

ABA/NLADA 2004 Equal Justice Conference

Outcome Measurement: Assessing Client's Perspectives of the Impact of Legal Aid Services in Their Lives Gary Dart, Esq. and Denise Caudill, DrPH

Introduction

Outcome Measurement

The regular, systematic tracking of the extent to which program participants experience the benefits or changes intended.

United Way of America, 2000

Since the early 1990s the **United Way of America** has taken a lead role in outcome measurement in the nonprofit sector in the USA. The **Tulsa Area United Way** provided Capacity Building funds for Outcome Measurement Training services to a select group of its member agencies in 2003. **Legal Aid Services of Oklahoma (LASO)** was one of 10 agencies to participate in the program. A consultant worked with the LASO team for a period of 110 hours during the year. The **United Way of Central Oklahoma** has committed to provide funding to continue this process with the consultant for an additional 75 hours through 2004. The United Way logic model approach described in the book, Measuring Program Outcomes: A Practical Approach, is the one being used by LASO.

Getting Started

LASO formed a core team to work on outcome measurement was comprised of: Director of Litigation, Managing Attorneys of largest two law offices in state, Resource Development Specialist; Managing Attorney of the Hotline, Info Technology staffer, Community Ed and Pro Se Coordinator, and support staff.

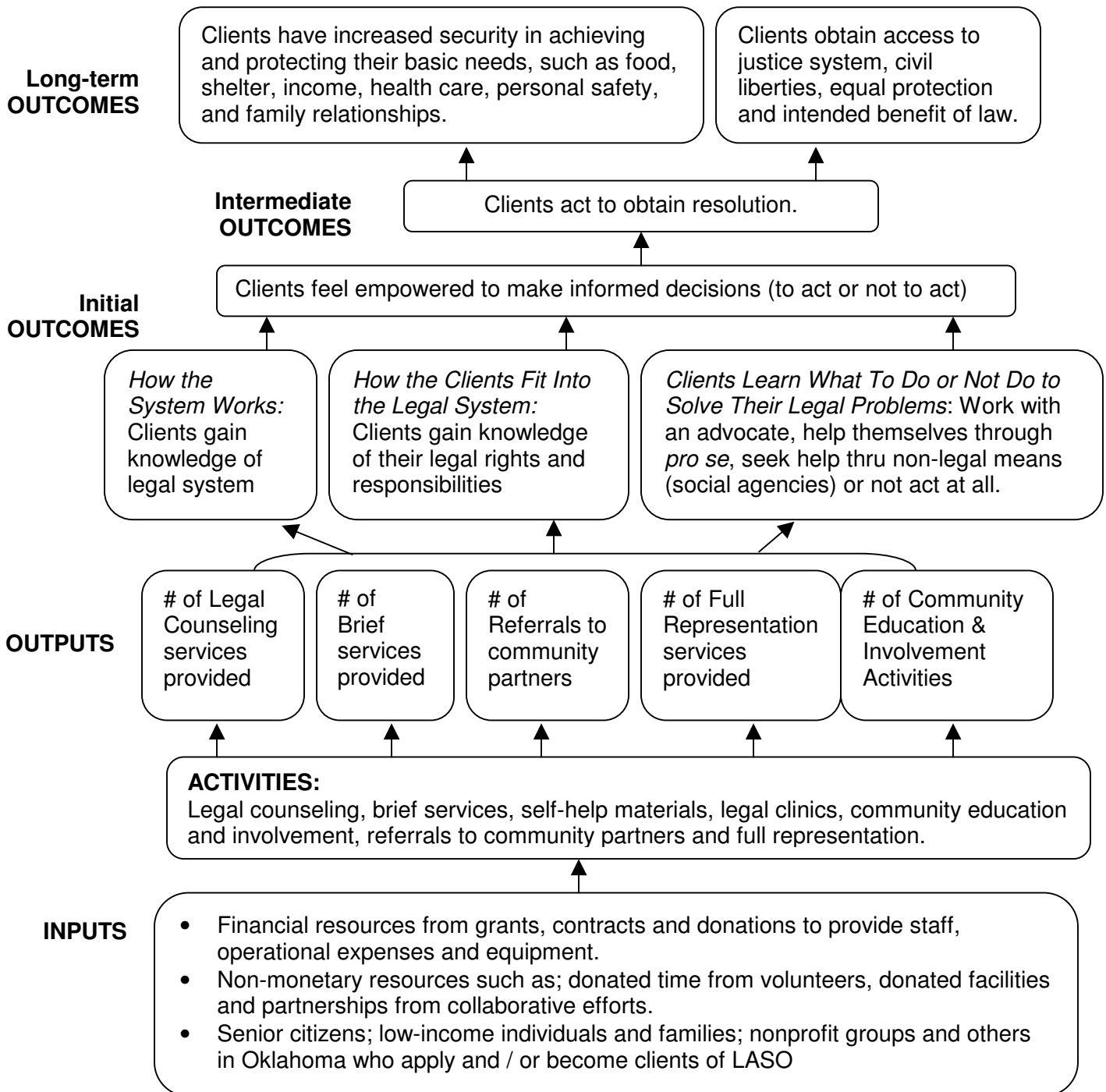
The team met 15 times during the year to:

