

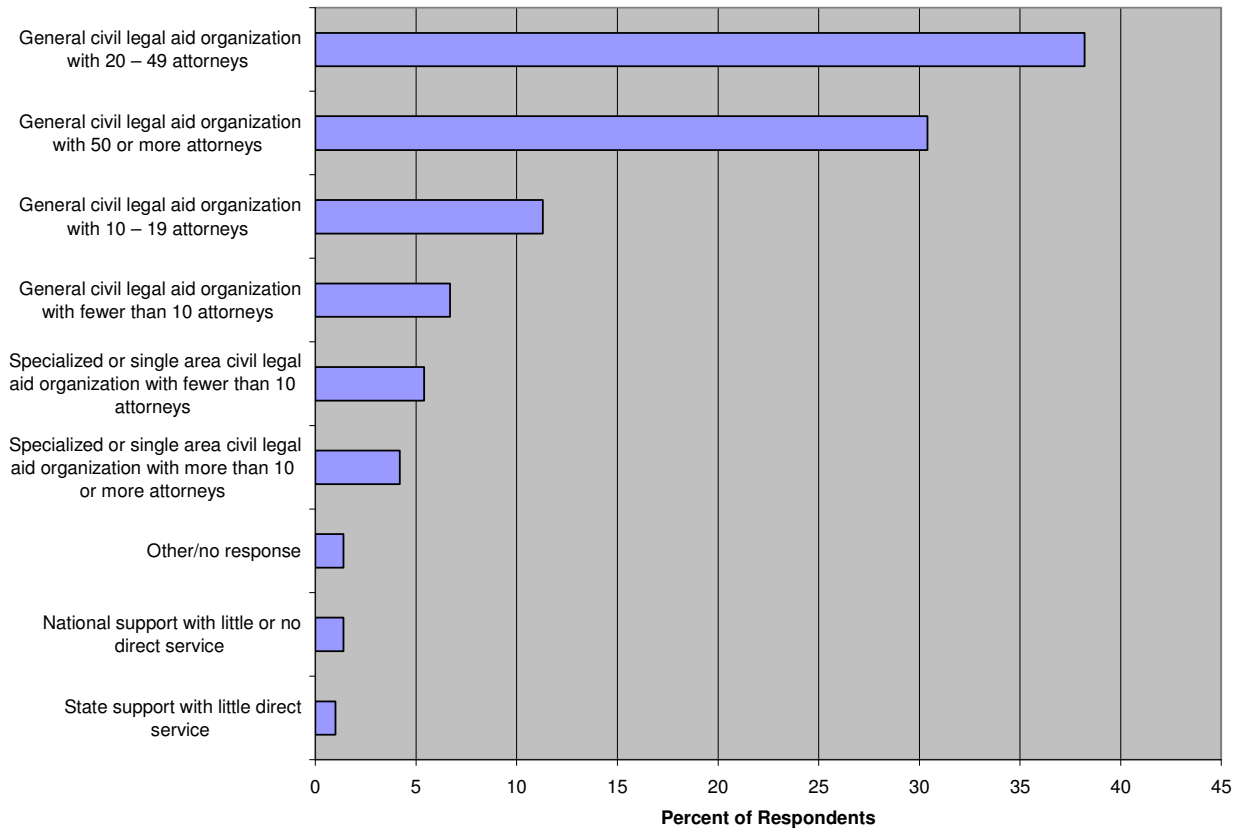


Appendix A

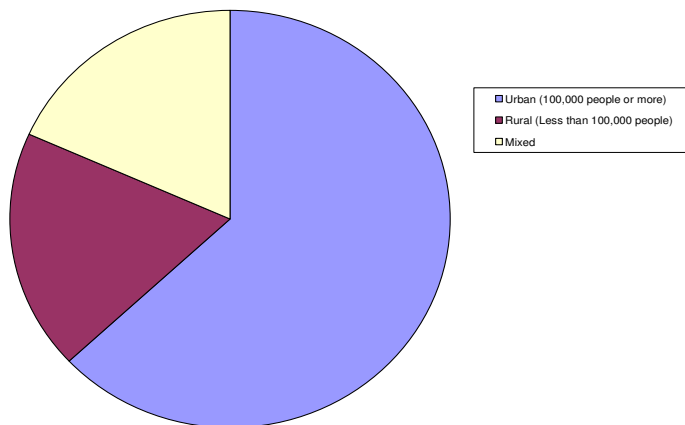
**National Legal Aid & Defender Association
Civil Policy Group
Recruitment and Retention Committee
Survey Results**

