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Community Advocate Support Line Evaluation

Poverty Law Services Project—File # P6600603

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2. Executive Summary

The outcomes of the Community Advocate Support Line (CASL), which began operation in May 2006, were evaluated using internal data from Legal Services Society (LSS) and a survey of advocates. It was determined that CASL has been successful in achieving its five short-term outcomes:

1. The introduction of CASL has successfully reduced the time that advocates who use the service spend waiting on the phone. This outcome is primarily achieved by the structure of the service.
2. Despite a lack of benchmark data, there appears to be strong support for CASL among advocates, as demonstrated by the number of advocate calls, usage patterns, and the percentage of surveyed advocates who plan to use the service in the future. Together these indicate that CASL plays a significant role in advocate legal assistance.
3. CASL appears to have a positive impact on advocates who use the service as demonstrated by greater self-rating of legal expertise compared to non-users, greater confidence than non-users, and regular re-use of information gathered from the service.
4. The work done by the CASL lawyer off the phone on publications and workshops appears to be well-known and used by the advocates who responded to the survey.
5. While no specific data is available relating to quality of service delivered by advocates, it is reasonable to infer that outcomes one through four have lead to improved client service on the part of advocates.

It was found that advocates are very satisfied with the service they receive from CASL and, if anything, would like additional services. The most frequently mentioned additional services included longer hours, more lawyers, and more workshops in diverse regions. Potential gaps in service include Aboriginal legal issues and non-traditional legal advocates such as transition house workers, settlement workers, mental health workers, social workers and community workers.

3. Community Advocate Support Line Service Overview

The Community Advocate Support Line (CASL) is a summary legal advice service for advocates who help clients with legal issues throughout BC. CASL is run by the Legal Services Society (LSS) and funded by a grant from the Law Foundation and a start-up grant from the Ministry of Attorney General. It has been in operation since May 15, 2006.

CASL assists in the provision of legal services, including advice to people with low incomes (through community advocates), and supports community advocates who address issues that benefit groups of disadvantaged persons or the public. Prior to the introduction of CASL, advocates called LawLINE, a telephone based legal information and advice service for the public. CASL was created to provide an advocate-specific telephone service that did not require advocates to wait in the general public telephone queue of LawLINE and to allow their use of voicemail and email when contacting a LawLINE lawyer. It provides a quick and accessible way for advocates to access LSS on behalf of their clients and for LSS to supply needed legal support and expertise to advocates.

Advocates call CASL and talk directly with a lawyer to obtain legal information and advice for their clients. If the CASL line is unavailable, advocates are directed to voicemail where they can leave a message and have their call returned. While primarily a telephone service, the CASL lawyer also assists some advocates via email, monitors and answers questions on advocate email lists, facilitates training workshops, writes and edits advocate-oriented articles and publications, and performs other tasks, as required.

CASL is staffed by a senior LawLINE lawyer, Alison Ward. Another experienced LawLINE lawyer, Manjeet Chana, also works on CASL when volumes are high or Alison is attending or preparing for advocacy workshops, conferences, or significant planning sessions, attending strategic meetings and consultations with advocates, working on publication reviews, sick, or on vacation. The phone line is open from 9:30 to 12:30 Monday to Friday, but advocates regularly call whenever they have a problem and leave a message. The CASL lawyer spends most afternoons returning phone calls, working on advocate files, and working on other CASL-related activities, such as training, legal review and writing, participation in PovNet list-serves, and meetings.

Advocates may call for general legal information, for referrals, or for advice for a client. Calls result in one or two files in CALICO (the LawLINE database) – one for the advocate and one for the client, if required. The issues dealt with through CASL are wide-ranging, with a general focus on family law issues, income security, and housing (see Appendix A for a full breakdown by issue type for the 2007 calendar year).

4. Evaluation Purpose and Methodology

4.1 Purpose

The primary purpose of this evaluation is to assess the degree to which CASL has achieved its intended outcomes. In addition, information on advocate satisfaction with and usage of the service has also been gathered to determine the quality of service from the advocate perspective and whether there are areas where the service may be improved.

4.2 Methodology

Data for this evaluation was collected from three sources:

- internal LSS databases: CALICO and Altigen (the phone system);
- staff reports; and
- advocates, via an online survey.

Internal data and that from staff reports has been reported for the 2007 calendar year. This allows for a consistent and discrete reporting period that avoids the unrepresentative data from the initial months of the service.

In order to collect data from advocates, an online survey consisting of a series of open- and close-ended questions was developed. Questions differed for advocates who have and those who have not used the service. The complete survey questions and aggregate results are provided in Appendix B.

A request to complete the survey and a link to it was emailed to each person on the list of Law Foundation-funded advocates that was provided by the foundation for the purpose of this evaluation. Two reminder emails were sent before the survey was closed. In addition, the information and link were posted twice on PovNet and the Family Law lists.

In total, the survey was accessed by 108 respondents and completed by 94. An additional 9 surveys had some, but not all, questions answered, for a total of 103 usable surveys. 61.9% of respondents were CASL users (this includes calling, being called, or leaving a voicemail for the service as well as corresponding with CASL by email, receiving or reading information from a CASL lawyer on the child protection or PovNet email lists, or attending a workshop led by Alison Ward or Manjeet Chana at least once). In addition:

- 54.3% identified themselves as recipients of Law Foundation funding;
- 89% of respondents were female;
- 9.9% identified as Aboriginal, First Nation, Métis, or Inuit;
- 57.2% were between the age of 41 and 60;
- the majority had between 2 and 10 years of experience in advocacy;
- 35.2% are in the lower mainland/Fraser valley; and
- 59.2% work in a primarily urban setting.

The following is a breakdown of respondents by CASL use and Law Foundation funding status (“don’t know” and “prefer not to answer” were options of the funding question, so not all respondents are represented here):

	LF Funded	<i>Not</i> LF Funded	Total
CASL Use	36	15	51
<i>No</i> CASL Use	15	16	31
Total	51	31	82

See Appendix B for additional aggregate information on the profile of respondents.

In consultation with the CASL lawyer and LawLINE managing lawyer, a logic model was created for CASL to determine the goals of the service and the path by which those outcomes were intended to be achieved. An analysis of intermediate and long term outcomes was not considered possible after only two years of operation, thus the focus of the evaluation was narrowed to the list of five short-term outcomes. Indicators for these outcomes were then established around which survey questions were built. The indicators were measured using internal data and the survey results to determine whether each outcome has been realised.

Where possible, an attempt was made to evaluate whether CASL is the cause of some or all of the measured result. This was investigated by comparing CASL users to non-users as well as with some reflective questions which ask respondents to compare two years ago (prior to CASL’s introduction) to today. This method of assessing the causal relationship is limited. However, now that the data from this evaluation is available, subsequent evaluations of the service will have some longitudinal information to help better assess the causal relationship between CASL and its outcomes as well as benchmarks for quality of service.

4.3 Limits

This evaluation was conducted by LSS staff unconnected to CASL, LawLINE, or any of their employees or managers.

As discussed above, it was neither possible to evaluate intermediate or long term outcomes nor to conclusively assess the causal relationship between CASL and its short-term outcomes. In addition, a survey of the clients of advocates may have allowed for a more comprehensive analysis for some of the outcomes measured, but was not possible given limited time and resources.

While an effort was made to ensure that the survey was answered by as representative a sample as possible, there are two primary concerns that should be addressed. First, those who choose to click on a link to complete the survey are a self-selected group that may be more or less favourable toward CASL than the whole population of advocates. Secondly, respondents had to be sufficiently computer and internet savvy to receive and complete the survey, thus limiting survey results to a relatively technologically competent group. Any advocates who use CASL because they do not or cannot use computer-based resources are under-represented in the results.

Finally, one of the greatest problems encountered while completing this evaluation is the lack of definition of "advocate." For the purpose of evaluation, Law Foundation-funded advocates were assumed to be an important target group of CASL, however, the service assists other advocates as well. Self-identified advocates may not be primarily legal advocates, may work in various settings, and may have a different client base than the poverty law oriented legal advocates envisioned as a primary target of the service. For example, transition house workers, settlement workers, mental health workers and social workers may, or may want to, use CASL as part of a holistic approach to clients' problems, as may Aboriginal Friendship Centre workers and other non-legal community workers. The problem of population definition makes it impossible to verify whether survey respondents represent users and potential users of the service and prevents a more sophisticated statistical analysis of outcomes and possible gaps in service delivery.

5. Logic Model

A logic model was created for CASL in order to better understand the relationship between the resources put into the service and the desired outcomes. The logic model helps determine what needs to be measured for this evaluation, namely the five short-term outcomes.

5.1 Inputs

Inputs are the resources that are invested in the service by the Law Foundation and by Legal Services Society for the purpose of producing the outcomes.

5.2 Activities

Activities are the tasks that are performed which constitute the service. They are made possible by the inputs and are designed to generate the outcomes.

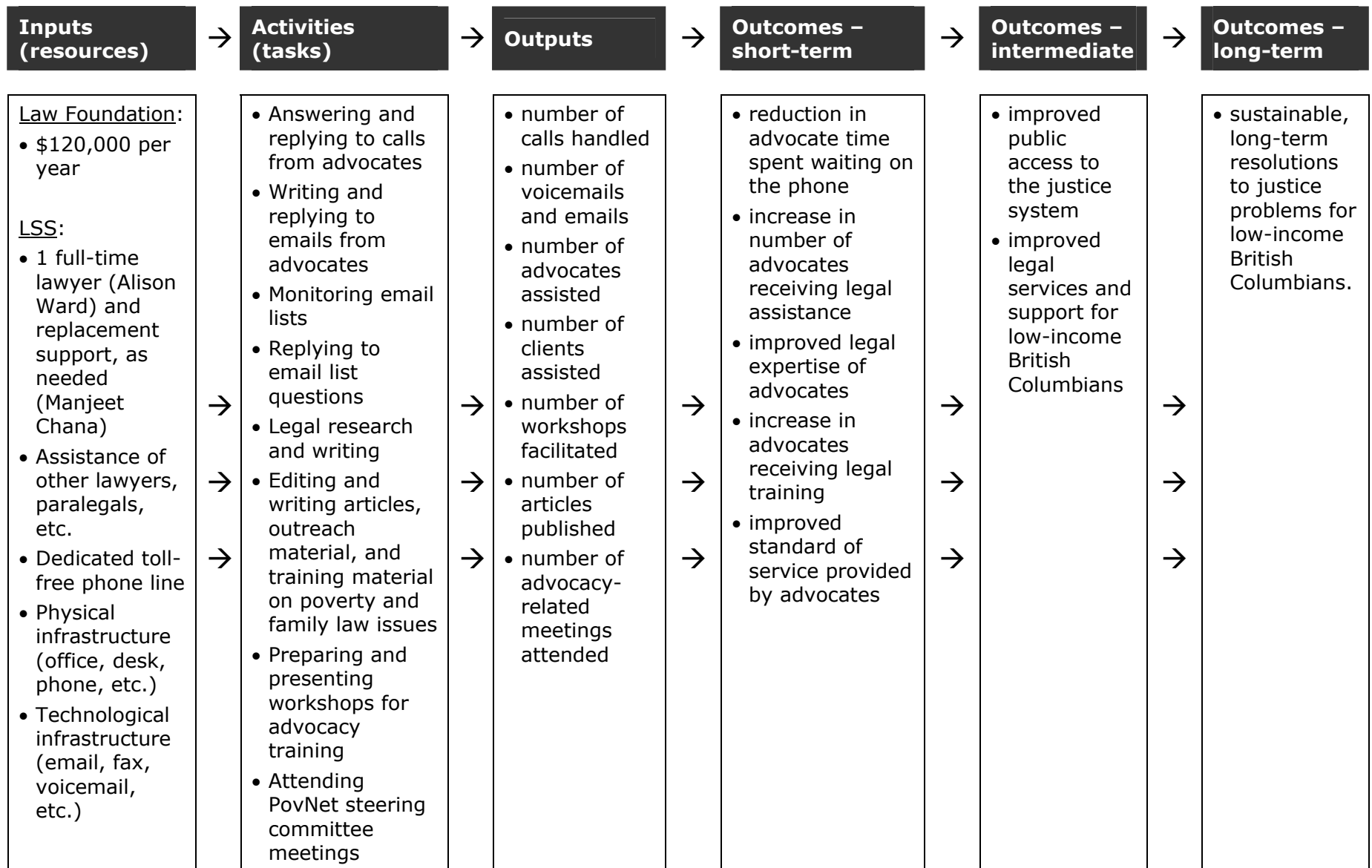
5.3 Outputs

Outputs are the indicators, or quantifiable aspect, of the activities. They can be measured by time (e.g., number of hours on the phone) or by other units (e.g., number of cases or publications).

5.4 Outcomes

Outcomes are the goal of the service and the intended result of the inputs and activities. They are divided into short, intermediate, and long-term goals to recognise that certain outcomes take longer to produce than, and are contingent upon the realisation of, more immediate ones.

CASL LOGIC MODEL



6. Outputs

In 2007:

- 690 cases were opened by CASL lawyers.
- 306 different advocates used the service.
- 198 organisations called CASL.
- 68 cities and towns had advocates who used CASL.
- The average number of cases with which CASL assisted an advocate in 2007 was 2.3, with a range of 1 case to 22 cases per advocate.
- 7.8% of CASL cases were Information/Referral¹ cases.
- 21% were Legal Information.
- 70.2% were Advice Level 1 (less than 3 hours of service).
- 1% were Advice Level 2 (more than 3 hours of service).

Please see Appendix A for a detailed breakdown of service level by legal issue type.

CASL lawyers submit monthly reports that provide an hourly breakdown and summary of activities. The following chart summarises these reports for 2007. While the outputs predominantly represent the time of Alison Ward, they also include hours for other lawyers who assisted when volumes were very high or Alison was working on other tasks, sick, or vacation leave.

Activity	Output (hours)
Clients On-Phone: Time spent actively on the phone discussing issues with advocates and other third parties.	519.2
Clients Non-Phone: Non-phone time relating to client problems raised by advocates. For example, time spent conducting research, emailing advocates, reviewing documents from advocates, entering file notes in Calico, drafting documents or correspondence, or consulting with other LawLINE staff members regarding CASL calls.	460.4
Public Legal Education: Information-providing activity to improve the understanding of the law in the community. This time includes work on publications, workshop facilitation, monitoring and participating on PovNet and family law email lists, and advocacy-related meetings.	196.1

¹ The percentages for each case type are approximate because case type is assessed when a file is opened and occasionally changes by the time the file closes. However, changing the case type is not the norm and, therefore, the resulting inaccuracy is modest.

