

LSC Program Information Survey

(Due Date: September 30, 1999)

The purpose of this survey is to collect information about the amount and types of services which legal services programs provide to the client community. The Legal Services Corporation (LSC) intends to use information gathered through this survey to: (1) assess how well the existing Case Service Reporting (CSR) system captures what programs do, and (2) stimulate a national dialog about how best to describe the impact Federal funding has on the delivery of legal services to eligible clients. LSC does not intend to use information collected in this survey to judge any individual program about the way it delivers legal services to clients.

I. LEVEL OF SERVICES PROVIDED

Legal services programs employ a variety of strategies to maximize the amount of assistance they provide to eligible clients. However, given the level of resources currently available for the delivery of legal services, few programs are able to provide adequate assistance to all eligible applicants who need it.

The purpose of this Section I of this survey is to collect information about how resource limitations affect programs' ability to assist eligible applicants with legal problems which LSC funding is intended to address. This information will enable an assessment of whether current resource levels are sufficient to enable programs to keep pace with the legal problems occurring within their service areas.

For the purposes of this section,

- (1) an *eligible applicant* is an applicant who is financially and otherwise eligible under 45 CFR Parts 1611 and 1626 to receive assistance provided with LSC funds;
- (2) a *legal problem* is a problem or situation described by an eligible applicant which is amenable to assistance provided by a program staff member or private attorney;
- (3) *assistance* is any service provided to an eligible applicant, including:
 - (A) *cases* meeting the requirements of the revised CSR Handbook
 - (B) *matters* as defined by 45 CFR Secs. 1620.2(b) and 1635.2(b).

Question 1:

Is your program able to provide assistance to *all* eligible applicants who contact your program for help with legal problems which are within your program's priorities and can be addressed with LSC funds?

Yes No

☞ If the answer to Question 1 is 'Yes', please skip to Section B; if the answer to Question 1 is 'No', continue with Section A.

A. ELIGIBLE APPLICANTS WHO DO NOT RECEIVE ASSISTANCE

Complete this section if the answer to Question 1 is 'No'. The purpose of the questions in this section is to collect information about the numbers of eligible applicants who seek help with a legal problem but who do not receive any assistance from your program. For the purposes of this section, "assistance" can be a "case" within the meaning of the CSR Handbook, or it can be a "matter" as defined by 45 CFR Sections 1620.2(b) and 1635.2(b). Intake and referral of an eligible applicant is a "matter" when the applicant does not receive advice or representation from a program attorney or paralegal.

Question 2:

Does your program have a method for keeping track of the numbers of *eligible* applicants who contact your program seeking help with legal problems, but for whom your program is *not* able to provide any assistance at all?

(For the purposes of this question, *referring* an eligible applicant to another provider is assistance; simply informing the applicant that you can't help them is not assistance.)

Yes No

Question 3:

If the answer to Question 2 is 'Yes', please indicate the method your program employs for keeping track of *eligible* applicants who do not receive assistance:

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 4:

If the answer to Question 2 is 'Yes', please indicate the number of *eligible* applicants for whom your program was not able to provide assistance in the first six months of 1999:

The number of eligible applicants in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

B. EFFECT OF RESOURCE LIMITATIONS ON THE LEVEL OF ASSISTANCE PROVIDED

All programs should complete this section. The purpose of the questions in this section is to gather information about the impact of resource limitations on programs' ability to provide assistance sufficient to resolve the legal problems of eligible applicants. LSC will use this information: (1) to assess the impact of resource limitations on programs' ability to provide adequate assistance to eligible applicants; and (2) to determine the approximate percentage of eligible applicants who do not receive a level of assistance sufficient to resolve their legal problems.

