

Interviewer:

Number:

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 1)

Introduction:

*Today we are going to talk only about your particular service.
I know your service mandate is _____.*

Do you agree that this is correct?

People Who Use Services

Let's begin by talking about your perceptions of the people who you provide service to.

1. Please start by briefly explaining your role and duties.

2. When people contact your service, do you find their expectations of what you offer accurate?	Always 5	Often 4	Usually 3	Rarely 2	Never 1
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3. Explain:

Prompt: If Always, how is this achieved? If any other answer, what do their expectations tend to be?

4. Are there any groups of people who tend to use your services more than others?	Yes 3	No 2	D/K 1	N/A 0
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<p>5. If yes, what group(s)? <i>Prompts:</i> <i>Do you see (or do your records reflect) that the majority of your clients fit into any particular grouping (e.g., women, low income, high education, Types of legal issues...)? Are they group(s) your organization targets?</i></p>				
<p>6. Are there any groups of people who are <i>eligible for your service</i>, but tend to use your services less than others?</p>	<p>Yes 3</p>	<p>No 2</p>	<p>D/K 1</p>	<p>N/A 0</p>
<p>7. If yes, what group(s)? <i>Prompt: Who do you rarely or never see (but would be eligible for services)?</i></p>				
<p>Eligibility <i>Now I'd like to talk about what eligibility criteria people must meet in order to qualify for your service.</i></p>				
<p>8. Are there eligibility criteria to receive your service? (If no, go to #10.)</p>	<p>Yes 3</p>	<p>No 2</p>	<p>D/K 1</p>	<p>N/A 0</p>
<p>9. If yes, what are the eligibility criteria to qualify for your service? (Only ask if the answer is not obvious.)</p> <ul style="list-style-type: none"> • Age 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Agency Referral 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Citizenship (Canadian) 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Criminal History/Charges 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Ethnicity/Culture 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Gender 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Health (physical, mental, intellectual) 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	
<ul style="list-style-type: none"> • Immigration Status 	<p>Y 3</p>	<p>N 2</p>	<p>Define: _____</p>	

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• Income	Y 3	N 2	Define: _____
• Marital Status	Y 3	N 2	Define: _____
• Parental Status	Y 3	N 2	Define: _____
• Religion	Y 3	N 2	Define: _____
• Residence	Y 3	N 2	Define: _____
• Other _____	Y 3	N 2	Define: _____
10. Are there other restrictions/barriers to receiving services?			
• Wait Lists (for intake/initial appointment/assessment)	Y 3	N 2	Define: _____
• Priority System (e.g., ranked by degree of urgency)	Y 3	N 2	Define: _____
• Life Style (e.g., Substance Use, Criminal Activities)	Y 3	N 2	Define: _____
• Other _____	Y 3	N 2	Define: _____
11. Do you make any exceptions to your eligibility criteria?	Yes 3	No 2	D/K 1 N/A 0
12. If yes, what exceptions do you make?			
13. If there are no eligibility criteria, how you do manage the demand for service? <i>Prompts:</i> <i>First ask if they are sure & give examples from #9. Then ask how they manage. E.g., 1st come, 1st serve. Are they at capacity?</i>			
14. Do you charge fees for services?	Always 5	Often 4	Sometimes 3 Never 2 D/K 1

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15. Are there ever any exceptions?	Yes 3	No 2	D/K 1	N/A 0	
16. If there are exceptions, what are they?					
17. Do you charge fees on a sliding scale for services?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1
18. Do you offer <i>Pro Bono</i> (free) legal services?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1
19. Who do you most often have to turn away? a) Nobody 2 b) Everybody because we are at capacity 3 c) People who don't meet eligibility criteria 4 d) People who our service is not right for 5 e) Other: _____ 6	<i>Enter the letter that corresponds with the option that best applies:</i>				
	—	D/K 1	N/A 0		
20. Explain:					
21. Is there anything else you would like to say about eligibility for your service?					

