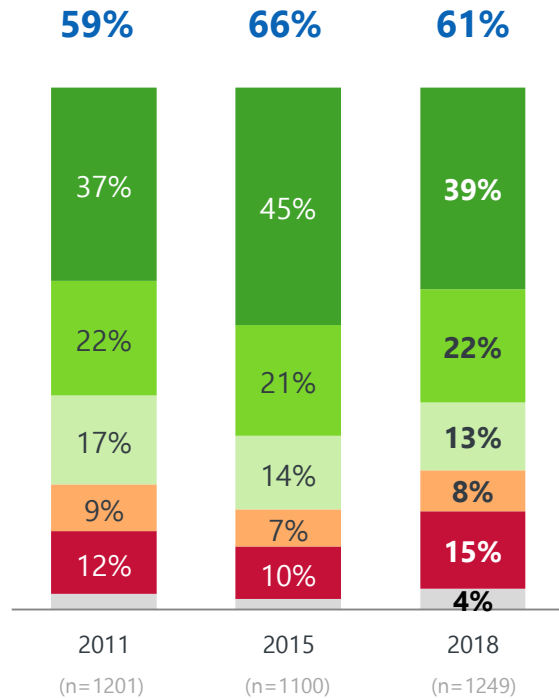
LSS Priorities



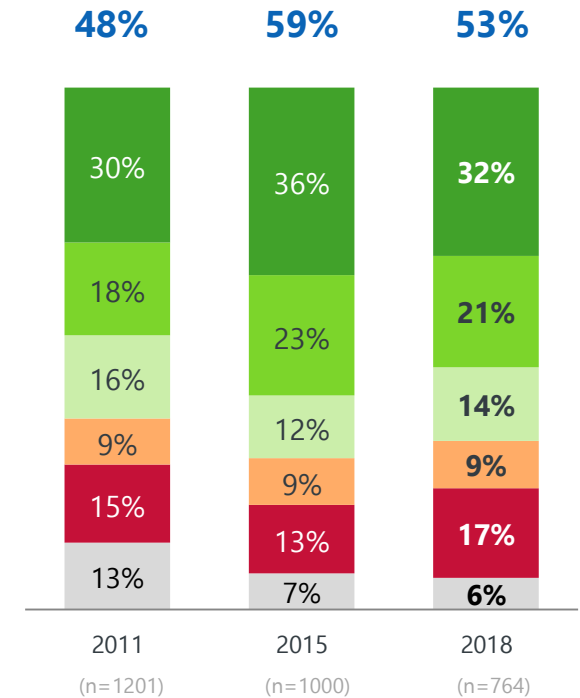
LSS Priorities

- › Legal aid continues to earn, at best, moderately positive ratings when it comes to supporting clients to be more actively involved in their own legal issue resolution and supporting clients in addressing the problems related to their legal issues (e.g. such as debt, health problems, etc.).
- › Consistent with historical trends, just over 60% of legal aid clients are satisfied with the support they received from the organization so they could be more actively involved in resolving their legal issues.
- › Also similar with historical trends, 53% of clients are satisfied with the support they received from legal aid so they could address the problems related to their legal issues.
- › Clients whose cases are unresolved or who are found guilty are less likely to assess legal aid positively in these two areas compared to their counterparts whose cases are (positively) resolved.

Satisfaction with Support to be More Actively Involved in Legal Issue Resolution
(among all clients)



Satisfaction with Support to Address Problems Related to Legal Issue
(among clients experiencing related issues)



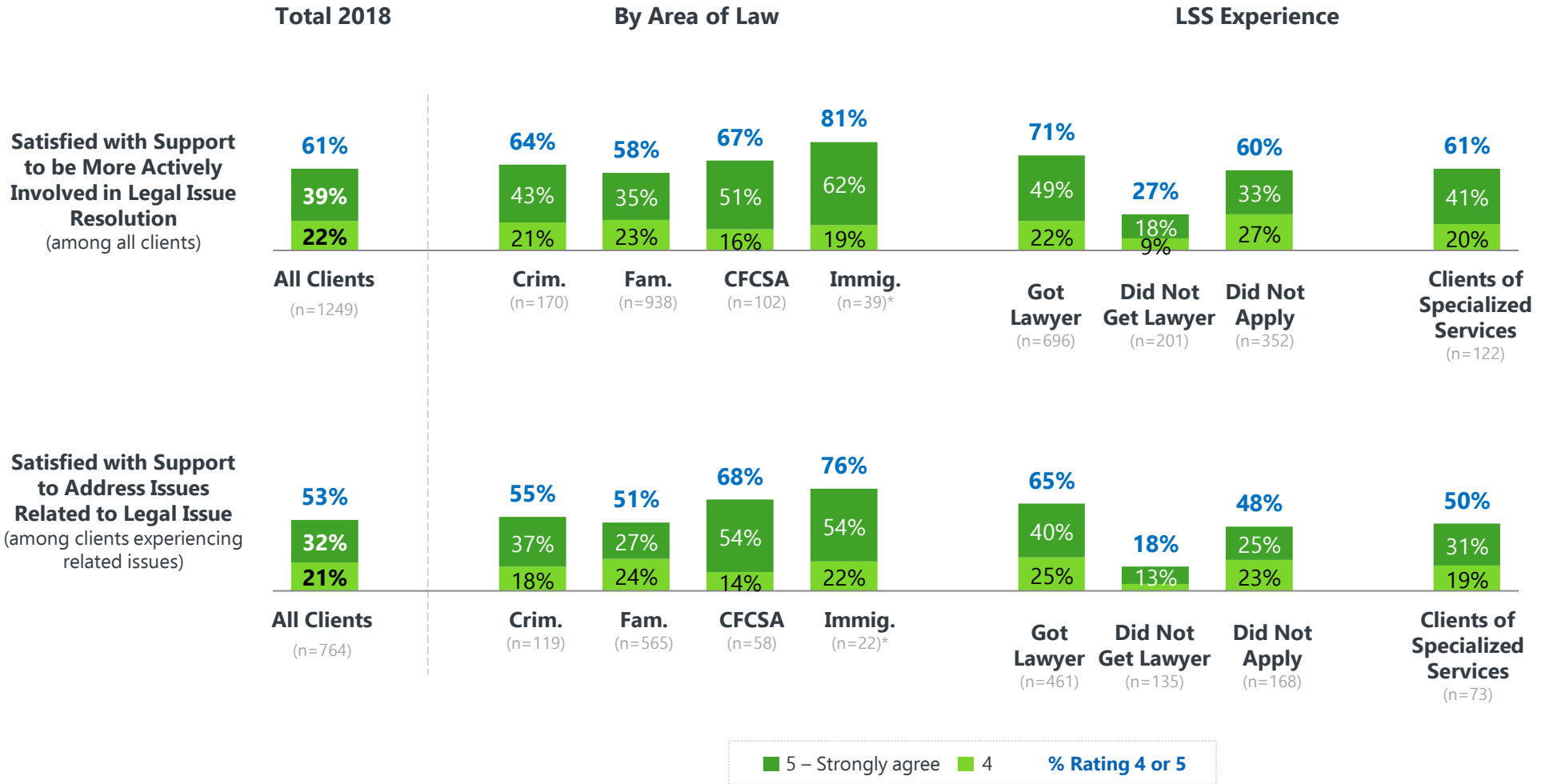
■ 5 – Strongly Agree
 ■ 4
 ■ 3
 ■ 2
 ■ 1 – Strongly Disagree
 ■ Don't Know/No such problems
 % Rating 4 or 5

Q25. I am satisfied with the level of support legal aid gave me so I could be more actively involved in resolving my legal issues.

Q26. I am satisfied with the level of support legal aid gave me so I could address the problems related to my legal issues (such as housing problems, debt, health problems, etc.).

LSS Priorities: By Subgroup

- When it comes to legal aid supporting clients to be more involved with resolving their legal issues and to address their related issues, clients with family law cases tend to be the most reserved in their ratings.
- Clients who applied for, but did not get a legal aid lawyer are critical with only 27% and 18%, respectively, being satisfied that legal aid is providing the support needed to be more actively involved in resolving their legal issues and to address the problems related to their legal issues.



*Caution: small base size (n<50).

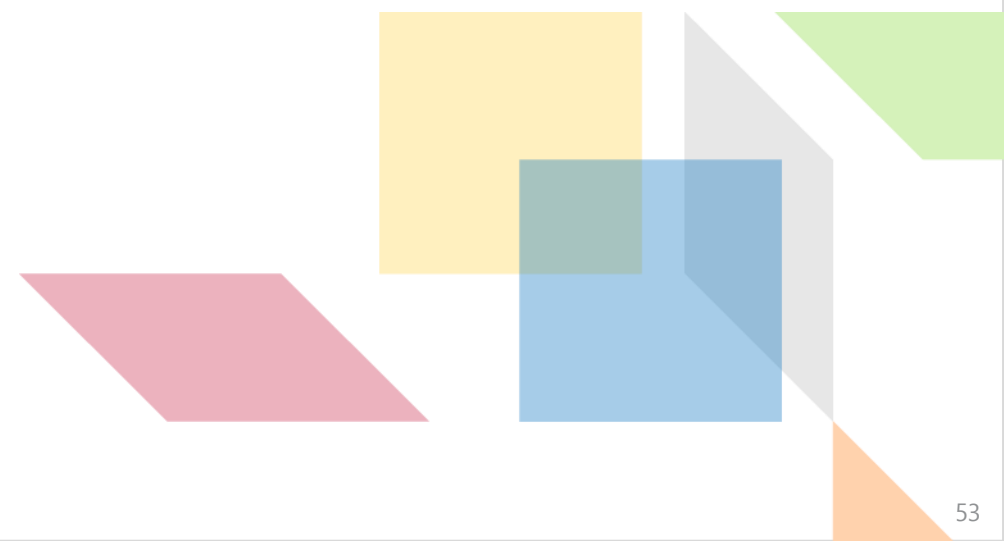
Q25. I am satisfied with the level of support legal aid gave me so I could be more actively involved in resolving my legal issues.

Q26. I am satisfied with the level of support legal aid gave me so I could address the problems related to my legal issues (such as housing problems, debt, health problems, etc.).



Summary of Findings

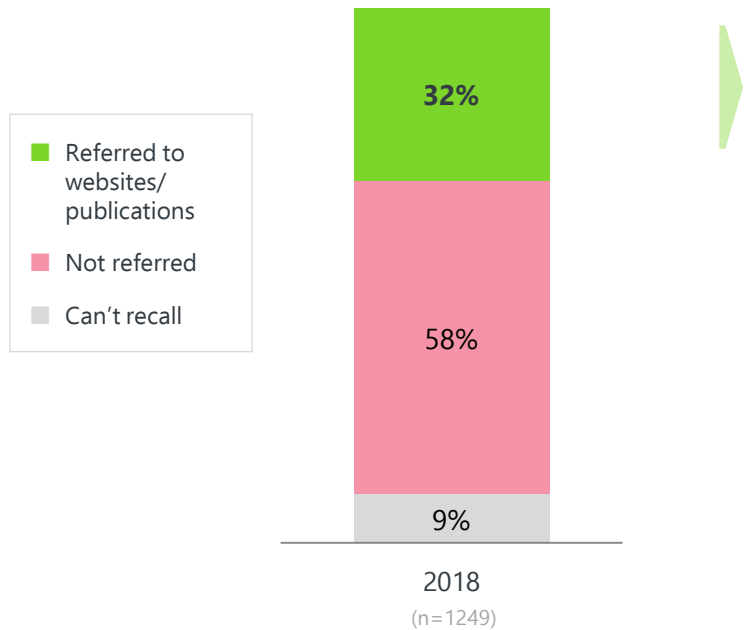
Referrals to Other Services



Referrals to Legal Aid Websites or Publications

- > One-third of legal aid clients report that they were referred to other legal aid websites and/or publications.
- > Indigenous clients and criminal law clients are the least likely to report being referred to legal aid website or publications (only 21% and 23%, respectively, say they were referred).
- > Typically, it is Duty Counsel or legal aid staff who are referring clients to legal aid websites and/or publications. Another 20% of clients say that their lawyer referred them.