For the purposes of this section,

- (1) an *eligible applicant* is an applicant who is financially and otherwise eligible under 45 CFR 1611 and 1626 to receive assistance provided with LSC funds;
- (2) *non-legal assistance* is assistance to an eligible applicant which does not meet the definition of a case set forth by 45 CFR Sections 1620.2(a) and 1635.2(a), such as a referral or the provision of community legal education materials by someone who is not a program attorney or paralegal;
- (3) *legal assistance* is assistance to an eligible applicant which meets the definition of a case set forth by 45 CFR Sections 1620.2(a) and 1635.2(a).

Question 5:

Because of resource limitations, does your program provide *non-legal* assistance to eligible applicants whose legal problems would really require *legal* assistance by a program attorney or paralegal to achieve full resolution?

- Yes No

Question 6:

If the answer to Question 5 is 'Yes', which of the following types of non-legal assistance does your program provide to eligible applicants whose legal problems would require assistance by an attorney or paralegal to achieve resolution?

- Referral to another provider
- Description of court or agency procedures
- Provision of community legal education materials
- Provision of other written materials
- Other (please describe)

Question 7:

If the answer to Question 5 is 'Yes', in the first six months of 1999 what was the approximate percentage of eligible applicants whose legal problems would have required assistance by an attorney or paralegal to achieve resolution, but for whom your program provided *non-legal* assistance only?

_____ %

Please describe the method of arriving at the percentage in this response.

For the purposes of the following three questions:

- (1) *limited service* is Counsel & Advice, Brief Service, or a Referral after Legal Assessment provided by a program attorney or paralegal within the meaning of Categories A, B, and C of the revised CSR Handbook; and
- (2) *extended service* is representation involving a Court Decision, Agency Decision, or Negotiated Settlement within the meaning of Categories F, G, H, and I of the revised CSR Handbook.

Question 8:

Because of resource limitations, does your program provide limited service to eligible applicants whose legal problems would really require extended service to achieve full resolution?

- Yes No

Question 9:

If the answer to Question 8 is ‘Yes’, which of the following types of limited service does your program provide to eligible applicants whose legal problems would really require extended service to achieve resolution?

- Counsel and Advice (CSR Category A)
- Brief Service (CSR Category B)
- Referral after Legal Assessment (CSR Category C)
- Provision of *pro se* assistance (within CSR Category A or B)
- Other (please describe)

Question 10:

If the answer to Question 8 is 'Yes', in the first six months of 1999 what was the approximate percentage of eligible applicants whose legal problems would have required extended service to achieve resolution, but for whom your program provided limited service only?

_____ %

Please describe the method of arriving at the percentage in this response.

C. EFFECT OF RESOURCE LIMITATIONS ON CASE ACCEPTANCE

LSC is aware that many programs have adopted priorities which include most commonly encountered types of cases. However, resource limitations have had an impact on programs' ability to accept all eligible applicants with legal problems within priorities. For example, some programs will not accept certain types of family law cases unless there is domestic violence or abuse. The purpose of the questions in this section is to collect information about the types of cases which are less likely to be accepted for assistance because of resource limitations.

Question 11:

Because of resource limitations, has your program established case type priorities or case acceptance criteria which *exclude* types of cases which your program

would otherwise accept if there were greater resources available for legal assistance?

- Yes No

Question 12:

If the answer to Question 11 is 'Yes', please indicate some common types of cases which are excluded from your case type priorities or case acceptance criteria:

Question 13:

Because of resource limitations, have your program's recent case acceptance practices tended to exclude any common types of cases?

- Yes No

Question 14:

If the answer to question 13 is 'Yes', please indicate the types of cases which your program is not able to accept because of resource limitations.

II. ASSISTANCE NOT MEETING THE DEFINITION OF A CASE

LSC has recently issued a revised CSR Handbook which tightens reporting requirements pertaining to cases. LSC now invites consideration of whether to augment the case service reporting system with the means to collect information about services which programs provide other than cases (e.g., matters).