Data from All Respondents

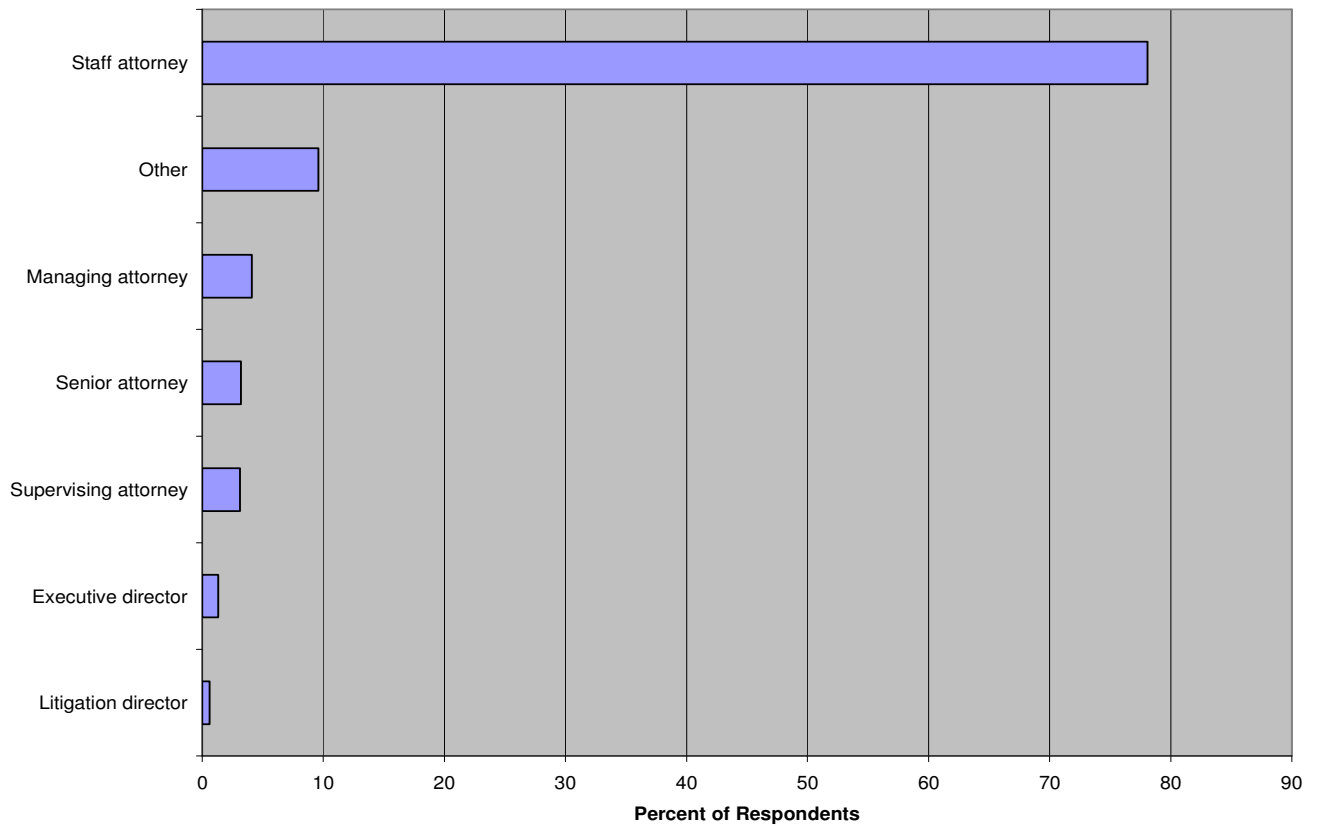
1. Type of civil legal aid organization in which respondent works



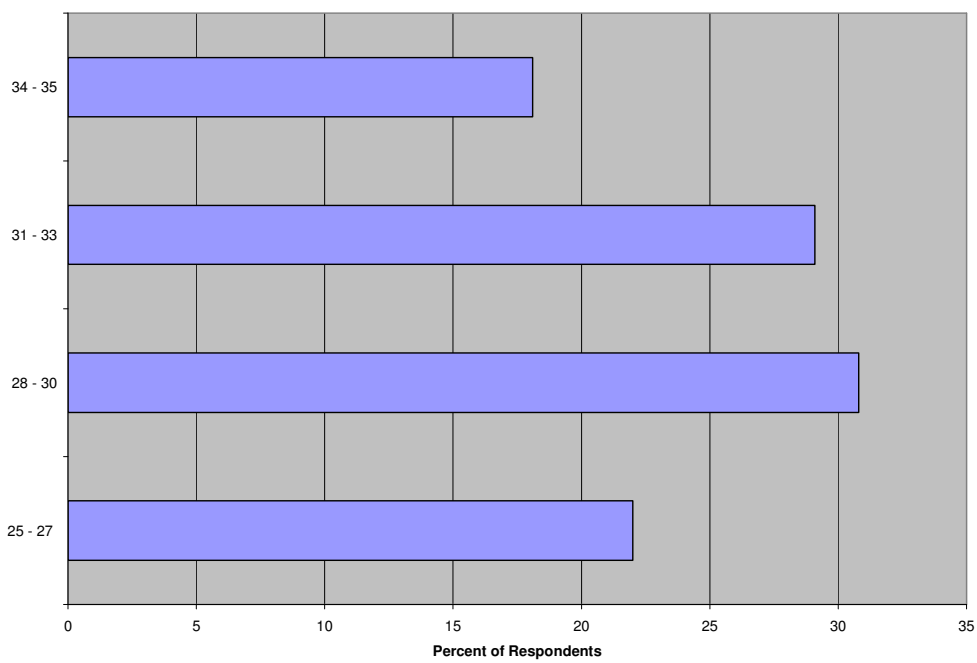
2. Type of office in which respondent works



