

**Statewide Legal Services of Connecticut  
CLIENT OUTCOME SURVEY**

Client: \_\_\_\_\_ Date: \_\_\_\_\_

Interviewer \_\_\_\_\_

\*\*\*\*\*

-Introductory questions

Our file shows that you called us in \_\_\_\_\_ about a \_\_\_\_\_ problem.

Is the problem you called about now taken care of?

\_\_\_ Yes

\_\_\_ No

*(If the answer is "no" the client should be advised that you are a volunteer and cannot advise them about their legal problem. The client should be invited to call back during regular business hours for further advice.*

"Satisfaction" questions for all clients.

1. When you called Statewide Legal Services the first person you spoke with was an intake worker called a Screener. She asked you some questions about your family, your income and other information we needed to open a case file in your name. I am going to read a list of words that might describe how the Screener acted towards you. Please tell me which ones apply:

\_\_\_ courteous

\_\_\_ friendly

\_\_\_ attentive

\_\_\_ helpful

\_\_\_ professional

\_\_\_ cold

\_\_\_ hasty

rude

bored

other (please specify)

2. After you spoke with the Screener you were transferred to a staff person we call an Advocate who discussed your legal problem with you. I am going to read a list of words that might describe how the Advocate acted towards you. Please tell me which ones apply::

courteous

friendly

helpful

knowledgeable

easy to understand

professional

cold

unprofessional

hasty

hard to understand

other

3. Do you think the Advocate understood what your legal problem was?

Yes

No

Not sure.

4. Did the Advocate answer all your questions?

Yes

\_\_\_ No

\_\_\_ Not sure.

General “understanding” questions for all clients

5. After talking to the Statewide Legal Services Advocate, did you understand your legal problem better than you did before you called?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

6. Did we send you any written materials?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

6.a If yes, were those written materials helpful?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

6.b Were they easy to understand?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

Pro Se Questions

Our file shows that we tried to give you advice about things you could do to represent yourself in the case you called us about.

7. Do you remember getting advice about how to solve your legal problem on your own?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

*(If yes, ask questions 8 - 10, if no, go to question 11)*

8. **If yes**, did you try what we suggested?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not yet

9. **If yes**, is the problem now taken care of?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not yet

10. **If yes**, are you satisfied with how the problem turned out?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure.

11. **If no**, did you not follow advice because:

\_\_\_ the problem was too complicated

\_\_\_ you could not understand what we said for you to do

\_\_\_ you changed your mind and decided you did not need to do anything

\_\_\_ you got some one else to help you.

12. Is there anything else SLS could have done that would have made it easier for you to solve your legal problem on your own?

\_\_\_ No

\_\_\_ Yes (*Brief narrative if yes*)

*End of Survey, read closing script.*

Other notes/information:

Client outcome survey  
3/1/2004