PRA Inc.
Research & Consulting
www.pra.ca
admin@pra.ca

# FORMATIVE EVALUATION OF THE COURT SERVICES LAW INFORMATION CENTRES FINAL REPORT

## VOLUME II – APPENDICES

Draft report: March 31, 2008
Final report: June 30, 2008

Prepared for:

Alberta Justice

**Winnipeg • Ottawa • Regina • Edmonton**

## TABLE OF CONTENTS

Appendix A Evaluation Framework and logic model
Appendix B Interview Guides and Questionnaires (Instruments)
Appendix C Exit Interview Tables
Appendix D Additional Intake Data Tables
Appendix E Additional Client Survey Tables
Appendix F Additional Community Organization and Other Government Department Survey Tables

## Appendix A

Evaluation Framework and logic model

| Evaluation Framework — Formative Evaluation of the Court Services Law Information Centres | | |
|---|---|---|
| **Issues/questions** | **Indicators** | **Data sources** |
| **Relevance** | | |
| 1. What need(s) do the Law Information Centres (LInC) intend to address? | ▸ Key informant descriptions of rationale for LInC<br>▸ LInC users' perceptions of options available for assisting them in preparing their cases | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |
| 2. Do the activities/services provided by the LInCS support the objectives of the centres? | ▸ Comparison of activities/services to LInC objectives<br>▸ Stakeholder opinion<br>▸ LInC users' descriptions of assistance received | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Background documentation on LInC |
| 3. Is there sufficient demand to warrant the LInC service? Are there indications that demand for the services from current LInCs will increase in the future? Is there a need for services in locations currently not served? | ▸ Key informant opinion<br>▸ Trends in intake data for the three sites, including use of the services by clients residing outside of the current service areas | ▸ Key informant interviews<br>▸ Data review<br>▸ Community organization survey |
| **Design and delivery/implementation** | | |
| 4. How have the LInCs been implemented at each site? What challenges, if any, have the LInCs faced during implementation? How were these challenges met? | ▸ Key informant opinion | ▸ Key informant interviews |
| 5. Who are the intended users of the LInCs? Is the target audience being reached? | ▸ Key informant descriptions of objectives and target audience of LInC<br>▸ Trends in intake data<br>▸ Community organizations' descriptions of referrals made to LInC | ▸ Key informant interviews<br>▸ Data review<br>▸ Community organization survey |
| 6. What is the LInC's communication strategy for informing the public, other members of the justice system, and relevant community organizations of their services? Have these activities been effective? Are there ways to improve communication? | ▸ Key informant opinion on awareness of LInC services<br>▸ Perceptions of community organizations on communication efforts<br>▸ LInC users' descriptions on how they were informed of LInC services | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey<br>▸ Documentation describing communication efforts |
| 7. Are the LInCs accessible to litigants? If not, what are the barriers? What could be done to improve accessibility? | ▸ Stakeholder (key informants, clients, community organizations) opinion on accessibility of LInC for self-represented litigants | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |
| 8. Are the current resources sufficient to meet the demand (e.g., staffing, financial)? | ▸ Stakeholder (key informants, clients, community organizations) opinion on resources available and utilization of resources<br>▸ Client responses to wait times for service | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |

| Evaluation Framework — Formative Evaluation of the Court Services Law Information Centres | | |
|---|---|---|
| **Issues/questions** | **Indicators** | **Data sources** |
| 9. What collaborative efforts have the LInCs undertaken? What partnerships/networks have been formed? Are there ways the LInCS can improve their collaborative efforts? | ▸ Key informant opinion on the LInCs' efforts to establish partnerships<br>▸ Number of other service providers indicating a willingness to be visible in the LInCs | ▸ Key informant interviews<br>▸ Documentation on collaborative efforts |
| 10. Do the LInCs complement or duplicate any services provided by other Government of Alberta Justice or other organizations? | ▸ Key informant, client, and community organization opinion<br>▸ Clients' and community organizations' descriptions of other sources of assistance/information | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |
| 11. What are the lessons learned that can be used to facilitate the establishment of LInCs in other Alberta locations? | ▸ Key informant opinion | ▸ Key informant interviews |
| **Effectiveness** | | |
| 12. Are the LInCs meeting the needs of self-represented litigants? | ▸ Key informant opinion<br>▸ Assistance provided and whether it met users' needs, as determined through exit interviews and client survey<br>▸ Descriptions of assistance provided as determined through intake data<br>▸ Feedback to community organizations from LInC users | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Data review<br>▸ Client survey<br>▸ Community organization survey<br>▸ |
| 13. Have the LInCs:<br>▸ improved access to justice for individuals acting on their own behalf?<br>▸ increased SRLs' access to appropriate information that will assist them prior to, during, and after their day in court?<br>▸ reduced the amount of time needed to deal with SRL cases in court?<br>▸ encouraged the formation of ongoing, collaborative, and consultative relationships among justice service providers/resources? | ▸ Key informant and community organization opinion on self-represented litigants' preparedness for court, completeness of forms, timely resolution of cases<br>▸ Key informant and community organization opinion on collaborative efforts (e.g., sharing of legal information and practical knowledge, increased continuity of service)<br>▸ Indications of effective referrals being made between the LInCs and other members of the justice community and other service providers<br>▸ Client opinion on comfort level with preparing for and representing themselves in court | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey<br>▸ Documentation on collaborative efforts |
| **Satisfaction** | | |
| 14. How satisfied are clients with the LInC? | ▸ Key informants' perceptions of SRLs' comfort level with court forms, court procedures, etc.<br>▸ Level of client satisfaction indicated in exit interviews and the client survey<br>▸ Community organizations' perceptions of client satisfaction | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |
| 15. How satisfied are other stakeholders (court clerks, judges, community organizations) with the LInC? | ▸ Stakeholder opinion | ▸ Key informant interviews<br>▸ Community organization survey |
| 16. How could the LInCs be improved? | ▸ Stakeholders' suggestions | ▸ Key informant interviews<br>▸ Exit interviews<br>▸ Client survey<br>▸ Community organization survey |

**Logic model for Law Information Centres (LInCs)**

**Components**

**Services to SRLs with civil and criminal issues (and family issues in Grande Prairie)**

**Collaborations with other service providers**

**Activities**

- In-person, email, and telephone assistance
- Computer and law library access for research
- Direct-line access to ALL

- Promotion of LINCs to other service providers
- Engagement and coordination with other service providers

**Output**

- Provision of legal information
  - Information on legal advice options
  - Information on alternatives to court
  - Explanations of court procedures
- Assistance in locating and filling out court forms
- Explanation of steps for making legal applications
- Referrals to relevant legal resources and other community resources

- Partnerships established with other stakeholders to share resources

**Immediate outcomes**

Individuals acting on their own behalf:
- fill out proper forms correctly and completely
- have Increased understanding of the legal system and of accessing the legal system
- are aware of alternatives to court
- are aware of and access other service providers

- Greater coordination of services between LINC and other service providers
- Appropriate referrals made between service providers
- Expertise, advice, and resources from other service providers enhances the capabilities of the LInCs

**Intermediate outcomes**

- More efficient use of court resources for SRL cases including:
  - Decreased burden on the judiciary, court clerks, and other court workers in assisting SLRs navigate through the legal system
  - Reduced court time required for SRL cases
  - Greater number of cases heard in a given period of time
- Greater use of other service providers that can assist individuals acting on their own behalf
- Increased accessibility to the justice system resources for individuals acting on their own behalf
- Greater levels of satisfaction with the justice system process for individuals acting on their own behalf

**End outcomes**

Improved access to justice for individuals acting on their own behalf

PRA Inc.

# Appendix B

Interview Guides and Questionnaires (Instruments)

# Formative Evaluation of the Court Services Law Information Centres
# LInC Staff Interview Guide

Alberta Justice is conducting a formative evaluation of the Law Information Centres (LInC), which provide information services to self-represented litigants (SRLs) in Edmonton, Red Deer, and Grande Prairie. Alberta Justice has hired PRA Inc., an independent research firm, to conduct this research. A component of this evaluation is to conduct interviews with key stakeholders who have some knowledge of the LInC.

The interview should take 45-60 minutes and, with your permission, will be tape-recorded for the purposes of note-taking. All tape-recordings will be erased at the end of the study. Information you provide will be reported in aggregate only; individual responses will not be shared outside of PRA.

We realize that you may not have the personal knowledge required to answer all of the questions. Please let us know if you cannot answer a question.

Unless otherwise indicated, please answer the following questions with respect to the LInC in your area.

## Background

1. Please briefly describe your role with the LInC.

2. What issues in the justice system were the LInC intended to address?

## LInC Services

3. Please describe the services and resources offered by your LInC?

   - Please describe the methods of delivering these services (e.g., in-person, by phone, by email, travelling to circuits)? What proportion of your services is delivered by each? How do you coordinate your time between these different methods of delivery?

   - What area of Alberta does your LInC cover? What challenges, if any, are there in servicing this area?

4. Were there any challenges in establishing and implementing the LInC in your area? If yes, how were these challenges handled?

5. In your opinion is the management structure of the LInC effective? Are roles and responsibilities of the LInC staff clear?

6. Do the LInC offices (Edmonton, Red Deer, Grande Prairie) collaborate or share information/resources? Do you have any suggestions for improving collaborative efforts between offices?

## Use of the LInC

7. Who is using the LInC? Are these the original intended clients of the LInC? What are the main legal issues that LInC clients are experiencing? What type of assistance/information are they most frequently in need of?

8. From your experience, has the demand for LInC services exceeded, met, or been below expectations? Has demand for service changed since the LInC first opened? Do you expect it to change in the future?

9. Is the LInC easily accessed by all clients? To your knowledge, has the LInC taken appropriate steps to ensure accessibility? Do you have any suggestions on ways to improve accessibility? *(Probe: Is the location and are the hours convenient? Is the LInC accessible to persons with disabilities or language issues? Are there any potential clients that cannot easily access or are not comfortable using the LInC, and if so, why?)*

## Communication and partnerships

10. How has the LInC promoted their services to the public, members of the justice system, and relevant community organizations? In your opinion, has their promotion strategy been effective? Do you have suggestions for improving this strategy?

11. Has the LInC established effective partnerships with other organizations in your area? Please give examples (*for example, the Family Law Information Centre*). What is the value of these partnerships? Do you have any suggestions on how partnerships can be improved? *(Probe: Are there potential partnerships not yet established and why?)*

    - What organizations make referrals to the LInC? What organizations do you make referrals to?
    - What other services do these organizations contribute to the LInC? What else does the LInC offer to other organizations?

12. Do the services provided by LInC duplicate any other services provided in your area (*for example, the Family Law Information Centre*)? Does the LInC complement other organizations in your area? Please explain.

## Effectiveness

13. In your opinion, is the LInC providing self-represented litigants with the assistance they need for resolving their legal issue?

    - Do clients gain a good understanding of possible options for resolving their legal issue?
    - Do clients gain a good understanding of what they have to do to prepare their cases (e.g., which court forms to fill out, how to fill them out, where to submit forms)?
    - Are clients getting appropriate referrals to other organizations that can assist them?
    - Do clients gain a good understanding of the court process and what to do in court?

14. Have the LInC services affected any of the following:

    - The amount of time required of court clerks to assist self-represented litigants?
    - The amount of court time required to hear self-represented litigants' cases?
    - The level of collaboration and consultation among service providers who assist self-represented litigants?
    - Access to justice for self-represented litigants?

15. Are clients satisfied with the services provided by the LInC? On what do you base this opinion? Are you satisfied with the LInC? Are other organizations satisfied with the LInC?

## Conclusion

16. Do you have any suggestions on how to improve the LInC?

17. Do you see a need for establishing a LInC in other areas of Alberta? If so where, and why? Are there lessons learned that could be helpful for establishing LInC in other areas of Alberta?

18. Do you have any other comments you would like to make about the LInC, or the evaluation?

**Thank-you for your time.**

# Formative Evaluation of the Court Services Law Information Centres External Stakeholders Interview Guide

Alberta Justice is conducting a formative evaluation of the Law Information Centres (LInC), which provide information services to self-represented litigants (SRLs) in Edmonton, Red Deer, and Grande Prairie. Alberta Justice has hired PRA Inc., an independent research firm, to conduct this research. A component of this evaluation is to conduct interviews with key stakeholders who have some knowledge of the LInC.