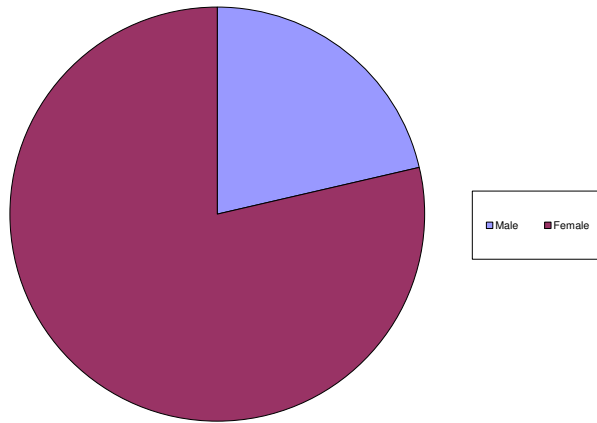
3. Respondent's title or position



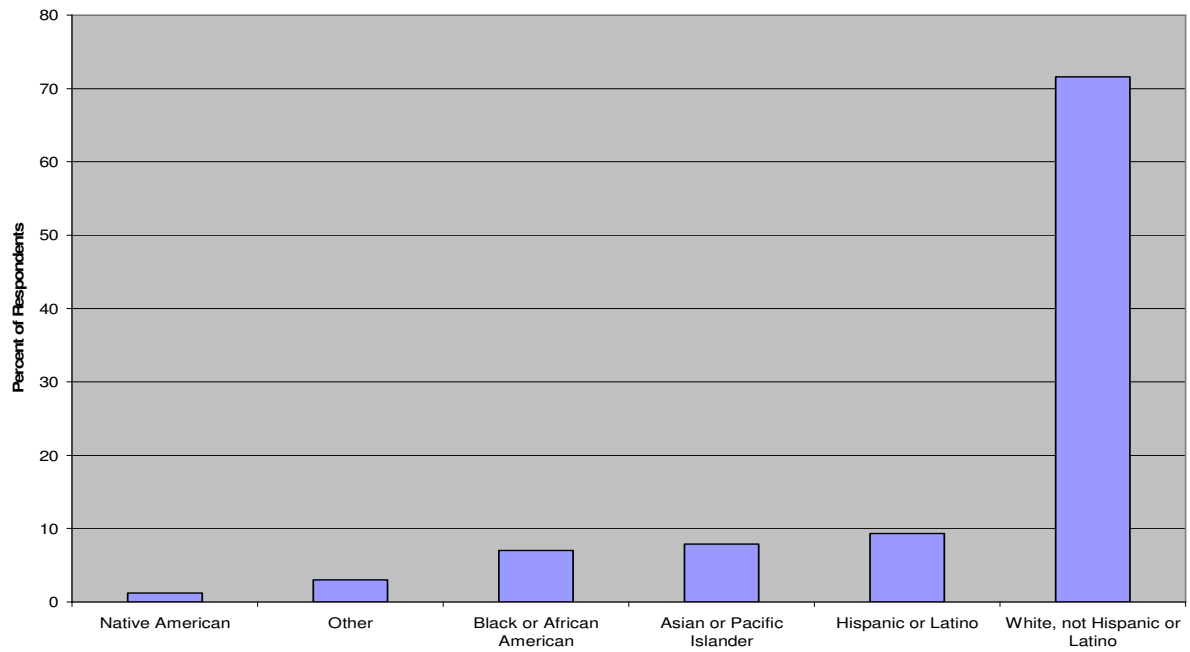
4. Respondent's age on last birthday



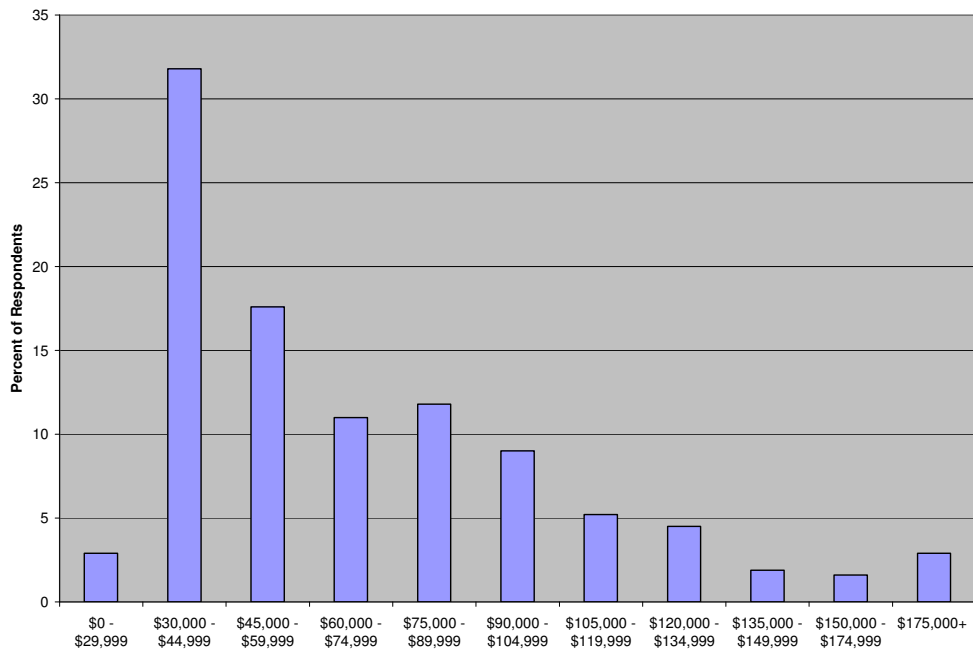
5. Respondent's gender



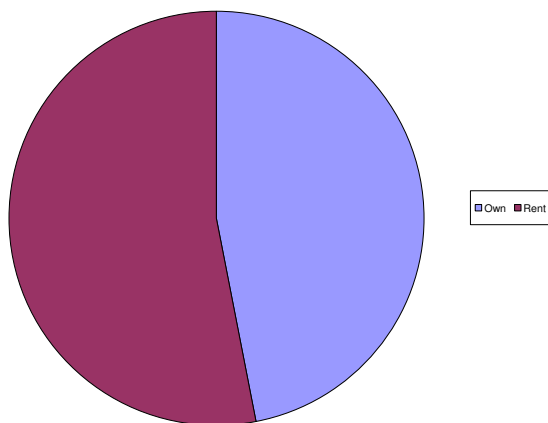
6. Respondent's ethnicity or race