Referred to Legal Aid Websites and/or Publications
(among all clients)



Who Referrals Come From
(among clients receiving a referral)



Q7. Were you referred to any legal aid websites (e.g. Family Law in BC, Aboriginal legal aid BC, MyLawBC) and/or publications (e.g. Living Together or Living Apart booklet, Is that Legal booklet, Clear Skies comic book)?

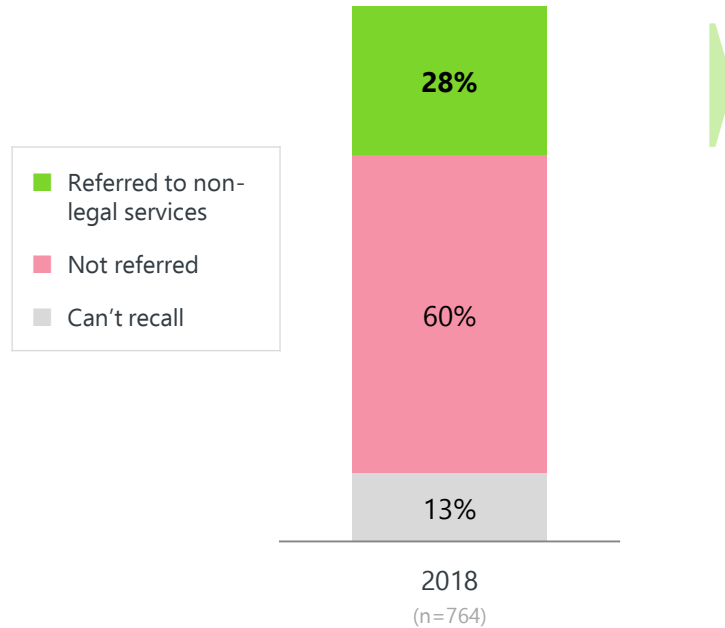
Q8. Who referred you to the website(s) and/or publication(s)?

Referrals to Non-Legal Services

- › Among clients who are facing other problems or issues, just over one-quarter (28%) say that legal aid referred them to other non-legal services (such as online resources, other agencies, etc.) to address their problems/issues.
- › Specialized Services clients and clients with family or CFCSA law cases are the most likely to say they were referred to non-legal services to address their issues/problems.
- › Clients who applied for, but did not get a legal aid lawyers are the least likely to say they were referred to other non-legal services.

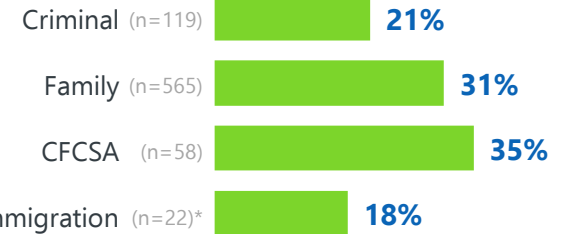
Referred to Other Non-Legal Services to Address Problems Related to Legal Issue

(among clients facing other problems/issues)

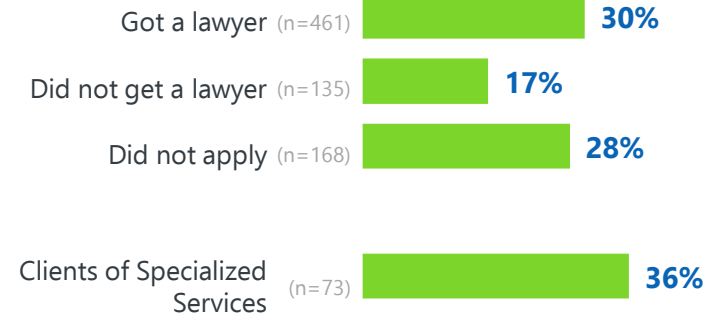


By Subgroup

Area of Law



LSS Experience



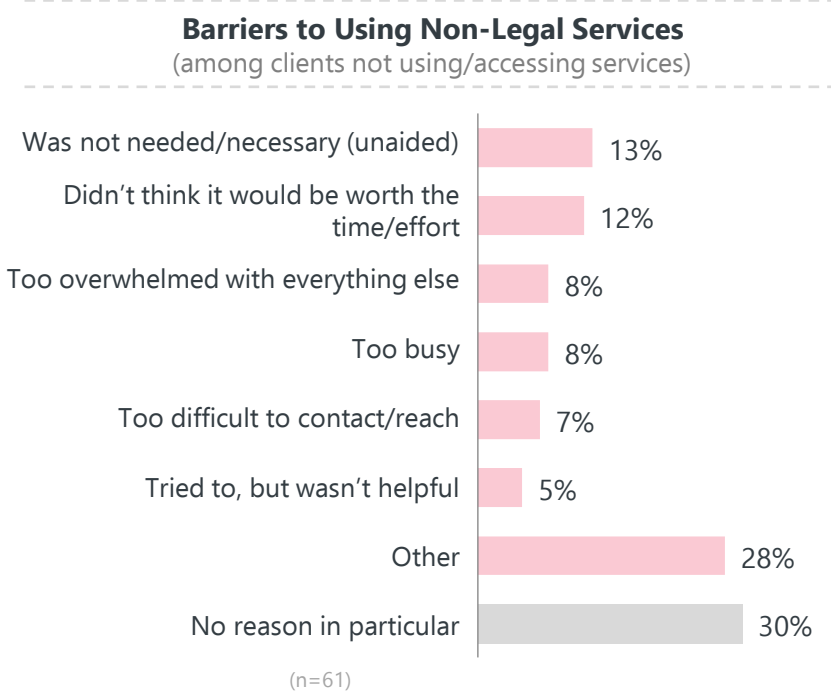
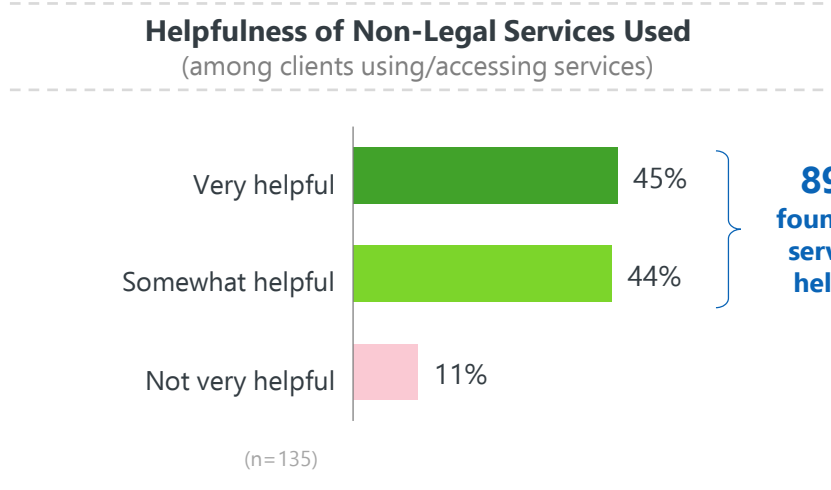
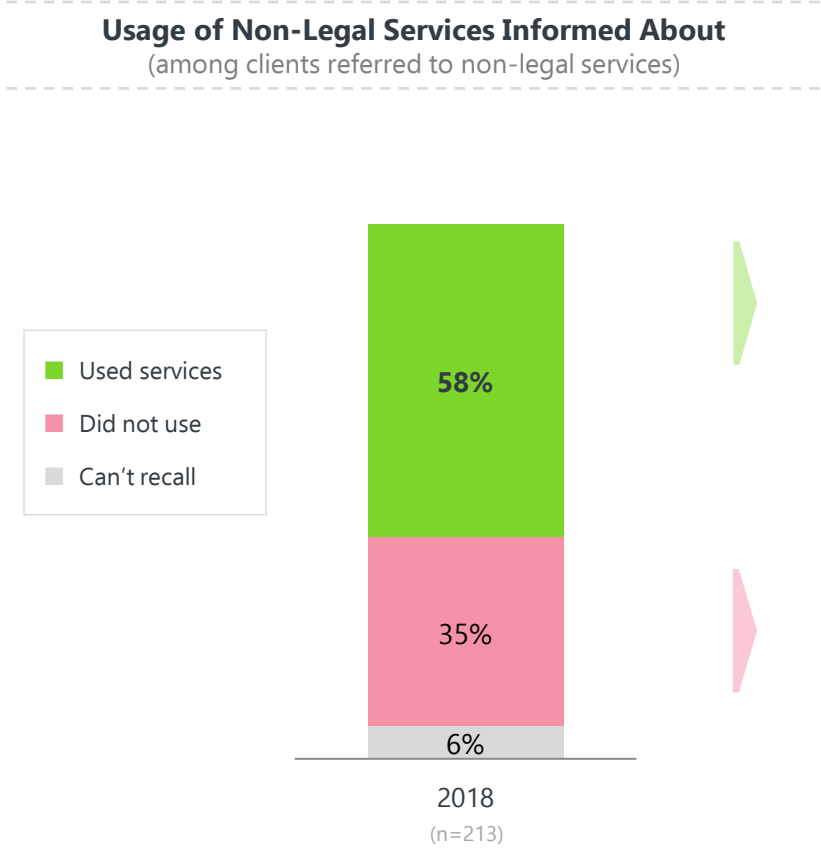
Yes, referred to non-legal services

*Caution: small base size (n<50).

Q10. Did legal aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address problems that may be related to your legal issue? These areas could be housing problems, debt, health problems, etc..