Activity	Output (hours)
External Outreach/Liaison & Community Development: Activities and meetings to promote LawLINE goals and aims, including time spent on community boards. As well as activities which facilitate the constituent community with the identification of unmet legal needs, developing effective strategies for responding to them and implementing services to address those needs.	49.5
Administration, Planning, and Quality Assurance	227.2
Supervision: supervision of paralegals and junior lawyers (primarily in early 2007)	135
Professional Development	47.7

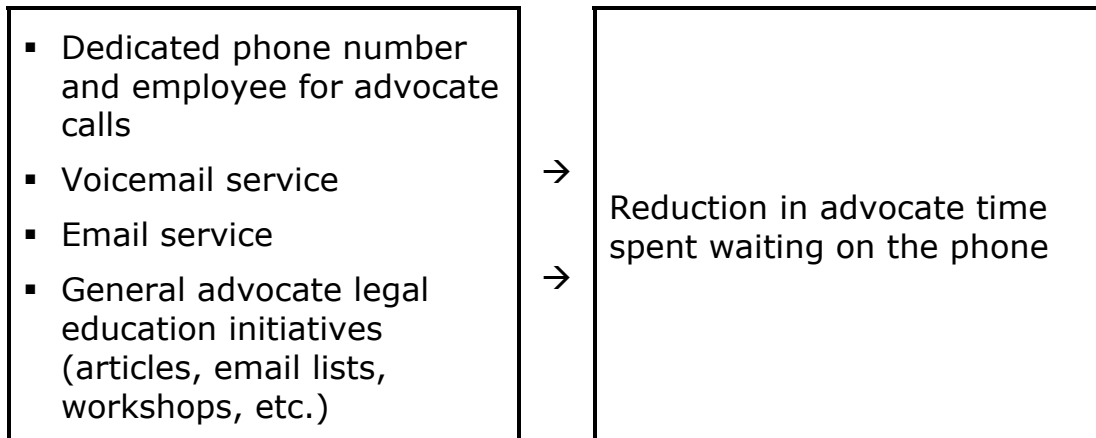
In addition to an hourly breakdown, public legal education and external outreach/liaison work can be measured by the following outputs.

Activity	Output
Legal Reviews & Edits (e.g., <i>Welfare Factsheets</i> ; <i>Living Together/Living Apart</i> ; <i>Benefits & Services for Seniors</i> ; "Children and the Law" chapter of LSLAP manual; <i>Your Welfare Rights</i>)	8 publications
Articles & Publications (e.g., <i>LawLINE Case News</i> ; Family Law website articles; welfare law and general litigation: consumer protection and credit/debt issues segments of poverty law chapter of CLE Annual Review)	5 articles & publications
Workshop Training Material and Handouts	8 workshops
Workshop Facilitation (e.g., Provincial Advocacy Training Conference workshops)	8 workshops
PovNet Postings	72 postings
Family Law List Postings (family law inquiries desk & ELAN outreach)	55 postings
PovNet Meetings	7 meetings
Other Meetings Related to Advocacy Work	34 meetings

7. Outcome 1

Outcome: Reduction in advocate time spent waiting on the phone

7.1 Logic:



7.2 Outcome Indicators:

1. LawLINE wait time

7.3 Analysis:

Prior to the introduction of CASL, advocates called LawLINE which, unlike CASL, does not have voicemail. This required advocates to wait in the phone queue until their calls were answered. By providing voicemail, CASL eliminates the need for advocates to wait in the queue. Callers either have their call answered immediately or are directed to voicemail where they can leave a message and then continue with the rest of their work until their call is returned. CASL lawyers aim to reply to voicemail within 24 hours.

An indication of the amount of advocate time saved by the introduction of CASL is LawLINE wait time data. The average wait for LawLINE between the beginning of 2007 and June 21, 2007, was 37 minutes and 7 seconds. The average wait time from June 22 to the end of 2007, following the introduction of family law call redirection to a separate queue, was 20 minutes and 15 seconds. By avoiding telephone queues and eliminating wait times for its 690 advocate cases in 2007, CASL saved hundreds of additional hours spent on the phone for advocates, assuming they would all attempt to get telephone assistance in the absence of the service. See Appendix D for a monthly breakdown of LawLINE wait times for 2007.

The CASL lawyer also uses email to communicate with advocates about specific inquiries. In many cases, after speaking with an advocate by phone, the CASL lawyer will send the advocate further information, resources or citations by way of email. In addition, for some experienced advocates who are well-known to the CASL lawyer, the advocate may initiate a case consultation by way of email to the CASL lawyer, further contributing to the speed with which advocate legal inquiries are answered.

A related indicator is advocates' experiences of waiting for replies from CASL. When asked what their usual wait is to receive a reply when contacting CASL, 68.4% of advocates who have used the service said the reply comes the same or the next day, and 80.7% report receiving a reply within three days.



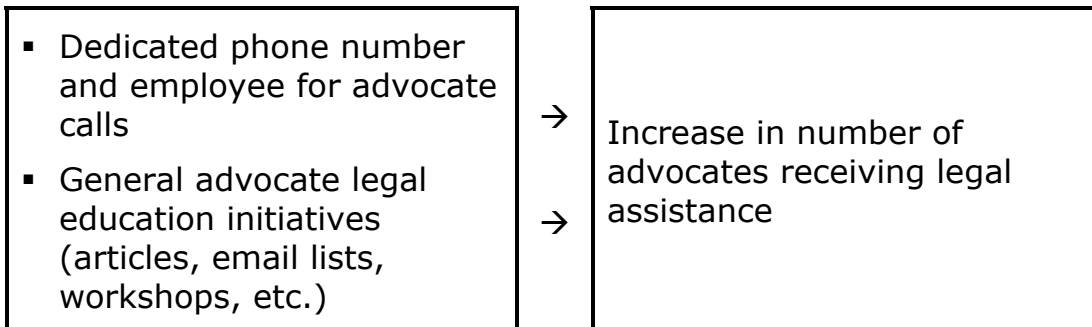
7.4 Conclusion:

The introduction of CASL has successfully reduced the time that advocates who use the service spend waiting on the phone. This outcome is primarily achieved by the structure of the service.

8. Outcome 2

Outcome: Increase in number of advocates receiving legal assistance

8.1 Logic:



8.2 Outcome Indicators:

1. Number of advocates who use CASL as a source of legal support.
2. Frequency of use of CASL.

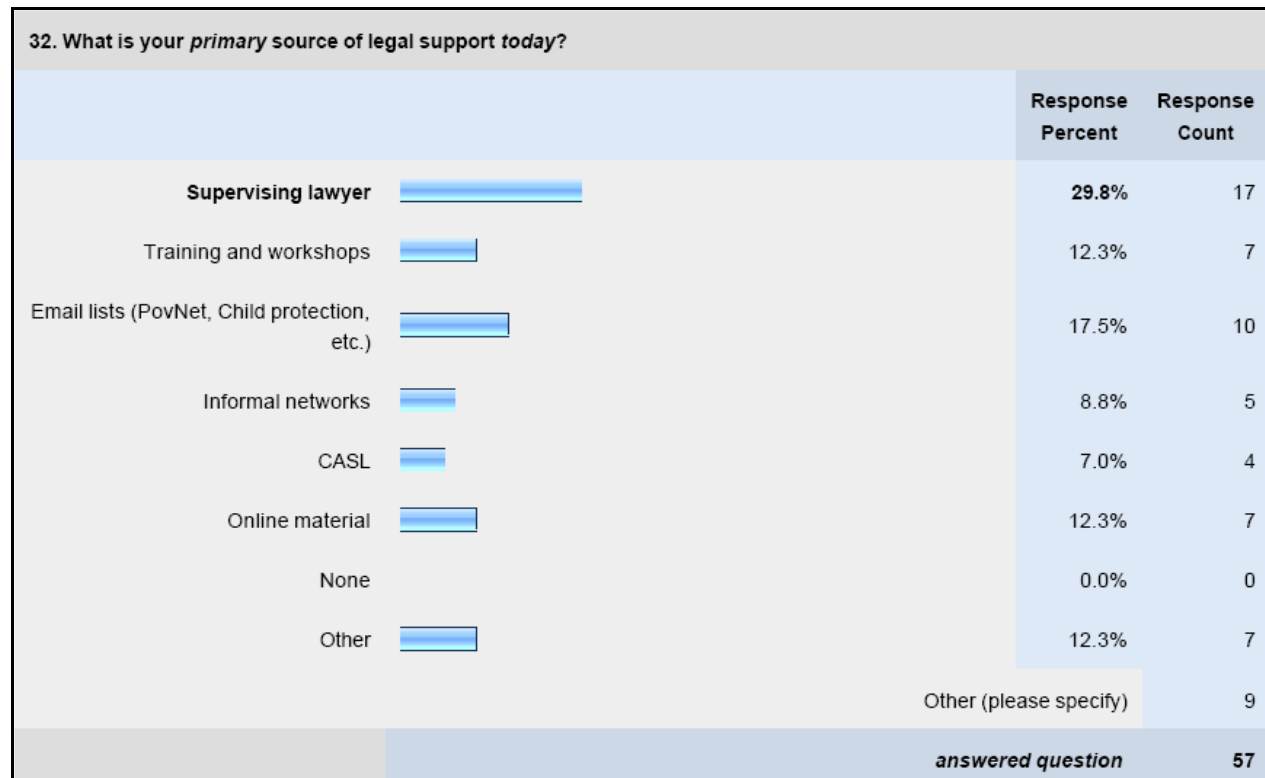
8.3 Analysis:

In 2007, 306 advocates representing approximately 198 organisations used CASL. The Law Foundation-funded advocate mailing list provided for the purpose of this evaluation lists 81 advocates.

The majority of survey respondents who use CASL use it between once per month and 3-4 times per year:

18. On average, how often do you use CASL?		
	Response Percent	Response Count
More than once a week	0.0%	0
Once a week	6.7%	4
Twice a month	11.7%	7
Once a month	10.0%	6
5 - 6 times a year	23.3%	14
3 - 4 times a year	21.7%	13
1 - 2 times a year	8.3%	5
I've only used it once	13.3%	8
Don't know	5.0%	3
answered question		60

Survey respondents who use CASL further demonstrated the role of CASL in providing legal supervision, with 45.6% identifying it as either their primary or secondary source of legal support today:

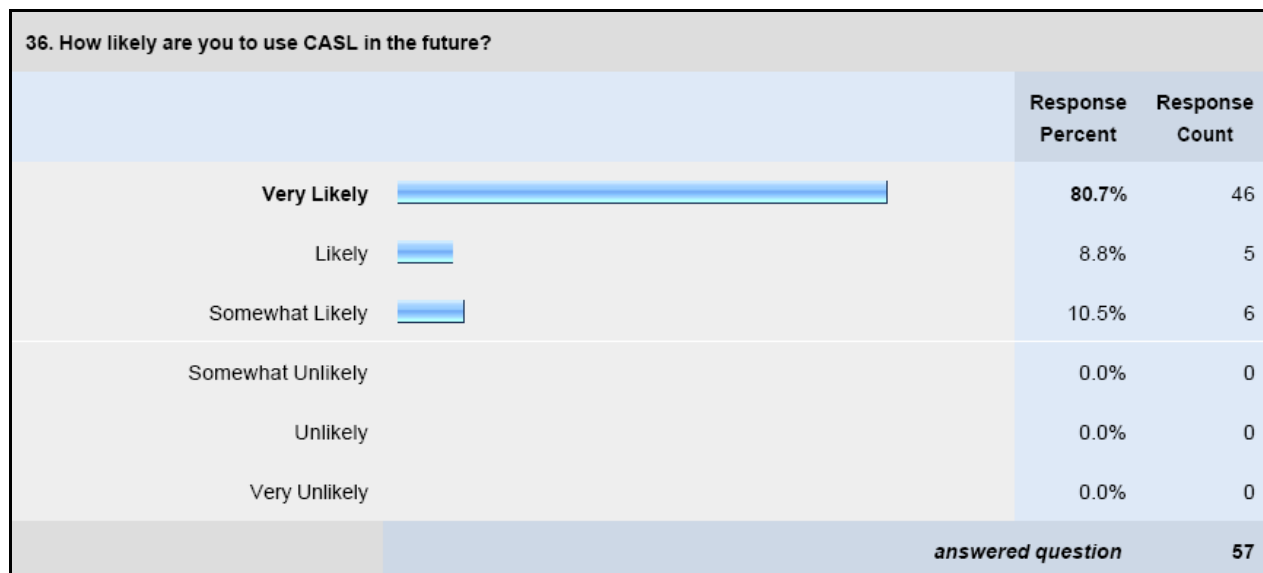


Survey respondents predominantly use CASL for client-specific support:

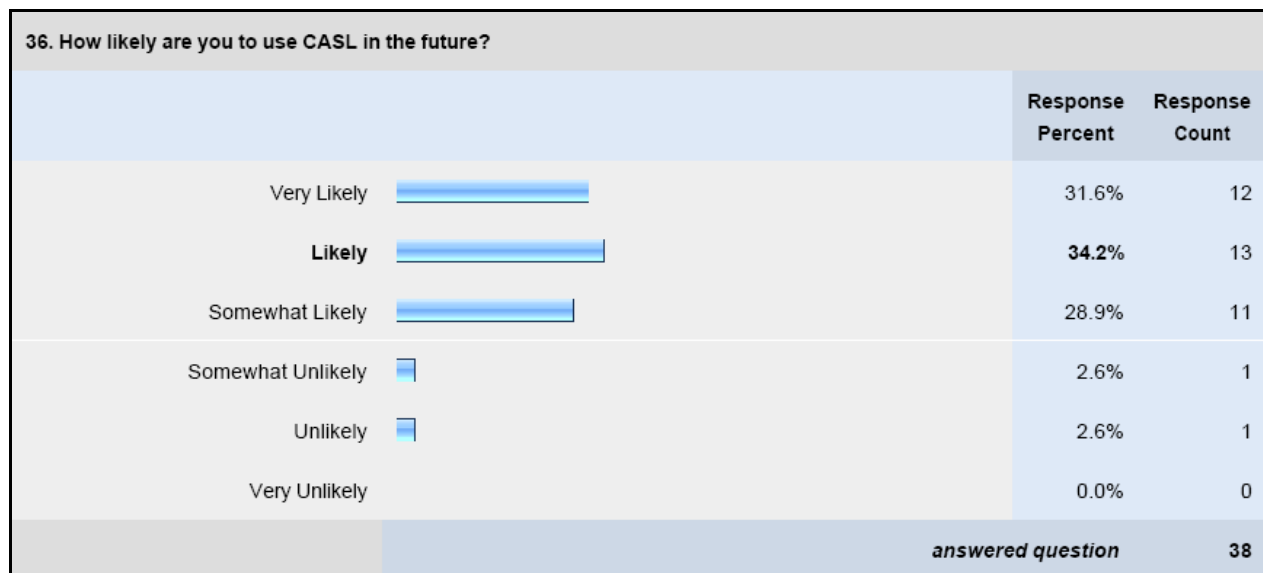


When asked, a majority of all survey respondents – both those who have used CASL and those who have not – indicated that they were likely or very likely to use CASL in the future.