The purpose of the questions in this section is to collect information about the types of services, other than cases, which programs provide to eligible applicants seeking help with legal problems. This information will be useful in consideration of a new system for collecting data about services other than cases. All programs are welcome to provide input and suggestions about the creation of such a system.

A. REFERRALS TO OTHER PROVIDERS AFTER ANALYSIS OR ASSESSMENT

The purpose of this section is to collect information about eligible applicants who receive a referral after a program attorney or paralegal has conducted an analysis or assessment of the applicant's legal problem, but does not provide assistance which meets the definition of a case. Include referrals of such cases to other legal services providers in this section. Do not include in this section referrals to subrecipients or private attorneys participating in your program's PAI component.

Question 15:

Does your program currently refer *eligible* applicants to other legal services providers, where the referral occurs *after* a program attorney or paralegal has conducted an analysis or assessment of the applicant's legal problem, but where the attorney or paralegal does not provide assistance meeting the definition of a case as provided by the CSR Handbook and 45 CFR Sections 1620.2(a) and

1635.2(a)?

- Yes No

☞ If the answer to this question is 'No', please skip to Section B.

Question 16:

If the answer to Question 15 is 'Yes', what method (if any) does your program employ to keep track of referrals of these applicants to other providers?

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 17:

If your program keeps track of referrals of eligible applicants to other legal services providers after analysis or assessment of the applicants' legal problems, how many such referrals did your program make in the first six months of 1999?

The number of referrals indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

B. REFERRALS TO OTHER LEGAL SERVICES PROVIDERS AT INTAKE

The purpose of the questions in section is to collect information about assistance to eligible applicants where the only service provided is a referral at the initial point of contact (i.e., intake). Do not include in your responses in this section referrals which occur after a program attorney or paralegal has conducted an analysis or assessment of the applicant's legal problem. Also, do not include referrals to subrecipients or private attorneys participating in your program's PAI component.

Question 18:

Does your program currently refer *eligible* applicants to other legal services providers at intake, where the referral is the only service which the applicant receives from your program?

- Yes No

☞ If the answer to this question is 'No', please skip to Section C.

Question 19:

If the answer to Question 18 is 'Yes', what method (if any) does your program employ to keep track of referrals of eligible applicants to other legal services providers?

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 20:

If your program keeps track of referrals of eligible applicants to other legal services providers at intake, how many such referrals did your program make in the first six months of 1999?

The number of referrals indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

C. REFERRALS TO NON-LEGAL SERVICES PROVIDERS AT INTAKE

This section applies to referrals of applicants to providers other than legal services providers, such as social service agencies. Please do not include in this section referrals to legal services providers or to subrecipients or private attorneys.

Question 21:

Does your program currently refer eligible applicants to entities *other than legal services providers*, where the referral is the only form of assistance which the applicant receives from your program?

- Yes No

 If the answer to this question 'No', please skip to Section D.

Question 22:

If the answer to Question 21 is 'Yes', what method (if any) does your program employ to keep track of referrals of eligible applicants to entities other than legal services providers?

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 23:

If your program keeps track of referrals of eligible applicants to entities other than legal services providers, how many such referrals did your program make in in the first six months of 1999?

The number of referrals indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

D. PROVISION OF INFORMATION VIA INTERNET WEB-SITES

The purpose of this section is to capture information about services which programs provide via web sites, where the services provided do not meet the definition of a case as set forth in the revised CSR Handbook and 45 CFR Sections 1620.2(a) and 1635.2(a).

Question 24:

Does your program currently provide information about substantive law, legal developments, or local court, agency or program procedures through an Internet web site?

- Yes No

☞ If the answer to this question is 'No', please skip to Section E.

Question 25:

If the answer to Question 24 is 'Yes', please indicate the types of services which your program provides through its web site:

- Information about program procedures
- Information about court procedures
- Information about substantive law
- Downloadable forms
- On-line preparation of forms
- Other (please describe):

Question 26:

If the answer to Question 24 is 'Yes', does your program keep track of the numbers of visitors or 'hits' to the web site?