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Application Procedures/Intake																
<i>I am now going to ask some questions about the application process for this service.</i>																
22. From your perspective, please describe what an average application process for your service looks like. If there is no application procedure, describe what initial contact with a client/service user looks like (eg, how a file is opened or how needs are assessed).																
<i>List the steps.</i>																
23. Do you have forms that must be completed in order to request services?	Yes 3	No 2	D/K 1	N/A 0												
24. How many forms <u>does your service administer</u> that must be completed (per applicant)?	<table style="width: 100%; border: none;"> <tr> <td style="border: none;">_____</td> <td style="border: none;">(number) 4 (if 4, enter # next)</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">It depends 3</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">D/K 2</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">N/A 1</td> </tr> </table>						_____	(number) 4 (if 4, enter # next)	_____	It depends 3	_____	D/K 2	_____	N/A 1		
_____	(number) 4 (if 4, enter # next)															
_____	It depends 3															
_____	D/K 2															
_____	N/A 1															
25. If it depends , on what?																
26. How do people get the forms?	<table style="width: 100%; border: none;"> <tr> <td style="border: none;">_____</td> <td style="border: none;">Online 4</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">Mail out 3</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">Pick up at office 2</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">Other 1</td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">N/A 0</td> </tr> </table>						_____	Online 4	_____	Mail out 3	_____	Pick up at office 2	_____	Other 1	_____	N/A 0
_____	Online 4															
_____	Mail out 3															
_____	Pick up at office 2															
_____	Other 1															
_____	N/A 0															
27. Who completes these forms?																
• Staff Member	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0										
• Service user/Client	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0										

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• Other _____	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
28. Do you require that service users produce any of the following documentation as <u>part of their application</u> for your service? (Not as legal evidence.)						
• Medical (e.g., diagnosis, medical assessment)	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
• Legal (e.g., divorce/custody, tenancy agreement)	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
• Proof of Income (e.g., pay stubs, letter)	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
• Identification (e.g., birth certificate, driver's license)	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
• Proof of Residence (e.g., passport, work permit)	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
• Other _____	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
29. Do you have any further comments?						
Transportation <i>Now I'd like to talk about how people get to your office(s).</i>						
30. Is your organization accessible by public transit?						
• By Bus <i>Prompts: How frequently do the busses run? Are bus schedules available in the organization?</i>	Yes 3	No 2	D/K 1	N/A 0	_____	
• By Train (C-Train, LRT)	Yes 3	No 2	D/K 1	N/A 0		
• By Taxi	Yes 3	No 2	D/K 1	N/A 0		
31. Do you provide any assistance with transportation?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
32. If yes, what assistance?						
• Transit Tickets or Passes	Yes 3	No 2	D/K 1	N/A 0		

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• Shuttle Service (vehicles hired by service)	Yes 3	No 2	D/K 1	N/A 0		
• Volunteer Drivers (unpaid)	Yes 3	No 2	D/K 1	N/A 0		
• Taxi Vouchers (or payment)	Yes 3	No 2	D/K 1	N/A 0		
• Other _____	Yes 3	No 2	D/K 1	N/A 0		
33. If you have a shuttle service, does it go right to the clients' homes?	Yes 3	No 2	D/K 1	N/A 0		
34. Is parking available for service users?	Yes 3	No 2	D/K 1	N/A 0		
35. If yes, is there free parking?	Yes 3	No 2	D/K 1	N/A 0		
36. Are there any safety concerns for service users who use public transportation or drive private vehicles to your location(s)?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
37. If yes, please explain. <i>Prompts</i> <i>Is the neighbourhood the service is offered in safe? Are people physically safe on public transit?</i>						
38. Is transportation an issue for some of your service users?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
39. If yes, please explain. <i>Prompts:</i> <i>Rural with no public transportation? Not on a bus route? Are some busses only available at limited times? Can people afford transportation? Do people live far away and have no transportation? Is public transit equipped to deal with people's special needs (e.g., wheelchairs, seeing impaired, hearing impaired)?</i>						

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40. Anything else you would like to say about the transportation needs of service users or staff?

Accessibility

Now I would like to ask you about access for people who may have special needs.