Advocates who have used CASL:



Advocates who have *not* used CASL:



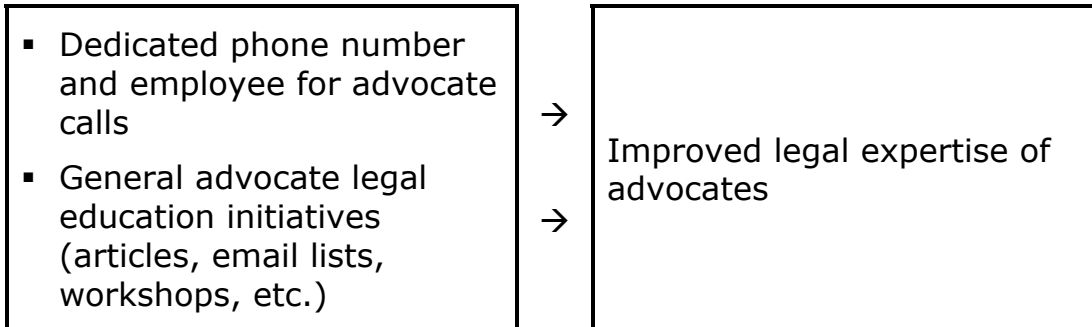
8.4 Conclusion:

Despite a lack of benchmark data, there appears to be strong support for CASL among advocates, as demonstrated by the number of advocate calls, usage patterns, and the percentage of surveyed advocates who plan to use the service in the future. Together these indicate that CASL plays a significant role in advocate legal assistance.

9. Outcome 3

Outcome: Improved legal expertise of advocates

9.1 Logic:




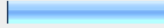
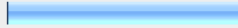



9.2 Outcome Indicators:

1. Subjective confidence of advocates.
2. Subjective level of knowledge of advocates.





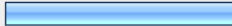

9.3 Analysis:

The subjective assessment of personal level of legal knowledge among advocates who use CASL is noticeably higher on average than that of advocates who have not used the service: 67.8% indicate that their knowledge is good or better compared to 32.5% for non-users. This indicates that CASL plays a role in supporting and expanding on advocate legal knowledge.

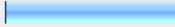

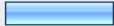


Advocates who have used CASL:

5. How would you describe your general level of legal knowledge?		
	Response Percent	Response Count
Expert 	3.1%	2
Very Good 	26.2%	17
Good 	38.5%	25
Satisfactory 	15.4%	10
Needs Improvement 	13.8%	9
Prefer not to answer 	3.1%	2
answered question		65

Advocates who have *not* used CASL:

5. How would you describe your general level of legal knowledge?		
	Response Percent	Response Count
Expert 	7.5%	3
Very Good 	17.5%	7
Good 	7.5%	3
Satisfactory 	27.5%	11
Needs Improvement 	37.5%	15
Prefer not to answer 	2.5%	1
answered question		40

In addition, 75.5% of advocates who use CASL indicated that they use the information they get from the service for subsequent clients “fairly often” or “all the time.” This demonstrates the lasting impact of service usage on the level of advocate legal knowledge:

29. Does the advice and information you get from CASL for one client help you assist other clients?		
	Response Percent	Response Count
Yes, all the time 	28.1%	16
Yes, fairly often 	47.4%	27
Occasionally 	17.5%	10
Rarely	0.0%	0
Never 	1.8%	1
Prefer not to answer 	5.3%	3
answered question		57

Survey respondents were asked to rate their level of agreement with three statements comparing their legal knowledge, the resources available to advocates, and their confidence in dealing with clients today to two years ago. On average (last column), CASL users demonstrate stronger agreement with each statement (0 indicates very strong disagreement and 5 indicates very strong agreement) than non-users.

Advocates who have used CASL:

35. Please select the degree to which you agree or disagree with the following statements.								
	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	N/A	Rating Average
"Over the past two years my legal knowledge relating to my clients' problems has improved."	35.1% (20)	42.1% (24)	12.3% (7)	0.0% (0)	0.0% (0)	0.0% (0)	10.5% (6)	4.25
"There are more resources and training opportunities available to advocates today than there were two years ago."	24.6% (14)	31.6% (18)	24.6% (14)	1.8% (1)	0.0% (0)	3.5% (2)	14.0% (8)	3.80
"I am more confident dealing with the legal problems of my clients today than I was two years ago."	29.8% (17)	40.4% (23)	19.3% (11)	0.0% (0)	0.0% (0)	0.0% (0)	10.5% (6)	4.12

Advocates who have *not* used CASL:

35. Please select the degree to which you agree or disagree with the following statements.								
	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	N/A	Rating Average
"Over the past two years my legal knowledge relating to my clients' problems has improved."	21.1% (8)	31.6% (12)	15.8% (6)	7.9% (3)	5.3% (2)	0.0% (0)	18.4% (7)	3.68
"There are more resources and training opportunities available to advocates today than there were two years ago."	13.2% (5)	28.9% (11)	28.9% (11)	5.3% (2)	10.5% (4)	0.0% (0)	13.2% (5)	3.33
"I am more confident dealing with the legal problems of my clients today than I was two years ago."	18.4% (7)	28.9% (11)	13.2% (5)	15.8% (6)	2.6% (1)	2.6% (1)	18.4% (7)	3.45

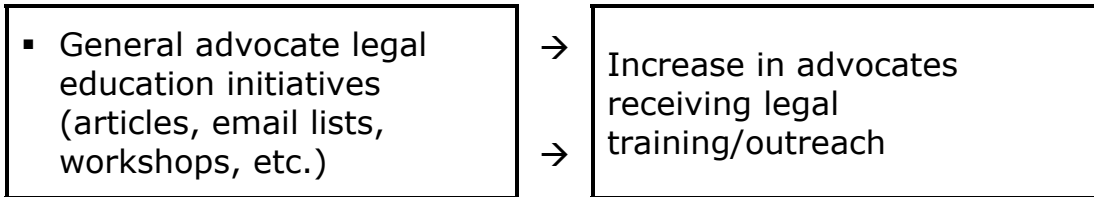
9.4 Conclusion:

CASL appears to have a positive impact on advocates who use the service as demonstrated by greater self-rating of legal expertise compared to non-users, greater confidence than non-users, and regular re-use of information gathered from the service.

10. Outcome 4

Outcome: Increase in advocates receiving legal training/outreach

10.1 Logic:



10.2 Outcome Indicators:

1. Number and usage of publications for advocates.
2. Number and usage of workshops available to advocates.

10.3 Analysis:

44% (22) of survey respondents have attended a CASL-led workshop, 74.5% (38) have read PovNet postings by the CASL lawyer, and 96.2% (51) have used material published or edited by the CASL lawyers (e.g., *Your Welfare Rights, Living Together, Living Apart* and workshop material).

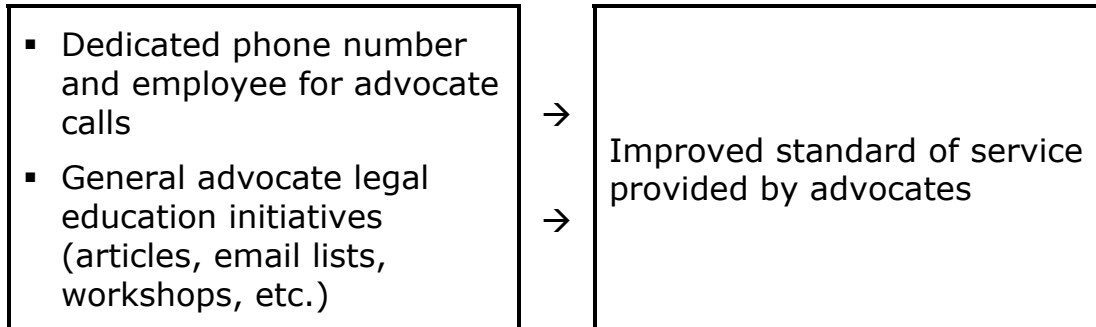
10.4 Conclusion:

The work done by the CASL lawyer off the phone on publications and workshops appears to be well known and used by the advocates who responded to the survey.

11. Outcome 5

Outcome: Improved standard of service provided by advocates

11.1 Logic:



11.2 Outcome Indicators:

1. Success in achieving outcomes 1-4.

11.3 Analysis

CASL appears to have achieved outcomes one through four, which indicates that the standard of service provided by advocates has likely improved for those who use the service.

One advocate, when asked under what conditions he or she used CASL, stated:

"When I need legal advice for a client, when I need to brainstorm, when I need research assistance, to make my service more efficient for a client."

When asked about the impact CASL has had on their work, advocates stated:

"It is a very valuable resource to enable me to be confident that I am doing the best possible job for a client"

"Support! I feel supported and validated in my work, and clients feel confident that I have done research and my utmost for them, whatever the result may be."

11.3 Conclusion:

The introduction of CASL has reduced the wait time of advocates, improved their access to legal support, contributed to their legal expertise, and helped provide training and outreach for them. While no specific data is available for this outcome, it is reasonable to infer that the factors listed have increased the quality of service provided by these advocates.

12. Survey Results

12.1 User Satisfaction

The following chart shows how many survey respondents used each service provided by CASL:

Have you used this service?		
	Yes	No
Telephone conversation	96.4% (54)	3.6% (2)
Voicemail	72.9% (35)	27.1% (13)
Email	55.3% (26)	44.7% (21)
PovNet posting by a CASL lawyer	74.5% (38)	23.5% (12)
Child protection email list posting by a CASL lawyer	20.0% (9)	75.6% (34)
Workshop or conference lead by a CASL lawyer	44.9% (22)	53.1% (26)
Published material ("Your Welfare Rights," "Living Together, Living Apart," workshop training material, etc.)	96.2% (51)	1.9% (1)

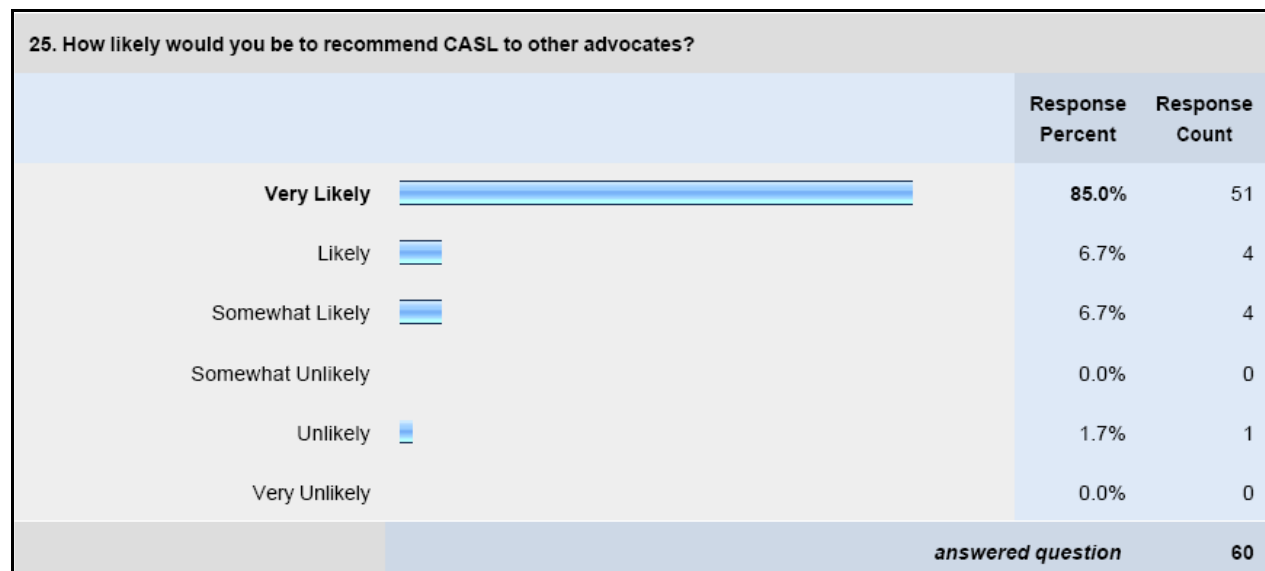
Those who used each service were then asked to rate how effective it is in meeting their needs. Users rated all services highly, with CASL's primary service (assistance by telephone) receiving a rating of "Very Effective" or "Effective" from 85.4% of respondents:

Is this service an effective way of meeting your needs?						
	Very Effective	Effective	Somewhat Effective	Somewhat Ineffective	Ineffective	Very Ineffective
Telephone Conversation	61.8% (34)	23.6% (13)	7.3% (4)	1.8% (1)	1.8% (1)	3.6% (2)
Voicemail	21.1% (8)	39.5% (15)	26.3% (10)	7.9% (3)	2.6% (1)	2.6% (1)
Email	71.4% (20)	25% (7)	3.6% (1)	(0)	(0)	(0)
PovNet posting by a CASL lawyer	55.3% (21)	34.2% (13)	10.5% (4)	(0)	(0)	(0)
Child protection email list posting by a CASL lawyer	25% (2)	75% (6)	(0)	(0)	(0)	(0)
Workshop or conference lead by a CASL lawyer	60.9% (14)	39.1% (9)	(0)	(0)	(0)	(0)
Published material ("Your Welfare Rights," "Living Together, Living Apart," workshop training material, etc.)	54% (27)	36% (18)	8% (4)	2% (1)	(0)	(0)

