



## IDKT! 2014 Quick Survey Results –Better Awareness!

Responses to an 18 question “quick survey” by Call for Justice, LLC have revealed that more than half (53 percent) the respondents had referred constituents to United Way 211 (Information and Referral) for legal referrals. Compared to a similar survey in late 2013, this year’s responses represent a 30 percent increase in 211 utilization for legal referrals—something which Call for Justice has worked to achieve given that 211 is the only 24/7/365 resource in Minnesota which regularly couples legal and social service referrals for people in legal need. (Note: for the past three years, Call for Justice has trained 211 on how to make targeted legal referrals; see [www.callforjustice.org](http://www.callforjustice.org).)

The “quick survey” was distributed to attendees at C4J’s second-annual “I Didn’t Know That!’ Relatively Unknown Civil Legal Resources” seminar/CLE on November 12, 2014. Sixty-eight people (approximately 75 percent of all attendees) completed the survey. A little less than half the respondents were from the social services community; the remaining respondents self-identified as being legal providers, educators, and “other” occupations.

Other findings included that more than two-thirds of the respondents (72 percent) have referred a client to LawHelpMN.org, the Minnesota Legal Services Coalition website that comprehensively identifies legal providers across the state. This is a substantial rise from our 2013 “IDKT!” seminar quick survey results, where only 61 percent of all attendees had referred a client to LawHelpMn.org. The largest shift occurred (surprisingly) within the legal community, where the number of legal providers referring to LawHelpMn.org rose from 63 percent to 82 percent. Call for Justice has repeatedly trained on LawHelpMN.org as a critical resource for persons in legal need.

We also found that while 62 percent of 2014 survey respondents reported familiarity with the services affected by Minnesota’s numerous law libraries, only 40 percent of respondents have ever *referred* a client to a law library. The largest deficit was found among social service providers, with 61 percent responding that they were familiar with services, but only 24 percent of those same respondents reported making a law library referral.

A comparison between survey results from our IDKT! events in 2013 and 2014 again showed that awareness and utilization of the law libraries has increased in the past year. The 2013 the rate of familiarity with law library services was 40 percent; as stated above, familiarity was 62 percent this year. The most significant shift came from legal providers who, in 2013, reported a 44 percent familiarity rate with law library services; a year later, their familiarity rate rose to a whopping 71 percent. Again, we believe a large part of this increase is due to outreach by Call for Justice on the law libraries as an important legal resource.

While the survey was not entirely scientific, it certainly reinforces that there’s a strong desire to learn more about legal resources for low-income persons. We believe C4J’s seminars are valuable not just to the nonprofit legal community, but to the community as a whole, as represented by the following message from a 2014 IDKT! attendee:

*“Thank you for the event yesterday. It was like water to a person dying of thirst, as far as I’m concerned. As my evaluation form notes, I had no idea where to turn for help for the women who contact my office about spousal maintenance. Now I think there may be hope.”*

The survey results are attached. Any questions or comments regarding the survey methodology or results can be directed to Emily Lindholm at [Emily.lindholm@callforjustice.org](mailto:Emily.lindholm@callforjustice.org).

December 1, 2014

# IDKT! 2014 Quick Survey Results



## 1. Please categorize your organization:

Legal Provider	25%
Social Services Provider	49%
Educator	4%
Other	22%
<b>Total:</b>	<b>100%</b>

## 2. Have you ever referred a client to United Way 2-1-1 for a legal referral?

	Totals	%	Other	Social	Legal	Educators
Yes	36	53%	33%	58%	65%	33%
No	32	47%	67%	42%	35%	67%

## 3. Have you ever visited the 2-1-1 website?

	Totals	%	Other	Social	Legal	Educators
Yes	40	59%	47%	70%	47%	67%
No	28	41%	53%	30%	53%	33%

## 4. Have you ever referred a client/constituent to LawHelpMN.org?

	Totals	%	Other	Social	Legal	Educators
Yes	49	72%	73%	67%	82%	67%
No	19	28%	27%	33%	18%	33%

## 5. Did you know that free legal advice may be available to eligible persons at MLAO?

	Totals	%	Other	Social	Legal	Educators
Yes	36	53%	47%	48%	71%	33%
No	32	47%	53%	52%	29%	67%

## 6. Have you ever referred a client to C4J's legal resource videos?

	Totals	%	Other	Social	Legal	Educators
Yes	7	10%	0%	15%	12%	0%
No	61	90%	100%	85%	88%	100%