The interview should take 45-60 minutes and, with your permission, will be tape-recorded for the purposes of note-taking. All tape-recordings will be erased at the end of the study. Information you provide will be reported in aggregate only; individual responses will not be shared outside of PRA.

We realize that you may not have the personal knowledge required to answer all of the questions. Please let us know if you cannot answer a question.

Unless otherwise indicated, please answer the following questions with respect to the LInC in your area.

## Background

1. Please briefly describe your organization, your position, and your experience with the LInC.

2. What issues in the justice system were the LInC intended to address?

## LInC Services

3. Please describe the services and resources offered by the LInC in your area?

4. Are you aware of any challenges in establishing and implementing the LInC in your area? If yes, how were these challenges handled?

5. In your opinion is the management structure of the LInC effective? Are roles and responsibilities of the LInC staff clear?

## Use of the LInC

6. Who is using the LInC? Are these the original intended clients of the LInC? What are the main legal issues of self-represented litigants in your area? What type of assistance/information are they most frequently in need of?

7. From your experience, has the demand for LInC services exceeded, met, or been below expectations? Has demand for service changed since the LInC first opened? Do you expect it to change in the future?

8. Is the LInC easily accessed by all clients? To your knowledge, has the LInC taken appropriate steps to ensure accessibility? Do you have any suggestions on ways to improve accessibility? *(Probe: Is the location and are the hours convenient? Is the LInC accessible to persons with disabilities or language issues? Are there any potential clients that cannot easily access or are not comfortable using the LInC, and if so, why?)*

## Communication and partnerships

9. How has the LInC promoted their services to the public, members of the justice system, and relevant community organizations? In your opinion, has their promotion strategy been effective? Do you have suggestions for improving this strategy?

10. Has the LInC established effective partnerships with other organizations in your area (*for example, the Family Law Information Centre*)? Please give examples. What is the value of these partnerships? Do you have any suggestions on how partnerships can be improved? *(Probe: Are there potential partnerships not yet established and why?)*

    *For other service providers only:*
    - What kind of partnership does your organization have with the LInC? (e.g., formal agreement, informal agreement, no partnership)
    - Do you make referrals to the LInC? Does the LInC make referrals to your organization?
    - What other services does your organization contribute to the LInC? What else does the LInC offer to your organization?

11. Do the services provided by LInC duplicate any other services provided in your area (*for example, the Family Law Information Centre*)? Does the LInC complement other organizations in your area? Please explain.

## Effectiveness

12. In your opinion, is the LInC providing self-represented litigants with the assistance they need for resolving their legal issue?

    - Do clients gain a good understanding of possible options for resolving their legal issue?
    - Do clients gain a good understanding of what they have to do to prepare their cases (e.g., which court forms to fill out, how to fill them out, where to submit forms)?
    - Are clients getting appropriate referrals to other organizations that can assist them?
    - Do clients gain a good understanding of the court process and what to do in court?

13. Have the LInC services affected any of the following:

- The amount of time required of court clerks to assist self-represented litigants?
- The amount of court time required to hear self-represented litigants' cases?
- The level of collaboration and consultation among service providers who assist self-represented litigants?
- Access to justice for self-represented litigants?

14. Are clients satisfied with the services provided by the LInC? On what do you base this opinion? Are you satisfied with the LInC? Are other organizations satisfied with the LInC?

## Conclusion

15. Do you have any suggestions on how to improve the LInC?

16. Do you see a need for establishing a LInC in other areas of Alberta? If so where, and why? Are there lessons learned that could be helpful for establishing LInC in other areas of Alberta?

17. Do you have any other comments you would like to make about the LInC, or the evaluation?

**Thank-you for your time.**

# Formative Evaluation of the Court Services Law Information Centres
# Client Exit Interview Guide

Alberta Justice is conducting a study of the Law Information Centres. One of the research tasks is to talk to people who have used the Centre and ask them about the services they received. This information will be used to improve services at the centre. Would you have time to answer a few questions? It should take about 10 minutes. As we go through the questions, I am going to refer to the Law Information Centre as the LInC.

## Background

Site:_____ Date:_____

1. What was the reason you came to the LInC today? Was it to…..?(check all that apply)

± 01 Find information to help you represent yourself in court?
± 02 Look for ways to resolve your legal issue, whether through court or some other means?
± 03 Obtain referrals to help you with a legal issue?
± 04 Just generally find more information on your legal issue?
± 66 Other? *(please specify)* _____

Comments:
_____
_____
_____

2. How did you find out about the LInC service?

± 01 Friends/family/acquaintances
± 02 The Internet
± 03 Police
± 04 LInC posters/advertisements
± 05 Someone at the courthouse (e.g., court clerk)
± 06 Legal Aid Alberta or the Alberta Law Line
± 07 Family Court Counsellor
± 08 Family Law Information Centre
± 09 A private lawyer
± 66 Other *(please specify)* _____

Comments:
_____
_____
_____

## LInC services

3. Which types of information/assistance did you get during this visit to the LInC? (Check all that apply)

± 01 Help with finding the right court forms to complete
± 02 Help with completing court forms
± 03 Information on how to file a claim
± 04 Information about court procedures
± 05 Help with how to prepare for court
± 06 Information or referrals about alternatives to court
± 07 Information or referrals about services that provide legal advice/legal representation (e.g., lawyer referral, Student Legal Services, Legal Aid Alberta, etc.)
± 08 Information or referrals about where else to go for help (e.g., counselling services or advocacy services)
± 66 Other (*specify*)_____

Comments:
_____
_____
_____

PRA Inc.

4. Which of the LInC resources/services below did you use during this visit to the LInC?

± 01 Received assistance from a LInC staff
± 02 Used the computer/Internet
± 03 Used the photocopier/fax/printer
± 04 Used the library resources
± 05 Received and/or read brochures/pamphlets
± 06 Used their telephone to call the Alberta Law Line for legal information or legal advice
± 07 Used their telephone to call other agencies
± 66 Other *(specify)* _____

Comments:

_____

_____

_____

5. Was there any type of information or assistance that you were hoping to get from the LInC but did not?

± 1 Yes ± 0 No ± 8 Don't know

If yes, please explain:

_____

_____

6. I am going to ask you some questions on how helpful the LInC services were to you in your legal issue. Tell me if you agree or disagree with these statements.

| After visiting the LInC today would you say that you have a better understanding of…. | Agree | Disagree | Don't know | Not applicable |
|---|---|---|---|---|
| a. Your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| b. How to access legal materials to help you with your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| c. Alternatives to court? | ± 1 | ± 0 | ± 8 | ± 7 |
| d. What other organizations can help you with your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| e. What you have to do next to resolve your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| f. What court forms to use? | ± 1 | ± 0 | ± 8 | ± 7 |
| g. How to complete court forms? | ± 1 | ± 0 | ± 8 | ± 7 |
| h. How to file court forms? | ± 1 | ± 0 | ± 8 | ± 7 |
| i. What to expect in court? | ± 1 | ± 0 | ± 8 | ± 7 |
| j. How to prepare for court? | ± 1 | ± 0 | ± 8 | ± 7 |
| k. Would you say you are more comfortable with the idea of representing yourself in court? | ± 1 | ± 0 | ± 8 | ± 7 |

Comments:

_____

_____

_____

7. I am also going to ask you some questions about the service you received from LInC staff. Tell me if you agree or disagree with these statements.

| Did the LInC staff you spoke with today…. | Agree | Disagree | Don't know | Not applicable |
|---|---|---|---|---|
| a. Listen to you carefully? | ± 1 | ± 0 | ± 8 | ± 7 |
| b. Answer all your questions? | ± 1 | ± 0 | ± 8 | ± 7 |
| c. Treat you with respect? | ± 1 | ± 0 | ± 8 | ± 7 |
| d. Seem to understand your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| e. Seem knowledgeable about your options for how to resolve your legal issue? | ± 1 | ± 0 | ± 8 | ± 7 |
| f. Help you find or give you information to help you with your legal issue | ± 1 | ± 0 | ± 8 | ± 7 |

Comments:

_____

_____

_____

8. Have you visited the LInC before today? Please don't include inquiries for getting directions or hours of operation.

± 1 Yes ± 0 No (SKIP TO Q.12) ± 8 Don't know (SKIP TO Q.12)

9. If yes, approximately how many times have you been to the LInC?_____ ± 8 Don't know

10. Of these times, did you ever have to leave without getting assistance?

± 1 Yes ± 0 No ± 8 Don't know

11. If yes, why did you leave without getting assistance (check all that apply)?

± 1 There were too many people ahead of you so you decided not to wait

± 2 You had waited too long and did not want to or could not wait any longer

± 66 Other (please specify below)

± 4 The LInC staff told you that because your issue is a family issue you need to go to the Family Law Information Centre (FLIC) (Edmonton and Red Deer only)

± 3 The LInC staff told you they would not have time to help you that day

± 88 Don't know

Other:

_____

_____

_____

12. Have you ever telephoned or emailed the LInC for assistance on a legal issue (not including times you called/emailed to find out information such as directions to the LInC or hours of operation)?

± 1 Telephoned ± 2 Emailed ± 8 Don't know

## Accessibility of the LInC

13. I am going to ask you some questions on the accessibility of the LInC. Tell me if you agree or disagree with these statements, or if they are not applicable to you.

| | Agree | Disagree | Don't know | Not applicable |
|---|---|---|---|---|
| a. The LInC building is conveniently located. | ± 1 | ± 0 | ± 8 | ± 7 |
| b. The LInC is easy to find within the building. | ± 1 | ± 0 | ± 8 | ± 7 |
| c. The LInC hours are convenient. | ± 1 | ± 0 | ± 8 | ± 7 |
| d. The amount of time I waited to see the LInC staff was reasonable. | ± 1 | ± 0 | ± 8 | ± 7 |

e. How long did you wait to speak with LInC staff? _____hours_____minutes.

Comments:

_____

_____

_____

## Satisfaction with LInC services

14. Overall, were you satisfied with the services you received from the LInC?

± 5 Very satisfied
± 4 Somewhat satisfied
± 3 Neither satisfied nor dissatisfied
± 2 Somewhat dissatisfied
± 1 Very dissatisfied

15. Please explain why you were either satisfied or dissatisfied?

_____

_____

_____

16. Would you use the LInC again?

± 1 Yes ± 0 No ± 8 Don't know

If no, why not?_____

17. Would you recommend the LInC to others?

± 1 Yes ± 0 No ± 8 Don't know

If no, why not? _____

18. Do you have any suggestions for improving the LInC services?

± 1 Yes ± 0 No, no suggestions

_____

_____

_____

PRA Inc.

## Questions about your legal issue

I would like to just ask you a few questions about your legal issue

19. What kind of legal issue are you seeking information on today at the LInC?

± 01 Family law matter
± 02 Criminal law matter
± 03 Immigration matter
± 04 Landlord/tenant
± 05 Problem with receiving government benefits
± 06 Employment issue
± 07 Problem with buying goods or services
± 08 A debt issue
± 09 Wills and estates issue
± 66 Other (*specify*)_____

Comments:
_____
_____
_____

20. Have you tried to get help on this issue anywhere else beside the LInC?

± 00 No, have not tried to get help anywhere else
± 01 Court clerk
± 02 Family Court Counselor
± 03 Alberta Law Line called before coming to the LInC
± 04 Family Law Information Centre
± 05 Legal Aid Alberta
± 06 Private lawyer
± 07 Law library in the courthouse (for Red Deer and Grande Prairie)
± 08 Landlord and tenant board
± 09 Another government department (*specify*)_____
± 10 A com munity organization *(specify)*_____
± 11 Public library
± 12 Internet
± 66 Other (*specify*)_____

Comments:
_____
_____
_____

21. Do you currently have a lawyer for this legal issue?

± 1 Yes ± 0 No ± 8 Don't know

I'd like to ask you a few questions about yourself? This is just to give us background on the people that are using the LInC and to show that we have talked with a variety of people. If you do not want to answer any of the questions, just let me know.