- Identify outcomes
- Construct the logic model
- Develop outcome measurement framework
- Design questionnaires
- Develop procedure
- Field-test the OM plan and tools
- Revise procedures and questionnaires
- Prepare an implementation plan for 2004

The Legal Aid Services of Oklahoma Logic Model

The essential starting point was to develop a logic model. It is a flowchart showing the relationship between what we put in (inputs), what we do (outputs), and what results (outcomes) for the clients in a series of if-then relationships. The model was revised and improved numerous times throughout the outcome measurement planning process.

LEGAL AID SERVICES OF OKLAHOMA Outcome Measurement Logic Model



**LEGAL AID SERVICES OF OKLAHOMA
OUTCOME MEASUREMENT FRAMEWORK**

INITIAL Outcomes	Indicator	Questions
<i>How the System Works:</i> Clients gain knowledge of legal system	# & % of clients who understand the legal system #?& % of clients who understand whether or not their problem can be solved by legal system	As a result of services received from Legal Aid do you understand the legal system better? As a result of services received from Legal Aid do you understand whether or not your problem can be solved by the legal system?
<i>How the Clients Fit Into the Legal System:</i> Clients gain knowledge of their legal rights and responsibilities	# & % of clients who understand rights and responsibilities of client and adverse party	As a result of services received from Legal Aid do you understand your rights? As a result of services received from Legal Aid do you understand your responsibilities, or what you're supposed to do?
<i>Clients Learn What To Do or Not Do to Solve Their Legal Problems:</i> Work with an advocate, help themselves through <i>pro se</i> , seek help thru non-legal means (social agencies) or not act at all.	# & % of clients who understand options and merits of those options	As a result of services received from Legal Aid do you understand your options? As a result of services received from Legal Aid do you understand the pro's and con's of those options?

INTERMEDIATE Outcomes	Indicator	Questions
Clients feel empowered to make an informed decision (to act or not to act)	# & % of clients with increased confidence, hope, self-determination	Are you feeling better about the reason for your contact with Legal Aid? Are you more confident that you will be able to handle problems like this in the future Did the help you received from Legal Aid reduce your worry and stress?
Clients act to obtain legal resolution	# & % of clients who acted or did not act consistent with legal options	Did Legal Aid help you to solve your problem? Did Legal Aid help you keep the problem from getting worse?

LONG-TERM Outcomes	Indicator	Questions
Clients have increased security in achieving and protecting their basic needs, such as food, shelter, income, health care, personal safety, and family relationships.	# & % of clients who feel they have increased stability	As a result of the help from Legal Aid, are you (and/or your family) better off today?
Clients obtain access to justice system, civil liberties, equal protection and intended benefit of law.	# & % of clients who feel they obtained access to justice system, civil liberties, equal protection and intended benefit of law.	Do you think your side of the legal problem was heard? Do you think that receiving help from Legal Aid made a difference in whether or not you had access to the legal system?

Designing the Framework

The Outcome Measurement team faced a number of challenges during the planning process, including the following critical questions:

- **Whose outcomes to measure -- all clients or some clients?**

At first LASO aimed toward measuring outcomes with only family law clients. However in the process of designing the logic models, the team realized the outcomes fit all case types. And the benefits of measuring the outcomes of all clients outweighed the benefits of limiting with only family law clients. But due to privacy issues battered women still living with abuser and HIV/AIDS clients were excluded.