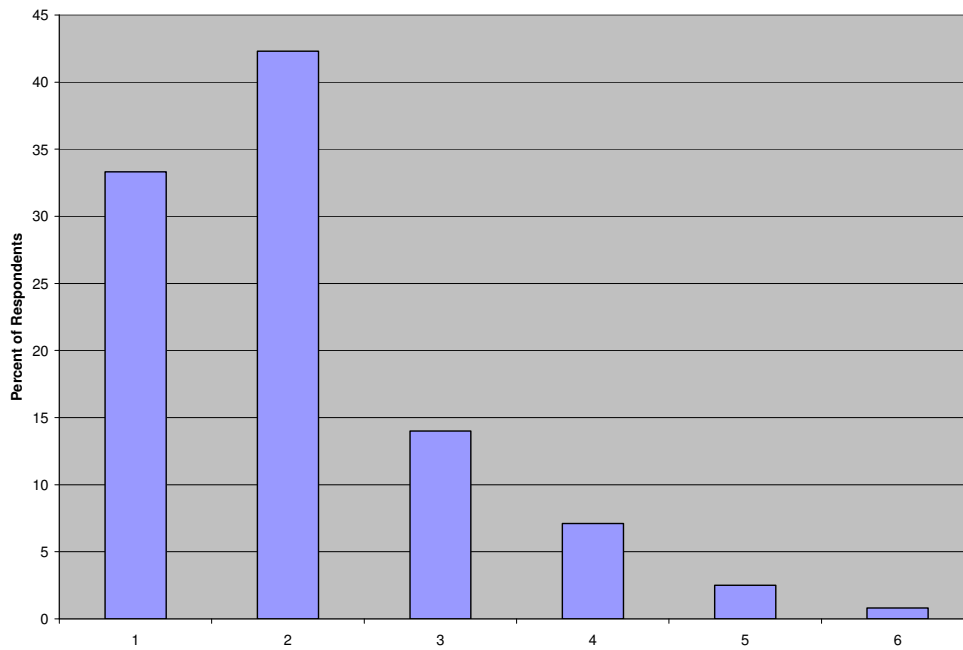
7. Total household income



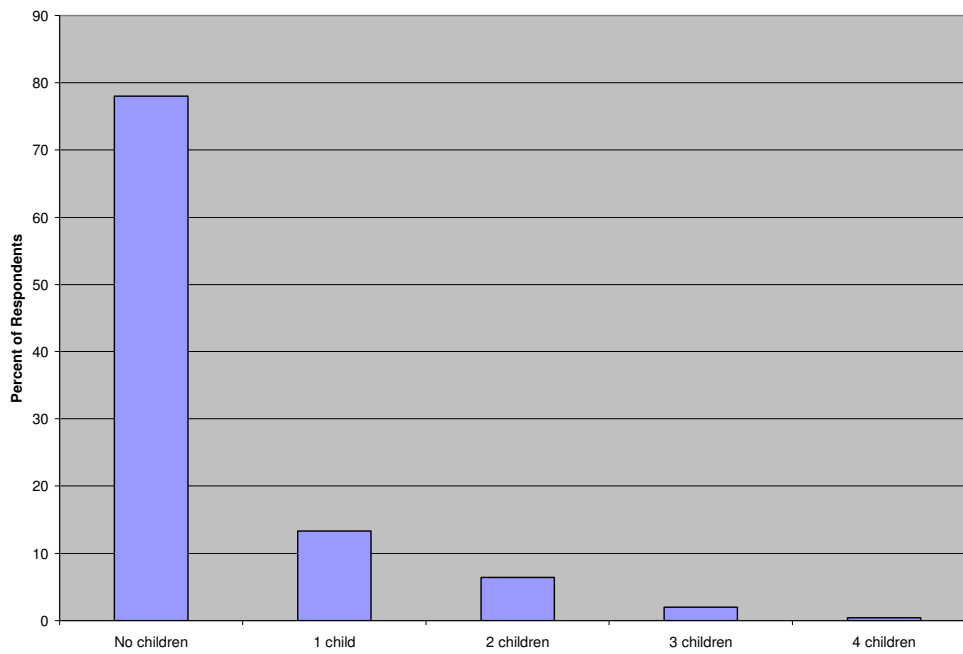
8. Respondent owns or rents home



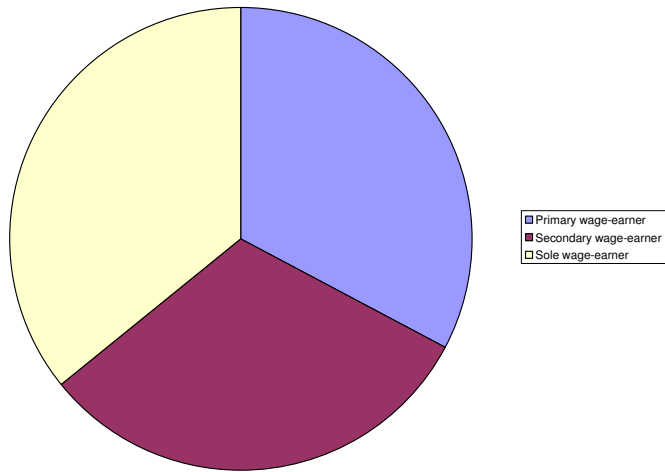
9. Total number of people living in household



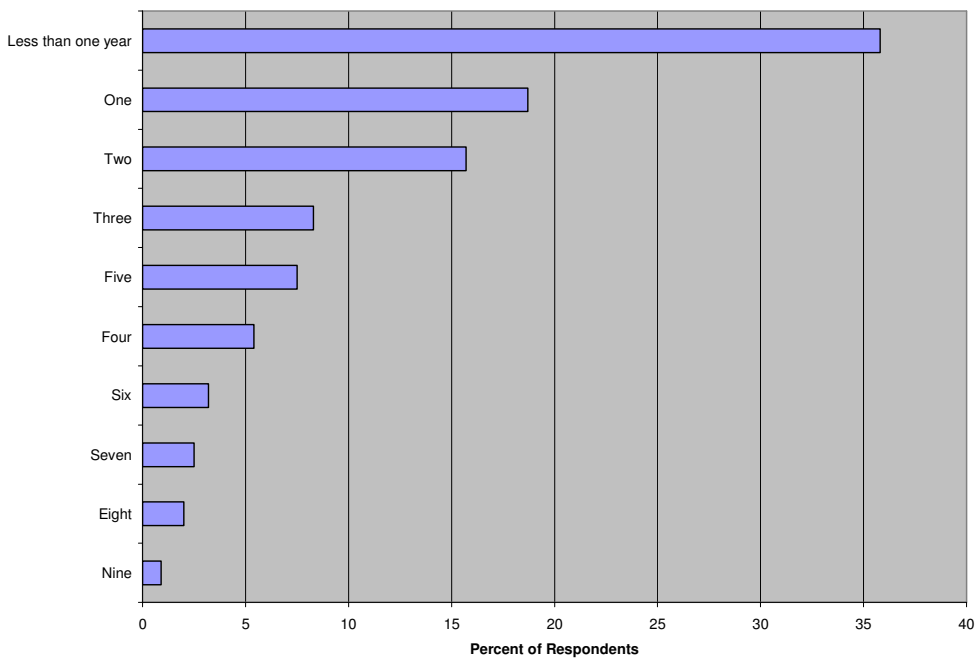
10. Number of children under age 18 in household