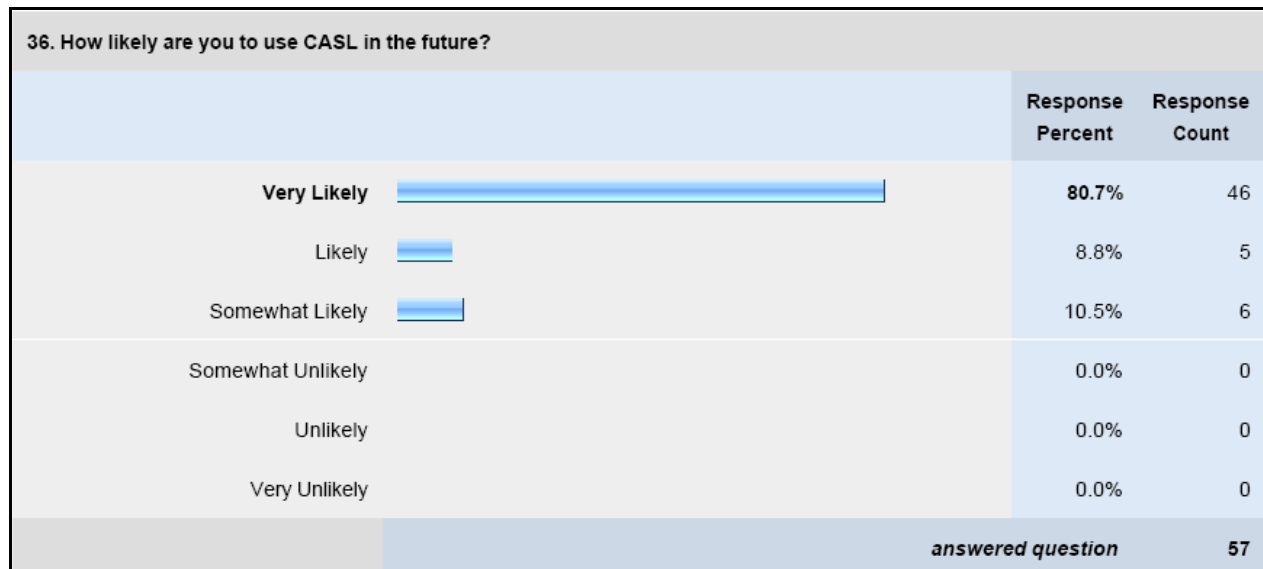
Similarly, users were asked their level of satisfaction with the service received. Again, a large majority of users were “Very Satisfied” or “Satisfied” with all services, with 92.4% (49) of telephone service users selecting these two options:

How satisfied are you with this service?						
	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied
Telephone Conversation	77.3% (41)	15.1% (8)	3.8% (2)	(0)	(0)	3.8% (2)
Voicemail	38.9% (14)	33.3% (12)	13.9% (5)	13.9% (5)	(0)	(0)
Email	76.9% (20)	19.2% (5)	3.9% (1)	(0)	(0)	(0)
PovNet posting by a CASL lawyer	56.8% (21)	35.1% (13)	8.1% (3)	(0)	(0)	(0)
Child protection email list posting by a CASL lawyer	28.6% (2)	71.4% (5)	(0)	(0)	(0)	(0)
Workshop or conference lead by a CASL lawyer	47.8% (11)	47.8% (11)	(0)	(0)	(0)	4.4% (1)
Published material (“Your Welfare Rights,” “Living Together, Living Apart,” workshop training material, etc.)	51.1% (26)	42.8% (21)	4.1% (2)	(0)	(0)	(0)

Another indication of user satisfaction with CASL is the number of advocates who would recommend the service to their colleagues:



As indicated in section 8, the majority of both users and non-users plan on using CASL in the future. This indicator for those who have used the service is even greater, with 80.7% (46) stating they are “Very Likely” to use the service again:



When asked under what conditions they use CASL, advocates stated:

“I use CASL when I am not familiar with a complex situation and I need support”

“I use CASL when I have legal questions that are more complex or unique and outside of my range of expertise”

“When I have a law question I cannot figure out myself (either I cannot interpret the legislation I work with, or it is an area of legislation I do not know at all).”

“When accurate information is required for a client to make a decision; when I need to clarify my own understanding of law to support a client; when I have been unable to locate the appropriate resource to get an answer”

“If someone who can't afford a lawyer comes to me with an area of the law that I do not have much familiarity. Also, have posted questions on PovNet and received answers from CASL lawyers. A couple of times, I've started communication with PovNet and then continued a discussion with the CASL lawyer”

When asked what impact the introduction of CASL has had on their work, advocates stated:

“It is incredibly helpful to have an information line tailored to advocate assistance. It is very difficult to get legal advice otherwise, especially legal advice that particularly pertains to a

specific client. The CASL is priceless - I only wish there were more lawyers or more hours in which to reach a lawyer."

"Simply put, as advocates we are under-resourced and usually have little formal legal education. We are often asked to do complex legal work. The loss of the Community Law Clinic was keenly felt. Although I consider myself skilled in the areas of law in which I generally work, it's critical to have solid legal expertise available when I need to consult on cases."

"After the Poverty Law section of legal aid disappeared in 2002, advocates without a supervising lawyer were in a pretty terrible situation, as it was hard to find someone to help us. CASL has helped a lot."

When asked if there was anything else that advocates would like to say about CASL, advocates stated:

"I'm very happy CASL is available! Alison is very helpful."

"Alison is amazingly helpful, we don't know what we would do without her some days."

"Just that they have always been very positive and helpful. Both Lawyers provide excellent service."

"The high quality of work and degree of professionalism, as well as the support of Alison & Manjeet, supports us out in the field tremendously. GREAT WORK!!!"

"I received a call back from Manjeet on a issue we seemed to have resolved, but that she had found additional information on; I was impressed with the level of professionalism and integrity that she continued research, then took the trouble to bring it to my attention."

"The CASL lawyers do excellent work: clear, thorough, thoughtful. Even the most skilled and experienced front line advocate needs backup from a lawyer; without CASL I would be much less confident about some of my cases."

"I think it is an excellent resource, and I hope it continues to exist."

"I am impressed with their stamina."

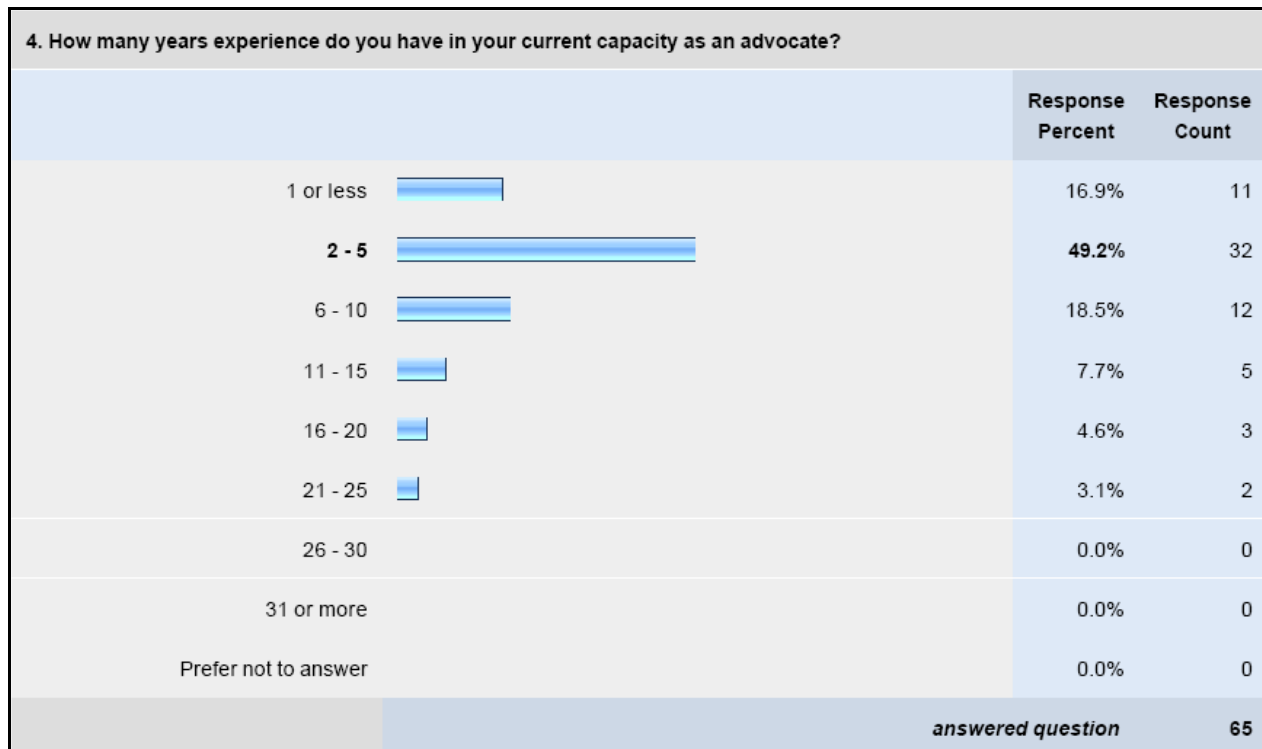
12.2 Non-User Profile

An analysis of non-user data helps to determine whether there are any characteristics that may make an advocate less likely to use CASL or whether there are target groups that are not receiving service. Users and non-users seem to have a similar distribution among rural and urban advocates, access

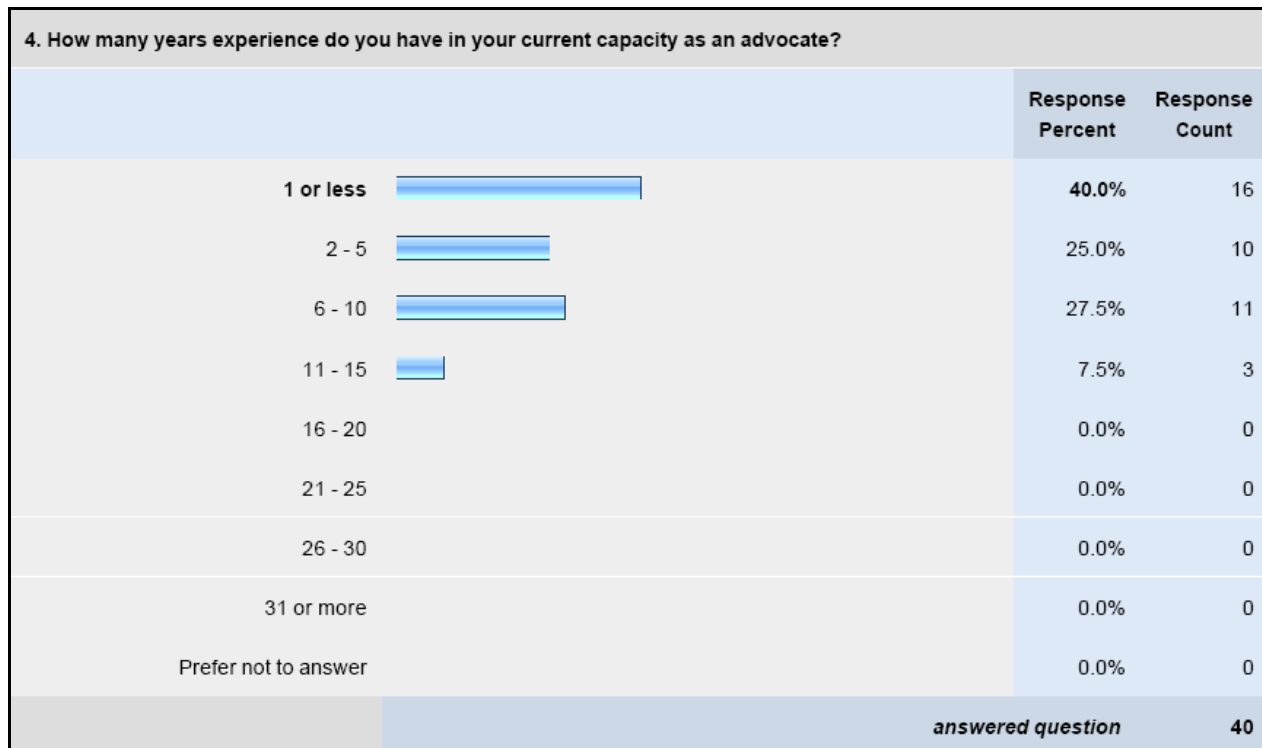
to telephones and the internet, and the areas of law with which they work. There are three areas where they appear to differ the most.

First, as demonstrated in section 9, users have a higher self-assessment of their legal knowledge than non-users. This may be attributed to using CASL, which may help increase legal knowledge, but it is likely also linked to experience as an advocate, which is the second factor that differs between the groups.