Usage and Helpfulness of Non-Legal Services

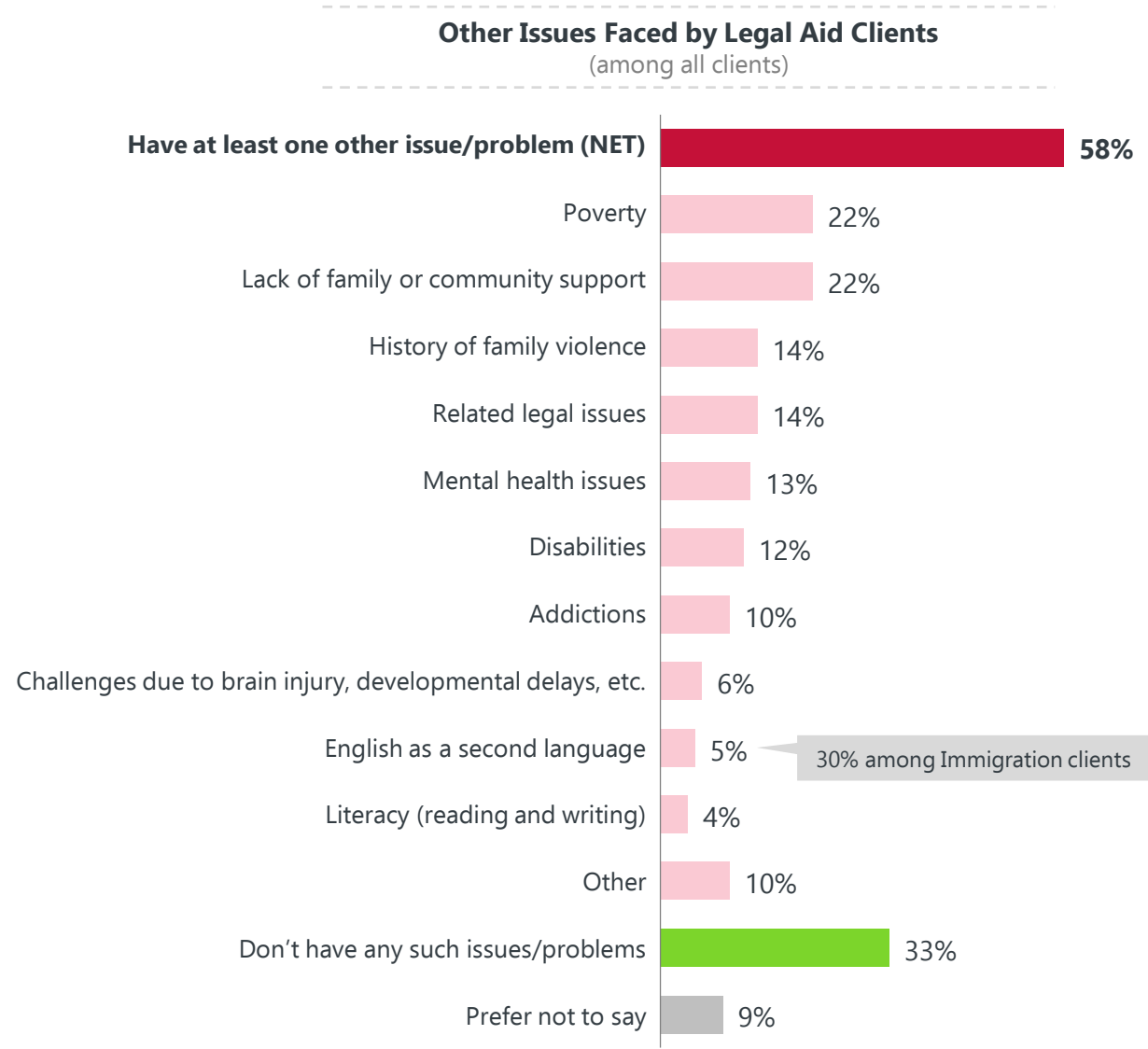
- › Almost 60% of clients who are facing issues or problems that are exacerbating their legal issues and who were referred to non-legal services to help with these issues/problems (such as online resources, other agencies, etc.) actually used them.
- › Non-legal services used by legal aid clients are generally deemed helpful.
- › The 35% of clients who were referred to non-legal services for their issue/problem but did not use the service tend not to have a particular reason for not using it. Others felt the service was not necessary or assumed it would not be worth the effort.



Q11. Did you use or access any of the services that legal aid informed you about?
 Q12. [IF YES] – And generally, how helpful were these services that you were referred to?
 Q13. [IF NO] – Why didn't you use or access any of the services that legal aid informed you about?

Other Issues That Make Addressing Legal Issues More Difficult

- > The majority of legal aid clients (58%) report that they are facing other issues or problems that can make resolving or dealing with their legal issues more difficult.
- > Poverty and/or lack of family or community support are the most prevalent problems that are exacerbating clients' legal issues.
- > Clients who did not apply for a lawyer are the least likely to be facing other issues or problems (43% are versus 58% overall).



Base: 2018 (n=1249)

Q9. Some people with legal issues are also facing other issues or problems that can make addressing, resolving and/or dealing with their legal issues more difficult. Which of the following issues or problems, if any, do you face?

Referrals to Non-Legal Services: Qualitative Insights

Recommending Non-Legal Support Services

- › Only a few of the clients interviewed said that the intake workers asked them if they needed assistance with issues that they were dealing with that were related to their legal issue – e.g., housing, financial matters, mental health.

No, no, not at all. I had done my own research to find out that place. No, legal aid didn't give me anything at all.
- *Criminal Law client, received lawyer*

- › When asked in the qualitative interviews if they were referred to other non-legal services, agencies, websites, etc. to help with any issues related to their legal case, clients generally didn't answer the question. Instead, clients continued to focus on a legal solution rather than commenting on the possible supporting sources. However, some clients said that advice regarding non-legal matters would be helpful if, at the point of intake, they could get information about "social assistance" or "income assistance".
- › Some clients didn't perceive legal aid as "being responsible" for helping with these kinds of issues (or maybe they are just fully focused on the legal aspect at the particular point-in-time). Clients who are particularly pleased with the support they received from legal aid tend to be less likely to expect this kind of non-legal advice from legal aid.

Yeah. I think I wouldn't want to burden them with that responsibility...because it's a totally separate social medical family services issue... I think you need people that have psychological awareness...that's the greatest thing, the greatest gift that legal aid has, is compassion... I think that goes further than sending you to someone that's paid to put you in compassionate places.

- *Criminal Law client, received lawyer*

Referrals to Non-Legal Services: Qualitative Insights

- › Some clients were referred to the many pamphlets at legal aid. However, clients generally do not view pamphlets as a substitute for in-person consultation.

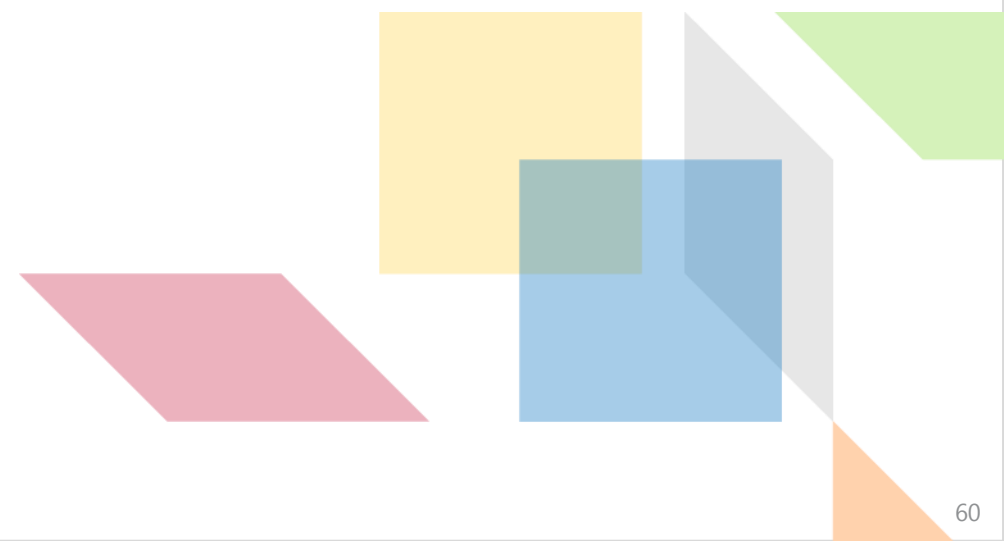
No. No, although, you know, like I said, there were many pamphlets on the wall that sort of asked you if you have these issues with your children or financial things, if you needed help, but no one actually talked to me about that.
- Criminal Law client, applied for but did not receive lawyer

You know, like, health issues and, you know, all different kinds of resources available, instead of just giving out pamphlets. Because it seems like, you know, there's tons of pamphlets out there, stuff that I already know, but to actually have, you know, somebody to sort of help me write out, like, a checklist. No, this isn't available, yes, this is something that you should pursue.
- Family Law client, did not apply for lawyer



Summary of Findings

Communicating with Clients



Devices & Internet Access

› Virtually all legal aid clients (96%) own a cell phone, computer and/or tablet. Specifically, 88% own a cell phone, 62% own a laptop/desktop and 37% own a tablet.

› Three-quarters of legal aid clients have cell phones with WiFi access, including half who also have a data plan.

› When it comes to using cell phones to look for legal information and/or answers to legal questions, almost half of clients already do and another 23% would be interested.

› Clients 55 and older are less likely to have a tablet or cell phone. And among those who do have a cell phone, they are less likely to have internet access on it, making them less interested in using a cell phone for legal information or questions.

	Total 2018	By Area of Law				Clients of Spec. Serv.	Indigenous		Age		
		Crim.	Family	CFCSA	Immig.		Yes	No	18-34	35-54	55+
Base	(n=1249)	(n=170)	(n=938)	(n=102)	(n=39)*	(n=122)	(n=143)	(n=1079)	(n=386)	(n=717)	(n=137)
Devices Owned:											
Laptop/desktop computer	62%	59%	63%	65%	47%	66%	41%	64%	55%	65%	66%
Tablet	37%	34%	39%	32%	14%	37%	31%	37%	31%	42%	26%
Cell Phone	88%	81%	91%	86%	90%	85%	93%	87%	90%	90%	75%
<i>Both WiFi and data plan</i>	47%	30%	55%	40%	52%	52%	46%	47%	48%	52%	23%
<i>WiFi only</i>	31%	38%	27%	37%	33%	16%	39%	30%	37%	29%	26%
<i>Data plan only</i>	3%	3%	3%	1%	5%	4%	1%	3%	3%	3%	3%
<i>No internet access on phone</i>	7%	10%	6%	9%	0%	13%	8%	7%	1%	6%	23%
None of the above	4%	7%	3%	1%	0%	4%	3%	4%	5%	2%	8%
Using Cell Phone for Legal Info/ Legal Questions:											
Yes - Already do	46%	35%	51%	48%	37%	44%	38%	47%	53%	47%	26%
Yes - Would do this	23%	25%	21%	20%	38%	20%	37%	21%	25%	25%	9%
No	11%	10%	11%	9%	11%	8%	8%	11%	10%	11%	14%
Don't know	1%	1%	1%	1%	5%	0%	2%	1%	1%	1%	2%
Don't have cell phone with internet	19%	29%	15%	22%	10%	28%	15%	20%	12%	16%	49%

*Caution: small base size (n<30).

Q29. Which of the following devices do you have?

Q30. Do you access the internet on your cell phone?

Q31. Would you use your cell phone to look for legal information and/or answers to your legal questions?

Significantly higher/lower than total

Preferred Method of Communication

- When it comes to communicating about their case, clients most prefer in-person meetings (39%). Preference for phone calls or email is evenly split at 24% each.
- On the other hand, when it comes to surveys and evaluations, email is the most preferred channel by a wide margin (54%).
- Immigration clients are particularly likely to want to communicate by email, while clients over 55 indicate a preference for in-person meetings to communicate about their case.