22. Are you from the area?

± 01 Edmonton
± 02 Red Deer
± 03 Grande Prairie
± 66 Other (*specify*)_____

23. Could you tell me your date of birth?_____

24. Marital status

± 01 Single
± 02 Married
± 03 Common-law
± 04 Separated
± 05 Divorced
± 06 Widowed
± 66 Other (*specify*)_____

25. What is the highest level of education you have completed?

± 01 Grade 8 or less
± 02 Grades 9 to 11
± 03 High school graduate
± 04 Some college or university
± 05 College or university graduate
± 66 Other *specify*)_____

26. Which of the following best describes your total annual family income (income over the past 12 months before taxes are taken)?

± 01 Up to $25,000
± 02 $25,001 - $50,000
± 03 $50,001 - $75,000
± 04 $75,001 - $100,000
± 05 Over $100,000
± 88 Don't know

27. Is it a problem for you having service in English only?

± 1 Yes ± 0 No

PRA Inc.

28. That is all the questions I have. Thank-you for your time. Alberta Justice appreciates your participation. Do you have any other comments about the LInC that you would like to make?

    ± 1 Yes ± 0 No

    Comments:

29. Gender

    ± 01 Female ± 02 Male

Notes:

# CLIENT FEEDBACK SURVEY
# LAW INFORMATION CENTRES (LInCs)

Hello, may I please speak to _____?

(If not available) When is a good time to reach _____? INTERVIEWER: If the person answering is not the respondent and asks where we are calling from and why, you can say we are calling from PRA Inc. about a study the respondent agreed to participate in. Do not tell them it is on behalf of Alberta Justice or that it has anything to do with the person experiencing a legal problem.

(If it is the person you asked for) My name is _____, and I am with PRA Inc. We are an independent research company that has been hired by Alberta Justice to gather the opinions of people who visited their Law Information Centre, also known as the LInC. Our understanding is that not too long ago you received services from the Law Information Centre. On the form you filled out before speaking with someone, you indicated you would be willing to take part in a survey about the Law Information Centre. Do you remember agreeing to be surveyed?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Can't recall | 88 |
| No response | 99 |

(IF NO OR CAN'T RECALL) – Let me describe my reason for calling you then. Our understanding is that you did recently attend the Law Information Centre in (INSERT LOCATION). Alberta Justice wants to find out your satisfaction with the services you received. Do you remember attending the Law Information Centre?

Edmonton – The Edmonton Law Information Centre is located in the Law Library on the 2nd floor of the Court building located at 1A Sir Winston Churchill Square, on the south side. You may have been referred there by someone at a kiosk on the main floor of the north side of the Court building.

Grande Prairie – The Grande Prairie Law Information Centre is located in the courthouse at 10260-99 Street.

Red Deer – The Law Information Centre in Red Deer is located on the main floor of the courthouse at 4909-48th Avenue.

Ponoka – The Law Information Centre staff would have helped you in the courthouse located at 5110-49th Avenue.

Rocky Mountain House – The Law Information Centre staff would have helped you in the courthouse located at 4919-51st Street.

Stettler – The Law Information Centre staff would have helped you in the courthouse located in the Provincial Building at 4705 - 49 Avenue.

Wetaskiwin – The Law Information Centre staff would have helped you in the courthouse located at 4605-51st Street.

(IF NO) Thank you for your time.

(IF YES TO EITHER AGREEING TO BE SURVEYED OR REMEMBERING THEY ATTENDED A LInC) – We would like to ask you a few questions about your most recent experience of attending a Law Information Centre. Your opinions on the services that you received will help Alberta Justice improve services offered through the Law Information Centres. The interview should take about 10 minutes. Your individual responses to our questions will be kept confidential, and your name will never appear in any report. Do you have time to answer a few questions?

Did you go to the Law Information Centre to get help on a legal issue you yourself were experiencing or to help someone else (e.g., family member or friend) find information on their legal issue?

| | |
|---|---|
| Own legal issue (Continue) | 01 |
| Someone else's legal issue (Terminate call, code as 55) | 02 |

Are you 18 or older?
Do you have time to answer a few questions?

| | |
|---|---|
| Yes (Continue) | 01 |
| No (Over 18 but not a good time) | 02 |
| Under 18 (Terminate call, code as 55) | 03 |
| No response (Terminate call) | 99 |

(IF NO) When would be a better time to phone you back? (RECORD CALL BACK TIME)

Thank you. As I mentioned this survey will be about the Law Information Centre you visited in [LOCATION] that is located [INSERT DESCRIPTON]. As we go through the survey, I'm going to refer to the Law Information Centre as the LInC. I'd like to begin with a few introductory questions about how you found out about the LInC and about your use of the LInC.

1. When was your most recent visit to the LInC in [LOCATION]? Was it... (READ OPTIONS. INTERVIEWER: Respondents should have visited within the past 10 months and their date of visit should appear on screen)?

| | |
|---|---|
| Within the past month | 01 |
| Within one to two months | 02 |
| Within three to six months | 03 |
| More than six months ago | 04 |
| Don't know | 88 |
| No response | 99 |

2. Besides the LInC, there are other resources where you may have got help from for your legal issue. I'm going to read a list of resources. Please tell me if you got help from these resources **for your most recent legal issue before you went to the LInC**. (READ OPTIONS. MULTIPLE RESPONSES ALLOWED.)

| | |
|---|---|
| No, have not tried to get help anywhere else | 00 (DO NOT READ) |
| Court clerk | 01 |
| Family Court Counsellor | 02 |
| Alberta Law Line (called before coming to the LInC) | 03 |
| Family Law Information Centre | 04 |
| Legal Aid Alberta | 05 |
| A private lawyer | 06 |
| Law library in the courthouse | 07 |
| Landlord and tenant advisory board (for Edmonton and Red Deer) | 08 |
| Another government department (please specify) | 45 (GO TO TEXT BOX AND RECORD RESPONSE.) |
| A community organization (please specify) | 55 (GO TO TEXT BOX AND RECORD RESPONSE.) |
| Other (please specify) | 66 |
| Don't know | 88 |
| No response | 99 |

Even though you may have also received assistance from one of these other organizations before your most recent visit to the LInC, this survey is about the services you received from the Law Information Centre, or LInC. Please focus your responses on the LInC services.

3. How did you find out about the LInC service? (READ OPTIONS. MULTIPLE RESPONSES ALLOWED.)

| | |
|---|---|
| Friends/family/acquaintances | 01 |
| The Internet | 02 |
| Police | 03 |
| LInC posters/advertisements | 04 |
| Someone at the courthouse, such as a court clerk | 05 |
| Legal Aid Alberta or the Alberta Law Line | 06 |
| Family Court Counsellor | 07 |
| Family Law Information Centre | 08 |
| A private lawyer | 09 |
| Other (please specify) | 66 |
| Don't know | 88 |
| No response | 99 |

4. How many times have you visited the LInC?

| | |
|---|---|
| Once | 01 (SKIP TO Q.8) |
| Twice | 02 |
| Three times | 03 |
| More than three times | 04 |
| Don't know | 88 (SKIP TO Q.8) |
| No response | 99 (SKIP TO Q.8) |

5. Have each of these visits been about the same legal issue or more than one legal issue?

| | |
|---|---|
| Same issue | 01 |
| Different issues | 02 |
| Don't know | 88 |
| No response | 99 |

6. For any of these visits, was there ever a time you visited a LInC for this issue or other issues but did not receive assistance?

| | |
|---|---|
| Yes | 01 |
| No | 00 (SKIP TO Q.8) |
| Don't know | 88 (SKIP TO Q.8) |
| No response | 99 (SKIP TO Q.8) |

7. Thinking of the visits to the LInC, where you did not receive assistance, was this because (READ RESPONSES. MULTIPLE RESPONSES ALLOWED.)

| | |
|---|---|
| There were too many people ahead of you so you decided not to wait | 01 |
| You had waited too long and did not want to or could not wait any longer | 02 |
| The LInC staff told you they would not have time to help you that day | 03 |
| The LInC staff told you that because your issue is a family issue you need to go to the Family Law Information Centre (FLIC) (Edmonton and Red Deer only) | 04 |
| Other (please specify) | 66 |
| Don't know | 88 |
| No response | 99 |

8. Have you ever phoned a LInC for assistance on a legal issue, besides calling to find out information such as directions to the LInC or hours of operation?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Was not aware this service was available | 77 |
| Don't know | 88 |
| No response | 99 |

9. Have you ever emailed a LInC for assistance on a legal issue, besides emailing to find out information such as directions or hours of operation?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Was not aware this service was available | 77 |
| Don't know | 88 |
| No response | 99 |

Even though you may have visited the LInC for more then one legal issue, or may have telephoned or emailed the LInC for assistance, the questions I am going to ask are about your most recent visit to the LInC. I'd like to first ask you about some of the specific resources you used and services you received during your most recent visit to a LInC.

10. At the time of your most recent visit to the LInC, did you have a lawyer helping you on your legal issue?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

11. Did you receive any of the following information or help for your legal issue during your most recent visit to the LInC? (READ RESPONSES. MULTIPLE RESPONSES ALLOWED.)

| | |
|---|---|
| Help with finding the right court forms/documents to complete | 01 |
| Information or assistance on how to complete court forms/documents | 02 |
| Information on how to file court forms/documents | 03 |
| Information about court procedures | 04 |
| Help with how to prepare for court | 05 |
| Information or referrals about alternatives to court, such as mediation services or dispute resolution services | 06 |
| Information or referrals about services that provide legal advice or legal representation such as Lawyer Referral Service, Student Legal Services, Legal Aid Alberta | 07 |
| Information or referrals about where else to go for help such as counselling, advocacy, or information services | 08 |
| Other (please specify) | 66 |
| Don't know | 88 |
| No response | 99 |

12. Which of the below LInC resources and services did you use during your most recent visit to the LInC (READ RESPONSES. MULTIPLE RESPONSES ALLOWED. INTERVIEWER: All respondents should answer "yes" to "Received assistance from a LInC staff." If they say "no" ask them who helped with obtaining the information they received in Q.11)

| | |
|---|---|
| Received assistance from a LInC staff | 01 |
| Used the computer/Internet | 02 |
| Used the photocopier/fax/printer | 03 |
| Used the library resources | 04 |
| Received and/or read brochures/pamphlets | 05 |
| Used their telephone to call the Alberta Law Line for legal information or legal advice | 06 |
| Used their telephone to call other agencies | 07 |
| Other (please specify) | 66 |
| Don't know | 88 |
| No response | 99 |

13. (If answered 06, 07, or 08 to Q11) You mentioned that the LInC staff you spoke to referred you to or told you about other services or organizations that could help you with your legal issue (INTERVIEWER, in necessary, examples include, Lawyer Referral Service, Student Legal Services, Legal Aid Alberta, a mediation service, or counselling services or advocacy organizations such as the John Howard Society or the Elizabeth Fry Society etc.)? Have you contacted or tried to contact any of these services yet?

| | |
|---|---|
| Yes | 01 |
| Not yet, but plan to | 02 (SKIP TO Q.15) |
| No | 00 (SKIP TO Q.15) |
| Don't know | 88 (SKIP TO Q.15) |
| No response | 99 (SKIP TO Q.15) |

14. Was this a helpful referral (INTERVIEWERS: If necessary, probe: we are talking about the agency you were told about or referred to while at the LInC)?

| | |
|---|---|
| Yes, all were helpful | 01 |
| Yes, some were helpful | 02 |
| No | 00 |
| Not applicable (e.g., have not yet had an appointment or too early to tell) | 77 |
| Don't know | 88 |
| No response | 99 |

The next few questions are about how helpful the LInC services were to you for your legal issue. Some of these may not be applicable to your legal issue. Tell me if you agree or disagree with these statements or if it is not applicable to your legal issue. After your most recent visit to the LInC would you say that you had….?