Advocates who have used CASL:







Advocates who have *not* used CASL:

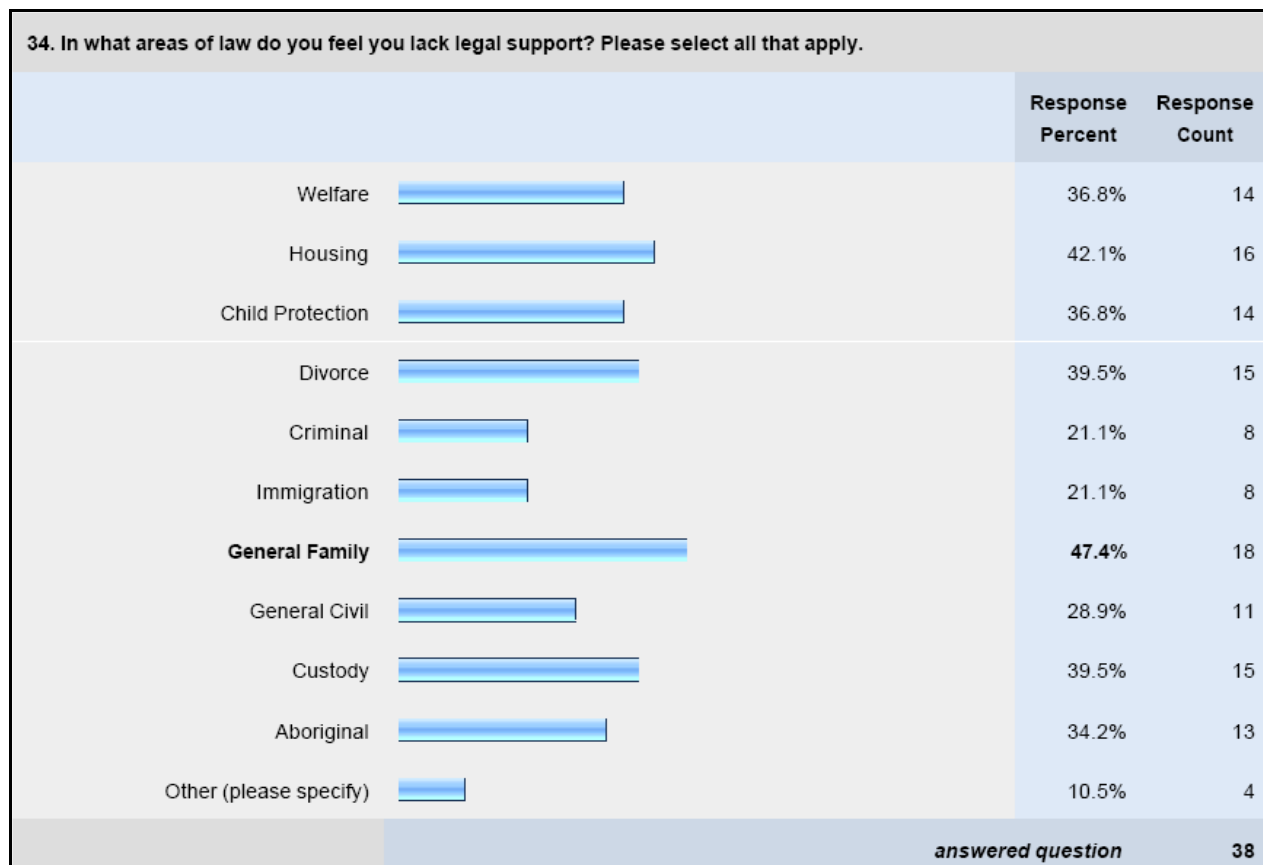


The third difference, again possibly attributed to the same indicators, is the percent of areas where an advocate feels there is a lack of legal support. While some advocates in each group felt there was a need for additional support in each area, a higher percentage of non-users selected more areas more often.

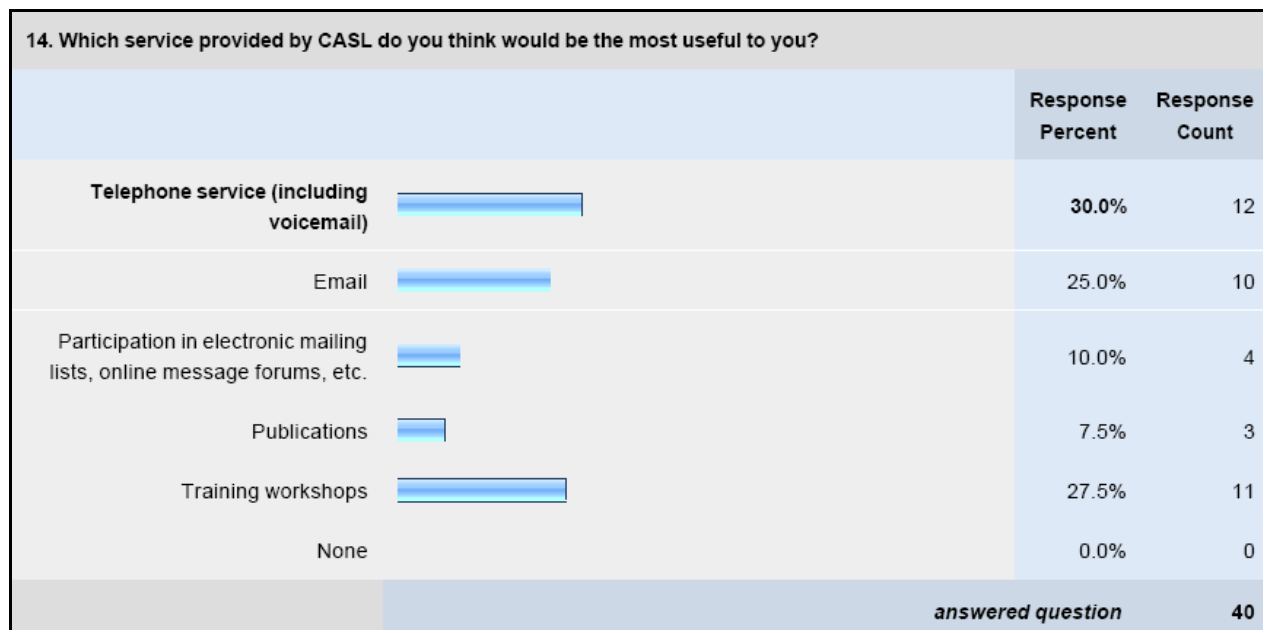
Advocates who have used CASL:

34. In what areas of law do you feel you lack legal support? Please select all that apply.		
	Response Percent	Response Count
Welfare 	12.3%	7
Housing 	10.5%	6
Child Protection 	21.1%	12
Divorce 	8.8%	5
Criminal 	14.0%	8
Immigration 	33.3%	19
General Family 	17.5%	10
General Civil 	29.8%	17
Custody 	10.5%	6
Aboriginal 	19.3%	11
Other (please specify) 	28.1%	16
answered question		57

Advocates who have *not* used CASL:



In terms of what aspect of CASL service would be most useful to those who have not yet used it, the most common answer is the telephone service with 30%; however, email and training workshops were only narrowly behind:



The importance of training and workshops becomes even more apparent when non-users are asked what other services provided by CASL would be useful to them:



The following responses are typical of non-users when asked under what conditions they would use CASL:

"I cannot give legal advice, so mostly it would be legal advice to help me understand an issue."

"If in need to get some legal advice, though not much aware of all the services."

"When a legal opinion is needed to assist the client or when confirmation is required as to steps that should be taken to assist the client."

"I have legal supervision for my position but there are times when I would want to run a question or 5 past Allison (based on her wealth of experience) and especially more so where I might find myself involved in legally complex issues."

13. Service Gaps

When asked how CASL could be improved, advocates stated:

"Do more outreach work in person in the regions."

"It would help if I could get hold of someone faster; unless we use PovNet or e-mail, it can take a couple of days to hear from someone."

"I live in a remote area with 4 other First Nations communities and the closest advocacy office is in Terrace, BC, 90 miles away"

"More funding for more CASL lawyers or longer hours. I would access CASL lawyers more frequently if I thought I wasn't monopolizing a limited resource."

"Possibly more staff so we can get a quicker response. They are very busy."

"Increased hours, if possible, and/or more lawyers available - I almost always leave a message instead of speaking with someone directly, and although I understand that the lawyers probably have many calls and people to deal with, it can be tough to actually talk directly if you play phone tag for a few days!"

"Workshops given -- perhaps there could be a way in advance of the workshop to seek written questions from the participants as to particular aspects of the law they are interested in. CASL lawyers have so much to tell it is a little frustrating to sit in a half-day workshop as it is clear that only a small portion of the relevant law has been covered. In addition, one time (just the once) I had to recontact them a couple of times to get a cite for a particular case I needed."

The most frequent comments requested increased hours, more lawyers, and more workshops.

It is difficult to determine whether there are any systemic gaps in CASL service without a definition of "advocate" - the target population. Until this definition is decided, it will be difficult to make recommendations for changes to the CASL service and for the service provider to plan for demand.

The legal inexperience of non-users may be an indication of the changing nature of self-defined "advocates." If non-legal advocates, such as transition house workers, settlement workers, mental health workers, social workers and community workers, increase their usage of CASL or become a more primary target of its services, demand will likely increase considerably and the issues commonly addressed by the service may change.

Additional services addressing Aboriginal legal issues may also be required. 9.9% of survey respondents identified as Aboriginal, Métis, First Nation, or Inuit, yet 27.6% deal with Aboriginal legal issues in their work. Furthermore, 19.3% of CASL users identified Aboriginal legal issues as an area of law where they lack legal support. This number increases to a considerable 34.2% among non-users.

14. Conclusion

CASL has been successful in reaching its five short-term outcomes over the two years of its service:

- CASL has successfully reduced the time that advocates who use the service spend waiting on the phone.
- CASL has played a significant role in providing legal assistance to advocates.
- CASL has increased the legal expertise of advocates who use the service.
- CASL has provided training and outreach opportunities to advocates.
- By successfully achieving the above outcomes, CASL has improved the standard of service of the advocates who use it.

Advocates are very positive about all aspects of service they received from CASL. The most common complaint is that they would like more service – longer hours, more workshops, and more help with a wide range of legal issue areas. In order to provide this and to provide greater service to Aboriginals and less experienced, non-traditional legal advocates, CASL would need to be expanded. As is, CASL is an excellent service for its core target population of poverty law-oriented legal advocates.

Appendix A: 2007 Legal Issues by Service Level

Law Issue Description	Total		Info/Referral		Legal Info		Advice Lvl 1		Advice Lvl 2	
	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%
CASL Advocate	691		54		145		485		7	

Aboriginal	7	1%	2	6%	1	1%	4	1%		0%
Total Aboriginal Law	7	1%	2	6%	1	1%	4	1%		

Consumer Contracts	9	1%			1	1%	8	1%		
Consumer Rights - Other	11	1%			2	1%	9	2%		
ICBC & Motor Vehicle Act	14	2%			1	1%	13	2%		
Professional Services	7	1%			3	2%	4	1%		
Total Consumer Rights	41	5%			7	4%	34	6%		

CC & YCJA & Federal Offences	28	4%			3	2%	24	4%	1	13%
Police Complaints	1	0%			1	1%		0%		
Prisoners		0%				0%		0%		
Provincial Offences & Civic Bylaws	2	0%			1	1%	1	0%		
Victim Services and Criminal Injury	12	2%			3	2%	9	2%		
Total Criminal Law	43	6%			8	5%	34	6%	1	13%

Bankruptcy	2	0%				0%	2	0%		
Debt Collection	46	6%	1	3%	2	1%	43	7%		
Foreclosure		0%				0%		0%		
Total Debt	48	6%	1		2	1%	45	8%		
Employer / Employee	22	3%	1	3%	3	2%	18	3%		
Employment Insurance	5	1%			1	1%	4	1%		
Total Employment	27	3%	1	3%	4	3%	22	4%		

Adoption	1	0%					1	0%		
Child Protection	19	2%			6	4%	13	2%		
Custody/Access	88	11%	3	9%	25	16%	60	10%		
Divorce	43	6%	5	15%	15	9%	23	4%		
Family Violence	16	2%			4	3%	12	2%		
Maintenance	38	5%	3	9%	5	3%	30	5%		
Property Division	25	3%	1		9	6%	15	3%		
Total Family Law	230	30%	12	35%	64	41%	154	27%		

Adult Guardianship & Power of Att.	2	0%					2	0%		
Mental Health & Hospitals	2	0%			1	1%	1	0%		
Seniors	3	0%			2	1%	1	0%		
Wills & Estates	37	5%	1	3%	8	5%	28	5%		
Total Health and Estates	44	6%	1	3%	11	7%	32	6%		

Housing - Other	19	2%	2	6%	2	1%	15	3%		
Real Property	2	0%		0%	1	1%	1	0%		
Residential Tenancy	53	7%	3	9%	4	3%	43	7%	3	38%
Total Housing	74	10%	5	15%	7	4%	59	10%	3	38%

Human Rights	9	1%			1	1%	8	1%		
Total Human Rights	9	1%			1	1%	8	1%		

Immigration and Refugee	34	4%	1	3%	11	7%	22	4%		
Total Immigration & Refugee	34	4%	1	3%	11	7%	22	4%		

CPP & Private Disability Benefits	22	3%		0%	3	2%	19	3%		
Income Tax & GST & CTC Benefits	9	1%	1	3%	1	1%	7	1%		
OAP	2	0%		0%		0%	2	0%		
Welfare	115	15%	2	6%	11	7%	99	17%	3	38%
Workers Compensation	4	1%	1	3%		0%	3	1%		
Total Income Security	152	20%	4	12%	15	9%	130	23%	3	38%
Civil Procedure	31	4%	1	3%	8	5%	22	4%		
Legal Aid	19	2%	4	12%	12	8%	2	0%	1	13%
Phone Numbers		0%		0%		0%		0%		
Short Service - Other	9	1%	1	3%	4	3%	4	1%		
Total Short Service	59	8%	6	18%	24	15%	28	5%	1	13%

Intentional Torts	2	0%		0%	1	1%	1	0%		
Negligence / Personal Injury	5	1%	1	3%	2	1%	2	0%		
Total Torts	7	1%	1		3	2%	3	1%		

Total	775		34		158		575		8	
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Appendix B: Full Survey Results

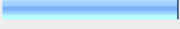
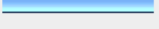
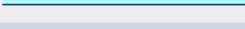
Introductory Comments:

The purpose of this survey is to gauge how and to what extent the Community Advocate Support Line (CASL) is meeting its goal of assisting legal advocates. It is being conducted by the Policy Department of Legal Services Society (LSS), which is separate and independent from CASL, LawLINE, and the Law Foundation.

Please note:


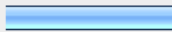





- We would like to hear back from both those who have used CASL and those who have not, so please complete this survey even if you are an advocate who has never used or heard of the service – your feedback is very valuable.
- Be as honest as possible with your answers, both positive and negative, so that CASL can be tailored to properly meet your needs.
- Please answer this survey only once per person. Multiple advocates answering it from one agency or office is fine and, in fact, encouraged.
- Questions that are required are marked by a red star. Please answer all of these questions before proceeding to the next page.
- Your answers will remain confidential and will not be associated to you, your organisation, or your clients. Survey answers will be aggregated and your individual answers will not be made available to the CASL lawyer, the Law Foundation, or the general public in any way that would enable your identification.
- It will take between 15 and 20 minutes to complete the survey.
- Thank you very much for your participation. Your feedback is appreciated.