	Total 2018 (n=1249)	By Area of Law				Clients of Spec. Serv. (n=122)	Indigenous		Age		
		Crim. (n=170)	Family (n=938)	CFCSA (n=102)	Immig. (n=39)*		Yes (n=143)	No (n=1079)	18-34 (n=386)	35-54 (n=717)	55+ (n=137)
For Communicating about Case:											
Telephone calls on mobile phone	20%	21%	19%	22%	21%	21%	24%	20%	24%	20%	12%
Telephone calls on landline	4%	6%	3%	10%	3%	8%	6%	4%	2%	4%	9%
Texts on mobile phone	6%	6%	6%	12%	5%	8%	8%	6%	5%	8%	2%
In-person meetings	39%	37%	40%	30%	23%	39%	38%	39%	41%	34%	56%
Email	24%	23%	24%	18%	45%	17%	20%	24%	23%	27%	17%
Other	2%	2%	2%	1%	0%	2%	0%	2%	1%	2%	1%
No preference	5%	5%	6%	7%	3%	6%	4%	5%	5%	6%	3%
For Surveys & Evaluations:											
Telephone calls on mobile phone	15%	12%	17%	12%	7%	22%	21%	14%	15%	17%	8%
Telephone calls on landline	5%	6%	4%	5%	2%	12%	7%	5%	3%	5%	8%
Text on mobile phone	10%	10%	9%	10%	5%	12%	11%	10%	9%	10%	10%
In-person meetings	9%	8%	9%	11%	0%	8%	9%	9%	9%	6%	19%
Email	54%	53%	54%	55%	80%	41%	49%	55%	55%	55%	47%
Other	2%	1%	2%	1%	0%	1%	1%	2%	2%	2%	3%
No preference	6%	10%	5%	7%	5%	3%	3%	6%	7%	6%	5%

*Caution: small base size (n<40).

Q32. When it comes to communicating with legal aid in the future, which would you most prefer?

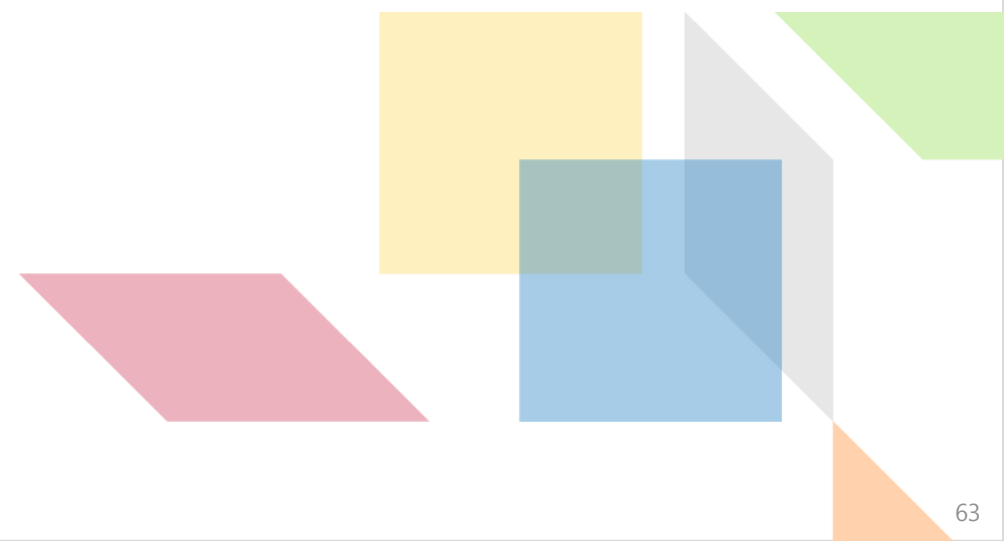
 Significantly higher/lower than total



Summary of Findings

Profile of Clients Participating in the Survey

This section contains self-reported data from the clients participating in this survey. Due to changes in the 2018 study methodology, this profile cannot be reliably compared to prior waves of this survey nor can it be compared to LSS system-wide demographics.



Profile of Clients Participating in Survey - by Area of Law

	Total 2018	Criminal	Family	CFCSA	Immigration
Base:	(n=1249)	(n=170)	(n=938)	(n=102)	(n=39)*
Case Status					
Case is completed	31%	52%	22%	31%	64%
Case is pending	53%	33%	62%	56%	29%
Case was abandoned	10%	10%	10%	8%	5%
Don't know	6%	5%	7%	5%	2%
Actual/Expected Case Outcome					
Fully resolved	21%	n/a	28%	35%	57%
Partly resolved	20%	n/a	27%	29%	18%
Unresolved	23%	n/a	32%	23%	13%
Not guilty	8%	32%	n/a	n/a	n/a
Reduced sentence	3%	13%	n/a	n/a	n/a
Guilty	4%	14%	n/a	n/a	n/a
Other	12%	26%	7%	4%	5%
Don't know	9%	15%	6%	8%	7%
Number of Times Used LSS					
1 (First time)	43%	44%	43%	37%	52%
2	17%	17%	17%	18%	17%
3 – 5	15%	11%	17%	23%	0%
6 – 10	5%	5%	5%	4%	0%
11+	4%	6%	3%	5%	13%
Can't recall	16%	17%	15%	13%	19%

*Caution: small base size (n<40).

Significantly higher/lower than total

Profile of Clients Participating in Survey - by Area of Law

	Total 2018	Criminal	Family	CFCSA	Immigration
Base:	(n=1249)	(n=170)	(n=938)	(n=102)	(n=39)*
Gender					
Male	44%	73%	32%	30%	58%
Female	56%	26%	68%	69%	42%
Other	<1%	1%	0%	1%	0%
Age					
18 – 24	7%	13%	5%	8%	8%
25 – 34	22%	19%	23%	32%	35%
35 – 44	36%	28%	39%	36%	32%
45 – 54	21%	21%	21%	13%	17%
55 – 64	10%	13%	9%	6%	5%
65+	3%	6%	2%	3%	3%
Prefer not to answer	1%	1%	1%	2%	0%
Education					
Less than grade 8	2%	2%	1%	2%	5%
High school or some high school	34%	40%	31%	38%	12%
Vocational/technical schooling/college	35%	35%	36%	25%	10%
Some university	12%	8%	13%	18%	12%
Graduated university	13%	9%	13%	8%	37%
Post graduate degree	4%	5%	3%	5%	21%
Prefer not to answer	2%	2%	2%	5%	2%

*Caution: small base size (n<40).

■ Significantly higher/lower than total
■

Profile of Clients Participating in Survey - by Area of Law

	Total 2018	Criminal	Family	CFCSA	Immigration
Base:	(n=1249)	(n=170)	(n=938)	(n=102)	(n=39)*
Area of Residence					
Vancouver/Sunshine Coast	16%	16%	15%	19%	54%
Surrey/Fraser Valley	27%	30%	26%	18%	21%
Rest of BC	55%	51%	57%	58%	20%
Outside of BC	2%	3%	2%	5%	5%
Ethnic or Cultural Background					
Canadian	73%	79%	73%	75%	5%
European	13%	12%	14%	10%	3%
Indigenous (First Nations, Inuit, Metis)	12%	18%	9%	22%	0%
South Asian	3%	1%	3%	0%	18%
Chinese	2%	2%	2%	1%	2%
Filipino	2%	1%	2%	1%	10%
African	2%	1%	2%	1%	5%
Southeast Asian	1%	1%	1%	2%	8%
Korean	<1%	0%	0%	0%	3%
Japanese	<1%	0%	1%	0%	0%
Other	5%	3%	4%	5%	40%
Prefer not to answer	2%	2%	2%	3%	8%

*Caution: small base size (n<40).

■ Significantly higher than total
■ Significantly lower than total

Profile of Clients Participating in Survey - by LSS Experience

	Total 2018 (n=1249)	Got a Lawyer (n=696)	Did Not Get Lawyer (n=201)	Did Not Apply (n=352)	Clients of Spec. Serv. (n=122)
Case Status					
Case is completed	31%	41%	26%	20%	36%
Case is pending	53%	50%	52%	58%	49%
Case was abandoned	10%	5%	14%	13%	10%
Don't know	6%	4%	7%	8%	5%
Actual/Expected Case Outcome					
Fully resolved	21%	18%	15%	28%	32%
Partly resolved	20%	17%	16%	25%	21%
Unresolved	23%	14%	34%	30%	26%
Not guilty	8%	14%	7%	1%	4%
Reduced sentence	3%	6%	2%	0%	2%
Guilty	4%	5%	3%	2%	4%
Other	12%	15%	18%	7%	5%
Don't know	9%	10%	6%	8%	7%
Number of Times Used LSS:					
1 (First time)	43%	49%	41%	36%	50%
2	17%	16%	18%	18%	17%
3 – 5	15%	14%	12%	18%	17%
6 – 10	5%	3%	6%	6%	3%
11+	4%	6%	3%	3%	2%
Can't recall	16%	12%	19%	19%	12%

■ Significantly higher than total
■ Significantly lower than total

Profile of Clients Participating in Survey - by LSS Experience

	Total 2018	Got a Lawyer	Did Not Get Lawyer	Did Not Apply	Clients of Spec. Serv.
Base:	(n=1249)	(n=696)	(n=201)	(n=352)	(n=122)
Gender					
Male	44%	50%	56%	31%	42%
Female	56%	50%	43%	68%	57%
Other	<1%	<1%	1%	1%	1%
Age:					
18 – 24	7%	9%	4%	5%	7%
25 – 34	22%	24%	22%	19%	19%
35 – 44	36%	34%	38%	36%	34%
45 – 54	21%	19%	13%	25%	22%
55 – 64	10%	8%	13%	10%	12%
65+	3%	3%	7%	3%	6%
Prefer not to answer	1%	1%	2%	1%	0%
Education:					
Less than grade 8	2%	2%	3%	1%	0%
High school or some high school	34%	42%	24%	26%	37%
Vocational/technical schooling/college	35%	31%	40%	38%	34%
Some university	12%	10%	12%	14%	15%
Graduated university	13%	10%	13%	15%	10%
Post graduate degree	4%	3%	6%	4%	3%
Prefer not to answer	2%	2%	2%	2%	1%

■ Significantly higher/lower than total
■

Profile of Clients Participating in Survey - by LSS Experience

	Total 2018	Got a Lawyer	Did Not Get Lawyer	Did Not Apply	Clients of Spec. Serv.
Base:	(n=1249)	(n=696)	(n=201)	(n=352)	(n=122)
Area of Residence					
Vancouver/Sunshine Coast	16%	16%	15%	18%	11%
Surrey/Fraser Valley	27%	30%	24%	23%	8%
Rest of BC	55%	53%	58%	56%	77%
Outside of BC	2%	2%	2%	2%	4%
Ethnic or Cultural Background					
Canadian	73%	72%	75%	75%	80%
European	13%	13%	15%	13%	26%
Indigenous (First Nations, Inuit, Metis)	12%	16%	8%	9%	10%
South Asian	3%	2%	3%	4%	0%
Chinese	2%	2%	2%	2%	2%
Filipino	2%	2%	1%	2%	1%
African	2%	1%	2%	2%	1%
Southeast Asian	1%	1%	2%	1%	0%
Korean	<1%	<1%	0%	0%	0%
Japanese	<1%	<1%	0%	1%	0%
Other	5%	5%	5%	4%	2%
Prefer not to answer	2%	2%	2%	3%	0%