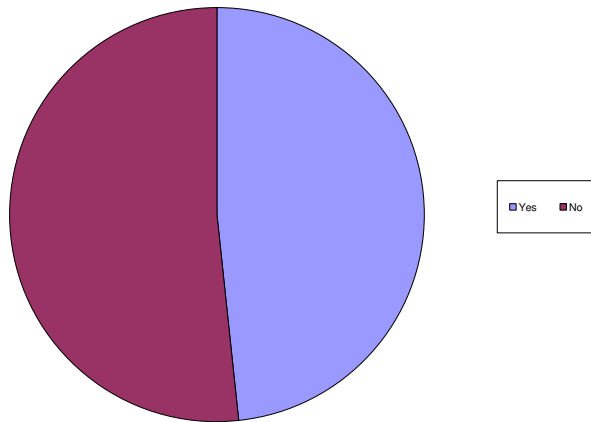
11. Respondent's wage earning role in household



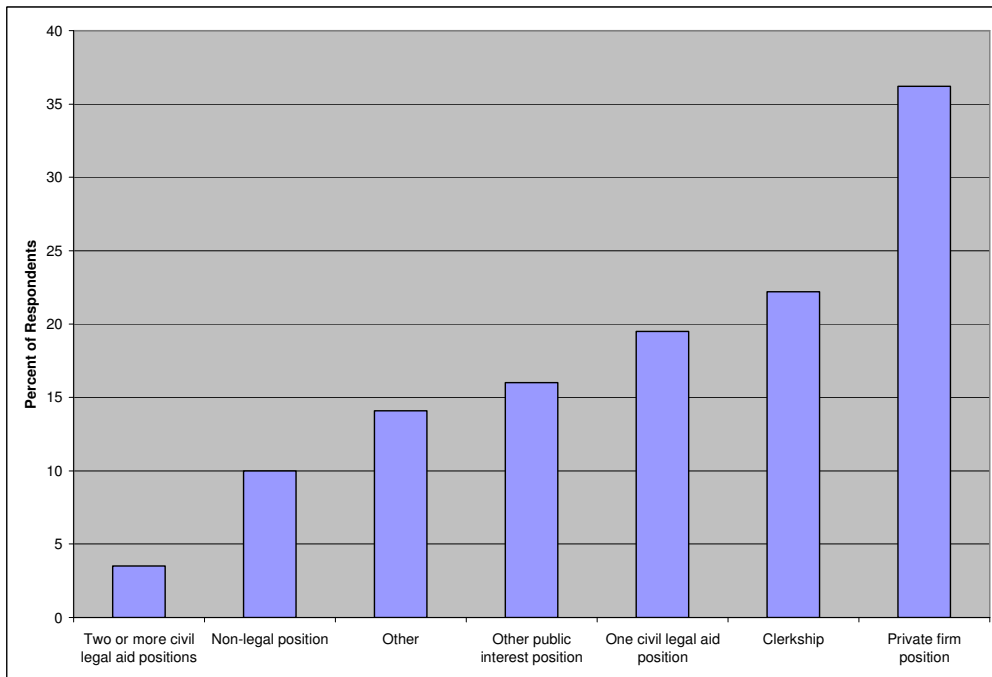
12. Years employed with current employer



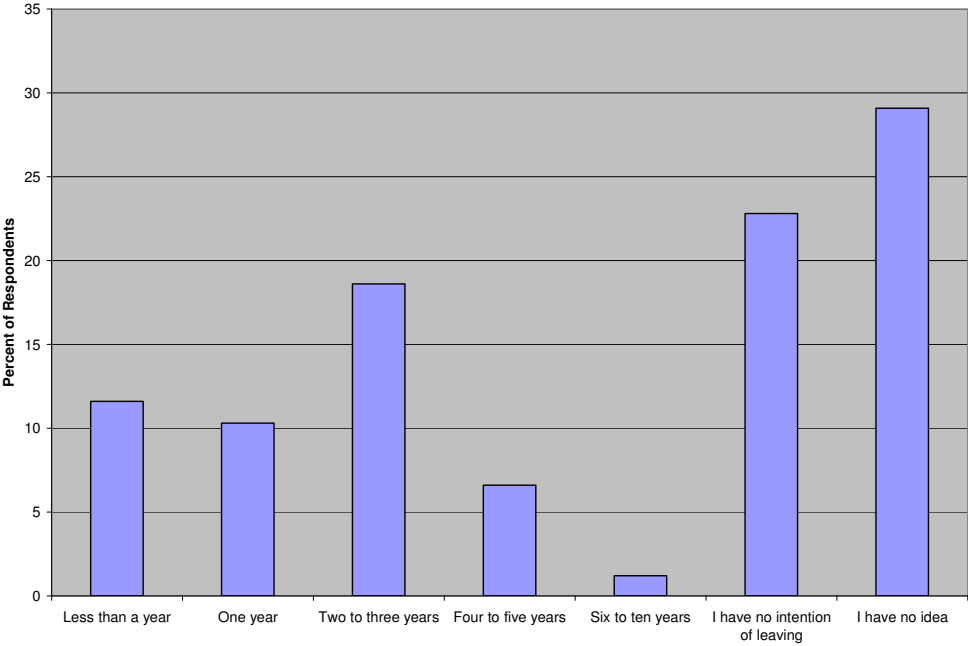
13. Previous employment after becoming attorney but before current position