- Yes No

Question 27:

If your program keeps track of web site hits, how many such hits were there to the web site in the first six months of 1999?

The number of web site hits in this response is:

- a precise count based on actual records
 an estimate based on other available information
 other (please describe)

E. DISTRIBUTION OF WRITTEN MATERIALS (OTHER THAN THROUGH AN INTERNET WEB-SITE)

The purpose of this section is to capture information about publications, such as community legal education materials, not disseminated through a web site, which do not meet the definition of a

case as provided by the revised CSR Handbook and 45 CFR Sections 1620.2(a) and 1635.2(a). For example, the provision of a pamphlet on tenants rights and responsibilities under local housing law by an intake worker without advice by an attorney or paralegal would be a matter and not a case.

Question 28:

Does your program currently distribute written materials, such as community legal education materials, through means other than an Internet web site?

- Yes No

☞ If the answer to this question is 'No', please skip to Section F.

Question 29:

If the answer to Question 28 is 'Yes', does your program keep track of the numbers of written materials distributed?

- Yes No

Question 30:

If the answer to Question 29 is 'Yes', what method (if any) does your program employ to keep track of the distribution of written materials?

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 31:

If your program keeps track of the distribution of written materials, to how many individuals did your program provide written materials in the first six months of 1999?

The number of individuals indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

F. PROVISION OF INFORMATION VIA TELEPHONE (NOT INCLUDING ADVICE WHICH MEETS THE DEFINITION OF A CASE)

The purpose of this section is to capture information about services which programs provide via telephone, where the services do not meet the definition of a case as provided by the revised CSR Handbook and 45 CFR Sections 1620.2(a) and 1635.2(a). For example, the description by an intake worker of where to go to apply for social security benefits would not meet the definition of a case.

Question 32:

Does your program currently provide oral information not meeting the definition of a case, either through person-to-person conversation or through recorded messages, to individuals who contact your program for assistance?

- Yes No

 If the answer to this question is 'No', please skip to Section G.

Question 33:

If the answer to Question 32 is 'Yes', does your program keep track of the numbers of telephone contacts with individuals seeking legal assistance?

- Yes No

Question 34:

If the answer to Question 33 is 'Yes', what method (if any) does your program employ to keep track of services provided by telephone?

- Entry into electronic database only
- Creation of paper record only (e.g., intake sheet)
- Electronic database entry *and* creation of paper record
- Other (please describe)

Question 35:

If your program keeps track of telephone services not meeting the definition of a case, how many such instances of service did your program provide in the first six months of 1999?

The number of instances indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

G. PROVISION OF ASSISTANCE THROUGH PRO SE CLINICS, WORKSHOPS, AND OTHER MEANS OF ASSISTING PRO SE CLIENTS

The purpose of this section is to capture information about services which programs provide to enable eligible applicants to proceed pro se. Do not include in this section services which meet the definition of a case as provided by the revised CSR Handbook and 45 CFR Sections 1620.2(a) and 1635.2(a). (Certain services provided to eligible clients at pro se clinics may qualify as a case, as provided by Section 6.6 of the revised CSR Handbook.)

Question 36:

Does your program currently conduct pro se clinics or workshops?

- Yes No

 If the answer to this question is 'No', please skip to Section H.

Question 37:

If the answer to Question 36 is 'Yes', what is the number of pro se clinics or workshops which your program conducted in the first six months of 1999?

Question 38:

Other than conducting pro se clinics or workshops, does your program provide pro se materials or assistance at a local courthouse or other location?

- Yes No

Question 39:

If the answer to either Question 36 or 38 is ‘Yes’, does your program keep track of the numbers of individuals who receive pro se materials or assistance?

- Yes No

Question 40:

If the answer to Question 39 is ‘Yes’, what was the number of individuals receiving pro se materials or assistance in the first six months of 1999?