- **Deciding how to categorize -- reason closed or type of service provided?**

The team decided that different questions should be asked of clients receiving limited services as opposed to clients receiving court representation. The next step was to decide how to define the different types of services. Initially the categories were traditional legal services case categories as defined by reason closed: advice, brief services, negotiation and litigation.

Ultimately The OM team created new definitions of service categories for identifying cases and clients to include in the outcome measurement process. They are:

- **TOOLS:** Giving a client advice, information, self-help (*pro se*) materials or forms that the client needs to understand possible options and/or to address their legal problems on their own.
- **TRANSACTIONS:** Serving a client with non-advocacy legal work that resolves the client's problem with the drafting of documents, such as; wills, deeds, contracts, DPOA, incorporation, application for tax benefits, advanced medical directives/DNR.

- **REPRESENTATION:** Advocacy on behalf of a client with or without litigation, such as negotiation with a landlord, appearing in court or administrative hearing.
- **NOT A CASE:** Matters, such as community education and referrals without legal advice, are NOT cases to be included in outcome measurement.

These new definitions of service for outcome measurement will be a new variable in the CLIENT system to be coded at the time of case closing.

At the start of the process, the team focused on designing the outcomes logic model based on closing codes. A challenge faced by the LASO team was to get away from the concepts of closing codes, reason closed, and main benefits common to the legal services programs and to embrace the concept of outcomes from the clients' point of view which is central to the social services model of outcome measurement.

- **Use telephone interview surveys but when and by whom?**

Several options for conducting telephone interview surveys were considered:

- at the end of the last phone contact by the attending attorney
- at the end of the last phone contact by another to whom the call is transferred.
- After a period of time of the last phone contact
- After a period of time of case closing

In the end the team decided that all outcome measurement telephone interviews (with the exception of the hotline clients) will take place following the closing of cases. Cases will be closed within one week of final service, that is the final activity and/or contact that benefits the client. Phone interviews will be conducted by a person other than the attendant attorney to gather information from clients on outcomes.

For the Hotline clients, the team decided to administer the tools initial survey at the end of the phone call.

Data Collection Questionnaires

A core set of questions were developed from which four different questionnaires have been prepared for measuring client outcomes based on type of service:

- Tools Initial
- Tools Intermediate
- Transactions
- Representation

The Tools Initial questionnaire when combined with Tools Intermediate questionnaire is the equivalent of the Representation questionnaire. The Transactions and Representation questionnaires are the same, with the exception of an additional question in the Representation survey concerning impression that their side of the problem was heard. Each of the four questionnaires includes questions concerning LASO staff courtesy, helpfulness and suggestions for improvement. (Questionnaires begin on page 10)

Field testing

Field test phone interviews were conducted with a sample of all clients in the Oklahoma City office and hotline clients in the Tulsa office.

In the Oklahoma City field test, 78 calls were made and 24 interviews were completed, a response rate of 31 percent. Twelve of the 78 calls (15%) attempted were to disconnected numbers.

The remaining 42 attempted calls (54%) were answered by an answering machine (18), someone other than the client (10), no one (9), the client but the interview was refused (4) or a busy signal (1). Of the 24 interviews completed, 16 were assessed on tools outcomes, four were transaction outcomes and four were representation outcomes.

In the Tulsa Hotline office 26 interviews were attempt and completed.

As a result of the fieldtesting the OM team was able to make many improvements in the data collection plan, tools and procedures, among them:

- Simplify and improve wording of questions
- Improve opening statement
- Improve format of questionnaires, placement of questions and response devices
- Reinforce procedures, such as callers should not leave messages on answering machines
- Addition of more information and response options in call sheet
- Process for providing feedback to attorneys if clients indicate need for more information
- Identified the need to attempt to reach people by phone in the evenings and/or week-ends

In addition to testing the questions and questionnaire, the field testing process was a mechanism to enable LASO staff to become acquainted with the OM process. In one office, each attorney was given 10 cases to interview. The staff were surprised by the challenge of reaching people during working hours and by some of the more negative responses. They gained new perspective in relating to clients. Since the field testing experience, their supervisor has seen dramatic change in attitude toward clients among staff.