■ Significantly higher than total
■ Significantly lower than total



Appendix

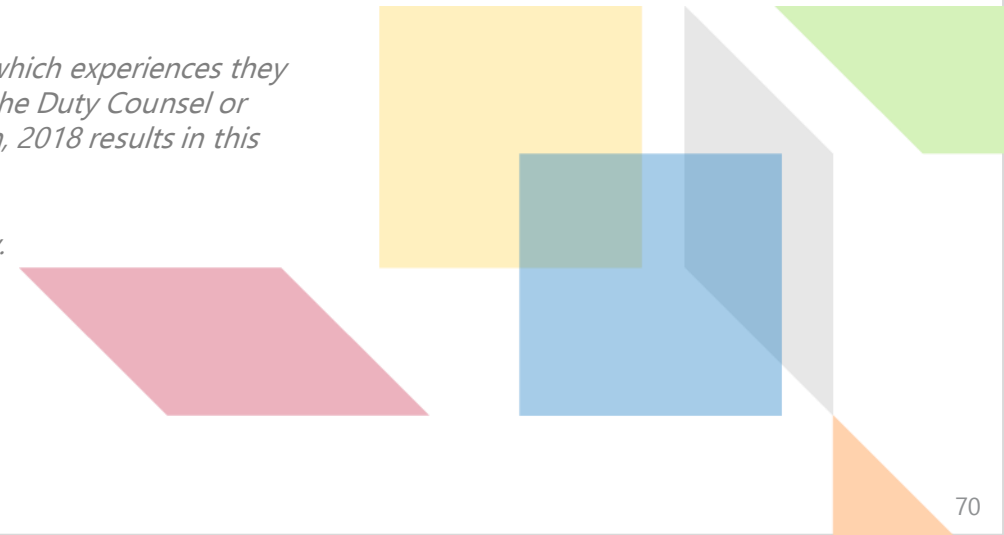
Trends

This Appendix contains results from past waves of the Legal Services Society Client Satisfaction Survey and shows them along side 2018 results. Given the changes made to the 2018 survey (design and methodology) only broad comparisons can be made between 2018 and past waves. To maintain consistency with past survey waves, 2018 results in this Appendix are grouped as follows:

- *Representation clients who were tagged in the CIS list as receiving a lawyer*
- *Family Duty Counsel clients from the consent lists compiled by Duty Counsel locations*

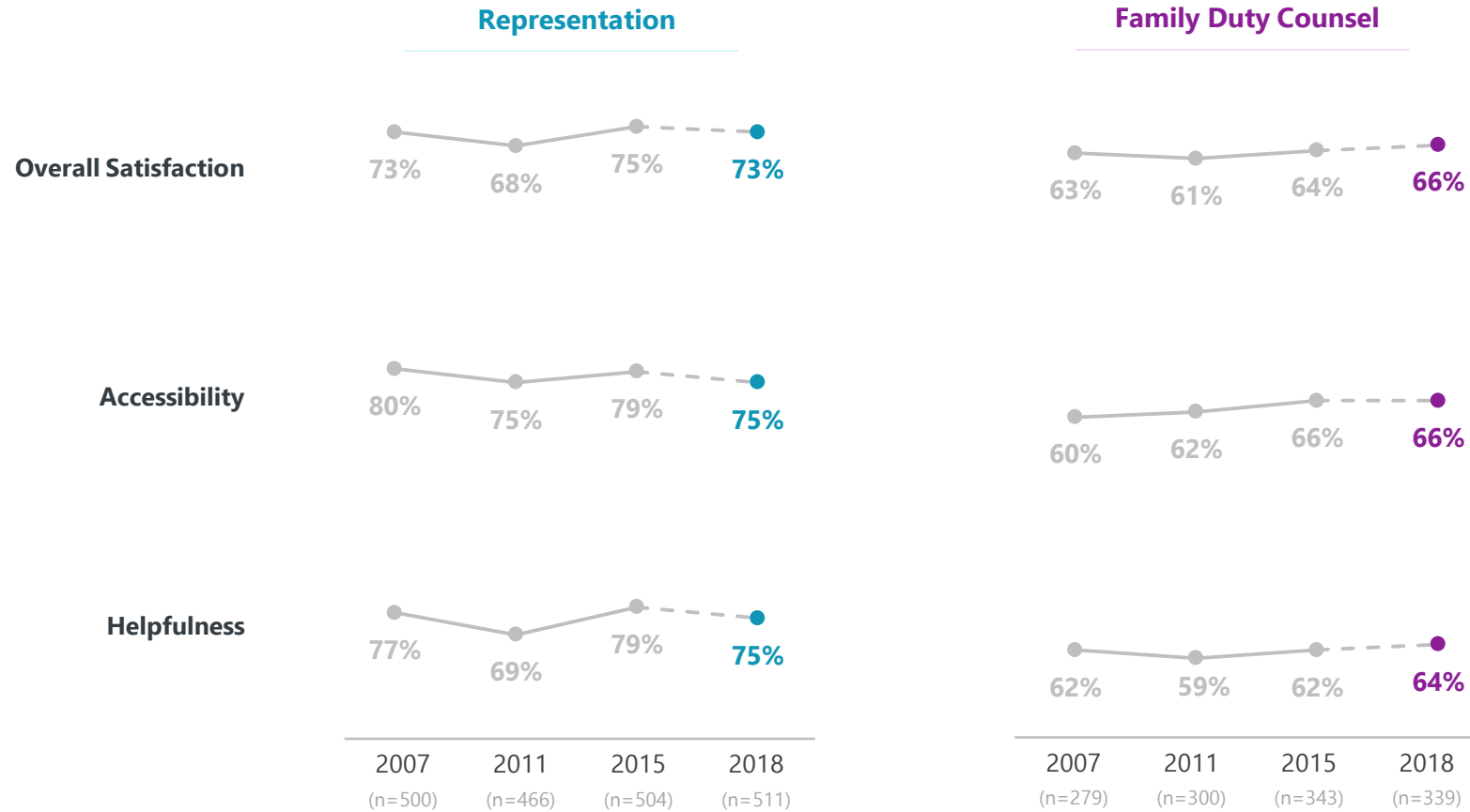
Please note that in the body of the report (pages 1-69 of this report), client subgroups were defined based on which experiences they indicated they had with legal aid. For example, representation clients include any clients (including those from the Duty Counsel or Specialized Services client lists) who answered in the survey that they received a legal aid lawyer. For this reason, 2018 results in this Appendix may not match the 2018 results presented earlier in the report.

Specialized Services clients are not included in this section as they were not included in past waves of this study.



LSS Overall Performance Measures

LSS Overall Performance (% rating 4 or 5)



Q1. Please think of your experience with legal aid over the past year. On a scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, how would you rate your overall satisfaction with the services you received?

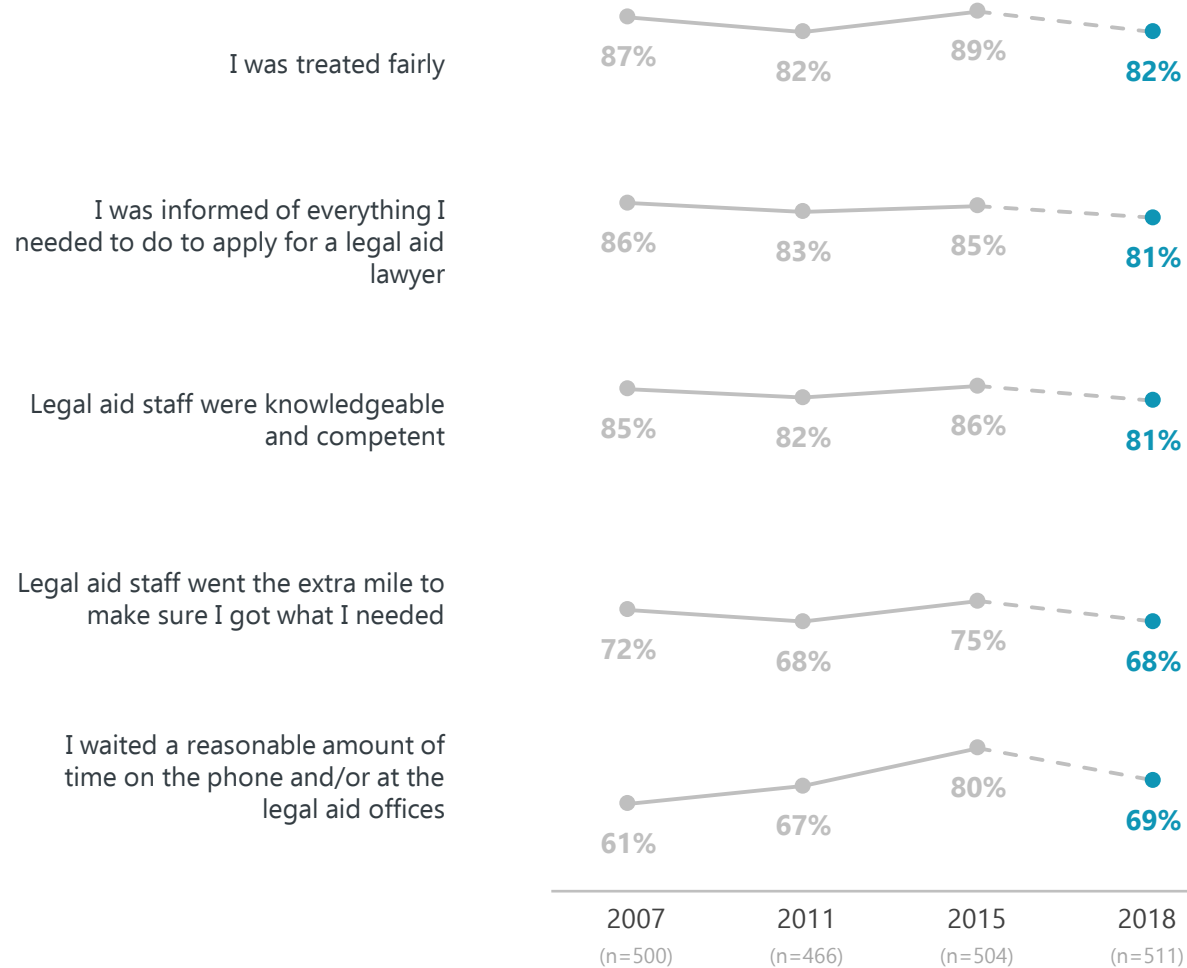
Q2. And, on the same scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed.

Q3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

Dealing with Legal Aid in General

Legal Aid Performance on Specific Areas
(% rating 4 or 5)

Representation



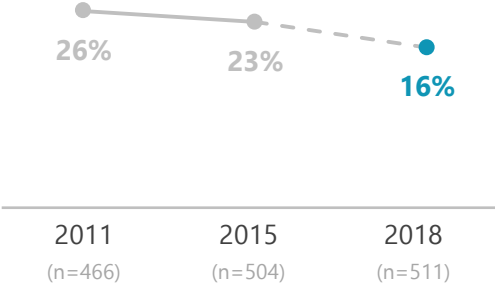
Base is among all clients.

Note: Trends for Family Duty Counsel are unavailable as questions were only asked of those who applied for a lawyer prior to 2018. In 2018, these questions were asked of all clients.

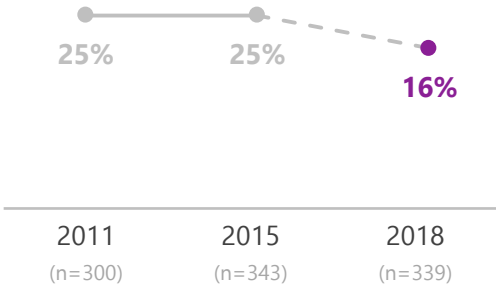
Q6. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements about legal aid in general?