(ROTATE Q.15 – Q.19)

15. A better understanding of your legal issue? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

16. A better understanding of how to access legal materials to help you with your legal issue? (INTERVIEWER: If necessary, probe: For example, how to get court forms or how to use the Internet or a library to get information.) Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

17. A better understanding of alternatives to court, such as, for example, mediation services or dispute resolution services? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

18. A better understanding of what other organizations could help you with your legal issue? Do you… (READ OPTONS. INTERVIEWER: If necessary, probe: for this question I mean places you could get legal information like Lawyer Referral Service or non-legal information such as Native Counselling Services or other counselling services)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

19. A better understanding of what you had to do next to resolve your legal issue? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

20. (If 01,02, or 03 to Q.11) A better understanding of how to complete court forms and/or documents? Do you… (READ OPTONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

21. (If 01,02, or 03 to Q.11) A better understanding of how to file court forms and/or documents? Do you… (READ OPTONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

22. A better understanding of what to expect in court? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

23. A better understanding of how to prepare for court? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

24. Would you say that the assistance you received from the LInC has helped you feel more comfortable with the idea of going to court? Do you…..(READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Not applicable | 77 |
| Don't know | 88 |
| No response | 99 |

I'm now going to ask you some questions about the LInC staff person that assisted you on your last visit to the LInC. If more than one person helped you please answer based on the person who spent the most time with you. Tell me if you agree or disagree with these statements. Did the LInC staff you spoke to…?

(ROTATE Q.25-Q.30)

25. Listen to you carefully? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

26. Answer all of your questions? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

27. Treat you with respect? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

28. Seem to understand your legal issue? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

29. Seem knowledgeable about your options for how to resolve your legal issue? Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

30. Help you find or give you information to help you with your legal issue? Do you… (READ OPTIONS. INTERVIEWER: If necessary, probe: for example, gave you pamphlets or brochures, showed you how to use the Internet, helped you find court forms, etc.)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

I am now going to ask you some questions on the accessibility of the LInC you most recently attended. Please tell me if you agree or disagree with these statements.

31. The building that the LInC is in is conveniently located. Do you … (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

32. The LInC is easy to find within the building. Do you … (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

33. The LInC hours are convenient. Do you … (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

34. The amount of time I waited to get assistance from LInC staff on my most recent visit to the LInC was reasonable. Do you… (READ OPTIONS)?

| | |
|---|---|
| Agree | 01 |
| Disagree | 00 |
| Don't know | 88 |
| No response | 99 |

35. How long did you wait to speak with a LInC staff member for your most recent visit to the LInC (DO NOT READ OPTONS)?

| | | |
|---|---|---|
| No wait | 00 | |
| 1 - 10 minutes | 01 | |
| 11-20 minutes | 02 | |
| 21-30 minutes | 03 | |
| 31 minutes–1 hour | 04 | |
| Over 1 hour | 05 | (GO TO TEXT BOX AND RECORD HOW LONG.) |
| Don’t know | 88 | |
| No response | 99 | |

The next set of questions asks about the current status of your legal issue.

36. Which of the following best describes the current status of your legal issue? (READ OPTIONS)

| | |
|---|---|
| You have resolved your legal issue | 01 (SKIP TO Q.38) |
| You have decided not to pursue your legal issue | 02 |
| You are still working at resolving your issue | 03 (SKIP TO Q.42) |
| No response | 99 (SKIP TO Q.42) |

37. Did you decide not to pursue your legal issue because of the assistance you received from the LInC or from a referral made by the LInC?

| | |
|---|---|
| Yes | 01 (SKIP TO Q.44) |
| No | 00 (SKIP TO Q.44) |
| Don't know | 88 (SKIP TO Q.44) |
| No response | 99 (SKIP TO Q.44) |

38. Did you use a private lawyer to help you resolve this issue?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| No response | 99 |

39. Was the assistance you received from the LInC helpful in resolving your legal issue?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

40. (If 01 to 13) Did one of the referrals made by the LInC help you resolve your issue? If so, which referral was this?

| | | |
|---|---|---|
| Yes | 01 | (GO TO TEXTBOX AND RECORD REFERRAL.) |
| No | 00 | |
| Don't know | 88 | |
| No response | 99 | |

41. Were you able to resolve your issue without having to go to court?

| | | |
|---|---|---|
| Yes | 01 | (SKIP TO Q. 44) |
| No | 00 | |
| No response | 99 | |

42. Since your most recent visit to the LInC, have you represented yourself in court? (INTERVIEWER: They went to court without a lawyer present to assist them.)

| | | |
|---|---|---|
| Yes | 01 | |
| No | 00 | (SKIP TO Q. 44) |
| No response | 99 | (SKIP TO Q. 44) |

43. Do you believe you were better able to represent yourself in court as a result of the assistance you received from the LInC?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| No response | 99 |

44. Overall, how satisfied are you with the services you received from the LInC? Would you say that you are….? (READ OPTIONS.)

| | |
|---|---|
| Very satisfied | 5 |
| Somewhat satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat dissatisfied | 2 |
| Very dissatisfied | 1 |
| Don't know | 88 |
| No response | 99 |

45. Please explain why you were [answer]?

| | | |
|---|---|---|
| Reasons (please specify) | 66 | (GO TO TEXTBOX AND RECORD ANSWER.) |
| Don't know | 88 | |
| No response | 99 | |

46. When you visited the LInC, was there some assistance or information that you had wanted to receive from them but did not?

| | | |
|---|---|---|
| Yes | 01 | (GO TO TEXTBOX AND RECORD WHAT THEY WANTED TO RECEIVE.) |
| No | 00 | |
| Don't know | 88 | |
| No response | 99 | |

47. If the need occurred, would you use the LInC again?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

48. Would you recommend the LInC to others?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

49. Do you have any suggestions for improving the LInC services?

| | |
|---|---|
| Yes | 01 (GO TO TEXT BOX AND RECORD RESPONSE.) |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

Finally, I have just a few background questions.

50. The LInC is interested in knowing what kind of legal issues their clients are experiencing. I'm going to read a list of legal issues or legal matters. Please tell me which of these most accurately describes the type of legal issue you had when you most recently visited the LInC? Was your legal issue a……? (READ OPTIONS – just read bold and only read additional information if they want an explanation; MUTLIPLE RESPONSE)

| | |
|---|---|
| **Family law matter,** such as custody, access, maintenance, divorce, child welfare | 01 |
| **Criminal law matter,** such as impaired driving, assault, theft, being disorderly, drug offences | 02 |
| **Immigration matter,** such as asylum or refugee status, work permit. or permanent residency applications | 03 |
| **Landlord and tenant dispute**, such as dispute over maintenance or repairs, being behind on rent, not getting security deposit back | 04 |
| **Problem with receiving government benefits, such as Employment Insurance, Workers Compensation, or income support** | 05 |
| **Employment issue,** such as not getting paid, not receiving benefits or holiday time owed, or issues with the number of hours required to work | 06 |
| **Problem with buying goods or services,** such as not getting the goods or services paid for or getting them in poor condition, high interest rates, or contract problems | 07 |
| **A debt issue,** such as bankruptcy, credit card issue, mortgage, or loans issue | 08 |
| **Wills and estates issue** | 09 |
| Other | 66 |
| Don't know | 88 |
| No response | 99 |

51. Could you tell me what city you live in?

| | | |
|---|---|---|
| Edmonton | 01 | |
| Red Deer | 02 | |
| Grande Prairie | 03 | |
| Other (please specify) | 66 | (GO TO TEXTBOX AND RECORD) |
| No response | 99 | |

52. What is your year of birth?
[ENTER]

53. What is your current marital status? Are you… (READ OPTIONS)?

| | |
|---|---|
| Single | 01 |
| Married | 02 |
| Common-law | 03 |
| Separated | 04 |
| Divorced | 05 |
| Widowed | 06 |
| Other (please specify) | 66 |
| No response | 99 |

54. What is the highest level of education you have completed (DO NOT READ)?

| | |
|---|---|
| Grade 8 or less | 01 |
| Grades 9 to 11 | 02 |
| High school graduate | 03 |
| Some college or university | 04 |
| College or university graduate | 05 |
| Other (please specify) | 66 |
| No response | 99 |

55. I am going to mention a number of broad income categories. When I come to the category that best describes your total household income, that is your household's total gross income before deductions, please stop me. (READ OPTIONS)

| | |
|---|---|
| Up to $25,000 | 01 |
| $25,001-$50,000 | 02 |
| $50,001-$75,000 | 03 |
| $75,001-$100,000 | 04 |
| Over $100,000 | 05 |
| No response | 99 |

56. Did you have any problems with having service provided in English only?

| | |
|---|---|
| Yes | 01 |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

57. Alberta Justice appreciates your participation in this survey. Do you have any other comments about the LInC that you would like to make?

| | |
|---|---|
| Yes | 01 (GO TO TEXT BOX TO RECORD COMMENTS.) |
| No | 00 |
| Don't know | 88 |
| No response | 99 |

Those are all the questions I have. On behalf of PRA, I thank you for your time. Your answers will be kept confidential.

RECORD GENDER

| | |
|---|---|
| Male | 01 |
| Female | 02 |

# Survey of Community Organizations/Government Departments or Agencies

## Law Information Centres (LInC)

## Alberta Justice

Alberta Justice is conducting a formative evaluation of the Law Information Centres (LInC) which provide information services to self-represented litigants (SRLs) in Edmonton, Red Deer, and Grande Prairie. Alberta Justice has hired PRA Inc., an independent research firm, to conduct this research. A component of this evaluation is to obtain input from other service providers on their perspectives of the LInC.

You are being asked to take part in this research by completing the attached short survey questionnaire. Your response is very important to us. We understand your busy schedule, so the survey is not long, and most questions only ask you to check the appropriate response. Even if you are not aware of whether your clients have made use of the LInCs, we ask that you complete those questions applicable to your organization and your clients.

Survey responses will be aggregated for the purposes of reporting, and no individual responses will be identifiable. The number on the bottom of the questionnaire is simply used to ensure that our survey is accurately tracked. This number allows us to re-contact only those who have not yet replied. In doing so, we minimize costs and unnecessary interruptions to respondents.

We would appreciate receiving your completed questionnaire by **February 20, 2008**. The survey can be returned in the enclosed postage-paid envelope, or faxed toll-free to PRA at 1-800-717-5456.

If you have any questions about this study, please call Brenda Chorney of PRA at 1-888-877-6744 (toll free) or Evelyn Schwabe, Manager, Law Information Centres, at 780-644-8216

Evelyn Schwabe
LInC Manager

PRA Inc.

## Background

1. Which of the following best describes your organization? *(Please choose the most appropriate option)*

± 01 Government agency/organization
± 02 First Nation organization
± 03 Non-profit organization
± 66 Other *(please specify)* _____

2. What client groups does your organization serve? *(Please check all that apply)*

± 01 People with low incomes
± 02 People with mental health issues
± 03 People with physical and/or mental disabilities
± 04 Victims of domestic violence
± 05 Victims of other crimes
± 06 People with substance abuse/addictions issues
± 07 Senior citizens
± 08 Aboriginal peoples
± 09 Incarcerated persons
± 10 Immigrants
± 66 Other *(please specify)*_____
_____

3. What are the most common legal concerns or problems experienced by your clients? *(Please check all that apply)*

± 01 Criminal law
± 02 Family law
± 03 Landlord and tenant issues
± 04 Debt issues
± 05 Problems receiving government benefits
± 06 Immigration issues
± 07 Wills and estates
± 66 Other *(please specify)* _____
± 00 Our clients do not experience legal concerns or problems to my knowledge.

**▶▶ If your clients do not have any legal problems, thank you for your time.**
**Please return this survey to PRA by toll-free fax at 1-800-717-5456.**

## Awareness and use of the LInC

4. Which of the statements below best describes your organization's level of awareness of the LInC? *(Check only one)*

± 01 We know about of the LInC and the services it provides.
± 02 We have heard of the LInC but do not know about its services.
± 03 We have not heard of the LInC.

**▶▶ If you have not heard of the LInC, thank you for your time.**
**Please return this survey to PRA by toll-free fax at 1-800-717-5456.**

5. How did your organization become aware of the LInC? *(Check all that apply)*

± 01 Presentations by LInC staff
± 02 LInC posters/advertisements
± 03 Other organizations
± 04 Court clerks
± 05 Lawyers
± 06 Internet
± 07 Phonebook
± 66 Other *(please specify)* _____

6. Are your clients aware of the LInC?

± 3 Most are aware
± 2 Some are aware
± 1 Few are aware
± 0 None are aware
± 8 Don't know

PRA Inc.