Sampling Procedures

A proportional representative random sample of closed cases will be selected to be interviewed. The sample size is derived from a total of all cases across the state by type of service categories. Based on volume of cases served by LASO offices in 2002, the estimated sample size for number of cases to be interviewed annually are:

Service	OKC	Lawton	Norman	Armore	Stillwater	Clinton	Tulsa	Hugo	Muskogee	Bartlesville	Hotline	Total
TT1	178	122	89	89	89	56	78	100	155	56	133	1145
TT2	178	122	89	89	89	56	78	100	155	56	133	1145
REP	112	88	64	56	48	48	128	88	96	56	0	785
Annual	468	332	242	234	226	160	284	288	406	168	266	3075
Monthly	39	28	20	20	19	13	24	24	34	14	22	256

Outcomes will be assessed weekly during a follow-up phone call with a sample of clients by a person other than the attendant attorney. Lists (described below) will be randomly generated on Mondays each week.

These lists will serve as the sampling frames. Survey interviews will be conducted during the week that the sampling lists are generated.

- For Tools 1 (initial survey) – all tools cases closed during previous week
- For Tools 2 (intermediate survey) – all tools cases closed 5 weeks back
- For Transactions – all transactions cases closed 5 weeks back
- For Representation – all representation cases closed 5 weeks back

This process assumes no back-dating of closing. Domestic violence no contact cases, farmer work programs and HIV/AIDS cases will be excluded.

Each office will calculate the number of interviews needed from these weekly lists. Call sheets will be generated for the cases selected into the sample. For each selected case a call sheet will be prepared including the information in the left column and bottom section. Interviewers will fill-in the information in the right column.

Outcome Measurement Call Sheet		OM Study # _____	
<p>Service Provided</p> <p><input type="checkbox"/> Tools</p> <p><input type="checkbox"/> Transactions</p> <p><input type="checkbox"/> Representation</p> <p>Level of Service</p> <p><input type="checkbox"/> Fully Served</p> <p><input type="checkbox"/> Partially Served</p> <p>Problem Code: _____</p> <p>Case Closing Code: _____</p> <p>Advocate Code: _____</p> <p>Case Number: _____</p>	<p>Survey Date: _____</p> <p><input type="checkbox"/> Interviewed client</p> <p><input type="checkbox"/> Refused</p> <p><input type="checkbox"/> Client not in; phone answered by another</p> <p><input type="checkbox"/> Busy</p> <p><input type="checkbox"/> No answer</p> <p><input type="checkbox"/> Machine answered</p> <p><input type="checkbox"/> Disconnected</p> <p><input type="checkbox"/> Other _____</p> <p>Interviewer: _____</p>		
<p>Last Name _____ First Name _____</p> <p>Phone Number(s) _____</p> <p>Call Instructions:</p>			

A six part study number will be assigned each client interviewed in the OM assessment process. For example: **OM - 04 – 5 – 1 – 10 – 0001**

Outcomes	Year	Office	Survey		Week	Completed Survey
OM	04	1 - 11	1 = tools1 2 = tools2	3 = trans 4 = rep	01- 52	0001 >

Data Collection Procedures

The questionnaire forms are available in two formats – electronic copies or hard copies on paper. This will facilitate the process of making phone calls outside of the office and by volunteers at home. Interviewers will attempt to interview as many cases as they have on the call sheets. They will fill-in the right column of call sheets for all calls attempted. When an interview is completed the call sheet will be attached to the completed survey form.