The number of individuals indicated in this response is:

- a precise count based on actual electronic or paper records
- an estimate based on other available information
- other (please describe)

H. COMMUNITY LEGAL EDUCATION AND OUTREACH TO THE CLIENT COMMUNITY

The purpose of this section is to capture information about the volume of community legal education and outreach to the client community. Examples of community legal education and outreach include, but are not limited to, presentations at community events, speaking engagements, television or radio advertising, public announcements,

meetings with other providers or social services agencies, and visits to retirement homes, schools, and other institutions.

Question 40:

Does your program have a program for conducting community legal education or outreach to the community?

- Yes No

Question 41:

If the answer to Question 40 is 'Yes', does your program keep track of the number of persons or entities contacted through your program's community legal education or outreach effort?

- Yes No

Question 42:

If the answer to Question 41 is 'Yes', what was the number of persons or entities contacted through your community legal education or outreach program in the first six months of 1999?

Please describe any methods, other than counting persons or entities contacted, which your program employs for tracking community legal education or outreach:

III. CASES INVOLVING CHILDREN AND VICTIMS OF

DOMESTIC VIOLENCE

The purpose of this section is to gather information about the numbers of children and victims of domestic violence whom LSC-funded programs are able to affect through their casework. Children and victims of domestic violence are two areas which LSC has emphasized in recent Congressional budget requests, and precise information about the impact which Federal funding has in these two areas will be helpful to future budget requests.

Question 43:

Does your program keep track of whether children are involved or affected by the cases your program handles? (For example, for cases in CSR Category 31 - Custody/ Visitation, can your program say how many children are either involved in a case or affected by its outcome?)

- Yes No

Question 44:

If the answer to Question 43 is 'Yes', what method does your program employ to keep track of the numbers of children involved or affected in cases?

- Entry into electronic database
- Notation on intake sheet
- Notation in other case file document
- Other (please describe)

Question 45:

If determining whether children were involved or affected in cases is *not* an overly

burdensome or time-consuming endeavor (such as would be the case if a review of individual case files was necessary), please answer the following two questions:

How many cases involving or affecting children did your program handle in the first six months of 1999?

How many children were involved or affected by these cases?

The numbers of children and cases indicated in this response is:

- a precise count based on actual records
- an estimate based on other available information
- other (please describe)

Question 46:

Does your program keep track of whether cases involve domestic violence? (For example, for cases in CSR Category 32- Divorce/Separation/Annulment, can your program say how many cases involve domestic violence?)

- Yes No

Question 47:

If the answer to Question 46 is 'Yes', what method does your program employ to

keep track of numbers of cases involving domestic violence?

- Entry into electronic database
- Notation on intake sheet
- Notation in other case file document
- Other (please describe)

Question 48:

If determining whether cases involving domestic violence is not a burdensome or time-consuming endeavor (such as would be the case if a review of individual case files was necessary), please answer the following two questions:

How many cases involving domestic violence did your program handle in the first six months of 1999?

How many victims of domestic violence were involved in these cases?

The numbers of cases and victims in this response is:

- a precise count based on actual records
- an estimate based on other available information
- other (please describe)

IV. OVER-INCOME APPLICANTS AND APPLICANTS FOR WHOM FINANCIAL ELIGIBILITY DETERMINATIONS ARE NOT POSSIBLE

Pursuant to 45 CFR Section 1611.3(e), programs may use non-LSC funds to represent over-income clients who are otherwise eligible for legal assistance. The purpose of this section is to gather information about the extent to which programs use non-LSC funds to represent clients whose income or assets exceed (or may exceed) LSC financial eligibility guidelines.

Question 49:

Does your program currently use non-LSC funds to provide assistance to applicants whose income or assets may exceed LSC eligibility guidelines?

- Yes No

Question 50:

If the answer to Question 49 is 'Yes', how many clients whose income or assets are known to exceed LSC eligibility guidelines did your program represent in the first six months of 1999?