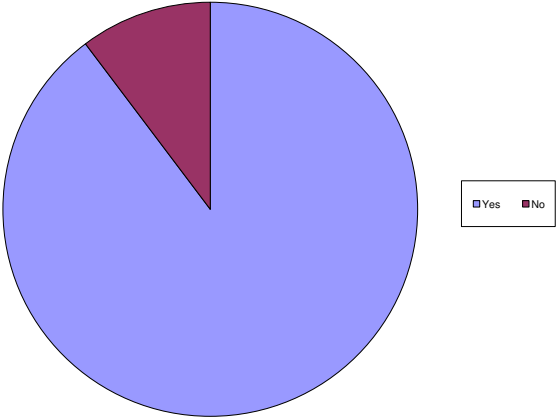
14. If yes, type of previous employment



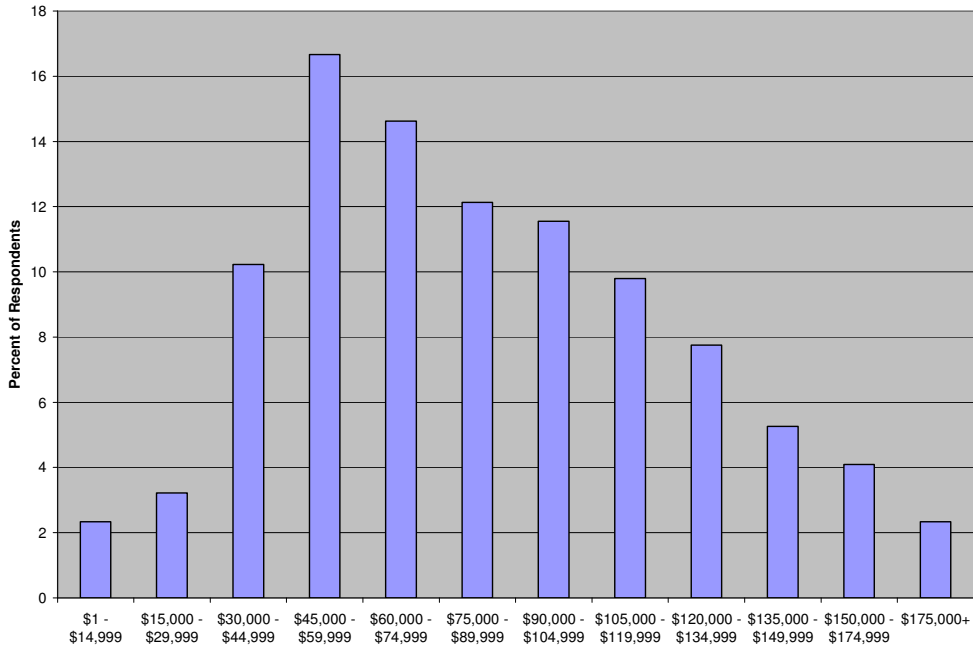
15. How much longer respondent plans on staying with current employer



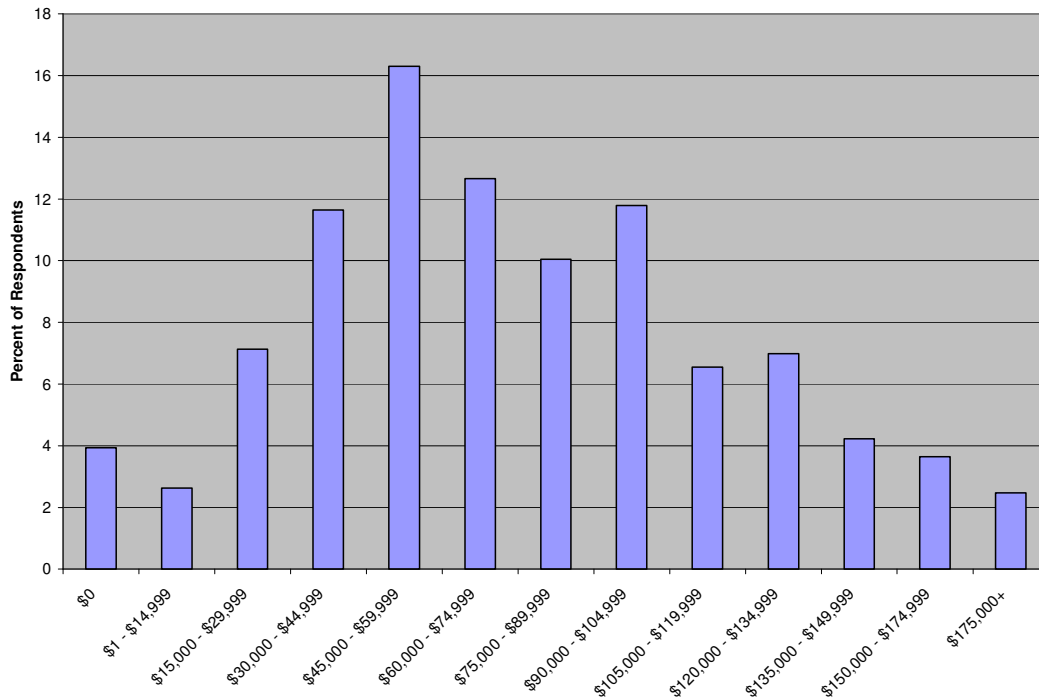
16. Whether respondent had educational debt when graduated from law school