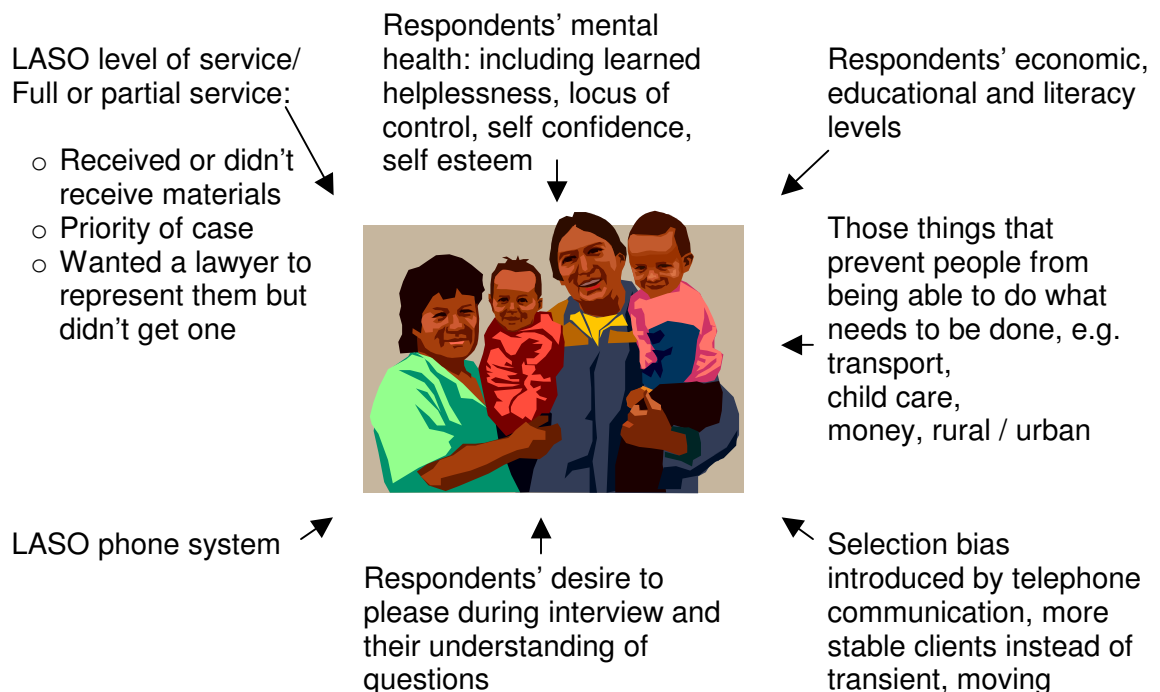
Based on field-testing in the Oklahoma City and Tulsa offices, the best time to find clients at home is in the evening. Ideally, staff and volunteers who do the interviewing will do the telephone calls between 7:00 and 9:00pm

Interviewers will read the questions as written on the questionnaires. If a respondent does not understand, the interviewer may paraphrase the questions and responses. Interviewers are also encouraged to paraphrase the introduction paragraph.

If respondents ask for legal advice, the interviewers should respond by saying they are not attorneys but will ask for one to call the client at a later time. Each questionnaire form has a box at the end for interviewer comments.

Influencing Factors

Response rate and results of the interviews will likely be influenced by a number of factors, including those specific to LASO and those specific to the clients served.



Data Input and Analysis

Data will be entered into Excel spreadsheet. At a later date, data by case may be merged into the main information system. Codes will be developed for the open-ended questions after enough interviews are conducted to determine common responses that can be clustered. Single variable analysis showing frequencies of responses (number and percentage) will be run on all variables. Cross tabulation from multiple variables will be conducted on some key factors. Quarterly and annual reports will be generated by each office. LASO administration will combine and provide statewide results

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Legal Aid Services of Oklahoma Outcomes Survey – TOOLS: INITIAL OUTCOMES	
<p>Service Provided</p> <p><input type="checkbox"/> Tools</p> <p><input type="checkbox"/> Transactions</p> <p><input type="checkbox"/> Representation</p> <p>Level of Service</p> <p><input type="checkbox"/> Fully Served</p> <p><input type="checkbox"/> Partially Served</p> <p>Problem Code: _____</p> <p>Case Closing Code: _____</p> <p>Advocate Code: _____</p>	<p>Case Number: _____</p> <p>OM Study # _____</p> <p>Phone Number(s) _____</p> <p>_____</p> <p>Call Instructions:</p>
<p>Interviewer: _____</p> <p>Survey Date: _____</p> <p>Comments:</p>	<p><input type="checkbox"/> Interviewed client</p> <p><input type="checkbox"/> Refused</p> <p><input type="checkbox"/> Client not in; phone answered by another</p> <p><input type="checkbox"/> Busy</p> <p><input type="checkbox"/> No answer</p> <p><input type="checkbox"/> Machine answered</p> <p><input type="checkbox"/> Disconnected</p> <p><input type="checkbox"/> Other _____</p>

Hi, my name is _____ and I'm a volunteer calling on behalf of Legal Aid Services of Oklahoma. Could I please speak with _____? We are helping Legal Aid find out what people think of their services. They indicated you talked to them about a _____ matter. Would you be willing to answer a few questions about that?