General Questions:

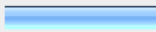
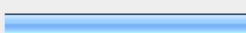
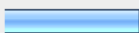



1. What types of advocacy services do you provide? These are services that you deliver yourself. Please select all answers that apply.		
	Response Percent	Response Count
Poverty Law 	68.6%	72
Child Protection 	28.6%	30
Aboriginal Services 	27.6%	29
General Civil 	28.6%	30
General Family 	47.6%	50
Criminal 	24.8%	26
Immigration 	14.3%	15
Other (please specify) 	40.0%	42
answered question		105
skipped question		3


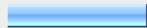




2. What types of advocacy services does your organisation provide? These services may be delivered by you or by others in your organisation. Please select all answers that apply.		
	Response Percent	Response Count
Poverty Law 	69.5%	73
Child Protection 	37.1%	39
Aboriginal Services 	34.3%	36
General Civil 	31.4%	33
General Family 	56.2%	59
Criminal 	29.5%	31
Immigration 	19.0%	20
Other (please specify) 	35.2%	37
answered question		105
skipped question		3


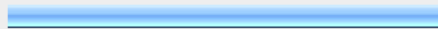



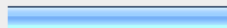
3. How many years experience do you have assisting people with their legal problems? This includes in your current role as an advocate as well as any related experience you may have from previous positions.


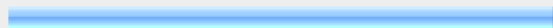
	Response Percent	Response Count
1 or less 	11.4%	12
2 - 5 	27.6%	29
6 - 10 	25.7%	27
11 - 15 	18.1%	19
16 - 20 	8.6%	9
21 - 25 	6.7%	7
26 - 30	0.0%	0
31 or more 	1.9%	2
Prefer not to answer	0.0%	0
answered question		105
skipped question		3



4. How many years experience do you have in your current capacity as an advocate?








	Response Percent	Response Count
1 or less 	25.7%	27
2 - 5 	40.0%	42
6 - 10 	21.9%	23
11 - 15 	7.6%	8
16 - 20 	2.9%	3
21 - 25 	1.9%	2
26 - 30	0.0%	0
31 or more	0.0%	0
Prefer not to answer	0.0%	0
answered question		105
skipped question		3

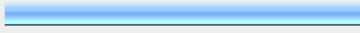
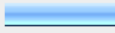
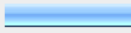

5. How would you describe your general level of legal knowledge?		
	Response Percent	Response Count
Expert 	4.8%	5
Very Good 	22.9%	24
Good 	26.7%	28
Satisfactory 	20.0%	21
Needs Improvement 	22.9%	24
Prefer not to answer 	2.9%	3
answered question		105
skipped question		3

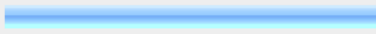
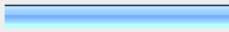
6. To which of the following technology do you have access? Please select all that apply.		
	Response Percent	Response Count
Internet in office 	98.1%	103
Internet while with clients 	71.4%	75
Internet while traveling for work 	4.8%	5
Telephone in office 	98.1%	103
Telephone while with clients 	86.7%	91
Telephone while traveling for work 	36.2%	38
answered question		105
skipped question		3

7. Do you have any problems using or accessing the internet?		
	Response Percent	Response Count
Yes 	9.5%	10
No 	90.5%	95
If yes, please specify the types of problems you have:		10
answered question		105
skipped question		3



8. Do you have any problems using or accessing a telephone?		
	Response Percent	Response Count
Yes 	6.7%	7
No 	93.3%	98
If yes, please specify the types of problems you have:		7
answered question		105
skipped question		3

9. In what region of BC do you work? If you work in more than one region, please select the region in which you work most often.		
	Response Percent	Response Count
Interior/East Kootenays (e.g., Cranbrook, Kamloops, Salmon Arm, Williams Lake) 	14.3%	15
North (e.g., Dawson Creek, Fort St. James, Fort St. John, Prince George, Quesnel) 	4.8%	5
North West (e.g., Hazelton, Terrace) 	6.7%	7
Okanagan/West Kootenays (e.g., Kelowna, Nelson, Penticton, Vernon) 	10.5%	11
Surrey/Fraser Valley (e.g., Abbotsford, Chilliwack, Langley, Surrey) 	11.4%	12
Vancouver Island (e.g., Campbell River, Courtenay, Duncan, Nanaimo, Port Alberni, Victoria) 	17.1%	18
Vancouver/Sunshine Coast (e.g., North Vancouver, Richmond, Sechelt, Vancouver) 	35.2%	37
answered question		105
skipped question		3

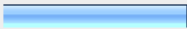



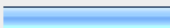
10. Is the location of your work primarily:		
	Response Percent	Response Count
Urban 	59.2%	61
Rural 	18.4%	19
Evenly Split 	21.4%	22
Prefer not to answer 	1.0%	1
answered question		103
skipped question		5


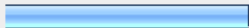
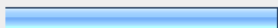



11. Have you ever used CASL? This includes calling, being called, or leaving a voicemail for the service as well as corresponding with CASL by email, receiving or reading information from a CASL lawyer on the child protection or PovNet email lists, or attending a workshop led by Alison Ward or Manjeet Chana (CASL lawyers).		
	Response Percent	Response Count
Yes 	61.9%	65
No 	38.1%	40
answered question		105
skipped question		3

Questions Only for Respondents Who *Have Not* Used CASL:




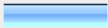





12. Were you aware of CASL prior to taking this survey?		
	Response Percent	Response Count
Yes 	55.0%	22
No 	45.0%	18
If yes, please indicate where you heard about CASL:		18
answered question		40
skipped question		68



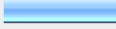
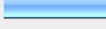
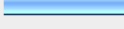
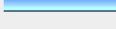
13. Under what conditions would you consider using CASL?		
		Response Count
		27
	<i>answered question</i>	27
	<i>skipped question</i>	81




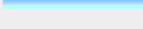
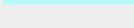



14. Which service provided by CASL do you think would be the most useful to you?		
	Response Percent	Response Count
Telephone service (including voicemail) 	30.0%	12
Email 	25.0%	10
Participation in electronic mailing lists, online message forums, etc. 	10.0%	4
Publications 	7.5%	3
Training workshops 	27.5%	11
None	0.0%	0
	<i>answered question</i>	40
	<i>skipped question</i>	68

15. Which other services provided by CASL do you think would be useful to you?		
	Response Percent	Response Count
Telephone service (including voicemail) 	22.5%	9
Email 	40.0%	16
Participation in electronic mailing lists, online message forums, etc. 	45.0%	18
Publications 	42.5%	17
Training workshops 	67.5%	27
Other (please specify) 	2.5%	1
answered question		40
skipped question		68







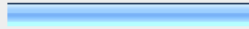

Questions Only for Respondents Who *Have* Used CASL:


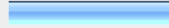
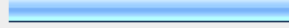
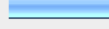

16. Where did you first hear about CASL?		
	Response Percent	Response Count
LawLINE 	3.3%	2
PovNet 	26.7%	16
Child protection email list 	1.7%	1
Workshop or conference 	16.7%	10
Reference material from LSS 	10.0%	6
LSS or intake receptionist 	6.7%	4
A news article	0.0%	0
A colleague 	16.7%	10
Don't remember 	5.0%	3
Other (please specify) 	13.3%	8
answered question		60
skipped question		48



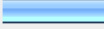





17. When was the first time you used CASL?		
	Response Percent	Response Count
This month 	8.3%	5
6 months ago 	18.3%	11
12 months ago 	18.3%	11
18 months ago 	16.7%	10
2 years ago 	20.0%	12
Do not remember 	18.3%	11
answered question		60
skipped question		48


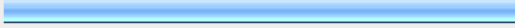
18. On average, how often do you use CASL?		
	Response Percent	Response Count
More than once a week	0.0%	0
Once a week 	6.7%	4
Twice a month 	11.7%	7
Once a month 	10.0%	6
5 - 6 times a year 	23.3%	14
3 - 4 times a year 	21.7%	13
1 - 2 times a year 	8.3%	5
I've only used it once 	13.3%	8
Don't know 	5.0%	3
answered question		60
skipped question		48

19. Under what conditions do you use CASL?		
		Response Count
		52
	<i>answered question</i>	52
	<i>skipped question</i>	56

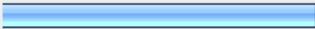
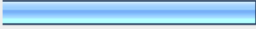

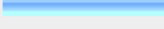
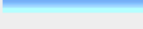
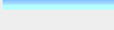
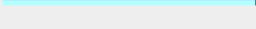
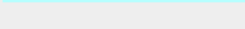
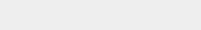

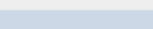
20. Do you tend to use CASL more for general information or for legal advice and information relating to specific clients?		
	Response Percent	Response Count
100% for General Information 	1.7%	1
80% for General Information 	5.0%	3
60% for General Information 	3.3%	2
50/50 	11.7%	7
60% Client-Specific 	5.0%	3
80% Client-Specific 	30.0%	18
100% Client-Specific 	40.0%	24
Don't know 	3.3%	2
	<i>answered question</i>	60
	<i>skipped question</i>	48

21. When calling with a question relating to a specific client, do you prefer to talk to someone while your client is with you or when you are alone?		
	Response Percent	Response Count
With client 	8.3%	5
Alone 	26.7%	16
Depends on the situation 	46.7%	28
Doesn't matter 	16.7%	10
Don't know 	1.7%	1
	<i>answered question</i>	60
	<i>skipped question</i>	48





22. Approximately for what percent of clients do you use CASL?			
		Response Percent	Response Count
less than 1%		13.3%	8
1% - 10%		56.7%	34
11% - 20%		16.7%	10
21% - 30%		3.3%	2
31% - 40%		1.7%	1
41% - 50%		0.0%	0
51% - 60%		1.7%	1
61% - 70%		0.0%	0
71% - 80%		0.0%	0
81% - 90%		1.7%	1
91% - 100%		0.0%	0
Don't know		5.0%	3
<i>answered question</i>			60
<i>skipped question</i>			48

23. Has the introduction of CASL two years ago had an impact on your work?			
		Response Percent	Response Count
No		15.0%	9
Yes		85.0%	51
If yes, please explain			50
<i>answered question</i>			60
<i>skipped question</i>			48

24. For which areas of law do you tend to contact CASL? Please select all that apply.

		Response Percent	Response Count
Welfare		51.7%	31
Housing		41.7%	25
Child Protection		23.3%	14
Divorce		26.7%	16
Criminal		23.3%	14
Immigration		18.3%	11
General Family		41.7%	25
General Civil		40.0%	24
Custody		33.3%	20
Aboriginal		13.3%	8
Other (please specify)		25.0%	15
<i>answered question</i>			60
<i>skipped question</i>			48

25. How likely would you be to recommend CASL to other advocates?


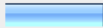
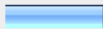



		Response Percent	Response Count
Very Likely		85.0%	51
Likely		6.7%	4
Somewhat Likely		6.7%	4
Somewhat Unlikely		0.0%	0
Unlikely		1.7%	1
Very Unlikely		0.0%	0
<i>answered question</i>			60
<i>skipped question</i>			48








26. Please indicate whether you've used CASL or information provided by CASL in each of following ways. For the service(s) you have used, please also rate the effectiveness of the service in meeting your needs and your level of satisfaction with the service provided. The CASL lawyers are Alison Ward and Manjeet Chana.

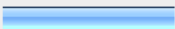
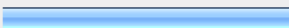
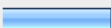


Have you used this service?			
	Yes	No	Don't know
Telephone conversation	96.4% (54)	3.6% (2)	0.0% (0)
Voicemail	72.9% (35)	27.1% (13)	0.0% (0)
Email	55.3% (26)	44.7% (21)	0.0% (0)
PovNet posting by a CASL lawyer	74.5% (38)	23.5% (12)	2.0% (1)
Child protection email list posting by a CASL lawyer	20.0% (9)	75.6% (34)	4.4% (2)
Workshop or conference lead by a CASL lawyer	44.9% (22)	53.1% (26)	2.0% (1)
Published material ("Your Welfare Rights," "Living Together, Living Apart," workshop training material, etc.)	96.2% (51)	1.9% (1)	1.9% (1)

Is this service an effective way of meeting your needs?							
	Very Effective	Effective	Somewhat Effective	Somewhat Ineffective	Ineffective	Very Ineffective	N/A
Telephone conversation	60.7% (34)	23.2% (13)	7.1% (4)	1.8% (1)	1.8% (1)	3.6% (2)	1.8% (1)
Voicemail	18.2% (8)	34.1% (15)	22.7% (10)	6.8% (3)	2.3% (1)	2.3% (1)	13.6% (6)
Email	58.8% (20)	20.6% (7)	2.9% (1)	0.0% (0)	0.0% (0)	0.0% (0)	17.6% (6)
PovNet posting by a CASL lawyer	50.0% (21)	31.0% (13)	9.5% (4)	0.0% (0)	0.0% (0)	0.0% (0)	9.5% (4)
Child protection email list posting by a CASL lawyer	8.7% (2)	26.1% (8)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	65.2% (15)
Workshop or conference lead by a CASL lawyer	41.2% (14)	26.5% (9)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	32.4% (11)
Published material ("Your Welfare Rights," "Living Together, Living Apart," workshop training material, etc.)	52.9% (27)	35.3% (18)	7.8% (4)	2.0% (1)	0.0% (0)	0.0% (0)	2.0% (1)

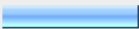







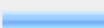
How satisfied were you with this service?							
	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	N/A
Telephone conversation	73.2% (41)	14.3% (8)	3.6% (2)	0.0% (0)	0.0% (0)	3.6% (2)	5.4% (3)
Voicemail	31.8% (14)	27.3% (12)	11.4% (5)	11.4% (5)	0.0% (0)	0.0% (0)	18.2% (8)
Email	58.8% (20)	14.7% (5)	2.9% (1)	0.0% (0)	0.0% (0)	0.0% (0)	23.5% (8)
PovNet posting by a CASL lawyer	50.0% (21)	31.0% (13)	7.1% (3)	0.0% (0)	0.0% (0)	0.0% (0)	11.9% (5)
Child protection email list posting by a CASL lawyer	8.7% (2)	21.7% (5)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	69.6% (16)
Workshop or conference lead by a CASL lawyer	33.3% (11)	33.3% (11)	0.0% (0)	0.0% (0)	0.0% (0)	3.0% (1)	30.3% (10)
Published material ("Your Welfare Rights," "Living Together, Living Apart," workshop training material, etc.)	51.0% (26)	41.2% (21)	3.9% (2)	0.0% (0)	0.0% (0)	0.0% (0)	3.9% (2)
	answered question						
	skipped question						