7. Please indicate whether you agree or disagree with the following statements:

| | Agree | Disagree | Don't know |
|---|---|---|---|
| Some or all of our clients who have legal issues are using the LInC. | ± 2 | ± 1 | ± 8 |
| The demand for the LInC services among our clients has increased since it opened. | ± 2 | ± 1 | ± 8 |

## Partnerships with the LInC

8. Please describe your organization's current relationship with the LInC?

± 01 Formal collaborative agreement in place
± 02 Working on a formal collaborative agreement, or plan to do so in the near future
± 03 Informal collaboration (e.g., make referrals to or receive referrals from)
± 04 Currently no relationship with LInC but would be interested in pursuing one
± 05 Currently no relationship with LInC and no plans to pursue one *(please explain why)*_____

_____

9. Please indicate if your organization does any of the following with the LInC *(please check all that apply)*

± 01 Make referrals to the LInC
± 02 Receive referrals from the LInC
± 03 Provide expertise to the LInC to assist with developing its resources or services
± 04 Meet with the LInC and other service providers for communication/networking purposes
± 05 Provide LInC with brochures/pamphlets
± 06 Provide or share other resources/services with the LInC
± 66 Other *(please specify)* _____

_____

± 0 None of the above

**▶▶ If you indicated "Currently no relationship…" in Question 8 and "None of the above" in Question 9, thank you for your time. Please return this survey to PRA in the enclosed postage-paid envelope or by toll-free fax at 1-800-717-5456.**

10. Please indicate how often your organization makes referrals to the LInC as well as receives referrals from the LInC?

| | Frequently | Sometimes | Rarely | Never | Don't know |
|---|---|---|---|---|---|
| We refer clients with legal issues to the LInC | ± 3 | ± 2 | ± 1 | ± 0 | ± 8 |
| We receive referrals from the LInC | ± 3 | ± 2 | ± 1 | ± 0 | ± 8 |

11. If you indicated that you rarely or never refer clients to the LInC, please explain why.

_____

_____

PRA Inc.

12. How satisfied are you with your current relationship/partnership with the LInC?

± 5 Very satisfied
± 4 Somewhat satisfied
± 3 Neither satisfied nor dissatisfied
± 2 Somewhat dissatisfied
± 1 Very dissatisfied
± 8 Don't know

13. Do you have any suggestions on how to improve your relationship/partnership with the LInC?

± 0 No, no suggestions

± 66 Yes, *(please explain)*

_____

_____

## Accessibility and convenience of the LInC

14. Please indicate your agreement with the following statements about the accessibility and convenience of the LInC:

| | Agree | Disagree | Don't know |
|---|---|---|---|
| The LInC's building is conveniently located | ± 2 | ± 1 | ± 8 |
| The LInC is easy to find within the building | ± 2 | ± 1 | ± 8 |
| The LInC is wheelchair accessible | ± 2 | ± 1 | ± 8 |
| The LInC is accessible to people with other disabilities (sight, hearing, etc.) | ± 2 | ± 1 | ± 8 |
| The LInC's hours are convenient | ± 2 | ± 1 | ± 8 |
| The LInC can effectively assist people whose first language is not English | ± 2 | ± 1 | ± 8 |
| Our clients are comfortable using the LInC | ± 2 | ± 1 | ± 8 |
| We know where the LInC is located | ± 2 | ± 1 | ± 8 |

## Effectiveness of the LInC

15. Please indicate your agreement with the following statements on the effectiveness of the LInC:

| | Agree | Disagree | Don't know |
|---|---|---|---|
| **Would you say that the LInC …** | | | |
| Gives your clients appropriate referrals? | ± 2 | ± 1 | ± 8 |
| Gives your clients a good understanding of possible options for resolving their legal issue? | ± 2 | ± 1 | ± 8 |
| Gives your clients a good understanding of what they have to do to prepare their case? | ± 2 | ± 1 | ± 8 |
| Gives your clients a good understanding of the court process? | ± 2 | ± 1 | ± 8 |
| Is a good resource for assisting clients with court forms? | ± 2 | ± 1 | ± 8 |
| Makes it easier for individuals to navigate the justice system? | ± 2 | ± 1 | ± 8 |
| Meets the needs of your clients who have legal issues? | ± 2 | ± 1 | ± 8 |
| Encourages/establishes collaborative relationships with other service providers? | ± 2 | ± 1 | ± 8 |
| Has or will lead to greater coordination of services between LInC and other service providers? | ± 2 | ± 1 | ± 8 |

15. (continued)

| | Agree | Disagree | Don't know |
|---|---|---|---|
| **Other potential effects** | | | |
| Has or will lead to reduced court time required for dealing with self-represented litigants' cases? | ± 2 | ± 1 | ± 8 |
| Has or will lead to improved access to justice for self-represented individuals? | ± 2 | ± 1 | ± 8 |
| Provides a service that did not exist in our community before? | ± 2 | ± 1 | ± 8 |
| Serves as the main resource for legal information in our community? | ± 2 | ± 1 | ± 8 |

16. How satisfied do you think your clients who have used the LInC are with the services/assistance received? How satisfied is your organization with the LInC?

Our clients' satisfaction with the LInC

± 5 Very satisfied
± 4 Somewhat satisfied
± 3 Neither satisfied nor dissatisfied
± 2 Somewhat dissatisfied
± 1 Very dissatisfied
± 8 Don't know

Our organization's satisfaction with the LInC

± 5 Very satisfied
± 4 Somewhat satisfied
± 3 Neither satisfied nor dissatisfied
± 2 Somewhat dissatisfied
± 1 Very dissatisfied
± 8 Don't know

17. If you answered that your clients are somewhat or very dissatisfied with the LInC, please explain why.

_____

_____

18. If you answered that your organization is somewhat or very dissatisfied with the LInC, please explain why.

_____

_____

19. Do you have any suggestions for improving the LInC services?

± 0 No, no suggestions

± 66 Yes, please explain

_____

_____

Thank you for your time.
Please return your completed questionnaire by **February 20th, 2008** to PRA Inc. via toll-free fax:

**1-800-717-5456**

Or mail it in the enclosed self-addressed, postage-paid envelope to:

**PRA Inc.**
**500 – 363 Broadway**
**Winnipeg, Manitoba R3C 3N9**

PRA Inc.

# Appendix C

Exit Interview Tables

**Table 1: Reason client attended the LInC – exit interviews**
***Q1: What was the reason you came to the LInC today? Was it to…?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Find information to help you represent yourself in court | 9 | 3 | 3 | 15 |
| Just generally find out more information on your legal issue | 6 | 2 | 1 | 9 |
| Look for ways to resolve your legal issue, whether through court or some other means | 4 | 3 | - | 7 |
| Obtain referrals to help you with a legal issue | 2 | 1 | - | 3 |
| Other | 1 | 2 | - | 3 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 2: How client found out about the LInC – exit interviews**
***Q2: How did you find out about the LInC service?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Someone at the courthouse (e.g., court clerk) | 14 | 4 | 1 | 19 |
| A private lawyer | - | - | 1 | 1 |
| Family Court Counsellor | - | 1 | - | 1 |
| Family/friends/acquaintances | - | - | 1 | 1 |
| Legal Aid Alberta or the Alberta Law Line | 1 | - | - | 1 |
| Other | 3 | 1 | 1 | 5 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 3: Types of information received during recent visit to the LInC – exit interviews**
***Q3: Which types of information/assistance did you get during this visit to the LInC?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Help with completing court forms | 13 | 5 | 3 | 21 |
| Information on how to file a claim | 11 | 4 | 3 | 18 |
| Help with finding the right court forms to complete | 8 | 4 | 2 | 14 |
| Information or referrals about services that provide legal advice/legal representation (e.g., lawyer referral, Student Legal Services, Legal Aid Alberta, etc.) | 8 | 2 | - | 10 |
| Help with how to prepare for court | 5 | 1 | 1 | 7 |
| Information about court procedures | 5 | 1 | 1 | 7 |
| Information or referrals about where else to go for help (e.g., counselling services or advocacy services) | 3 | 1 | 3 | 7 |
| Information or referrals about alternatives to court | 2 | 2 | - | 4 |
| Other | - | 1 | - | 1 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 4: Resources/services used during recent visit to the LInC – exit interviews**
***Q4: Which of the LInC resources/services below did you use during this visit to the LInC?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Received assistance from a LInC staff | 18 | 6 | 4 | 28 |
| Used the photocopier/fax/printer | 6 | 3 | 2 | 11 |
| Received and/or read brochures/pamphlets | 3 | 2 | 1 | 6 |
| Used the computer/Internet | 2 | 1 | - | 3 |
| Used their telephone to call the Alberta Law Line for legal information or legal advice | 3 | - | - | 3 |
| Used their telephone to call other agencies | 1 | - | - | 1 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 5: Additional information or assistance clients were hoping to get from the LInC but did not – exit interviews**
***Q5: Was there any type of information or assistance that you were hoping to get from the LInC but did not?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Yes | 1 | - | - | 1 |
| No | 14 | 6 | 4 | 24 |
| Don't know | 3 | - | - | 3 |

**Table 6: Helpfulness of LInC services to your legal issue – exit interviews**
***Q6: I am going to ask you some questions on how helpful the LInC services were to you in your legal issue. Tell me if you agree or disagree with these statements.***
***After visiting the LInC today would you say that you have a better understanding of…?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| **Your legal issue** | | | | |
| Agree | 17 | 5 | 4 | 26 |
| Disagree | 1 | - | - | 1 |
| Don't know | - | - | - | - |
| Not applicable | - | 1 | - | 1 |
| **How to access legal materials to help you with your legal issue** | | | | |
| Agree | 14 | 6 | 3 | 23 |
| Disagree | - | - | - | - |
| Don't know | 1 | - | - | 1 |
| Not applicable | 3 | - | 1 | 4 |
| **Alternatives to court** | | | | |
| Agree | 10 | 4 | - | 14 |
| Disagree | 1 | 1 | - | 2 |
| Don't know | 1 | - | - | 1 |
| Not applicable | 5 | 1 | 4 | 10 |
| No response | 1 | - | - | 1 |
| **What other organizations can help you with your legal issue** | | | | |
| Agree | 8 | 4 | 3 | 15 |
| Disagree | 3 | 1 | - | 4 |
| Don't know | - | - | - | - |
| Not applicable | 7 | 1 | 1 | 9 |
| **What you have to do next to resolve your legal issue** | | | | |
| Agree | 15 | 6 | 3 | 24 |
| Disagree | 1 | - | - | 1 |
| Don't know | 1 | - | - | 1 |
| Not applicable | 1 | - | 1 | 2 |
| **What court forms to use** | | | | |
| Agree | 14 | 5 | 3 | 22 |
| Disagree | - | - | - | - |
| Don't know | 1 | - | - | 1 |
| Not applicable | 3 | 1 | 1 | 5 |
| **How to complete court forms** | | | | |
| Agree | 15 | 5 | 3 | 23 |
| Disagree | - | - | - | - |
| Don't know | - | - | - | - |
| Not applicable | 3 | 1 | 1 | 5 |
| **How to file court forms** | | | | |
| Agree | 15 | 5 | 2 | 22 |
| Disagree | - | 1 | - | 1 |
| Don't know | - | - | - | - |
| Not applicable | 3 | - | 2 | 5 |
| **What to expect in court** | | | | |
| Agree | 8 | 4 | 2 | 14 |
| Disagree | 1 | 1 | - | 2 |
| Don't know | 1 | - | - | 1 |
| Not applicable | 8 | 1 | 2 | 11 |

**Table 6: Helpfulness of LInC services to your legal issue – exit interviews**
***Q6: I am going to ask you some questions on how helpful the LInC services were to you in your legal issue. Tell me if you agree or disagree with these statements.***
***After visiting the LInC today would you say that you have a better understanding of…?***

| | | | | |
|---|---|---|---|---|
| **How to prepare for court** | | | | |
| Agree | 8 | 3 | 2 | 13 |
| Disagree | 1 | 1 | 1 | 3 |
| Don't know | - | - | - | - |
| Not applicable | 9 | 2 | 1 | 12 |
| **Would you say you are more comfortable with the idea of representing yourself in court?** | | | | |
| Agree | 12 | 5 | 3 | 20 |
| Disagree | - | 1 | - | 1 |
| Don't know | - | - | - | - |
| Not applicable | 6 | - | 1 | 7 |