Yes

No → Thanks anyway. (END PHONE CALL & COMPLETE FORM)



Great, Thank you. For each of the following questions, please respond by answering Yes, No, Somewhat, Not sure or Not Applicable.

1. As a result of services received from Legal Aid do you understand the legal system better? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

2. As a result of services received from Legal Aid do you understand whether or not your problem can be solved by the legal system? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

3. As a result of services received from Legal Aid do you understand your rights?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

4. As a result of services received from Legal Aid do you understand your responsibilities, or what you're supposed to do? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

5. As a result of services received from Legal Aid do you understand your options?

(Interviewer: circle the response)

If yes, ask Q6, all other responses, skip Q6 and go to Q7

Yes No Somewhat Not Sure Not Applicable

6. As a result of services received from Legal Aid do you understand the pro's and con's of those options?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

7. Would you say the staff has been:

If answer is "courteous" skip to Q9, all other responses, ask Q8

- Courteous *(skip to Q9)*
- Somewhat courteous
- Not courteous
- Other *(write explanation)*

8. How could the staff have been more courteous?
(Write response)

9. How helpful overall has Legal Aid been to you?

- Very helpful
- Somewhat helpful
- Not very or not at all helpful
- Other *(write response)*

10. May I ask you to explain why or how the staff could have been more helpful?

- Yes *(write response)*
- No

11. If there was one thing Legal Aid could do better, what would it be?

12. Do you have any other comments?

Thank you for your time.

Legal Aid Services of Oklahoma Outcomes Survey – TOOLS: INTERMEDIATE OUTCOMES

<p>Service Provided</p> <p><input type="checkbox"/> Tools</p> <p><input type="checkbox"/> Transactions</p> <p><input type="checkbox"/> Representation</p> <p>Level of Service</p> <p><input type="checkbox"/> Fully Served</p> <p><input type="checkbox"/> Partially Served</p> <p>Problem Code: _____</p> <p>Case Closing Code: _____</p> <p>Advocate Code: _____</p>	<p>Case Number: _____</p> <p>OM Study # _____</p> <p>Phone Number(s) _____</p> <p>_____</p> <p>Call Instructions:</p>
<p>Interviewer: _____</p> <p>Survey Date: _____</p> <p>Comments:</p>	<p><input type="checkbox"/> Interviewed client</p> <p><input type="checkbox"/> Refused</p> <p><input type="checkbox"/> Client not in; phone answered by another</p> <p><input type="checkbox"/> Busy</p> <p><input type="checkbox"/> No answer</p> <p><input type="checkbox"/> Machine answered</p> <p><input type="checkbox"/> Disconnected</p> <p><input type="checkbox"/> Other _____</p>

Hi, my name is _____ and I'm a volunteer calling on behalf of Legal Aid Services of Oklahoma. Could I please speak with _____? We are helping them find out what people think of their services. They indicated you talked to them about a _____ matter. Would you be willing to answer a few questions about that?

Yes

No → Thanks anyway. (END PHONE CALL & COMPLETE FORM)

Great, Thank you. For each of the following questions, please respond by answering Yes, No, Somewhat, Not sure or Not Applicable.