27. Which service provided by CASL is the most useful to you?		
	Response Percent	Response Count
Telephone service (including voicemail) 	52.6%	30
Email 	15.8%	9
Email lists (PovNet, Child protection) 	15.8%	9
Publications 	12.3%	7
Training workshops 	1.8%	1
None 	1.8%	1
answered question		57
skipped question		51

28. When you contact CASL, how long does it usually take for you to receive a reply?		
	Response Percent	Response Count
Have never contacted CASL directly 	1.8%	1
Same day 	35.1%	20
Next day 	33.3%	19
Two days 	12.3%	7
Three days 	3.5%	2
A week	0.0%	0
Other 	3.5%	2
Don't know 	10.5%	6
Other (please specify)		11
answered question		57
skipped question		51

29. Does the advice and information you get from CASL for one client help you assist other clients?		
	Response Percent	Response Count
Yes, all the time 	28.1%	16
Yes, fairly often 	47.4%	27
Occasionally 	17.5%	10
Rarely	0.0%	0
Never 	1.8%	1
Prefer not to answer 	5.3%	3
answered question		57
skipped question		51


Questions for *All* Respondents:

30. What was your <i>primary</i> source of legal support two years ago?		
	Response Percent	Response Count
Supervising lawyer 	22.1%	21
Training and workshops 	10.5%	10
Email lists (PovNet, Child protection, etc.) 	11.6%	11
Informal networks 	8.4%	8
LawLINE 	7.4%	7
Online material 	9.5%	9
None 	7.4%	7
Other 	6.3%	6
Was not an advocate two years ago 	16.8%	16
Other (please specify)		6
answered question		95
skipped question		13



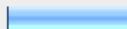

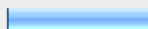



31. What was your *secondary* source of legal support two years ago?


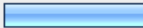
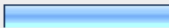


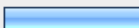
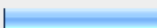
	Response Percent	Response Count
Supervising lawyer 	1.1%	1
Training and workshops 	12.6%	12
Email lists (PovNet, Child protection, etc.) 	16.8%	16
Informal networks 	12.6%	12
LawLINE 	7.4%	7
Online material 	10.5%	10
None 	10.5%	10
Other 	11.6%	11
Was not an advocate two years ago 	16.8%	16
Other (please specify)		10
answered question		95
skipped question		13

32. What is your *primary* source of legal support *today*?


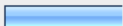
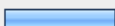


	Response Percent	Response Count
Supervising lawyer 	26.3%	25
Training and workshops 	12.6%	12
Email lists (PovNet, Child protection, etc.) 	16.8%	16
Informal networks 	13.7%	13
CASL 	4.2%	4
Online material 	13.7%	13
None 	1.1%	1
Other 	11.6%	11
Other (please specify)		13
answered question		95
skipped question		13

33. What is your *secondary* source of legal support *today*?

	Response Percent	Response Count
Supervising lawyer 	3.2%	3
Training and workshops 	8.4%	8
Email lists (PovNet, Child protection, etc.) 	20.0%	19
Informal networks 	13.7%	13
CASL 	23.2%	22
Online material 	18.9%	18
None 	6.3%	6
Other 	6.3%	6
Other (please specify)		10
answered question		95
skipped question		13

34. In what areas of law do you feel you lack legal support? Please select all that apply.			
		Response Percent	Response Count
Welfare		22.1%	21
Housing		23.2%	22
Child Protection		27.4%	26
Divorce		21.1%	20
Criminal		16.8%	16
Immigration		28.4%	27
General Family		29.5%	28
General Civil		29.5%	28
Custody		22.1%	21
Aboriginal		25.3%	24
Other (please specify)		21.1%	20
<i>answered question</i>			95
<i>skipped question</i>			13

35. Please select the degree to which you agree or disagree with the following statements.								
	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	N/A	Rating Average
"Over the past two years my legal knowledge relating to my clients' problems has improved."	29.5% (28)	37.9% (36)	13.7% (13)	3.2% (3)	2.1% (2)	0.0% (0)	13.7% (13)	4.04
"There are more resources and training opportunities available to advocates today than there were two years ago."	20.0% (19)	30.5% (29)	26.3% (25)	3.2% (3)	4.2% (4)	2.1% (2)	13.7% (13)	3.61
"I am more confident dealing with the legal problems of my clients today than I was two years ago."	25.3% (24)	35.8% (34)	16.8% (16)	6.3% (6)	1.1% (1)	1.1% (1)	13.7% (13)	3.87
<i>answered question</i>								
<i>skipped question</i>								







36. How likely are you to use CASL in the future?		
	Response Percent	Response Count
Very Likely 	61.1%	58
Likely 	18.9%	18
Somewhat Likely 	17.9%	17
Somewhat Unlikely 	1.1%	1
Unlikely 	1.1%	1
Very Unlikely	0.0%	0
<i>answered question</i>		95
<i>skipped question</i>		13




37. In what way could CASL be improved to better meet your needs?	
	Response Count
	48
<i>answered question</i>	48
<i>skipped question</i>	60


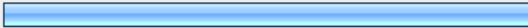

38. Is there anything else you would like us to know about your experiences with CASL?	
	Response Count
	37
<i>answered question</i>	37
<i>skipped question</i>	71

39. Do you or your organization receive Law Foundation funding?			
		Response Percent	Response Count
Yes		54.3%	51
No		33.0%	31
Don't know		10.6%	10
Prefer not to answer		2.1%	2
<i>answered question</i>			94
<i>skipped question</i>			14

41. What is your primary work setting?			
		Response Percent	Response Count
Advocacy Organization		31.9%	30
Church-Based		3.2%	3
Transition House		2.1%	2
Settlement Agency		1.1%	1
Women's Centre		14.9%	14
Community Centre		11.7%	11
Other (please specify)		35.1%	33
<i>answered question</i>			94
<i>skipped question</i>			14

42. Age		
	Response Percent	Response Count
20 and under	0.0%	0
21 - 30 	17.6%	16
31 - 40 	18.7%	17
41 - 50 	28.6%	26
51 - 60 	28.6%	26
61 - 70 	4.4%	4
71 and over	0.0%	0
prefer not to answer 	2.2%	2
<i>answered question</i>		91
<i>skipped question</i>		17

43. Sex		
	Response Percent	Response Count
Female 	89.0%	81
Male 	9.9%	9
Prefer not to answer 	1.1%	1
<i>answered question</i>		91
<i>skipped question</i>		17

44. Do you identify as Aboriginal, Metis, First Nation, or Inuit?		
	Response Percent	Response Count
Yes 	9.9%	9
No 	86.8%	79
Prefer not to answer 	3.3%	3
<i>answered question</i>		91
<i>skipped question</i>		17

Appendix C: Open-ended Question Responses

Question 13 (non-users only): Under what conditions would you consider using CASL?

if I had a case outside of my area of expertise
I cannot give legal advice, so mostly it would be legal advice to help me understand an issue. Lawyers in the office would likely not use the service.
for advise
If in need to get some legal advice, though not much aware of all the services
I WOULD USE CASL WHEN UNABLE TO REACH MY SUPERVISING LAWYER - SHE IS VERY HELPFUL WHENEVER NEEDED
When I had a client's whose situation was particularly complex or if I was unsure about what was happening in her situation
need info to support my clients beyond my sope of knowledge
If I have a woman I am working with who needs to know her legal rights and has limited access to legal support. I would contact CASL myself with a scenario.
custody & access issues
When a legal opinion is needed to assist the client or when confirmation is required as to steps that should be taken to assist the client.
depend upon the seriousness of client's situation or ability to gather information on own
when I have no other resources available
I have a supervisin lawyer. If I don't have access to him/her I will use CASL.
I don't know
When I need information about legislation I am not uptodate with.
dOn"t know yet
I need to know more about your organization
advocating on behalf of clients; checking on legal issues not just to make sure
Unsure
Legal problems related to clients who have experienced abuse but I usually refer to Community Based Victim Services.
I would really need the service and I know that I would phone when I had a problem to deal with.
I have legal supervision for my position but there are times when I would want to run a question or 5 past Allison (based on her wealth of experience) and especially more so where I might find myself involved in legally complex issues.
not sure
for assistance beyond my knowledge
if a community advocate office contacted me fro advice i knew could be provided by CASL
any that are needed
Because it's new to me, I have to remember to access it when situations come up. Many people are not aware of their rights, protocols, consequences, etc, they just want their children back and this would be a good source of support and information for me

Question 19 (users only): Under what conditions do you use CASL?

Issue outside of supervising lawyers knowledge, and beyond my knowledge and too complex for advocates list serv.
to get quick advice

If someone who can't afford a lawyer comes to me with an area of the law that I do not have much familiarity. Also, have posted questions on PovNet and received answers from CASL lawyers. A couple of times, I've started communication with PovNet and then continued a discussion with the CASL lawyer
Frankly, I didn't know I had --I thought I hadn't until an earlier question included 'CASL emails posted to PovNet'. I read almost every post to PovNet, so would have read any from CASL staff. Other than that, I haven't 'used' CASL because I thought we had to phone, not email.
Unfortunately, all of these questions assume I have initiated contact with CASL, which is not the case. My answers, then, are as skewed as the questions are.
When my supervising lawyer is not available
usually to access information , order materials, research information, supply info to clients
WHEN I AM STUCK WITH SOME LEGAL SITUATIONS,IT IS ALWAYS HELPFUL TO ACCESS THE SITE
More complex issues, including where human rights issues are relevant
When I have questions specific to a client's legal issue.
Issues/situations that are not "everyday". To bounce ideas off of.
For a topic I don't know much about, or for a situation that has complicating factors such that I either am not sure how the law would apply, or not sure what course of action would be most practical.
When I am uncertain as to how to proceed with a file, and am unable to get help from the resources available to me (ie office colleagues, povnet etc)
when I need legal advice on difficult cases
for general information
I did not have a lawyer overseeing my work for a short period of time and needed informatin from a lawyer
client refererrals
accessing information for clients
Simple legal questions for someone that is unrepresented or unable to access their lawyer when there is something urgent.
complicated welfare eligibility issues
Usually, when I need information about an area of law that falls outside my usual area of expertise.
When I need an answer/advice quickly
With difficult legal scenarios and areas of law I am not familiar with
When I have exhausted all other avenues of legal advise and when time is not an issue. Sometimes because of time constraints there is a lot of phone tag.
needing a step into a right direction. Some issues so overwhelming for clients they don't know which way to turn first.
When accurate information is required for a client to make a decision; when I need to clarify my own understanding of law to support a client; when I have been unable to locate the appropriate resource to get an answer
Information, referral, training, etc
general info
For challenging legal questions and "grey' areas of law
after preliminary research doesn't yield an answer.
When I can't find the answer to a legal question.
Legal issues that I need advice on and our supporting lawyer is unavailable.
when I need specific information regarding a complex problem, eg. appealing cvap

I use CASL when I need legal advice in order to assist my client or when my client has a basic legal question that I cannot answer myself.
If i come across something i have no or very little experience with or need to get legal advice from a lawyer
When i can not find the answer I am looking for or if i need very specific legal information
questions re FMEP
More complex legal issues
Non-family law issues as my supervising lawyer is a family lawyer.
Issues that can be easily resolved with summary advise.
When I think Alison will know the answer, and I'm not sure where else to turn.
when I have a serious problem that I need advise on or how to approach a problem
When I need legal advice for a client, when I need to brainstorm, when I need research assistance, to make my service more efficient for a client.
When I have a law question I cannot figure out myself (either I cannot interpret the legislation I work with, or it is an area of legislation I do not know at all).
When there is a particularly complex client issue where I need to consult with CASL for legal opinion.
when i need legal advice about a clients situation
when a client has complicated issues, when I am not sure of the proper referral
complicated issues, expert advice needed
I use CASL when I have legal questions that are more complex or unique and outside of my range of expertise
general information
After I have exhausted all of my resources to find the information including speaking with my legal supervisor and posting questions on the pov net listserve.
Legal advice as an advocate for clients
when info is urgently needed and no other resources are available
In an area of law I do not specialize in: they also call or email me when they have a difficult immigration law question
I use CASL when I am not familiar with a complex situation and I need support

Question 23 (users only): Has the introduction of CASL two years ago had an impact on your work?

Feel more confident knowing it is there
We have a wonderful supervising lawyer but his practice does not prepare him for all the topics with which we deal. I appreciate having CASL lawyers there as an additional source of information -- particularly on "odd" topics that pop up.
It's nice to know that someone is available when you need assistance
In most situations it has made it easier to access info and other materials a little quicker and it is easier for clients to understand the stuff on the site
LOT OF THINGS GET CLARIFIED
Alison's knowledge base helps me to know if other options exist
It is incredibly helpful to have an information line tailored to advocate assistance. It is very difficult to get legal advice otherwise, especially legal advice that particularly pertains to a specific client. The CASL is priceless - I only wish there were more lawyers or more hours in which to reach a lawyer.
i'm actually not that familiar with CASL - other than povnet list serves, i don't really know what its all about
Just knowing they are there. Prompt responses. Easy to understand responses.