Referred to Other Non-Legal Services
(% yes)

Representation



Family Duty Counsel

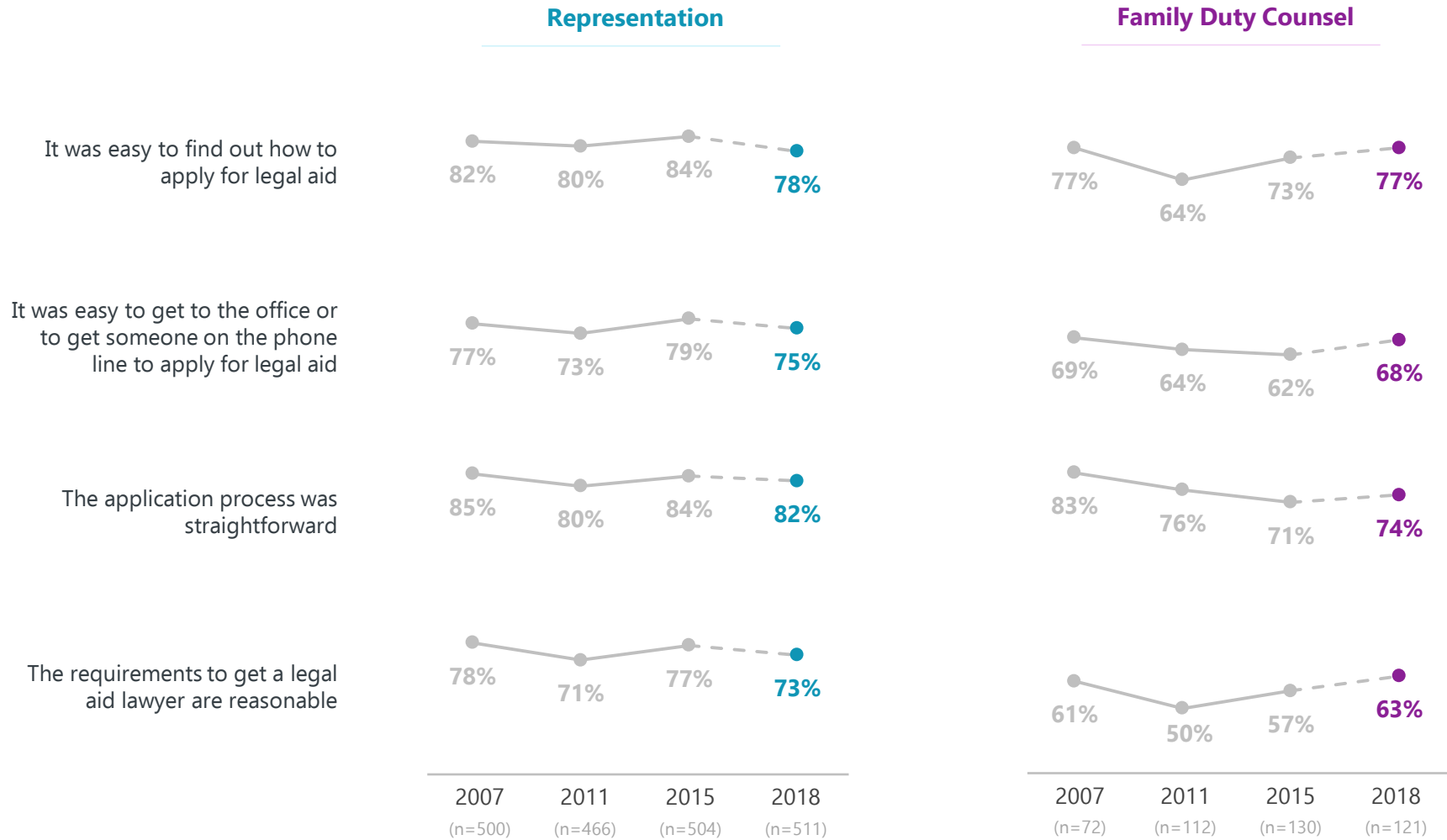


Base is among all clients.

Q10. Did legal aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address problems that may be related to your legal issue? These areas could be housing problems, debt, health problems, etc..

Legal Aid Application Process

Satisfaction with the Application Process
(% rating 4 or 5)

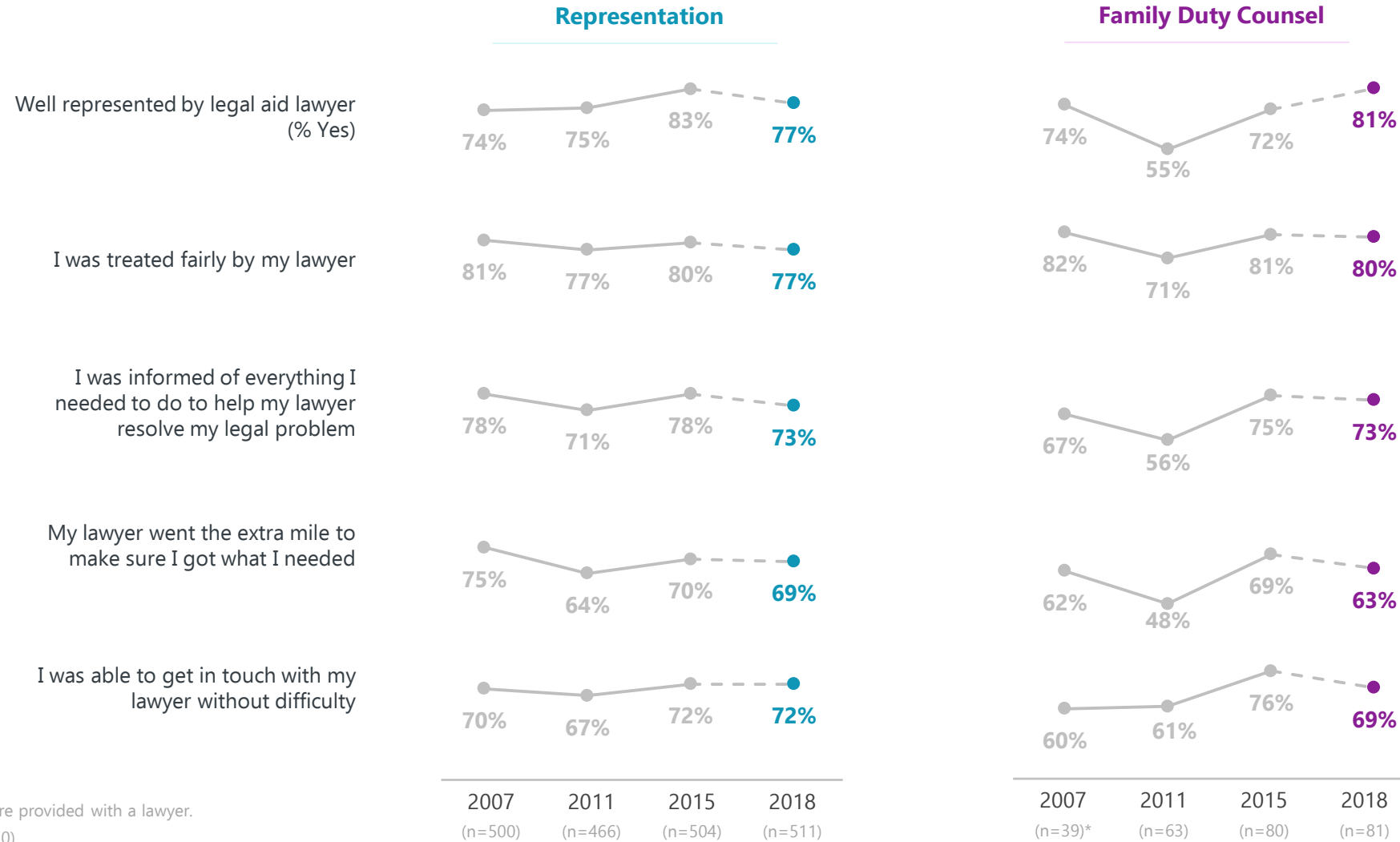


Base is among clients who applied for a lawyer.

Q16. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about the application process?

Legal Aid Lawyer Performance

Satisfaction with Legal Aid Lawyer (% rating 4 or 5)



Base is among clients who were provided with a lawyer.

*Caution: small base size (n<50).

Q18. Overall, do you feel you were well represented by your legal aid lawyer?

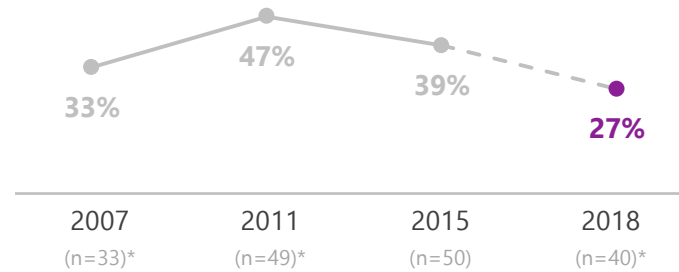
Q20. Next, on a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements?

Did Not Qualify for Legal Aid Lawyer – Offered Suggestions

Offered Suggestions for Other Services/Agencies to Help with Legal Issue

(% yes, among clients who did not qualify)

Family Duty Counsel



*Caution: small base size (n<50).

Base is among those who did not qualify for a lawyer.

Q22. Did legal aid staff suggest other services or agencies that might be able to help you with your legal issue?

Duty Counsel Experience

Duty Counsel Experience (% rating 4 or 5)

Family Duty Counsel

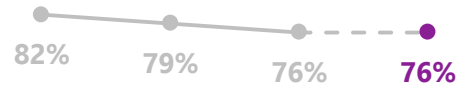
It was easy to find out how to get help from Duty Counsel



Duty Counsel were knowledgeable and competent



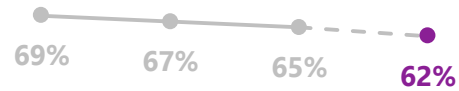
I was treated fairly by Duty Counsel



Duty Counsel went the extra mile to make sure I got what I needed



I was informed of everything I needed to do to work with Duty Counsel



I waited a reasonable amount of time to speak with Duty Counsel



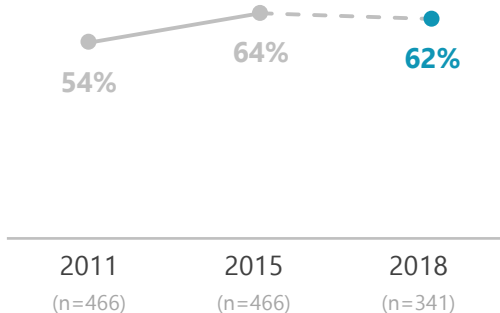
2007	2011	2015	2018
(n=297)	(n=300)	(n=343)	(n=339)

2007	2011	2015	2018
(n=297)	(n=300)	(n=343)	(n=339)

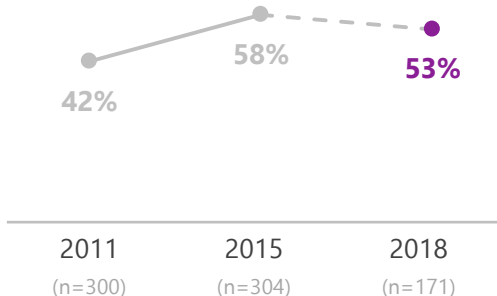
Satisfaction with Support (% rating 4 or 5)

Satisfied with Support to Address
Issues Related to Legal Issue
(among those with related issues)

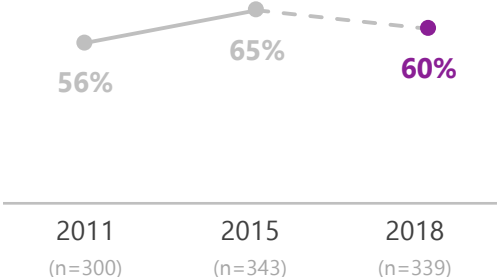
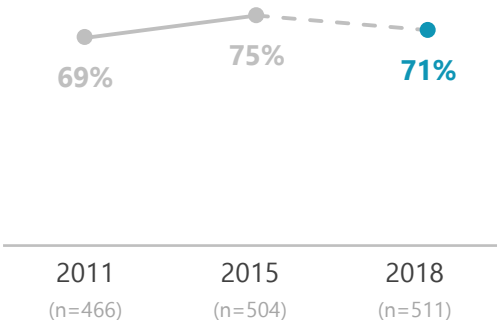
Representation