1. Are you feeling better about the reason for your contact with Legal Aid? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

2. Are you more confident that you will be able to handle problems like this in the future? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

3. Did the help you received from Legal Aid reduce your worry and stress?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

4. Did Legal Aid help you to solve your problem? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

5. Did Legal Aid help you keep the problem from getting worse?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

6. May I ask you to explain why? *(Write comments)*

- Yes
- No

7. Do you think your side of the legal problem was heard?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

8. Do you think that receiving help from Legal Aid made a difference in whether or not you had access to the legal system? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

9. May I ask you to explain why? *(Write comments)*

- Yes
- No

10. As a result of the help from Legal Aid, are you (and/or your family) better off today?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

11. May I ask you to explain why? *(Write comments)*

- Yes
- No

12. Would you say the staff has been:

If answer is "courteous" skip to Q14, all other responses, ask Q13

- Courteous (*skip to Q14*)
- Somewhat courteous
- Not courteous
- Other (*write explanation*)

13. How could the staff have been more courteous?
(*Write response*)

14. How helpful overall has Legal Aid been to you?

- Very helpful
- Somewhat helpful
- Not very or not at all helpful
- Other (*write response*)

15. May I ask you to explain why or how the staff could have been more helpful?

- Yes (*write response*)
- No

16. If there was one thing Legal Aid could do better, what would it be?

17. Do you have any other comments?

Thank you for your time.

Legal Aid Services of Oklahoma Outcomes Survey – TRANSACTION OUTCOMES	
Service Provided <input type="checkbox"/> Tools <input type="checkbox"/> Transactions <input type="checkbox"/> Representation Level of Service <input type="checkbox"/> Fully Served <input type="checkbox"/> Partially Served Problem Code: _____ Case Closing Code: _____ Advocate Code: _____	Case Number: _____ OM Study # _____ Phone Number(s) _____ _____ Call Instructions:
Interviewer: _____ Survey Date: _____ Comments:	<input type="checkbox"/> Interviewed client <input type="checkbox"/> Refused <input type="checkbox"/> Client not in; phone answered by another <input type="checkbox"/> Busy <input type="checkbox"/> No answer <input type="checkbox"/> Machine answered <input type="checkbox"/> Disconnected <input type="checkbox"/> Other _____

Hi, my name is _____. Could I please speak with _____? Hi, _____ I'm a volunteer calling on behalf of Legal Aid Services of Oklahoma. We are helping them find out what people think of their services. They indicated you talked to them about a matter. Would you be willing to answer a few questions about that?

Yes
 No → Thanks anyway. (END PHONE CALL & COMPLETE FORM)

Great, Thank you. For each of the following questions, please respond by answering Yes, No, Somewhat, Not sure or Not Applicable.

1. As a result of services received from Legal Aid do you understand the legal system better? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

2. As a result of services received from Legal Aid did you understand whether or not your problem could be solved by the legal system? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

3. As a result of services received from Legal Aid do you understand your rights?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

4. As a result of services received from Legal Aid did you understand your responsibilities, or what you're supposed to do? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

5. As a result of services received from Legal Aid did you understand your options?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

If yes, ask Q6, all other responses, skip Q6 and go to Q7

Yes

If yes, ask Q6, all other responses, skip 65 and go to Q7

6. As a result of services received from Legal Aid do you understand the pro's and con's of those options?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

7. Are you feeling better about the reason for your contact with Legal Aid?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

8. Are you more confident that you will be able to handle problems like this in the future?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

9. Did the help you received from Legal Aid reduce your worry and stress?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

10. Did Legal Aid help you to solve your problem? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

11. Did Legal Aid help you keep the problem from getting worse?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

12. May I ask you to explain why? *(Write comments)*

- Yes
- No

13. Do you feel the help you received from Legal Aid gave you access to the justice system? *(Interviewer: circle the response)*

- Yes No Somewhat Not Sure Not Applicable

14. May I ask you to explain why? *(Write comments)*

- Yes
- No

15. As a result of the help from Legal Aid, are you (and/or your family) better off today? *(Interviewer: circle the response)*

- Yes No Somewhat Not Sure Not Applicable

16. May I ask you to explain why? *(Write comments)*

- Yes
- No

17. Would you say the staff has been:

- Courteous *(skip to Q19)*
- Somewhat courteous
- Not courteous
- Other *(write explanation)*

If answer is "courteous" skip to Q19, all other responses, ask Q18

18. How could the staff have been more courteous? *(Write response)*

19. How helpful overall has Legal Aid been to you?

- Very helpful
- Somewhat helpful
- Not very or not at all helpful
- Other *(write response)*

20. May I ask you to explain why or how the staff could have been more helpful?

- Yes *(write response)*
- No

21. If there was one thing Legal Aid could do better, what would it be?

22. Do you have any other comments?

Thank you for your time.