## 7. Are you familiar with the services offered by Self-Help Centers at H.C. or R.C. courthouses?

	Totals	%	Other	Social	Legal	Educators
Yes	52	76%	80%	67%	94%	67%
No	15	22%	20%	30%	6%	33%
Other	1	1%	0%	3%	0%	0%

## 8. Have you ever helped a client understand Self-Help Center forms?

	Totals	%	Other	Social	Legal	Educators
Yes	29	43%	33%	39%	59%	33%
No	39	57%	67%	61%	41%	67%

## 9. Are you familiar with services affected by metro Law Libraries?

	Totals	%	Other	Social	Legal	Educators
Yes	42	62%	60%	61%	71%	33%
No	26	38%	40%	39%	29%	67%

## 10. Have you ever referred a client/constituent to a metro area Law Library?

	Totals	%	Other	Social	Legal	Educators
Yes	27	40%	47%	24%	71%	0%
No	41	60%	53%	76%	29%	100%

# IDKT! 2014 Quick Survey Results



**11. Did you know that the HCBA offers low-fee services for family law matters?**

	Totals	%	Other	Social	Legal	Educators
Yes	38	56%	40%	61%	59%	67%
No	30	44%	60%	39%	41%	33%

**12. Did you know that the RCBA offers low-fee services on a variety of legal matters?**

	Totals	%	Other	Social	Legal	Educators
Yes	33	49%	33%	45%	65%	67%
No	35	51%	67%	55%	35%	33%

**13. Did you know pro bono attorneys are present in the H.C. Gov't Center every day to give brief legal advice?**

	Totals	%	Other	Social	Legal	Educators
Yes	44	65%	67%	64%	76%	0%
No	24	35%	33%	36%	24%	100%

**14. Did you know pro bono attorneys are available at H.C. Housing Court to assist low-income persons?**

	Totals	%	Other	Social	Legal	Educators
Yes	41	60%	67%	48%	76%	67%
No	27	40%	33%	52%	24%	33%

**15. Did you know that the R.C. Law Library regularly hosts legal clinics to assist low-income persons?**

	Totals	%	Other	Social	Legal	Educators
Yes	32	47%	40%	36%	76%	33%
No	35	51%	53%	64%	24%	67%
Other	1	1%	7%	0%	0%	0%

**16. Have you ever visited the MN Courts Self-Help Center website and/or referred a client to the website?**

	Totals	%	Other	Social	Legal	Educators
Yes	47	69%	53%	64%	94%	67%
No	21	31%	47%	36%	6%	33%

**17. Did you know that the MN Court Self-Help Center can review completed court forms?**

	Totals	%	Other	Social	Legal	Educators
Yes	29	43%	40%	36%	59%	33%
No	39	57%	60%	64%	41%	67%

**18. Did you know that both MAC-V and CMLS offer state-wide legal assistance to veterans?**

	Totals	%	Other	Social	Legal	Educators
Yes	27	60%	67%	27%	41%	33%
No	41	40%	33%	73%	59%	67%

**NOTE: Anonymous response questions can be requested by emailing Emily Lindholm at [emily.lindholm@callforjustice.org](mailto:emily.lindholm@callforjustice.org)**

# "I Didn't Know That!" CLE Quick Survey Results

Compiled Nov. 22, 2013  
Emily Lindholm  
Call for Justice, LLC

This survey was presented at the CLE entitled "'I Didn't Know That!' Relatively Unknown Twin Cities Legal Resources," which took place on November 13th, 2013 from 9:00am to 11:00am at Robins, Kaplan, Miller & Ciresi L.L.P. Responses were solicited and collected before the CLE began, and were used to map participants' initial awareness of certain legal resource programs.

Participants were asked to identify themselves as 1) legal providers, 2) social service providers, or 3) other types of organizations/providers. There were a total of 86 survey responses collected, with the breakdown as follows:

# of Surveys Submitted	Provider Affiliation
27	Legal
3	Legal/Social Service
36	Social Service
20	Other

**Total = 86 Surveys**

In 3 cases, providers identified themselves as both legal and social service providers. Hence, a category was made to accommodate.

In the following questions, responses to "yes" and "no" were recorded. However, not all surveys were completed, therefore not all results added up to 86. The boxes below each question record the total number of "yes" responses, which are then stratified by provider type.