41. Is your office accessible for people with reduced mobility (e.g., wheelchairs, walkers, strollers)?	Yes 3	No 2	D/K 1	N/A 0
42. Do you have a TTY machine in your office?	Yes 3	No 2	D/K 1	N/A 0
43. Do you post directions (e.g., where to line up, what documents to have ready) in writing?	Yes 3	No 2	D/K 1	N/A 0
44. Do you provide any material that is printed in Braille?	Yes 3	No 2	D/K 1	N/A 0
45. Do your public elevators, computers or telephones (if applicable) have Braille on the keypads?	Yes 3	No 2	D/K 1	N/A 0
46. Do you have audio recordings in your entry ways or elevators to direct people?	Yes 3	No 2	D/K 1	N/A 0
47. Do you provide child care for service users?	Yes 3	No 2	D/K 1	N/A 0
48. Do you provide written information in plain language ? <i>This refers to print material that has been edited to replace language that is specific to the legal profession with lay terms. It also refers to material that is written at 8th grade level (Canadian standards).</i>	Yes 3	No 2	D/K 1	N/A 0
49. What languages do you provide services in?	Oral Service		Written Material	
• Blackfoot	Yes 3	No 2	Yes 3	No 2
• Cree	Yes 3	No 2	Yes 3	No 2
• Dene	Yes 3	No 2	Yes 3	No 2
• Michif (Métis language)	Yes 3	No 2	Yes 3	No 2
• English	Yes 3	No 2	Yes 3	No 2
• French	Yes 3	No 2	Yes 3	No 2
• German	Yes 3	No 2	Yes 3	No 2
• Ukrainian	Yes 3	No 2	Yes 3	No 2
• Chinese (e.g., Mandarin or Cantonese)	Yes 3	No 2	Yes 3	No 2
• Japanese	Yes 3	No 2	Yes 3	No 2
• Vietnamese	Yes 3	No 2	Yes 3	No 2
• Tagalog	Yes 3	No 2	Yes 3	No 2
• Hindi	Yes 3	No 2	Yes 3	No 2
• Punjabi	Yes 3	No 2	Yes 3	No 2
• Italian	Yes 3	No 2	Yes 3	No 2

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<ul style="list-style-type: none"> • Spanish 	Yes	3	No	2	Yes	3	No	2
<ul style="list-style-type: none"> • Other _____ 	Yes	3	No	2	Yes	3	No	2
<p>50. If YES to any languages other than English, are you mandated to or do you formally (require that staff members be fluent) provide services in _____ [language(s)]?</p>								
Mandated	Formal	Informal	D/K	N/A				
4	3	2	1	0				
<p>51. If YES to any written material in languages other than English, is the written material about your service specifically (as opposed to other services, general reading material)?</p>								
Yes	No	D/K	N/A					
3	2	1	0					
<p>52. Do you have specific programs, resources or specific staff training in place that help the following people access your services? (<i>These are programs in your service that are set up specifically for people who are in any of the following groups and training about working with people who fall into any of these groups. This applies to staff are hired because they have specialized training or formal training that this service funds or provides.</i>)</p>					<p><i>*Remember that this question pertains to this particular service only.*</i></p> <p><i>Please check all that apply:</i></p> <p>Programs: Resources: Training: N/A</p>			
<ul style="list-style-type: none"> • People with Hearing Impairments 					_____	_____	_____	_____
<ul style="list-style-type: none"> • People with Sight Impairments 					_____	_____	_____	_____
<ul style="list-style-type: none"> • People with Cognitive/Intellectual Disabilities 					_____	_____	_____	_____
<ul style="list-style-type: none"> • People with Mental Illness 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Low English Literacy 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Low Legal Literacy 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Low Computer Literacy 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Without Computer Access 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Aboriginals (incl. Inuit & Métis) 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Canadian Ethnic Minority Groups 					_____	_____	_____	_____
<ul style="list-style-type: none"> • Immigrants and Refugees (5 years or less) 					_____	_____	_____	_____

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• Gay/Lesbian/Bisexual/Transgendered People	_____
• People living in Poverty	_____
• Victims of domestic violence	_____
• Children (under 12)	_____
• Youth (under 18)	_____
• Seniors	_____

53. Please explain any specialized training or programs that you offer.

54. Considering the circumstances listed in #50, does your service specialize helping members of the public with legal matters that relate to specific areas of law (e.g., family or immigration law), groups of people (e.g., youth, First Nations, women, immigrants) or legal needs (e.g., wills, child custody, separation/divorce)?