**Table 7: Service received from the LInC staff – exit interviews**
***Q7: I am going to ask you some questions about the service you received from LInC staff. Tell me if you agree or disagree with these statements. Did the LInC staff you spoke with today…?***

| | **Edmonton (n=18)** | **Grande Prairie (n=6)** | **Red Deer (n=4)** | **Total (n=28)** |
|---|---|---|---|---|
| | **Number of clients** | | | |
| **Listen to you carefully** | | | | |
| Agree | 18 | 6 | 4 | 28 |
| **Answer all of your questions** | | | | |
| Agree | 18 | 6 | 4 | 28 |
| **Treat you with respect** | | | | |
| Agree | 18 | 6 | 4 | 28 |
| **Seem to understand your legal issue** | | | | |
| Agree | 18 | 6 | 4 | 28 |
| **Seem knowledgeable about options for how to resolve your legal issue** | | | | |
| Agree | 17 | 6 | 4 | 27 |
| **Help you find or give you information to help you with your legal issue** | | | | |
| Agree | 18 | 6 | 4 | 28 |

| **Table 8: Prior visits to the LInC – exit interviews** | | | | |
|---|---|---|---|---|
| | **Edmonton (n=18)** | **Grande Prairie (n=6)** | **Red Deer (n=4)** | **Total (n=28)** |
| | **Number of clients** | | | |
| ***Q8: Have you visited the LInC before today?*** | | | | |
| Yes | 6 | 2 | 2 | 10 |
| No | 12 | 4 | 2 | 18 |
| | **Edmonton (n=6)** | **Grande Prairie (n=2)** | **Red Deer (n=2)** | **Total (n=10)** |
| ***Q9: If yes, approximately how many times?**** | | | | |
| 2 times | 1 | 2 | - | 3 |
| 3 times | 2 | - | 2 | 4 |
| 4 times | - | - | - | - |
| 5 or more times | 3 | - | - | 3 |
| ***Q10: Of these times, did you ever leave without getting assistance?**** | | | | |
| Yes | 3 | 1 | - | 4 |
| No | 3 | 1 | 2 | 6 |
| | **Edmonton (n=3)** | **Grande Prairie (n=1)** | **Red Deer (n=0)** | **Total (n=4)** |
| ***Q11: If yes, why did you leave without getting assistance (check all that apply)?*** | | | | |
| There were too many people ahead of you so you decided not to wait | 2 | - | - | 2 |
| Other | 1 | 1 | - | 2 |
| *Those who had visited the LInC before<br>**Those who left without getting assistance | | | | |

| **Table 9: Other contact with the LInC – exit interviews**<br>***Q12: Have you ever telephoned or emailed the LInC for assistance on a legal issue (not including times you called/emailed to find out information such as directions to the LInC or hours of operation)?*** | | | | |
|---|---|---|---|---|
| | **Edmonton (n=18)** | **Grande Prairie (n=6)** | **Red Deer (n=4)** | **Total (n=28)** |
| | **Number of clients** | | | |
| Telephoned | 2 | 1 | 2 | 5 |
| Emailed | 1 | - | - | 1 |
| Neither of these | 16 | 5 | 2 | 23 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 10: Accessibility of the LInC – exit interviews**
***Q13: I am going to ask you some questions on the accessibility of the LInC. Tell me if you agree or disagree with these statements, or if they are not applicable to you.***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| **The LInC building is conveniently located** | | | | |
| Agree | 15 | 6 | 4 | 25 |
| Disagree | 3 | - | - | 3 |
| Don't know | - | - | - | - |
| Not applicable | - | - | - | - |
| **The LInC is easy to find within the building** | | | | |
| Agree | 15 | 5 | 4 | 24 |
| Disagree | 3 | 1 | - | 4 |
| Don't know | - | - | - | - |
| Not applicable | - | - | - | - |
| **The LInC hours are convenient** | | | | |
| Agree | 17 | 5 | 3 | 25 |
| Disagree | 1 | - | - | 1 |
| Don't know | - | 1 | 1 | 2 |
| Not applicable | - | - | - | - |
| **The amount of time I waited to see the LInC staff was reasonable** | | | | |
| Agree | 18 | 6 | 4 | 28 |
| Disagree | - | - | - | - |
| Don't know | - | - | - | - |
| Not applicable | - | - | - | - |
| **How long did you wait to speak with LInC staff?** | | | | |
| No wait | 3 | 2 | 2 | 7 |
| 1 to 10 minutes | 9 | 3 | 2 | 14 |
| 11 to 20 minutes | 4 | 1 | - | 5 |
| 21 to 30 minutes | 1 | - | - | 1 |
| 31 minutes to 60 minutes | - | - | - | - |
| Over 1 hour | 1 | - | - | 1 |

**Table 11: Overall satisfaction with LInC services – exit interviews**

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| ***Q14: Overall, were you satisfied with the services you received from the LInC?*** | | | | |
| Very satisfied | 14 | 6 | 4 | 24 |
| Somewhat satisfied | 4 | - | - | 4 |
| Neither satisfied nor dissatisfied | - | - | - | - |
| Somewhat dissatisfied | - | - | - | - |
| Very dissatisfied | - | - | - | - |
| ***Q16: Would you use the LInC again?*** | | | | |
| Yes | 18 | 6 | 4 | 28 |
| ***Q17: Would you recommend the LInC to others?*** | | | | |
| Yes | 18 | 6 | 4 | 28 |
| ***Q18: Do you have any suggestions for improving the LInC services?*** | | | | |
| Yes | 5 | 2 | - | 7 |
| No | 13 | 4 | 4 | 21 |

**Table 12: Clients' legal issues – exit interviews**
***Q19: What kind of legal issue are you seeking information on today at the LInC?***

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| Family matter | 2 | 6 | 1 | 9 |
| Landlord/tenant matter | 8 | - | 1 | 9 |
| A debt issue | 1 | - | 1 | 2 |
| Criminal law matter | - | - | 1 | 1 |
| Problem with receiving government benefits | 1 | - | - | 1 |
| Wills and estates issue | 1 | - | - | 1 |
| Other | 5 | - | - | 5 |
| Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

**Table 13: Other places clients tried to get help – exit interviews**

| | Edmonton (n=18) | Grande Prairie (n=6) | Red Deer (n=4) | Total (n=28) |
|---|---|---|---|---|
| | Number of clients | | | |
| ***Q20: Have you tried to get help on this issue anywhere else besides the LInC?*** | | | | |
| No, have not tried to get help anywhere else | 5 | 3 | 2 | 10 |
| **Tried to get help from*** | | | | |
| Private lawyer | 5 | - | 1 | 6 |
| A community organization | 1 | 1 | 1 | 3 |
| Court clerk | 2 | 1 | - | 3 |
| Landlord and tenant board | 2 | - | - | 2 |
| Alberta Law Line called before coming to the LInC | 1 | - | - | 1 |
| Family court counsellor | - | 1 | - | 1 |
| Law library in the courthouse | 1 | - | - | 1 |
| Legal Aid Alberta | 1 | - | - | 1 |
| Internet | 1 | - | - | 1 |
| Other | 6 | - | - | 6 |
| ***Q21: Do you currently have a lawyer for this issue?*** | | | | |
| Yes | 1 | - | - | 1 |
| No | 17 | 6 | 4 | 27 |
| *Note: Respondents could provide more than one answer; totals may not equal the total "n." | | | | |

| Table 14: Characteristics of LInC clients – exit interviews | | | | |
|---|---|---|---|---|
| | **Edmonton (n=18)** | **Grande Prairie (n=6)** | **Red Deer (n=4)** | **Total (n=28)** |
| | **Number of clients** | | | |
| ***Q22: Are you from the area?*** | | | | |
| Edmonton | 13 | - | - | 13 |
| Grande Prairie | - | 5 | - | 5 |
| Red Deer | 2 | - | 3 | 5 |
| Other | 3 | 1 | 1 | 5 |
| **Age** | | | | |
| 18 to 24 | 3 | - | - | 3 |
| 25 to 39 | 3 | 6 | 1 | 10 |
| 40 to 64 | 7 | - | 3 | 10 |
| 65 and over | 2 | - | - | 2 |
| Don't know/no response | 3 | - | - | 3 |
| ***Q24: Marital Status*** | | | | |
| Single | 5 | 4 | 1 | 10 |
| Married | 6 | 1 | - | 7 |
| Common-law | 2 | 1 | - | 3 |
| Separated | 4 | - | 2 | 6 |
| Widowed | - | - | 1 | 1 |
| No response | 1 | - | - | 1 |
| ***Q25: What is the highest level of education you have completed?*** | | | | |
| Grade 8 or less | 2 | - | - | 2 |
| Grades 9 to 11 | 3 | - | 1 | 4 |
| High school graduate | 8 | 3 | 1 | 12 |
| Some college or university | 2 | - | 1 | 3 |
| College or university graduate | 1 | 3 | 1 | 5 |
| No response | 2 | - | - | 2 |
| ***Q26: Which of the following best describes your total annual family income?*** | | | | |
| Up to $25,000 | 5 | 3 | 2 | 10 |
| $25,001-$50,000 | 6 | 1 | 1 | 8 |
| $50,001-$75,000 | 2 | 2 | - | 4 |
| Don't know/no response | 5 | - | 1 | 6 |
| ***Q27: Is it a problem for you having service in English only?*** | | | | |
| Yes | 3 | - | - | 3 |
| No | 14 | 6 | 4 | 24 |
| No response | 1 | - | - | 1 |
| **Gender** | | | | |
| Female | 9 | 4 | 3 | 16 |
| Male | 9 | 2 | 1 | 12 |

## Appendix D

Additional intake data tables

**Table 1: Type of service provided to LInC clients – intake data by site and total**

| Type of service | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| Client's first visit to the LInC | 59% | 74% | 81% | 1,517 | 67% |
| Client's issue is family-related | 19% | 78% | 33% | 717 | 32% |
| Tried to get help elsewhere before coming to the LInC | 20% | 35% | 34% | 587 | 26% |
| Have a lawyer for their issue | 3% | 3% | 4% | 67 | 3% |
| Have had a lawyer for this issue in the past | 10% | 11% | 10% | 225 | 10% |
| Client speaks a language other than English at home | 25% | 74% | 79% | 1,050 | 46% |
| Service in English only is a problem | 3% | 1% | 1% | 44 | 2% |
| Use the Internet | 18% | 23% | 54% | 643 | 28% |
| Have access to the Internet at home | 15% | 15% | 48% | 529 | 23% |
| Client has been to the LInC for this issue before | 17% | 22% | 12% | 368 | 16% |

*Total includes six records where the location was not specified

**Table 2: Marital status – intake data by site and total**

| Status | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| Single | 20% | 34% | 26% | 536 | 24% |
| Married | 23% | 13% | 28% | 517 | 23% |
| Common-law relationship | 7% | 15% | 7% | 189 | 8% |
| Separated | 12% | 25% | 14% | 321 | 14% |
| Divorced | 11% | 10% | 7% | 225 | 10% |
| Widowed | 2% | 1% | 1% | 37 | 2% |
| Wrong entry | 1% | - | 2% | 27 | 1% |
| No response | 24% | 3% | 15% | 415 | 18% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

**Table 3: Gender of clients – intake data by site and total**

| Gender | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| Female | 35% | 58% | 49% | 949 | 42% |
| Male | 38% | 36% | 48% | 912 | 40% |
| Unknown | 27% | 6% | 3% | 406 | 18% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

**Table 4: Clients' gross monthly household income – intake data by site and total**

| Income | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| $1000 - $2000 | 4% | 12% | 16% | 182 | 8% |
| $2000 - $3000 | 3% | 5% | 11% | 120 | 5% |
| Less than $1000 | 3% | 9% | 12% | 135 | 6% |
| Over $3000 | 3% | 8% | 14% | 151 | 7% |
| No response | 87% | 66% | 49% | 1,679 | 74% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