**1. Please categorize your organization:**

- 31% Legal Provider
- 41% Social Service Provider
- 23% Other Provider/Affiliate
- 5% Legal/Social (chose both)

**2. Have you ever referred a client to United Way 2-1-1 for a legal referral?**

**Total: 40% Yes 60% No**

**"Yes" Responses Stratified by Provider**

# of "Yes" Responses	% "Yes" by Provider
8	30% of all Legal
1	33% of all Legal/Social
23	64% of all Social
3	15% of all Other

**3. Have you ever visited the 2-1-1 website?**

**Total: 53% Yes 47% No**

13	48% of all Legal
2	67% of all Legal/Social
23	64% of all Social
8	40% of all Other

**4. Have you ever visited the Legal Services State Support website LawHelpMN.org?**

**Total: 81% Yes 19% No**

24	89% of all Legal
3	100% of all Legal/Social
26	72% of all Social
17	85% of all Other

**5. Have you ever referred a client/constituent/patron to LawHelpMN.org?**

**Total: 61% Yes 39% No**

17	63% of all Legal
2	67% of all Legal/Social
22	61% of all Social
12	60% of all Other

**6. Are you familiar with the services offered by the Self-Help Centers at the Hennepin County Courthouse or the Ramsey County Law Library?**

**Total: 63% Yes 37% No**

## "I Didn't Know That!" CLE Quick Survey Results

Compiled Nov. 22, 2013  
Emily Lindholm  
Call for Justice, LLC

21	Legal	78% of all Legal
2	Legal/Social	67% of all Legal/Social
18	Social	50% of all Social
14	Other	70% of all Other

**7. Have you ever helped a client understand forms provided by a Self-Help Center?**

Total: 47% Yes 53% No

15	Legal	56% of all Legal
1	Legal/Social	33% of all Legal/Social
12	Social	33% of all Social
13	Other	65% of all Other

**8. Are you familiar with legal clinics and other services affected by metro area Law Libraries?**

Total: 40% Yes 60% No

12	Legal	44% of all Legal
2	Legal/Social	67% of all Legal/Social
9	Social	25% of all Social
12	Other	60% of all Other

**9. Have you ever referred a client/constituent/patron to a metro area Law Library?**

Total: 34% Yes 66% No

12	Legal	44% of all Legal
1	Legal/Social	33% of all Legal/Social
9	Social	25% of all Social
8	Other	40% of all Other

**10. Did you know that the Hennepin County Bar Association offers low fee legal services for family law matters for low-income persons?**

Total: 59% Yes 41% No

20	Legal	74% of all Legal
1	Legal/Social	33% of all Legal/Social
17	Social	47% of all Social
13	Other	65% of all Other

**11. Did you know that the Ramsey County Bar Association offers low fee legal services for a variety of legal areas for low-income persons?**

Total: 50% Yes 50% No

20	Legal	74% of all Legal
0	Legal/Social	0% of all Legal/Social
10	Social	28% of all Social
13	Other	65% of all Other

**12. Did you know that pro bono attorneys are present in the Hennepin County Government Center every day to give brief legal advice to low-income persons?**

Total: 52% Yes 48% No

18	Legal	67% of all Legal
2	Legal/Social	67% of all Legal/Social
12	Social	33% of all Social
13	Other	65% of all Other

**13. Did you know that pro bono attorneys are available at Hennepin County Housing Court to assist low-income persons?**

Total: 47% Yes 53% No

18	Legal	67% of all Legal
1	Legal/Social	33% of all Legal/Social
12	Social	33% of all Social
10	Other	50% of all Other

**14. Did you know that the Ramsey County Law Library regularly hosts legal clinics to assist low-income persons?**

Total: 40% Yes 60% No

16	Legal	59% of all Legal
0	Legal/Social	0% of all Legal/Social
8	Social	22% of all Social

**"I Didn't Know That!" CLE  
Quick Survey Results**

Compiled Nov. 22, 2013  
Emily Lindholm  
Call for Justice, LLC

11	Other	56% of all Other
----	-------	------------------

**15. Have you ever visited the MN Courts Self-Help Center website ([www.mncourts.gov/selfhelp](http://www.mncourts.gov/selfhelp)) and/or referred a client/constituent/patron to the Self-Help Center website?**

**Total: 66% Yes 34% No**

21	Legal	78% of all Legal
2	Legal/Social	67% of all Legal/Social
17	Social	47% of all Social
17	Other	85% of all Other

**16. Did you know that the MN Courts Self-Help Center can review completed court forms that are available on the MN Judicial Branch website ([www.mncourts.gov/forms](http://www.mncourts.gov/forms))?**

**Total: 41% Yes 59% No**

15	Legal	56% of all Legal
2	Legal/Social	67% of all Legal/Social
10	Social	28% of all Social
14	Other	70% of all Other