There is somewhere to turn for more legal expertise than I have. PovNet is also excellent for help, but CASL can help with unusual or complex situations. It has been extremely useful for me.
Especially as a new advocate, it is an invaluable resource! I was disappointed that I was unaware of CASL until a few months after I started.
Alison is an excellent legal resource on poverty law issues
availability of information and support
educated me in help clients
additional support for clients
we don't have access to this information in this community
Appreciate knowing it is there. Support for me.
Gives me access to a lawyer quickly for specific legal questions, particularly when something is urgent.
It has significantly improved my ability to deliver high quality advocacy services to my clients
It gives me one more option to find an answer for a client.
Simply put, as advocates we are under-resourced and usually have little formal legal education. We are often asked to do complex legal work. The loss of the Community Law Clinic was keenly felt. Although I consider myself skilled in the areas of law in which I generally work, it's critical to have solid legal expertise available when I need to consult on cases.
CASL is an excellent resource to get quick and accurate information in order to assist clients efficiently
A resource person I can go to for more in-depth legal information- that is easily accessible
I find that it is an excellent resource for assistance. In times that legal aid cuts are getting to be higher and the criteria for women obtaining it more difficult to meet I find that I am having to do more of the legal advocacy work. I have a fairly good rapport with the legal aid/duty lawyers and have been able to ask questions sometimes of course this doesn't always work. I find CASL to be a good link for this program.
A positive impact on the Program and mostly for people who need this service due to minimal coverage out there for ppl with legal problems.
Support! I feel supported and validated in my work, and clients feel confident that I have done research and my utmost for them whatever the result may be.
another knowledgeable resource
Although we have some other legal resources, it's good to have timely access through CASL
the online postings on PovNet are invaluable for general information. when it comes to the phone line, the resource has been great for quick, thorough answers to general and specific questions. it allows for the work to get done better, faster and more effectively.
It is a HUGE resource and provides a lot of support. Also the research done is invaluable and saves countless hours of time that we don't have.
It isn't a huge impact but it's an important impact. I know that I have somewhere to go if I hit a deadend so I'm more confident in my ability to assist clients.
Alison has been extremely helpful with cvap questions that I've had and didn't have access to anyone else who could give me specific feedback on how to handle a concern that I had
It has been an invaluable addition to my resources. It is the place that I can take questions that I cannot answer by using the Red Book or the Internet. Before CASL there are 1 or 2 lawyers I would call instead and this was not always convenient for either them or me.
Good to know if I get stuck there is someone to call
It has granted me access fairly immediately without extensive waits and to get the specific answer I require
I feel I have an additional resource when my supervising lawyer is unavailable or I have a question about an issue not in his area of practice.
It gives me somewhere to turn to get solid advice on a situation

It is a vital contact for us, particularly after 2002 when the local legal aid office closed - we used them as we now use CASL - without it, work would not be as efficient nor as specialized.
After the Poverty Law section of Legal Aid disappeared in 2002, advocates without a supervising lawyer were in a pretty terrible situation, as it was hard to find someone to help us. CASL has helped a lot.
I feel I have "safety net" of sorts, where if necessary I can get a qualified answer to a legal question while adding to my knowledge base.
It is a very valuable resource to enable me to be confident that I am doing the best possible job for a client
It has made my work easier
Excellent resource
effectiveness increased with additional information source, great for a back-up and for discussion.
I am aware the service is there and that I have access to it. I don't always know what they cover however as I am new to this position for the last 6 months.
was able to get clear direction quickly
Very helpful resource
-feel more confident knowing it's available if needed, less stress knowing clients can get reliable info
Very positive
It's great to read the input that the CASL workers provide on Povnet. I also like the option of having 1-1 support with clients.

Question 37 (all respondents): In what way could CASL be improved to better meet your needs?

expanded for more immediate turn around; have a specific website where CASL keeps a database of their answers provided for a number of situations.
A direct access and person just for advocates
Workshops given -- perhaps there could be a way in advance of the workshop to seek written questions from the participants as to particular aspects of the law they are interested in. CASL lawyers have so much to tell it is a little frustrating to sit in a half-day workshop as it is clear that only a small portion of the relevant law has been covered. In addition, one time (just the once) I had to recontact them a couple of times to get a cite for a particular case I needed.
Clearer information on what sort of specific expertise is available.
Advertise more that case consultation is available by email, also. (Maybe you already do so and I'm just a bit out of it on this one!!)
I would love to find ways to gain funding so that I can attend some of the workshops put on by CASL as I would learn even more to assist my clients
advise
TRAINING TO ALL ADVOCATES AS A PART OF THEIR PROFESSIONAL DEVELOPMENT
Increased hours, if possible, and/or more lawyers available - I almost always leave a message instead of speaking with someone directly, and although I understand that the lawyers probably have many calls and people to deal with, it can be tough to actually talk directly if you play phone tag for a few days!
Hard to answer - it is an excellent service and the response time is quick. It would be great if there were lawyers who could take on some clients directly, who are not covered by legal aid.
Not very sure as do not have enough information on it.
Marketing to agencies to make workers aware of CASL and the services that it provides and how it is used.
Hire more lawyers to support community advocates
I have not used the Service yet but if I needed to I would definitely contact the CASL line.

more community involvement street level
Not sure. More attention/funding to remote /isolated communities when offering trainings and workshops so we can attend or have the trainers present locally.
Confidentiality of clients is problem, particularly relating to C & A or child protection.
Online discussion forums that can be accessed anytime to upgrade my knowledge even if I am not directly dealing with a particular scenario at the time that I use the forum. It would prepare me for future situations with clients.
It could only be improved by Allison never needing to take bathroom or lunch breaks or vacations.
connect with different organizations and allow us to meet you
More lawyers! Expand the program!
Extended hours of operation
I never used the service. I don't know.
Call back service in timely manner or email service.
Not familiar enough with service to suggest improvements, I have been well-served to date
More legal publications and keeping current ones up to date
don't access them enough to form an opinion
It would be great if advocates had access and instructions for things like Quicklaw which we can't afford
Possibly more staff so we can get a quicker response. They are very busy.
As I was unaware of this and I am a Women's Outreach Worker - I think it should have a publication that is sent to agencies.
I'm always interested in training opportunities.
I only knew about Alison as the lawyer, never dealt with Manjeet, I don't get a lot of updates about CASL, don't know their availability now
I would love to attend a training session, and have a person that I could speak to and/or be referred to
More staffing
More funding for more CASL lawyers or longer hours. I would access CASL lawyers more frequently if I thought I wasn't monopolizing a limited resource.
still learning
I live in a remote area with 4 other First Nations communities and the closest advocacy office is in Terrace, BC 90 miles away
not sure
If I lived closer to the areas where the workshops were held
advertise
I cannot think of anything - it has always worked well for me and I have no complaints.
It would help if I could get hold of someone faster; unless we use Povnet or e-mail, it can take a couple of days to hear from someone.
If it were available on weekends.
do more outreach work in person in the regions
more info on what issues etc can be accessed
If the phone number's hours were better - encompassing usual business hours.
When I have used CASL for legal advice for client I have been told that I would need to speak to a lawyer. I am aware of the services available for clients but sometimes have questions regarding the law or specific cases which I need help with. I haven't received that support through CASL
being able to bring my client to meet face to face with lawyers

Question 38 (all respondents): Is there anything else you would like us to know about your experiences with CASL?

Alison and Manjeet are so unbelievably helpful!
It's terrific
I am impressed with their stamina. The questions/issues of some of my clients exhaust me just thinking about them. In my experience, CASL lawyers never approach an issue with a "they should give up" type attitude. They are even tempered and nonjudgmental.
I am wondering if one issue in which I made contact with a lawyer via PovNet, and then by off-list email, might have been a CASL staff. It was 1.5 yrs ago and I don't remember if her email signature included 'CASL'. So maybe I did have direct assistance once??
Alison in particular has always gone above the call of duty with any of my problems/questions
I have always enjoyed the advice and assistance from clas and again I just wish there was a way for funding to come my way so that I could afford to attend some workshops as I have spoken to others who have had the fortune of being able to attend about how helpful and informative the workshops are.
haven't had much experience
IT IS GREAT
Thank you!
Appreciate the time and thoughtfulness that the lawyers put into our questions.
Though know that is is good and heard all positive about it in the training and from supervising lawyers
I think it is an excellent resouce, and I hope it continues to exist.
Alison Ward is excellent - there are not many lawyers with her level of knowledge and experience on poverty law issues
I think it is a great service and I am glad that it exists. It would be great if the service could be expanded so that there could be more lawyers hired.
This assistance has greatly improved my advocacy services. Thank you!
no
No.
Allison is superb. She really knows her stuff. She is pleasant and approachable.
The CASL lawyers do excellent. work: clear, thorough, thoughtful. Even the most skilled and experienced front line advocate needs backup from a lawyer; without CASL I would be much less confident about some of my cases.
The CASL lawyer is very helpful and thorough, I have enjoyed her help over the years
no.
It is excellent just need to improve call back time.
I received a call back from Manjeet on a issue we seemed to have resolved, but that she had found additional information on; I was impressed with the level of professionalism and integrity that she continued research, then took the trouble to bring it to my attention.
The high quality of work and degree of professionalism, as well as the support of Alison & Manjeet, supports us out in the field tremendously. GREAT WORK!!!
no
I'm a very part time employee so it's been important to me that the lawyer will call me at home without a client present. Government agencies who insist on having the client present make it difficult for clients who then have to hang around doing nothing and for advocates who can't stay in an office waiting for a call.
Excellent experience with Alison, she takes time and thoroughly looks through your material and gives and thorough response to questions, very helpful
Just that that they have always been very positive and helpful. Both Lawyers provide excellent service.

Alison is amazingly helpful, we don't know what we would do without her some days.
My experiences so far have been very good.
In my limited experience with CASL I was very impressed with its services.
Looking forward to using the service and I just going to establish the Nisga'a Anti-Popverty Group Society and I need help with the Constitution and Bylaws as this is the first group I am aware of in the province as I have been doing research to find others.
co worker speaks highly of Allison
not at this time
No, keep up the good work.
I'm very happy CASL is available! Alison is very helpful.
I would access it more, but my regular working shifts are evenings and weekends.

Appendix D: LawLINE Wait Times 2007

WG(s) - Inbound Calls Wait Time Summary

Report ID: 2206

System ID: VAN-TEL

Report Interval:

Time Range: 01/01/2007 - 06/21/2007

Filter By:

Group By: Workgroup

6550 (Law LINE)																
Start Time	Workgroup	Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected			
			Calls	WT	Avg WT	Within SLT		Hangup in		Total ABN			Calls	WT	Avg WT	
						Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT	
01/01/2007	6550	671	258	135:22:10	0:31:28	70	27.1%	356	0	356	80:23:59	0:13:33	57	2:03:30	0:02:10	
02/01/2007	6550	3605	1175	771:03:40	0:39:22	224	19.1%	2380	6	2386	624:08:18	0:15:41	44	0:00:15	-	
03/01/2007	6550	4181	1160	764:41:48	0:39:33	242	20.9%	2395	13	2408	564:56:34	0:14:04	613	12:20:50	0:01:12	
04/01/2007	6550	3720	1070	715:17:42	0:40:06	135	12.6%	2176	3	2179	503:30:19	0:13:51	471	4:12:46	0:00:32	
05/01/2007	6550	3755	1284	732:40:15	0:34:14	292	22.7%	2094	3	2097	456:37:29	0:13:03	374	3:40:03	0:00:35	
06/01/2007	6550	2363	879	485:56:17	0:33:10	225	25.6%	1459	3	1462	287:48:36	0:11:48	22	-	-	
Sub Total		18295	5826	3605:01:52	0:37:07	1188	20.4%	10860	28	10888	2517:25:15	0:13:52	1581	22:17:24	0:00:50	
6552 (Law LINE (Family))																
Start Time	Workgroup	Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected			
			Calls	WT	Avg WT	Within SLT		Hangup in		Total ABN			Calls	WT	Avg WT	
						Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT	
Sub Total		0	0	-	-	0	0.0%	0	0	0	-	-	0	-	-	
Grand Total																
Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected					
	Calls	WT	Avg WT	Calls	%	Hangup in		Total ABN			Calls	WT	Avg WT	Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT						
18295	5826	3605:01:52	0:37:07	1188	20.4%	10860	28	10888	2517:25:15	0:13:52	1581	22:17:24	0:00:50			

WG(s) - Inbound Calls Wait Time Summary

Report ID: 2206

System ID: VAN-TEL

Report Interval:

Time Range: 06/22/2007 - 12/31/2007

Filter By:

Group By: Workgroup

6550 (Law LINE)															
Start Time	Workgroup	Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected		
					Within SLT			Hangup in		Total ABN					
			Calls	WT	Avg WT	Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
06/22/2007	6550	677	290	100:08:03	0:20:43	156	53.8%	299	2	301	39:59:45	0:07:58	86	10:24:08	0:07:15
07/01/2007	6550	2200	1107	377:45:23	0:20:28	691	62.4%	872	4	876	130:39:01	0:08:56	217	31:23:11	0:08:40
08/01/2007	6550	1898	847	346:56:47	0:24:34	417	49.2%	853	5	858	131:14:47	0:09:10	193	21:08:18	0:06:34
09/01/2007	6550	1613	683	219:46:20	0:19:18	408	59.7%	820	2	822	91:16:04	0:06:39	108	8:41:05	0:04:49
10/01/2007	6550	1970	956	300:02:28	0:18:49	568	59.4%	798	9	807	90:16:50	0:06:42	207	21:01:48	0:06:05
11/01/2007	6550	1787	841	307:53:16	0:21:57	458	54.5%	794	0	794	103:52:06	0:07:50	151	16:20:41	0:06:29
12/01/2007	6550	1239	655	157:16:01	0:14:24	467	71.3%	475	4	479	53:03:01	0:06:38	105	10:24:11	0:05:56
Sub Total		11384	5379	1809:48:18	0:20:11	3165	58.8%	4911	26	4937	640:21:34	0:07:46	1067	119:23:22	0:06:42
6552 (Law LINE (Family))															
Start Time	Workgroup	Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected		
					Within SLT			Hangup in		Total ABN					
			Calls	WT	Avg WT	Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
07/01/2007	6552	205	133	19:32:12	0:08:48	52	39.1%	52	0	52	4:57:41	0:05:43	20	1:27:07	0:04:21
08/01/2007	6552	662	310	127:32:33	0:24:41	138	44.5%	204	0	204	36:13:15	0:10:39	148	17:53:27	0:07:15
09/01/2007	6552	608	283	96:49:29	0:20:31	156	55.1%	228	1	229	39:15:21	0:10:17	96	15:07:44	0:09:27
10/01/2007	6552	695	365	123:24:45	0:20:17	203	55.6%	202	1	203	27:06:58	0:08:00	127	16:53:28	0:07:58
11/01/2007	6552	674	332	132:52:18	0:24:00	167	50.3%	210	2	212	40:22:44	0:11:25	130	16:28:50	0:07:36
12/01/2007	6552	477	266	76:36:59	0:17:16	162	60.9%	123	1	124	17:58:48	0:08:42	87	8:58:56	0:06:11
Sub Total		3321	1689	576:48:16	0:20:29	878	52.0%	1019	5	1024	165:54:47	0:09:43	608	76:49:32	0:07:34
Grand Total															
Total Inbound Calls	Answered					Abandoned (ABN)					Overflowed/Redirected				
	Calls	WT	Avg WT	Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT		
14705	7068	2386:36:34	0:20:15	4043	57.2%	5930	31	5961	806:16:21	0:08:06	1675	196:12:54	0:07:01		