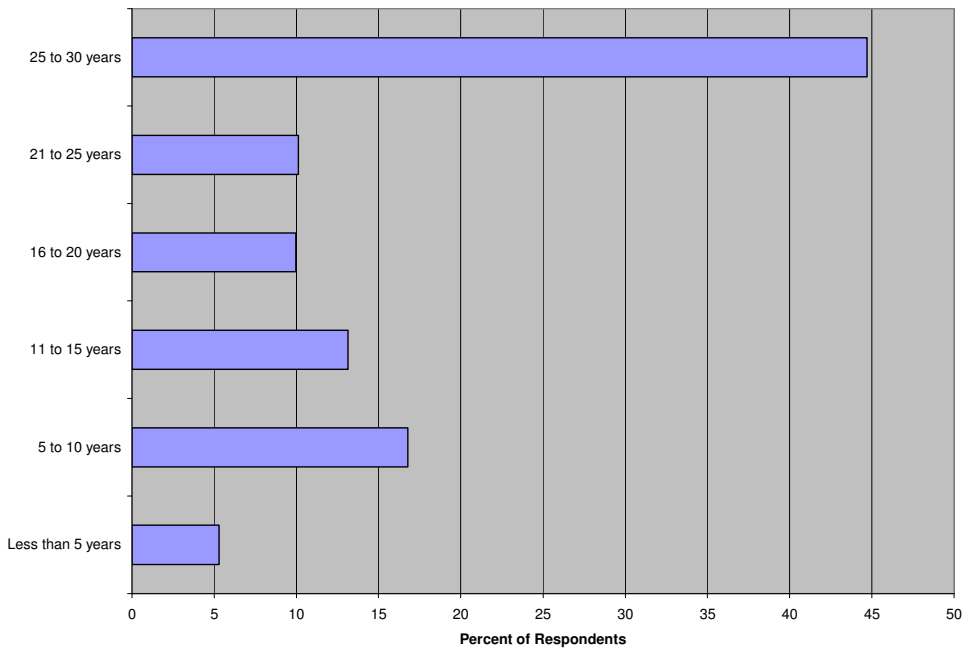
17. Total amount of educational debt upon graduation from law school



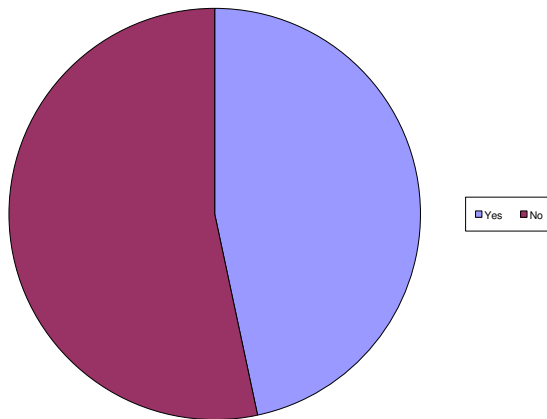
18. Current amount of educational debt



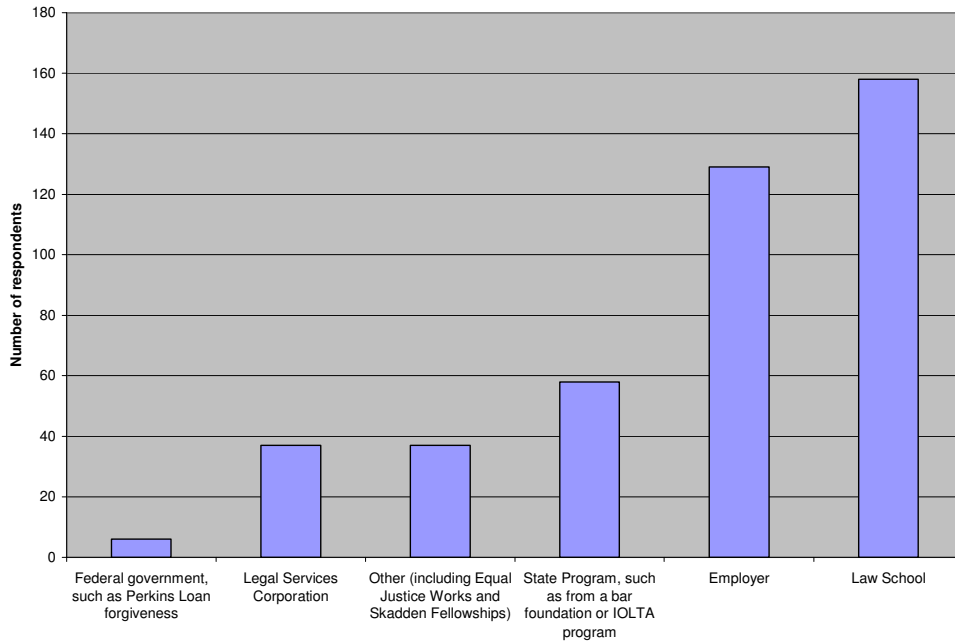
19. Respondent's estimate of how long it will take to pay off debt



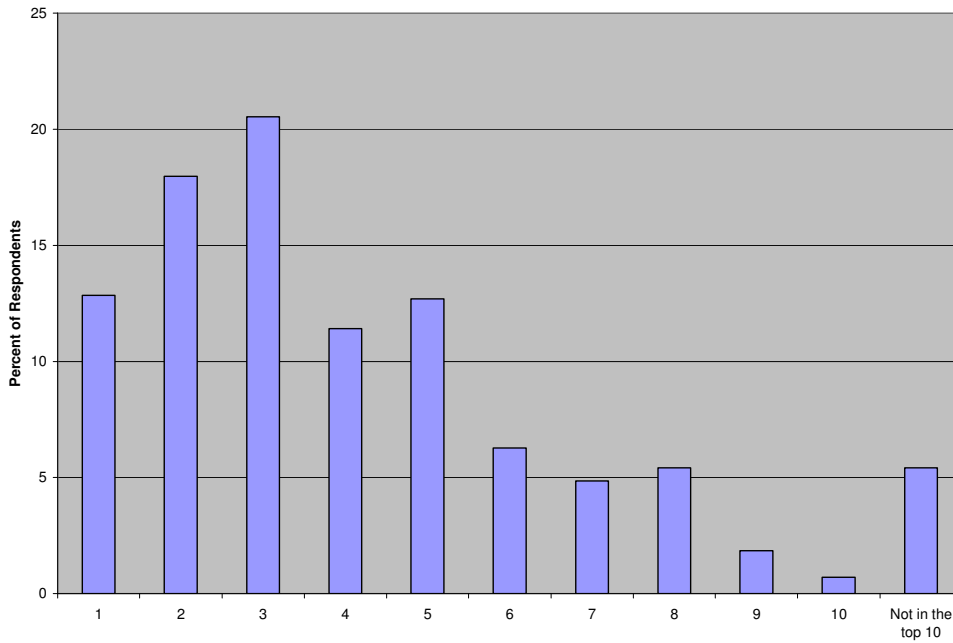
20. Whether respondent receives benefits from a Loan Repayment Assistance Program (LRAP)