Yes	No	D/K	N/A
3	2	1	0

55. Please explain?

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<p>56. Does your service provide training for staff (<i>provide funding or provide in house</i>)?</p> <p style="padding-left: 40px;">a. At orientation?</p> <p style="padding-left: 40px;">b. Ongoing training?</p>	<p>Yes 3</p> <p>Yes 3</p> <p>Yes 3</p>	<p>No 2</p> <p>No 2</p> <p>No 2</p>	<p>D/K 1</p> <p>D/K 1</p> <p>D/K 1</p>	<p>N/A 0</p> <p>N/A 0</p> <p>N/A 0</p>
<p>57. If YES, what training?</p>				
<p>58. If NO, does your parent organization(s) provide training for staff in your service?</p> <p style="text-align: center;"> Yes No D/K N/A 3 2 1 0 </p>				
<p>59. If your organization does not offer training for your service, please explain why?</p>				
<p>60. Do you provide services for people who have retained a lawyer?</p>	<p>Yes 3</p>	<p>No 2</p>	<p>D/K 1</p>	<p>N/A 0</p>
<p>61. Do you provide services for people who are under-represented?</p> <p><i>“Under” could refer to people who may need a lawyer but are using other supports because they cannot get a lawyer <u>or</u> have access only to duty counsel and get no support prior to appearing in court <u>or</u> are not getting the degree of support or representation they need.</i></p>	<p>Yes 3</p>	<p>No 2</p>	<p>D/K 1</p>	<p>N/A 0</p>
<p>62. Do you provide services to people who are going to court without a lawyer (self-representing)?</p> <p>If No or D/K do NOT ask 64 & 65.</p>	<p>Yes 3</p>	<p>No 2</p>	<p>D/K 1</p>	<p>N/A 0</p>

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63. If yes, are some groups of your service users more likely to be going to court without a lawyer than others (e.g., type of legal issue, residence, gender, education, income, and ethnicity)? <i>Prompt: When did you learn that the person did not have a lawyer?</i>						
64. For those clients/service users who have not retained a lawyer, do any of the following categories describe their situation?						
c. People who have an overall lack of resources (e.g., low income, education, literacy...).	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
d. People who have low income but some social resources (e.g., education, communication skills...).	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
e. People who have low income and are living with additional social barriers (e.g., disabilities, language...).	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
f. People who could afford a lawyer but are unable to find one.	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
g. People who were previously represented by a lawyer but are no longer (e.g., ran out of money).	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
h. People involved in cases where representation is supposed to be unnecessary (e.g., small claims).	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
i. People who could retain a lawyer but prefer to self-represent.	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
j. Other:	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
65. Do any of your service users have multiple legal needs? <i>Prompt: Do they have more than one legal need (that need to be addressed separately).</i>	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0
66. If yes, can you address all their legal needs?	Always 5	Often 4	Sometimes 3	Never 2	D/K 1	N/A 0

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67. What do you do if you cannot address all of your service users' legal needs?

Prompts:

Do you provide referrals? Do you advocate for your client?

68. Do any of your service users have **social or health** needs?

Always	Often	Sometimes	Never	D/K	N/A
5	4	3	2	1	0

69. If yes, can you address these needs?

Always	Often	Sometimes	Never	D/K	N/A
5	4	3	2	1	0

70. What do you do if you cannot address service users' social or health needs?

Prompts:

Do you provide referrals? Do you advocate for your client?

71. Do you have anything else to add about anything that we have discussed so far?

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Researcher Observations

Record any observations about:

- *the physical environment*
- *the interviewee*
 - o *e.g., general knowledge, confidence, attitude towards job, clients, and you*
- *your experience with the organization*
 - o *e.g., trying to find information, contact them, schedule interview*
- *Any other observations*