**Table 5: Clients' education – intake data by site and total**

| Education | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| Grade 8 or less | <1% | 1% | 2% | 19 | 1% |
| Grades 9 to 11 | 2% | 4% | 11% | 112 | 5% |
| High school graduate | 4% | 7% | 26% | 230 | 10% |
| Some college or university | 4% | 9% | 18% | 188 | 8% |
| College or university graduate | 4% | 1% | 11% | 127 | 6% |
| No response | 86% | 77% | 31% | 1,591 | 70% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

**Table 6: Number of resources used by LInC clients – intake data by site and total**

| Number of resources | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| 0 | 25% | 1% | 4% | 360 | 16% |
| 1 | 16% | 38% | 49% | 628 | 28% |
| 2 | 12% | 26% | 28% | 418 | 18% |
| 3 | 20% | 26% | 12% | 425 | 19% |
| 4 | 14% | 7% | 5% | 245 | 11% |
| 5 | 10% | 1% | 1% | 151 | 7% |
| 6 | 3% | - | 1% | 37 | 2% |
| 7 | <1% | - | - | 3 | <1% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

**Table 7: LInC resources used by clients – intake data by site and total**

| LInC resource used | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| Interview room | 71% | 95% | 93% | 1,818 | 80% |
| Printer | 41% | 39% | 17% | 782 | 34% |
| Photocopier | 25% | 10% | 21% | 491 | 22% |
| Internet | 23% | 23% | 16% | 475 | 21% |
| Public access computer | 31% | 8% | 5% | 464 | 20% |
| Publications | 18% | 8% | 2% | 283 | 12% |
| Centre phone | 5% | 9% | 12% | 170 | 7% |
| Alberta Law Line | 9% | 8% | 1% | 146 | 6% |
| Fax/VCR/Can Link (translation service) | 1% | 2% | 4% | 43 | 2% |
| None | 25% | 1% | 4% | 360 | 16% |
| Other | 2% | 1% | 2% | 45 | 2% |

*Total includes six records where the location was not specified
Note: Multiple responses possible. Column totals sum to greater than 100%.

**Table 8: Number of clients with identifiable barriers – intake data by site and total**

| Number of identifiable barriers | Edmonton (n=1,333) | Grande Prairie area (n=337) | Red Deer area (n=591) | Total all sites* (n=2,267) | |
|---|---|---|---|---|---|
| | Percent of clients | | | Number | Percent |
| 0 | 95% | 84% | 87% | 2,065 | 91% |
| 1 | 5% | 15% | 10% | 178 | 8% |
| 2 | <1% | <1% | 2% | 22 | 1% |
| 3 | - | <1% | <1% | 2 | <1% |

*Total includes six records where the location was not specified
Note: Column totals may not sum to 100% due to rounding.

## Appendix E

Additional client survey tables

| Table 1: When was your most recent visit to the LInC? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| Within the past month | 24 | 18% | 11 | 31% | 4 | 13% | 39 | 20% |
| Within one to two months | 25 | 19% | 7 | 19% | 9 | 29% | 41 | 21% |
| Within three to six months | 61 | 46% | 16 | 44% | 12 | 39% | 89 | 45% |
| More than six months ago | 22 | 17% | 2 | 6% | 6 | 19% | 30 | 15% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 2: How did you find out about the LInC service? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| Someone at the courthouse, such as a court clerk | 90 | 68% | 26 | 72% | 23 | 74% | 139 | 70% |
| The Internet | 12 | 9% | 1 | 3% | 1 | 3% | 14 | 7% |
| LInC posters/advertisements | 9 | 7% | - | - | 4 | 13% | 13 | 7% |
| Family/friends/acquaintances | 5 | 4% | 5 | 14% | 1 | 3% | 11 | 6% |
| A private lawyer | 7 | 5% | 1 | 3% | 1 | 3% | 9 | 5% |
| Legal Aid Alberta or the Alberta Law Line | 8 | 6% | 1 | 3% | - | - | 9 | 5% |
| Family Law Information Centre (FLIC) | 5 | 4% | 1 | 3% | - | - | 6 | 3% |
| Family Court Counsellor | 1 | 1% | 3 | 8% | - | - | 4 | 2% |
| Law library | 3 | 2% | - | - | 1 | 3% | 4 | 2% |
| Phone book | 1 | 1% | 1 | 1% | - | - | 2 | 1% |
| Police | - | - | - | - | 1 | 3% | 1 | 1% |
| Another government department | 6 | 5% | - | - | - | - | 6 | 3% |
| Another community organization | 1 | 1% | - | - | 1 | 3% | 2 | 1% |
| Other | 2 | 2% | - | - | - | - | 2 | 1% |
| Don't know/no response | 2 | 2% | - | - | 1 | 3% | 3 | 2% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100%. | | | | | | | | |

| Table 3: Clients who left the LInC without receiving assistance | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Edmonton** | | **Grande Prairie** | | **Red Deer** | | **Total** | |
| ***Was there ever a time you visited the LInC for this issue or other issues but did not receive assistance?*** | | | | | | | | |
| | **(n=79)** | **%** | **(n=18)** | **%** | **(n=15)** | **%** | **(n=112)** | **%** |
| Yes | 13 | 17% | - | - | 1 | 7% | 14 | 13% |
| No | 65 | 83% | 18 | 100% | 14 | 93% | 97 | 87% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| ***Thinking of the visits to the LInC where you did not receive assistance, was this because….?*** | | | | | | | | |
| | **(n=13)** | **%** | **(n=0)** | **%** | **(n=1)** | **%** | **(n=14)** | **%** |
| There were too many people ahead of you so you decided not to wait | 5 | 39% | - | - | - | - | 5 | 36% |
| They were closed/away for lunch/in training | 4 | 31% | - | - | - | - | 4 | 29% |
| You had waited too long and did not want to or could not wait any longer | 4 | 31% | - | - | - | - | 4 | 29% |
| The LInC staff told you they would not have time to help you that day | 2 | 15% | - | - | - | - | 2 | 14% |
| The LInC staff told you that because your issue is a family issue you need to go to the Family Law Information Centre (FLIC) | - | - | - | - | 1 | 100% | 1 | 7% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100%. | | | | | | | | |

| Table 4: Other contact with the LInC | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Edmonton** | | **Grande Prairie** | | **Red Deer** | | **Total** | |
| | **(n=133)** | **%** | **(n=36)** | **%** | **(n=31)** | **%** | **(n=200)** | **%** |
| **Phoned the LInC** | | | | | | | | |
| Yes | 31 | 23% | 7 | 19% | 5 | 16% | 43 | 22% |
| No | 62 | 47% | 14 | 39% | 22 | 71% | 98 | 49% |
| Was not aware this service was available | 40 | 30% | 14 | 39% | 4 | 13% | 58 | 29% |
| Don't know/no response | - | - | 1 | 3% | - | - | 1 | 1% |
| **Emailed the LInC** | | | | | | | | |
| Yes | 10 | 8% | - | - | 1 | 3% | 11 | 6% |
| No | 71 | 53% | 18 | 50% | 23 | 74% | 112 | 56% |
| Was not aware this service was available | 52 | 39% | 18 | 50% | 7 | 23% | 77 | 39% |
| Don't know/no response | - | - | - | - | - | - | - | - |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 5: Status of legal issue | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| ***Which of the following describes the current status of your legal issue?*** | | | | | | | | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| You have resolved your legal issue | 52 | 39% | 15 | 42% | 9 | 29% | 76 | 38% |
| You have decided not to pursue your legal issue | 4 | 3% | 3 | 8% | 3 | 10% | 10 | 5% |
| You are still working at resolving your legal issue | 75 | 56% | 18 | 50% | 19 | 61% | 112 | 56% |
| Don't know/no response | 2 | 2% | - | - | - | - | 2 | 1% |
| **Those who decided not to pursue their legal issue** | | | | | | | | |
| ***Did you decide not to pursue your legal issue because of the assistance you received from the LInC or from a referral made by the LInC?*** | | | | | | | | |
| | (n=4) | % | (n=3) | % | (n=3) | % | (n=10) | % |
| Yes | - | - | 1 | 33% | 1 | 33% | 2 | 20% |
| No | 4 | 100% | 2 | 67% | 2 | 67% | 8 | 80% |
| **Those who have resolved their legal issue** | | | | | | | | |
| ***Did you use a private lawyer to help resolve this issue?*** | | | | | | | | |
| | (n=52) | % | (n=15) | % | (n=9) | % | (n=76) | % |
| Yes | 10 | 19% | 3 | 20% | - | - | 13 | 17% |
| No | 42 | 81% | 12 | 80% | 9 | 100% | 63 | 83% |
| ***Was the assistance you received from the LInC helpful in resolving your legal issue?*** | | | | | | | | |
| Yes | 48 | 92% | 15 | 100% | 8 | 89% | 71 | 93% |
| No | 4 | 8% | - | - | 1 | 11% | 5 | 7% |
| ***Did one of the referrals made by the LInC help you resolve your issue? If so, which referral was this?*** | | | | | | | | |
| | (n=14) | % | (n=5) | % | (n=2) | % | (n=21) | % |
| Yes | 3 | 21% | 2 | 40% | 1 | 50% | 6 | 29% |
| No | 11 | 79% | 3 | 60% | 1 | 50% | 15 | 71% |
| ***Were you able to resolve your issue without having to go to court?*** | | | | | | | | |
| | (n=52) | % | (n=15) | % | (n=9) | % | (n=76) | % |
| Yes | 26 | 50% | 3 | 20% | 3 | 33% | 32 | 42% |
| No | 26 | 50% | 12 | 80% | 6 | 67% | 44 | 58% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 6: Experiences in court | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| ***Since your most recent visit to the LInC, have you represented yourself in court?*** | | | | | | | | |
| | (n=103) | % | (n=30) | % | (n=25) | % | (n=158) | % |
| Yes | 50 | 49% | 12 | 40% | 16 | 64% | 78 | 49% |
| No | 53 | 52% | 18 | 60% | 9 | 36% | 80 | 51% |
| ***Do you believe that as a result of the assistance you received from the LInC you were better able to represent yourself in court?*** | | | | | | | | |
| | (n=50) | % | (n=12) | % | (n=16) | % | (n=78) | % |
| Yes | 43 | 86% | 11 | 92% | 14 | 88% | 68 | 87% |
| No | 7 | 14% | 1 | 8% | 2 | 13% | 10 | 13% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 7: Reasons clients are satisfied or unsatisfied with the LInC | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| Information provided was useful | 66 | 50% | 25 | 69% | 17 | 55% | 108 | 54% |
| Staff were polite/helpful | 56 | 42% | 13 | 36% | 12 | 39% | 81 | 41% |
| I got everything I needed | 16 | 12% | 6 | 17% | 3 | 10% | 25 | 13% |
| Glad it was free/saved money not having to get a lawyer | 4 | 3% | - | - | 2 | 7% | 6 | 3% |
| Staff did not have knowledge, useful information | 9 | 7% | 4 | 11% | 3 | 10% | 16 | 8% |
| Should expand mandate/ information they provide is too basic | 6 | 5% | 1 | 3% | - | - | 7 | 4% |
| There is room for improvement | 1 | 1% | - | - | 1 | 3% | 2 | 1% |
| It's hard to find/should be more accessible | 2 | 2% | - | - | - | - | 2 | 1% |
| Other | 7 | 5% | 1 | 3% | 2 | 7% | 10 | 5% |
| Don't know/no response | 1 | 1% | 1 | 3% | 1 | 3% | 3 | 2% |
| Note: Respondents could provide more than one answer/ totals may sum to more than 100%. | | | | | | | | |

| Table 8: When you visited the LInC, was there some assistance of information that you had wanted to receive from them but did not? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| No | 121 | 91% | 28 | 78% | 29 | 94% | 178 | 89% |
| Yes | 11 | 8% | 8 | 22% | 2 | 7% | 21 | 11% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 9: Future use of the LInC | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| ***If the need occurred, would you use the LInC again?*** | | | | | | | | |
| Yes | 131 | 99% | 36 | 100% | 31 | 100% | 198 | 99% |
| No | 1 | 1% | - | - | - | - | 1 | 1% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| ***Would you recommend the LInC to others?*** | | | | | | | | |
| Yes | 132 | 99% | 35 | 97% | 31 | 100% | 198 | 99% |
| No | - | - | 1 | 3% | - | - | 1 | 1% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