21. All sources of LRAP respondents receive



22. How respondents rank recruitment and retention among the challenges and opportunities their program is facing, using 1 as the top ranking



23. Respondents' ratings of issues as to their importance for recruitment and retention on a scale of 1 to 10 (with 1 being not at all important and 10 being most important)

Answer Options	1	2	3	4	5	6	7	8	9	10	Rating Average
Opportunity to help others	35	18	5	2	20	20	39	93	159	324	8.39
Cost of living increases	20	13	12	13	40	28	79	119	149	246	8.08
Salary	25	11	15	20	35	36	63	121	125	265	8.03
Benefits package	22	18	16	11	31	31	61	152	164	212	7.98
"Family-friendly" work environment (flexible schedule, 8 hour days, good parental leave, etc.)	23	31	15	14	34	35	47	115	133	272	7.97
Relationships with co-workers	11	14	24	14	36	37	94	154	176	159	7.83
Long-term salary plan	21	19	13	20	44	50	68	136	127	217	7.8
Challenging work	20	10	23	9	42	30	92	171	162	156	7.78
Quality of top management	9	15	22	16	43	39	98	163	160	150	7.76
Training and professional development	16	12	24	16	35	42	104	155	159	157	7.74
Mentoring	18	23	23	17	48	59	109	154	124	143	7.43
Supervision	16	23	21	26	49	46	110	176	126	121	7.38
Opportunity to advance in the organization	15	16	25	25	60	53	111	148	136	123	7.38
Quality of middle management	18	20	23	28	63	56	107	162	130	108	7.25
Varied work	16	15	32	22	81	66	123	148	115	98	7.11
Recognition of meritorious work	15	18	34	33	64	63	135	154	103	98	7.07
Loan Repayment Assistance Program	86	29	21	19	56	35	55	107	101	209	6.98
Quality of support staff	14	27	40	30	83	87	100	166	97	73	6.8
Involvement in the organization's direction	11	30	40	41	68	93	122	153	95	60	6.71
Pension	35	36	30	32	80	69	107	125	95	102	6.7
Diverse workforce	33	34	38	40	89	73	122	130	88	69	6.47
State of the art technology	24	36	57	64	132	110	114	101	49	26	5.82
Facilities	22	46	68	63	125	111	104	93	53	26	5.72
Sick leave pool	75	63	68	57	116	74	98	91	36	35	5.25

24. Respondents' identification of the top five issues that keep them working for their organization

Answer Options	First	Second	Third	Fourth	Fifth	Response Count
Opportunity to help others	370	91	49	45	21	576
"Family-friendly" work environment (flexible schedule, 8 hour days, good parental leave, etc.)	111	104	89	63	48	415
Relationships with co-workers	42	84	88	75	92	381
Challenging work	51	116	68	76	50	361
Training and professional development	34	60	62	70	59	285
Benefits package	25	56	67	52	53	253
Varied work	4	29	63	42	55	193
Salary	13	22	30	31	37	133
Loan Repayment Assistance Program	16	20	32	32	32	132
Mentoring	9	30	26	26	24	115
Involvement in the organization's direction	2	14	17	34	26	93
Supervision	5	22	18	24	17	86
Opportunity to advance in the organization	5	15	18	18	29	85
Recognition of meritorious work	4	8	8	26	15	61
Diverse workforce	1	3	16	16	18	54
Quality of support staff	2	4	9	10	21	46
Top management	5	8	10	4	17	44
Middle management	2	7	8	12	14	43
Long-term salary plan	3	1	3	6	15	28
Cost of living increases	3	3	4	8	9	27
Sick leave pool	0	2	5	7	12	26
Pension	1	3	4	9	7	24
Facilities	1	1	4	3	9	18
State of the art technology	0	0	2	5	4	11

25. Respondents’ ranking of the top five issues that may cause them to leave their organization

Answer Options	First	Second	Third	Fourth	Fifth	Response Count
Salary	350	80	42	30	38	540
Long-term salary plan	49	101	80	54	49	333
Opportunity to advance in the organization	37	51	55	65	58	266
Cost of living increases	21	72	70	54	48	265
Loan Repayment Assistance Program	16	54	38	21	24	153
Pension	6	32	37	38	31	144
Quality of top management	33	24	28	29	24	138
Varied work	18	14	39	27	32	130
Benefits package	10	25	32	28	32	127
Supervision	17	31	29	27	15	119
Involvement in the organization’s direction	13	15	26	40	25	119
Quality of middle management	16	24	29	26	18	113
Training and professional development	12	23	23	28	27	113
Challenging work	21	23	22	21	22	109
Quality of support staff	12	19	18	28	22	99
“Family-friendly” work environment (flexible schedule, 8 hour days, good parental leave, etc.)	12	19	16	19	23	89
Recognition of meritorious work	9	9	15	21	35	89
Mentoring	5	17	15	18	20	75
Facilities	3	9	8	22	27	69
Relationships with co-workers	11	11	13	17	14	66
State of the art technology	0	7	14	12	8	41
Opportunity to help others	6	5	4	7	10	32
Diverse workforce	2	3	4	4	13	26
Sick leave pool	1	1	0	2	3	7