Family Duty Counsel



Satisfied with Support to be More
Actively Involved in Legal Issue
Resolution
(among all clients)



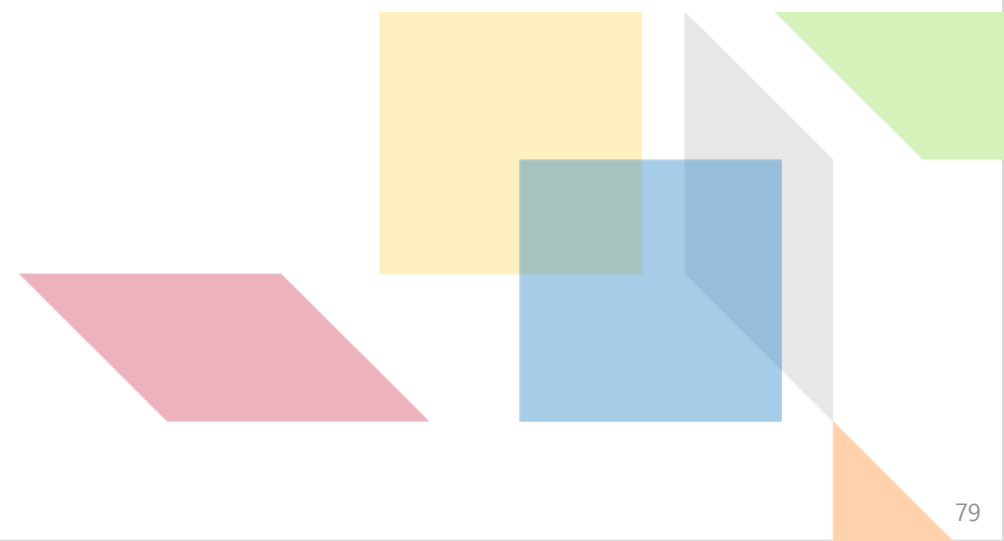
Q25. I am satisfied with the level of support legal aid gave me so I could be more actively involved in resolving my legal issues.

Q26. I am satisfied with the level of support legal aid gave me so I could address the problems related to my legal issues (such as housing problems, debt, health problems, etc.).



Appendix

Copy of Questionnaire



Overall Performance

1. Please think of your experience with legal aid over the past year. On a scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, how would you rate your overall satisfaction with the services you received?

If you have not dealt with legal aid in the past year, please think of your most recent experience.

5... Very satisfied

4

3

2

1... Very dissatisfied

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

2. And on the same scale from 1 to 5, where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with how easy it was to reach someone at legal aid, to fill out the forms and to get the legal aid services you needed?

5... Very satisfied

4

3

2

1... Very dissatisfied

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

3. And again on the same 1 to 5 scale, please rate your satisfaction with how helpful the legal aid services were in dealing with your legal problem.

5... Very satisfied

4

3

2

1... Very dissatisfied

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

4. Overall how would you rate legal aid at meeting your needs?

5. Excellent

4. Very good

3. Good

2. Fair

1. Poor

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

5. What, if anything, do you think legal aid needs to improve? **(IF TEL, PROBE)** **(ONLINE SHOW TEXT BOX & SHOW** *Record your comments below*) **[SEMI MANDATORY]**

6. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements about **legal aid in general**? **(IF TEL, READ STATEMENTS) RANDOMIZE**
- a. I was treated fairly
 - b. I was informed of everything I needed to do to apply for a legal aid lawyer
 - c. Legal aid staff were knowledgeable and competent
 - d. Legal aid staff went the extra mile to make sure I got what I needed
 - e. I waited a reasonable amount of time on the phone and/or at the legal aid offices
 - f. Legal aid staff explained things in a way that I understood
 - g. Legal aid staff took the time to listen to me
 - h. Legal aid provided me with services that were appropriate for my cultural background and beliefs.
- 5... Strongly agree
4
3
2
1... Strongly disagree
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**
99. Not applicable **[SHOW ONLY FOR Q6b & Q6h] (TEL-DO NOT READ)**

Referrals to Other Services

7. Were you referred to any legal aid **websites** (e.g. Family Law in BC, Aboriginal Legal Aid BC, MyLawBC) and/or **publications** (e.g. Living Together or Living Apart booklet, Is that Legal booklet, Clear Skies comic book)?
1. Yes
 2. No
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q7=YES THEN ASK Q8

8. Who referred you to the website(s) and/or publication(s)? **(IF TEL, READ. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply). RANDOMIZE**
1. Legal aid staff
 2. Legal aid lawyer
 3. Duty Counsel
 96. Other (specify) **ANCHOR (TEL-DO NOT READ)**
 98. Can't recall **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

ASK ALL

9. Some people with legal issues are also facing other issues or problems that can make addressing, resolving and/or dealing with their legal issues more difficult. Which of the following issues or problems, if any, do you face? **(IF TEL, READ. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply). RANDOMIZE**
1. Poverty
 2. Literacy (reading and writing)
 3. English as a second language
 4. Challenges due to things like brain injury, Fetal Alcohol Spectrum Disorders, developmental delays, etc.
 5. Mental health issues
 6. Addictions
 7. Disabilities
 8. Lack of family or community support
 9. History of family violence
 10. Related legal issues, such as criminal charges, landlord/tenant disputes, human rights complaints, employment law, financial security issues, immigration
 96. Any others? (specify) **ANCHOR**
 97. I don't have any such issues/problems **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**
 99. Prefer not to say **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF ANY PROBLEMS MENTIONED IN Q9 (CODES 1-96) ASK Q10:

10. Did legal aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address problems that may be related to your legal issue? These areas could be housing problems, debt, health problems, etc.
1. Yes
 2. No
 98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q10=YES THEN ASK Q11

11. Did you use or access any of the services that legal aid informed you about?

1. Yes
2. No
98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q11=YES THEN ASK Q12

12. And generally, how helpful were these services that you were referred to? **(IF TEL-READ LIST)**

3. Very helpful
2. Somewhat helpful
1. Not very helpful
98. Can't Recall **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q11=NO THEN ASK Q13

13. Why didn't you use or access any of the services that legal aid informed you about? **(IF TEL-READ LIST. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply) RANDOMIZE**
1. Too difficult to get there (e.g. transit doesn't go (near) there, taxi too expensive)
 2. Too busy
 3. Too overwhelmed with everything else
 4. Didn't think it would be worth the time/effort
 5. Tried to, but wasn't helpful
 6. Too difficult to contact/reach
 96. Other (specify) **ANCHOR (TEL-DO NOT READ)**
 97. No reason in particular **ANCHOR. MUTUALLY EXCLUSIVE (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

Applying for Legal Aid

ASK ALL

15. People can apply for legal aid in legal aid offices, some courthouses, and over the phone. If available, would you prefer to apply for legal aid online?
1. Yes
 2. No
 98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION (att_1=1-& att_2=1), THEN DO NOT ASK Q14, GO TO Q15

14. Did you apply for a legal aid lawyer?
1. Yes
 2. No **GO TO DIRECTIVE BEFORE Q23**
16. On a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about the **application process**? **(IF TEL, READ STATEMENTS) RANDOMIZE**
- a. It was easy to find out how to apply for legal aid
 - b. It was easy to get to the office or to get someone on the phone line to apply for legal aid
 - c. The application process was straightforward
 - d. The requirements to get a legal aid lawyer are reasonable
- 5... Strongly agree
4
3
2
1... Strongly disagree
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

Legal Aid Representation

IF RESP. FROM CIS LIST OR IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION (att_1=1 & att_2=1), THEN DO NOT ASK Q17, GO TO Q18

17. Were you provided with a legal aid lawyer to represent you?
- 1. Yes
 - 2. No **GO TO Q21**
18. Overall, do you feel you were well represented by your legal aid lawyer?
- 1. Yes
 - 2. No
19. Why do you say that? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW** *(Record your comments below)* **[SEMI MANDATORY. SHOW ON SAME PAGE BELOW Q18]**
20. Next, on a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, how would you rate your agreement with the following statements? **(IF TEL, READ STATEMENTS) RANDOMIZE**
- a. I was treated fairly by my lawyer
 - b. I was informed of everything I needed to do to help my lawyer resolve my legal problem
 - c. My lawyer went the extra mile to make sure I got what I needed
 - d. I was able to get in touch with my lawyer without difficulty
 - e. My lawyer explained things in a way that I understood
 - f. My lawyer took the time to listen to me
- 5... Strongly agree
 - 4
 - 3
 - 2
 - 1... Strongly disagree
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q17=NO THEN ASK Q21 & Q22. OTHERWISE GO TO DIRECTIVE BEFORE Q23

21. Were you told why you did not qualify for a legal aid lawyer?
- 1. Yes
 - 2. No
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**
22. Did legal aid staff suggest other services or agencies that might be able to help you with your legal issue?
- 1. Yes
 - 2. No
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

Duty Counsel/Family Lawline

IF RESP. FROM DUTY COUNSEL LIST OR JITI LAWLINE CLIENT (att_1=2 OR 4), THEN DO NOT ASK Q23.

23. Did you use any duty counsel services?

Duty Counsel are lawyers paid by legal aid who work at the courthouses and help people with family, immigration and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms.

1. Yes
2. No

ASK Q24 IF Q23=YES (Q23=1) OR IF RESP. IS FROM DUTY COUNSEL LIST (att_1=2)

24. Using a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about your experience with duty counsel. **(IF TEL, READ STATEMENTS) RANDOMIZE**

- a. It was easy to find out how to get help from duty counsel
- b. I was treated fairly by duty counsel
- c. I was informed of everything I needed to do to work with duty counsel
- d. Duty counsel were knowledgeable and competent
- e. Duty counsel went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to duty counsel
- g. Duty counsel explained things in a way that I understood
- h. Duty counsel took the time to listen to me

5... Strongly agree

4

3

2

1... Strongly disagree

98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

ASK Q24b IF JITI LAWLINE CLIENT (att_1=4)

Q24b. Using a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements about your experience with getting advice from a legal aid lawyer over the phone, such as through the Family Lawline? **(IF TEL, READ STATEMENTS) RANDOMIZE**

- a. It was easy to find out how to get help from the Family Lawline lawyer(s)
- b. I was treated fairly by the Family Lawline lawyer(s)
- c. I was informed of everything I needed to do to work with the Family Lawline lawyer(s)
- d. The Family Lawline lawyer(s) were knowledgeable and competent
- e. The Family Lawline lawyer(s) went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to the Family Lawline lawyer(s)
- g. The Family Lawline lawyer(s) explained things in a way that I understood
- h. The Family Lawline lawyer(s) took the time to listen to me

5... Strongly agree

4

3

2

1... Strongly disagree

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

LSS Priorities

[SHOW Q25 AND Q26 ON SAME SCREEN]

Using a scale from 1 to 5, where 5 means you strongly agree and 1 means you strongly disagree, how much do you agree with these statements? **(IF TEL, READ STATEMENTS) RANDOMIZE**

25. I am satisfied with the level of support legal aid gave me so I could be more actively involved in resolving my legal issues

IF Q9=97 or 99 (I don't have any such issues/problems or prefer not to say) GO TO Q27 (& CHANGE PREAMBLE TO "this statement")

26. I am satisfied with the level of support legal aid gave me so I could address the problems related to my legal issues (such as housing problems, debt, health problems, etc.,)

5... Strongly agree

4

3

2

1... Strongly disagree

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

Case Outcomes

27. Is your case completed, is it still pending or did you drop the case?

1. Completed

2. Pending

3. Dropped

98. Don't know **(TEL-DO NOT READ)** / **(ONLINE-IN GRAY FONT, ONE ROW LOWER)**

28. Which of the following best describes the result or expected result of your case? **(IF TEL, READ LIST. ONE RESPONSE ONLY) (IF ONLINE: Select only one)**

IF TYPE OF LAW IS CRIMINAL (att_3=1) SHOW CODES 1-3, 96 AND 98. ALL OTHERS SHOW CODES 4-6, 96 AND 98.