Legal Aid Services of Oklahoma Outcomes Survey –REPRESENTATION OUTCOMES

<p>Service Provided</p> <p><input type="checkbox"/> Tools</p> <p><input type="checkbox"/> Transactions</p> <p><input type="checkbox"/> Representation</p> <p>Level of Service</p> <p><input type="checkbox"/> Fully Served</p> <p><input type="checkbox"/> Partially Served</p> <p>Problem Code: _____</p> <p>Case Closing Code: _____</p> <p>Advocate Code: _____</p>	<p>Case Number: _____</p> <p>OM Study # _____</p> <p>Phone Number(s) _____</p> <p>_____</p> <p>Call Instructions:</p>
<p>Interviewer: _____</p> <p>Survey Date: _____</p> <p>Comments:</p>	<p><input type="checkbox"/> Interviewed client</p> <p><input type="checkbox"/> Refused</p> <p><input type="checkbox"/> Client not in; phone answered by another</p> <p><input type="checkbox"/> Busy</p> <p><input type="checkbox"/> No answer</p> <p><input type="checkbox"/> Machine answered</p> <p><input type="checkbox"/> Disconnected</p> <p><input type="checkbox"/> Other _____</p>

Hi, my name is _____. Could I please speak with _____? Hi, _____ I'm a volunteer calling on behalf of Legal Aid Services of Oklahoma. We are helping them find out what people think of their services. They indicated you talked to them about a matter. Would you be willing to answer a few questions about that?

Yes

No → Thanks anyway. (END PHONE CALL & COMPLETE FORM)

Great, Thank you. For each of the following questions, please respond by answering Yes, No, Somewhat, Not sure or Not Applicable.

1. As a result of services received from Legal Aid do you understand the legal system better? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

2. As a result of services received from Legal Aid did you understand whether or not your problem could be solved by the legal system? (Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

3. As a result of services received from Legal Aid do you understand your rights?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

4. As a result of services received from Legal Aid did you understand your responsibilities, or what you're supposed to do? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

5. As a result of services received from Legal Aid did you understand your options?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

If yes, ask Q6, all other responses, skip Q6 and go to Q7

If yes, ask Q6, all other responses, skip 65 and go to Q7

6. As a result of services received from Legal Aid do you understand the pro's and con's of those options?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

7. Are you feeling better about the reason for your contact with Legal Aid?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

8. Are you more confident that you will be able to handle problems like this in the future?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

9. Did the help you received from Legal Aid reduce your worry and stress?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

10. Did Legal Aid help you to solve your problem? *(Interviewer: circle the response)*

Yes No Somewhat Not Sure Not Applicable

11. Did Legal Aid help you keep the problem from getting worse?

(Interviewer: circle the response)

Yes No Somewhat Not Sure Not Applicable

12. May I ask you to explain why? *(Write comments)*

- Yes
- No

13. Do you think your side of the legal problem was heard?

- Yes
- No
- Somewhat
- Not Sure
- Not Applicable

14. Do you feel the help you received from Legal Aid gave you access to the justice system? *(Interviewer: circle the response)*

- Yes
- No
- Somewhat
- Not Sure
- Not Applicable

15. May I ask you to explain why? *(Write comments)*

- Yes
- No

16. As a result of the help from Legal Aid, are you (and/or your family) better off today? *(Interviewer: circle the response)*

- Yes
- No
- Somewhat
- Not Sure
- Not Applicable

17. May I ask you to explain why? *(Write comments)*

- Yes
- No

18. Would you say the staff has been:

- Courteous *(skip to Q20)*
- Somewhat courteous
- Not courteous
- Other *(write explanation)*

If answer is "courteous" skip to Q20, all other responses, ask Q19

19. How could the staff have been more courteous? *(Write response)*

20. How helpful overall has Legal Aid been to you?

- Very helpful
- Somewhat helpful
- Not very or not at all helpful
- Other *(write response)*

21. May I ask you to explain why or how the staff could have been more helpful?

Yes (*write response*)

No

22. If there was one thing Legal Aid could do better, what would it be?

23. Do you have any other comments?

Thank you for your time.