| Table 10: Do you have any suggestions for improving the LInC service? | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| No | 64 | 48% | 24 | 67% | 25 | 81% | 113 | 57% |
| Yes | 68 | 51% | 12 | 33% | 6 | 19% | 86 | 43% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| **Suggestions** | | | | | | | | |
| | (n=68) | % | (n=12) | % | (n=6) | % | (n=86) | % |
| Should have more staff | 31 | 46% | 4 | 33% | - | - | 35 | 41% |
| Should do more advertising/promotion | 19 | 28% | 2 | 17% | 2 | 33% | 23 | 27% |
| Should expand mandate (legal advice, go to court) | 12 | 18% | - | - | 2 | 33% | 14 | 16% |
| Should have better hours | 6 | 9% | 4 | 33% | 1 | 17% | 11 | 13% |
| Should expand/be more accessible | 9 | 13% | 1 | 8% | - | - | 10 | 12% |
| Should have consistent info between staff | 2 | 3% | 1 | 8% | - | - | 3 | 4% |
| Should have privacy/no interruptions | 1 | 2% | 1 | 8% | 1 | 17% | 3 | 4% |
| Should provide indication of wait times/decrease wait times | 2 | 3% | - | - | - | - | 2 | 2% |
| Other | 3 | 4% | - | - | - | - | 3 | 4% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100%. | | | | | | | | |

| Table 11: Type of legal issue | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| Family law matter | 47 | 35% | 29 | 81% | 13 | 42% | 89 | 45% |
| Landlord and tenant dispute | 25 | 19% | 3 | 8% | 7 | 23% | 35 | 18% |
| Criminal law matter | 11 | 8% | 3 | 8% | 6 | 19% | 20 | 10% |
| A debt issue | 16 | 12% | 1 | 3% | 1 | 3% | 18 | 9% |
| Problem with buying goods and services | 14 | 11% | - | - | - | - | 14 | 7% |
| Property issue | 7 | 5% | - | - | 1 | 3% | 8 | 4% |
| Civil unspecified | 6 | 5% | - | - | 1 | 3% | 7 | 4% |
| Employment issue | 7 | 5% | - | - | - | - | 7 | 4% |
| Wills and Estates Issue | 2 | 2% | 1 | 3% | 1 | 3% | 4 | 2% |
| Access/privacy | 2 | 2% | - | - | 1 | 3% | 3 | 2% |
| Commercial/business | 3 | 2% | - | - | - | - | 3 | 2% |
| Problem with receiving government benefits | 2 | 2% | - | - | - | - | 2 | 1% |
| Don't know/no response | 1 | 1% | - | - | 1 | 3% | 2 | 1% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100%. | | | | | | | | |

| Table 12: Characteristics of respondents | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Edmonton | | Grande Prairie | | Red Deer | | Total | |
| | (n=133) | % | (n=36) | % | (n=31) | % | (n=200) | % |
| ***Could you tell me what city you live in?*** | | | | | | | | |
| Edmonton | 114 | 86% | - | - | 1 | 3% | 115 | 58% |
| Grande Prairie | - | - | 36 | 100% | - | - | 36 | 18% |
| Red Deer | 1 | 1% | - | - | 28 | 90% | 29 | 15% |
| Whitecourt | 6 | 5% | - | - | - | - | 6 | 3% |
| Fort McMurray | 4 | 3% | - | - | - | - | 4 | 2% |
| Calgary | 1 | 1% | - | - | 2 | 7% | 3 | 2% |
| Wetaskiwin | 3 | 2% | - | - | - | - | 3 | 2% |
| St. Paul | 2 | 2% | - | - | - | - | 2 | 1% |
| Live outside of Alberta | 2 | 2% | - | - | - | - | 2 | 1% |
| ***Age*** | | | | | | | | |
| 18 to 24 | 5 | 4% | 3 | 8% | 2 | 7% | 10 | 5% |
| 25 to 39 | 40 | 30% | 19 | 53% | 9 | 29% | 68 | 34% |
| 40 to 64 | 76 | 57% | 13 | 36% | 19 | 61% | 108 | 54% |
| 65 and over | 11 | 8% | 1 | 3% | 1 | 3% | 13 | 7% |
| Don't know/no response | 1 | 1% | - | - | - | - | 1 | 1% |
| ***What is your current marital status?*** | | | | | | | | |
| Single | 25 | 19% | 13 | 36% | 8 | 26% | 46 | 23% |
| Married | 49 | 37% | 6 | 17% | 10 | 32% | 65 | 33% |
| Common-law | 12 | 9% | 4 | 11% | 3 | 10% | 19 | 10% |
| Separated | 15 | 11% | 3 | 8% | 5 | 16% | 23 | 12% |
| Divorced | 28 | 21% | 9 | 25% | 4 | 13% | 41 | 21% |
| Widowed | 2 | 2% | 1 | 3% | 1 | 3% | 4 | 2% |
| Don't know/no response | 2 | 2% | - | - | - | - | 2 | 1% |
| ***What is the highest level of education you have completed?*** | | | | | | | | |
| Grade 8 or less | 3 | 2% | 1 | 3% | 1 | 3% | 5 | 3% |
| Grades 9 to 11 | 12 | 9% | 7 | 19% | 5 | 16% | 24 | 12% |
| High school graduate | 21 | 16% | 9 | 25% | 11 | 36% | 41 | 21% |
| Some college or university | 24 | 18% | 5 | 14% | 5 | 16% | 34 | 17% |
| College or university graduate | 66 | 50% | 14 | 39% | 9 | 29% | 89 | 45% |
| Post-graduate | 3 | 2% | - | - | - | - | 3 | 2% |
| Other | 2 | 2% | - | - | - | - | 2 | 1% |
| Don't know/no response | 2 | 2% | - | - | - | - | 2 | 1% |
| ***What category that best describes your total household income*** | | | | | | | | |
| Up to $25,000 | 25 | 19% | 7 | 19% | 8 | 26% | 40 | 20% |
| $25,001-$50,000 | 32 | 24% | 9 | 25% | 6 | 19% | 47 | 24% |
| $50,001-$75,000 | 27 | 20% | 6 | 17% | 6 | 19% | 39 | 20% |
| $75,001-$100,000 | 11 | 8% | 6 | 17% | 5 | 16% | 22 | 11% |
| Over $100,000 | 18 | 14% | 5 | 14% | 2 | 7% | 25 | 13% |
| Don't know/no response | 20 | 15% | 3 | 8% | 4 | 13% | 27 | 14% |
| ***Did you have any problems with having service provided in English only?*** | | | | | | | | |
| Yes | 8 | 6% | 1 | 3% | 3 | 10% | 12 | 6% |
| No | 125 | 94% | 35 | 97% | 28 | 90% | 188 | 94% |
| ***Gender*** | | | | | | | | |
| Female | 70 | 53% | 23 | 64% | 14 | 45% | 107 | 54% |
| Male | 63 | 47% | 13 | 36% | 17 | 55% | 93 | 47% |
| Note: Totals may not sum to 100% due to rounding. | | | | | | | | |

## Appendix F

Additional community organization and other government departments survey tables

| Table 1: Survey response rates by LInC region | | | | |
|---|---|---|---|---|
| | **Edmonton** | **Grand Prairie** | **Red Deer** | **Total*** |
| Sent | 117 | 79 | 65 | 261 |
| Received | 57 | 36 | 24 | 120 |
| Response rate | 49% | 46% | 37% | 46% |
| *Total includes an additional three responses that could not be identified by region | | | | |

| Table 2: Which of the following best describes your organization? (n=120) | | |
|---|---|---|
| **Response** | **n** | **%** |
| Non-profit organization | 75 | 63% |
| Government agency/organization | 37 | 31% |
| First Nation organization | 6 | 5% |
| Other | 2 | 2% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100% | | |

| Table 3: What client groups does your organization serve? (n=120) | | |
|---|---|---|
| **Response** | **n** | **%** |
| People with low incomes | 99 | 83% |
| Aboriginal peoples | 86 | 72% |
| Victims of domestic violence | 86 | 72% |
| People with mental health issues | 86 | 72% |
| People with physical and/or mental disabilities | 82 | 68% |
| People with substance abuse/addictions issues | 82 | 68% |
| Senior citizens | 73 | 61% |
| Immigrants | 65 | 54% |
| Victims of other crimes | 62 | 52% |
| Incarcerated persons | 34 | 28% |
| Families | 3 | 3% |
| *Other specified responses* | | |
| Youth/children | 8 | 7% |
| General public | 3 | 3% |
| Ex-convicts/offenders | 3 | 3% |
| Other | 7 | 6% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100% | | |

| **Table 4: What are the most common legal concerns or problems experienced by your clients? (n=120)** | | |
|---|---|---|
| **Response** | **n** | **%** |
| Our clients do not experience legal concerns or problems to my knowledge. | 5 | 4% |
| Criminal law | 71 | 59% |
| Family law | 85 | 71% |
| Landlord and tenant issues | 60 | 50% |
| Debt issues | 45 | 38% |
| Problems receiving government benefits | 52 | 43% |
| Immigration issues | 27 | 23% |
| Wills and estates | 16 | 13% |
| *Other specified responses* | | |
| Labour/employment | 2 | 2% |
| Other | 6 | 5% |
| No response | 1 | 1% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100% | | |

| **Table 5: How did your organization become aware of the LInC? (n=73)** | | |
|---|---|---|
| **Response** | **n** | **%** |
| LInC posters/advertisements/printed information | 22 | 30% |
| At a meeting / word of mouth | 13 | 18% |
| Other organizations | 10 | 14% |
| Presentations by LInC staff | 9 | 12% |
| Internet | 8 | 11% |
| Lawyers | 5 | 7% |
| Court clerks | 4 | 6% |
| Physical proximity | 3 | 4% |
| Through this survey | 2 | 3% |
| Other | 6 | 8% |
| Don't recall/no response | 7 | 10% |
| Note: Respondents could provide more than one answer; totals may sum to more than 100% | | |

| **Table 6: Please indicate whether you agree or disagree with the following statements (n=73)** | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Agree** | | **Disagree** | | **Don't know** | | **No response** | |
| | **n** | **%** | **n** | **%** | **n** | **%** | **n** | **%** |
| Some or all of our clients who have legal issues are using the LInC. | 18 | 25% | 19 | 26% | 35 | 48% | 1 | 1% |
| The demand for the LInC services among our clients has increased since it opened. | 9 | 12% | 11 | 15% | 50 | 69% | 3 | 4% |

**Table 7: Please indicate how often your organization makes referrals to the LInC as well as receives referrals from the LInC? (n=33)**

| | Frequently | | Sometimes | | Rarely | | Never | | Don't know | | No Response | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | n | % | n | % | n | % | n | % | n | % | n | % |
| We refer clients with legal issues to the LInC | 5 | 15% | 22 | 67% | 4 | 12% | 1 | 3% | 1 | 3% | 0 | 0% |
| We receive referrals from the LInC | 3 | 9% | 5 | 15% | 5 | 15% | 8 | 24% | 10 | 30% | 2 | 6% |

Note: Totals may not sum to 100% due to rounding

**Table 8: Do you have any suggestions on how to improve your relationship/partnership with the LInC? (n=33)**

| Response | n | % |
|---|---|---|
| No suggestions | 15 | 46% |
| Have a presentation/meeting | 5 | 15% |
| Need better direct/continuing contact | 5 | 15% |
| Improved/available brochures | 3 | 9% |
| More information desired generally | 1 | 3% |
| No response | 4 | 12% |

Note: Respondents could provide more than one answer; totals may sum to more than 100%

**Table 9: Do you have any suggestions for improving the LInC services? (n=33)**

| Response | n | % |
|---|---|---|
| No suggestions | 15 | 46% |
| More awareness of LInC / communicate activities / brochures | 5 | 15% |
| LInC should reach out to organizations / understand client needs | 3 | 9% |
| Praise/appreciation for LInC and its services | 2 | 6% |
| Decide whether to focus on SRLs or other types of clients | 1 | 3% |
| Track reforms to assess outcomes and effectiveness | 1 | 3% |
| Expand LInC services | 1 | 3% |
| Other suggestions | 1 | 3% |
| No response | 4 | 12% |

Note: Respondents could provide more than one answer