The numbers of clients indicated in this response is:

- a precise count based on actual records
 an estimate based on other available information
 other (please describe)

Question 51:

Does your program currently use non-LSC funds to provide assistance to applicants for whom an income eligibility determination is precluded by law (e.g., elderly clients represented with Title III funds)?

- Yes No

Question 52:

If the answer to Question 51 is 'Yes', how many clients whose financial eligibility could not be determined did your program represent in the first six months of 1999?

The numbers of clients indicated in this response is:

- a precise count based on actual records
- an estimate based on other available information
- other (please describe)

V. LEGAL NEEDS OF POTENTIAL CLIENTS IN YOUR SERVICE AREA

The purpose of this section is to collect information about programs' knowledge of the legal needs of the client community within their service area. LSC will use this information to assess whether there is a body of knowledge from which to identify the type and frequency of legal problems experienced by potential clients across the country.

Question 53:

Has your program participated in a recent assessment of legal needs within your state or service area?

- Yes No

☞ If the answer to this question is 'No', please skip to Question 56.

Question 54:

If the answer to Question 53 is 'Yes', please attach any relevant materials describing the assessment and its results, and answer the following question:

How was the assessment conducted?

- telephone or face-to-face survey of low-income persons who are not clients of your program
- survey of clients whom your program was or is representing
- review of data previously collected through a prior survey
- other (please describe)

Question 55:

If the answer to Question 54 is 'Yes', when was the assessment conducted?

Question 56:

Whether your program has participated in a recent needs assessment or not, what do you estimate is the percentage of low-income persons in your service area who have unmet legal needs?

_____ %

The estimate indicated in this response is based on:

- an actual survey of low income persons other than program clients
- interactions with clients your program was or is representing
- consultations with other providers in your state or service area
- other (please describe)

VI. CASE OUTCOMES (OR BENEFITS TO CLIENTS)

The purpose of this section is to collect information about current practices of tracking case outcomes and benefits to clients. LSC will use this information to enter a discussion with programs about the feasibility of collecting information about outcomes and benefits on a regular basis. Such information would be highly useful in demonstrating the impact of Federal funding for legal services and could lead to the securing of additional funding.

*For the purposes of this section, **case outcomes** and **benefits** to clients are measures of the **results** of program services, such as numbers of evictions prevented, dollar amounts of benefits secured, protective orders obtained on behalf of victims of domestic violence, and other indicia of results as opposed to the counting of numbers of cases opened or closed.*

Question 57:

Does your program currently receive funding from another source, such as the United Way, which requires the collection of information on case outcomes or benefits to clients?

- Yes No

☞ If the answer to this question is 'No', please skip to Question 60.

Question 58:

If the answer to Question 57 is 'Yes', how frequently does the other funding source require submission of information on case outcomes or benefits to clients?

- Annually
 Semi-annually
 Other (please specify)

Question 59:

Please identify the funding source(s) which require information about case outcomes or benefits to clients:

Question 60:

If your program does not have a funding source which requires information about case outcomes or benefits to clients, does your program collect information about case outcomes or benefits even though a funding source does not require the collection of this information?

- Yes No

 If the answer to either Question 57 or 60 is 'Yes', please attach any relevant materials describing the types of outcomes or benefits which your program tracks, and continue with the following questions.

Question 61:

What types of information about case outcomes or benefits to clients does your program collect?

- Numbers of instances of specific outcomes or benefits
- Dollar amounts associated with outcomes or benefits
- Numbers of persons affected
- Other (please describe)

Question 62:

Does your program survey or otherwise collect information from clients about whether they are satisfied with the level or quality of services they received?

- Yes No

Question 63:

If the answer to Question 63 is ‘Yes’, please describe the method which your program employs to survey or otherwise collect information from clients about their satisfaction with services received.

Question 64:

Has information on case outcomes or benefits to clients been helpful in obtaining
