

Surviving Abuse, Neglect and Exploitation Committee.
Civil Legal Needs and Services Subcommittee
July 14, 2020 10:00 - 10:55 AM
Meeting Notes

Discussed Ann's sample survey. What is good and what can we change?

SURVEY IS ON PAGE 3 BELOW

- Change the open-ended questions to check boxes.
- Is it too long?
 - Hard to pick out what we don't want. It is all important information
- DO we still want to combine our survey with other somecommittees?
 - It depends on how much our surveys may overlap.

Who will be sent it to?

- Mostly to MLSC grantees.

Question 1

- Make sure the question says "PRIOR to the pandemic..."
- Add a category for "Referral from Law Enforcement.
- Change Internet to Internet/Social Media.
- Add Word of Mouth.
- Check all that apply.

Question 2

"Identify how the Covid-19 pandemic has affected how you receive clients?"

- Add a checklist like the one in Question 1.
 - Which of the categories listed in Question 1 have been impacted by the Covid-19 pandemic?

Question 3

- Make sure it says "Prior to Pandemic" like in Q1

Question 4

- Will model question 1 + 2.

Question 5

- Any more groups we need to apply?
 - Elderly
 - Victims of human trafficking

Combine 5-9 into 1 big question in order to get a comprehensive view on percentage?

Questions 10 & 11- Fix to say Prior to Pandemic and Current like in Q1 and Q2.

Question 12- How has the pandemic affected your staffing?

- Too vague. Need to provide more guidance/clarity
- Checklist?
- Better phrasing: Has the pandemic affected your availability to clients? Reduced hours?

Question 13: Include “prior to the pandemic”

Question 15- What *has been* the greatest challenge?

Question 18: Include a drop down checklist- check all that apply.

- Multilingual staff
- Translated documents
- Interpreters
- Etc.

Question 19: combine with restrictions on eligibility question.

Should we add a question about funding?

- Have you experienced funding cuts; do you anticipate funding cuts?

ASK about the number of clients they have prior to the pandemic and after?

ASK how the service providers are working around the blockages between service providers and clients that the pandemic has created.

ASK what type of support they need from their partners to help reach clients. (courts, law enforcement etc)- replace question 17.

ASK about how legal service providers anticipate moving forward in a post-covid world?

Remember: Pre-pandemic legal services may not have been as adequate as they need to be but the focus is on how the pandemic has exacerbated issues within the legal system or created new ones.

Ann will send another version based on comments received

Next meeting **July 28 at 10 AM**

DRAFT SURVEY BELOW

SURVEY OF LEGAL SERVICES PROVIDERS

1. Identify the ways that clients typically learn of your services:
 - Referrals from courts
 - Referrals from social services organizations
 - Referrals from local bar associations
 - Radio
 - Television
 - Print media
 - Internet
 - Other

2. Has the COVID-19 pandemic affected the ways you receive new clients? If so, how?

3. How do your clients typically contact you?
 - Phone call
 - Text
 - Email
 - Face-to-face (drop-in)
 - Face-to-face (appointment)

4. Has the COVID-19 pandemic affected the ways that your clients contact you? If so, how?

5. Do you have any special expertise in dealing with clients from vulnerable populations?

- LGBTQ
- Undocumented
- Ethnic/racial minorities
- Clients with disabilities

6. What percentage of your clients are LGBTQ?

- Less than 10%
- 10-25%
- 25-50%
- 50-75%
- 75-100%

7. What percentage of your clients are undocumented?

- Less than 10%
- 10-25%
- 25-50%
- 50-75%
- 75-100%

8. What percentage of your clients are ethnic/racial minorities?

- Less than 10%
- 10-25%
- 25-50%
- 50-75%
- 75-100%

9. What percentage of your clients are disabled?

- Less than 10%
- 10-25%
- 25-50%

- 50-75%
- 75-100%

10. What array of legal services do you typically provide?

- Divorce/Separation
- Protective orders
- Child custody
- Adult guardianships
- Eviction defense
- Immigration
- Immigration detention

11. Has the COVID-19 pandemic affected the array of legal services you provide? If so, how?

12. Has the COVID-19 pandemic affected your staffing? If so, how?

13. What is your procedure for handling emergencies, generally?

14. What is your procedure for handling emergencies during the COVID-19 pandemic?

15. What was the greatest challenge to client representation presented by the COVID-19 pandemic?

16. Do you have any restrictions on your ability to represent individuals based on

- income

_____ legal residency

_____ other restrictions

17. If you do have restrictions, have you been able to suspend or alter those restrictions during the COVID-19 pandemic? If so, describe.
18. What services do you employ to communicate with clients who are not proficient in English?
19. Do you have any geographic restrictions regarding which Maryland courts you practice in?