1. Not guilty

2. Reduced sentence

3. Guilty
4. Fully resolved
5. Partly resolved
6. Unresolved
7. Other (specify) **(TEL-DO NOT READ)**
98. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

Profile: Devices & Internet Access

29. Which of the following devices do you have? **IF TEL-READ LIST. MULTIPLE RESPONSE) (IF ONLINE: Select all that apply)**

1. Laptop/desktop computer
2. Tablet
3. Cell phone
97. None of the above **(IF TEL-DO NOT READ. JUST INDICATE IF ALL ABOVE ARE 'NO')**
MUTUALLY EXCLUSIVE RESPONSE

IF HAVE CELL PHONE (Q29=3), ASK Q30

30. Do you access the internet on your cell phone? **(IF TEL-READ LIST)**

1. Yes, through Wifi only
2. Yes, through my data plan only
3. Yes, through both Wifi and data plan
4. No, I do not access the internet on this device

IF ACCESS INTERNET ON THEIR CELL PHONE (Q30=1 2 OR 3) ASK Q31

31. Would you use your cell phone to look for legal information and/or answers to your legal questions?

1. Yes-already do
2. Yes-would
3. No
4. Don't know **(TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

ASK ALL

32. When it comes to communicating with legal aid in the future, which would you most prefer? **(IF TEL, READ LIST. ONE RESPONSE PER COLUMN) / (IF ONLINE, SHOW: Select only one response per column) RANDOMIZE**

	When it comes to communication about...	
	a) Your case	b) Surveys & evaluations
Telephone calls on my mobile phone	1	1
Telephone calls on my landline	2	2
Texts on my mobile phone	3	3
In-person meetings	4	4
Email	5	5
ANCHOR (IF TEL, DNR)		

Other (specify)	96	96
No preference	98	98

Profile: LSS Usage and Demographics

33. How many times have you ever used any legal aid services?

_____ times [SET LIMIT FROM 1-20]

- 1. Over 20 times
- 98. Can't recall

34. Into which of the following ranges does your age fall? (IF TEL, READ LIST)

- 1. 18-24
- 2. 25-34
- 3. 35-44
- 4. 45-54
- 5. 55-64
- 6. 65+
- 99. Prefer not to say (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)

35. Which best describes you?...(IF TEL, READ LIST)

- 1. Male
- 2. Female
- 3. Other

36. In what area do you currently live?

- 1. Metro Vancouver (not Surrey)/Sunshine Coast
- 2. Surrey/Fraser Valley
- 3. Rest of BC
- 4. Outside of BC

37. What is the highest level of education you have completed? (IF TEL, READ LIST)

- 1. Less than grade 8
- 2. High school or some high school
- 3. Vocational/Technical schooling/college
- 4. Some university
- 5. Graduated university
- 6. Post graduate degree
- 99. Prefer not to say (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)

38. To help us understand the diverse population of clients that legal aid serves, which of the following best describes your ethnic or cultural background? **(IF ONLINE, SHOW: Select all that apply) (IF TEL, READ LIST. MULTIPLE RESPONSE)**

1. Canadian
2. European
3. Chinese
4. South Asian (including East Indian, Pakistani, Sri Lankan)
5. African
6. Korean
7. Japanese
8. Southeast Asian (including Vietnamese, Thai, Indonesian)
9. First Nations, Inuit, Metis
10. Filipino, or
96. Another ethnic or cultural background (specify) **ANCHOR**
99. Prefer not to answer **ANCHOR (TEL-DO NOT READ) / (ONLINE-IN GRAY FONT, ONE ROW LOWER)**

IF Q6h=1-3 ASK Q39:

39. Earlier you did not agree that legal aid provided you with services that were appropriate for your cultural background and beliefs. Which culture(s) and/or language(s) do you feel legal aid needs to better address? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW Record your comments below)**

97. None/Not applicable

IF RESPONSE GIVEN TO Q39 ASK Q39B (FOR ONLINE SHOWN ON SAME SCREEN)

39b. What suggestions, if any, do you have for legal aid to better address this culture and/or language? **(IF TEL, PROBE) (ONLINE SHOW TEXT BOX & SHOW Record your comments below)**

97. ~~No~~/No suggestions

ASK ALL

40. Those are all our questions. Thank you very much for completing our survey. Can you provide your name and a telephone number or an email address to be entered in the prize draw for 1 of 5 \$50 supermarket gift cards?

Name: _____

Telephone: _____ or Email: _____

99. No thanks, not interested.

41. Lastly, in the next few months the Legal Services Society may be conducting some follow-up interviews with clients to talk a little more about some of the topics discussed in the survey. The interview would be an informal phone conversation with a professional moderator that is scheduled at a time that is convenient for you. If you are selected and complete the phone interview, you will receive an incentive as a thank-you for your time.

Would you be OK with us possibly contacting you at that time to see if you want to participate?

1. Yes **(IF TEL, CONFIRM NAME AND BEST CONTACT PHONE NUMBER)**
(IF ONLINE SHOW: And can you confirm your name and the best phone number to reach you at for this purpose?)

Name: _____

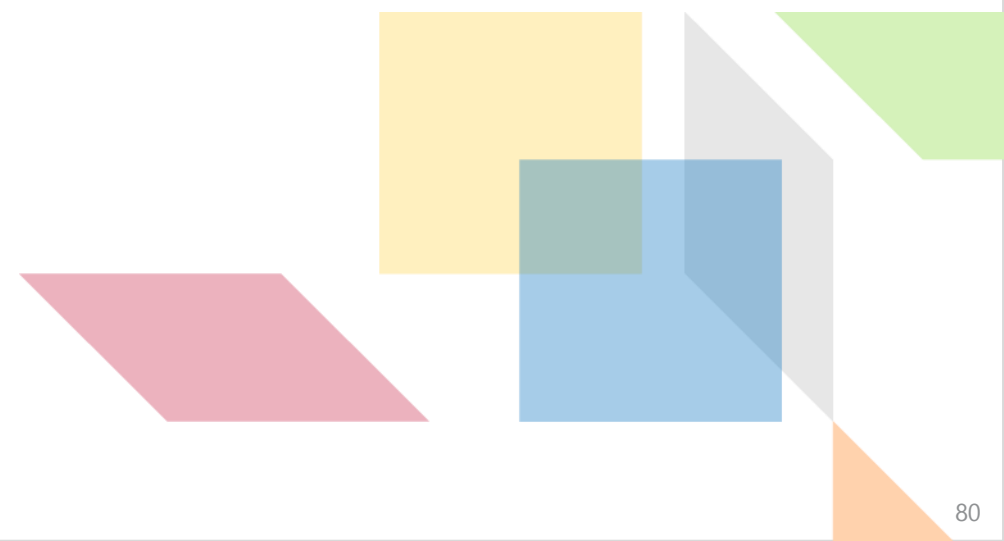
Phone Number: _____

1. Same contact info provided for the prize draw **[DO NOT SHOW IF Q40=99]**
2. No, do not contact me



Appendix

Copy of In-Depth Interview Discussion Guide



In-Depth Interview Guide 2018

INTRODUCTION

Thanks again for participating in our research. Your feedback will help the Legal Services Society improve its service to its clients.

Your participation should take about 20 minutes and at the end I'll get your mailing address so we can send you your \$25 supermarket gift card.

My questions today are about the service you received as a client of the Legal Services Society. I'm not going to ask you about your legal matter or collect any personal information. I'm recording our conversation so I don't have to take notes while we talk. And please be assured, everything you share with me is confidential and anonymous.

To make sure I ask the right questions can you confirm that you...

FOR CRIMINAL LAW CLIENTS WHO USED DUTY COUNSEL

Received legal advice from a duty counsel lawyer

IF NECESSARY: Duty Counsel are lawyers paid by legal aid who work at the courthouses and help people with family, immigration and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms.

FOR REPRESENTATION CLIENTS AND NON-REPRESENTATION CLIENTS

Received advice or services from legal aid

PRE-INTAKE – HOW CLIENT CAME TO LEARN ABOUT/CONTACT LSS

How or where did you first learn about legal aid?

Was that source [however they learned] helpful? Why or why not?

Before you contacted legal aid, did you first try to learn about them and the services they offer?

INTAKE PROCESS AND REFERRAL PROCESS

I now have a few questions about the intake process – this is when you first contacted legal aid to talk about how they could assist you.

Did you initially contact legal aid by phone, in-person at a legal aid office, at a courthouse?

Why did you initially contact legal aid by phone/ going in person/ going to a courthouse?

Did you have any problems initially contacting legal aid or trying to access their services?

What was/were the problem(s) you had contacting them or accessing their services?

Thinking about the person (or people) from legal aid that assisted you during the intake process, did he or she do anything that was particularly helpful? What did they do?

Were there any ways that this person was not helpful or made you feel that they weren't being sensitive to your needs? How could they have been more sensitive to your needs?

During the intake process did you apply for a legal aid lawyer to take on your case?

Did you get a legal aid lawyer to take on your case?

ASK QUESTIONS IN BLUE ONLY TO THOSE WHO DID NOT QUALIFY FOR A LEGAL AID LAWYER

Did legal aid clearly explain why you didn't qualify for a lawyer? IF NOT: How could they have explained things better?

Once you found out you did not qualify for a legal aid lawyer, what steps did you take to get help with your legal issue? How long after you found out that you didn't qualify did you take these steps?

Did the person at legal aid suggest other resources you could use to get help with your legal issue, given that you did not get a legal aid lawyer?

What did he or she suggest?

Did you follow up on these suggestions?

IF YES: How quickly did you follow up on these suggestions?

Were the suggestions helpful to you? What was helpful/unhelpful?

Sometimes people who are dealing with legal issues are also dealing with other issues related to their legal issue – for example, housing, financial matters, mental health issues.

Did the people at legal aid ask you if you needed help with any of these kinds of issues?

Did the person refer you to resources or support services that could help you with these issues?

Where did they refer you/ what support services did they suggest?

Can you tell me a bit about the process accessing those resources or support services? Was it easy/straightforward? Or was it difficult? What made it difficult?

Were these resources helpful? Why? Why not?

ASK IF LEGAL AID DID NOT DISCUSS REFERRAL SERVICES/SUPPORT WITH CLIENT: Would it have been helpful if the person at legal aid referred you to resources or support services that could assist you with issues related to your legal issues? What types of resources/ support services would have been helpful to you?

Do you have any other suggestions for how legal aid could better support you to address these issues?

CLOSING

Thank you for your time and feedback. To thank you we want to send you a \$25 supermarket gift card.

Can you confirm your name and mailing address for me so we can send you your gift card?