

1. As I understand it, 68% of the responding parties with claimed legal needs did not make any attempt to contact a lawyer. Is that correct?
2. Of that 68% who did not attempt to contact a lawyer, what empirical evidence is there in the Justice Gap Study, if any, that having more lawyers (or paraprofessionals) in California would reduce the number of people who made no effort to contact a lawyer?
3. Of the 32% of people who did make an attempt to get legal help:
 - a. How many attempted to find a lawyer, but couldn't?
 - b. How many contacted a lawyer, but were told that they did not have a good case?
 - c. Can you provide specifics for this question as it relates to Consumer Debt issues?
4. Is it correct that approximately 50% of the responding parties had their claimed legal problem resolved whether or not they contacted a lawyer?
5. Did the Justice Gap study ask the public this question: Do you believe that there are too many or too few lawyers in California?
6. Nearly all of the data was obtained through the use of 1-5 "continuous variables". However, a lot of that data was then blended on the report's charts and figures. I.e., the questions were "did something effect you either "not at all" (1), "slightly" (2), "moderately" (3), "very much" (4), "severely" (5). I presume that when the report says "severely", only that data is reported. But for some of the charts, the answers appear to be combined such that all the categories other than "not at all" are added up.
 - When a chart reports a particular response such as "persons affected in the area of family matters", are categories 2-5 added all together? I suspect the answer is simply "yes".
7. In the description of the survey introduction, it says that the messaging states the following "Call us toll-free at 888-326-9424 and enter your PIN number, [MEMBER_PIN], to complete your survey and earn rewards." What rewards are these?
8. The study states the legal aid organizations only or almost only serve people with a household income at or below 125% (see, e.g., p. 14, p. 53, endnote 25). This is incorrect. There are many legal aid organizations throughout California that have different income guidelines. For example, Public Law Center's guidelines are 125%, 200%, 250% of FPL, and also 75% of the HUD low-income figure for Orange County.
 - a. What was the basis for these statements?
 - b. How does this new information impact the study and the analysis of the data?
9. Only 15% of over 125% FPL said they were worried about cost (p. 37) and only 1% of Californians seeking help didn't receive it. Doesn't that suggest that efforts to close the justice gap should be focused on other barriers, such as lack of knowledge about when or where to seek help, etc.?
 - a. What studies of court-based self-help centers are needed?
 - b. What further study would you recommend to track the legal help seeking behavior, as well as the factors that keep them from seeking help? Particularly, what further research would identify what the best methods would be to determine how to (1) educate Californians what problems are ones that a lawyer can help with, and (2) reach Californians to let them know where to go to seek legal help?

- c. What other barriers impacted 15% or more of respondents and should be further studied?
10. In response to the survey, legal services organizations reported that 27% of clients seeking help were not served due to insufficient resources (p.47). How many additional legal services advocates (lawyers and non-lawyers) would be required to meet the needs of those 27% of clients?
 - a. What other options for expanded legal services and their impact have been or should be studied? (e.g., self-help desks, document preparation clinics supervised by lawyers, etc.)

For the unable to serve fully (insufficient resources category), there may be an explanation: insufficient resources doesn't necessarily mean the same thing in private business that it means in legal services. Insufficient resources doesn't just mean that there isn't enough money. It may mean that legal aid provided self-help or limited scope representation, rather than full-scope representation, but still were able to help the client successfully defend a lawsuit.

The intake study was conducted over one month. During that month, legal aid might only help a client with the answer, but over the course of the next 8-12 months, they likely would also help the client with discovery, motions and settlement, ultimately resolving the matter for the client, as if they had provided full scope representation from the beginning. But that information wouldn't be captured in a one-month study.

11. Given the inconsistencies between the household survey data and the intake survey, are there any suggestions to redo one or both of the studies to better compare the information received?
 - In the household survey, "legal aid" wasn't restricted only to State Bar-funded organizations, whereas it was in the intake survey. There were different numbers of problem categories in the two surveys (13 in the household survey and 17 in the intake survey). Most importantly, the household survey is based on self-reporting by individuals who said they received legal services, whereas the intake survey is based on reports of actual services provided by legal aid organizations.

These limitations are not inconsequential and should be studied further.

12. From the work NORC has done in Washington, nationally, and now in California, what do you think is missing? What further research do you think is needed to better understand the justice gap?
13. Did the study take into account that client satisfaction or lack of complaints from clients is not a measure of a successful outcome in the matter? Clients cannot complain about wrongdoings that they do not understand or know about.
14. To what extent did the study address consumer education and information regarding currently available legal resources?

15. What type of issues were identified as being “Uncertain if it was a legal issue” in the reason given for not seeking legal help.
16. As to legal aid organizations, were any subject matter areas identified in the 41% “unable to serve” category?