

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

Services Provided																																	
<i>During the first interview you were asked for some information about the people you service and how accessible your services are. Now I want to ask you some more details about the services that you offer.</i>																																	
<p>1. For what courts or tribunals do you provide support to the public:</p> <ul style="list-style-type: none"> • Provincial Court <ul style="list-style-type: none"> ▪ Civil ▪ Criminal ▪ Family ▪ Youth • Court of Queen’s Bench • Court of Appeal • Federal Courts • Administrative Tribunals 	<div style="background-color: #e0e0e0; padding: 2px;">Please respond using this scale:</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> <tr> <td style="padding: 2px;">Always</td> <td style="padding: 2px;">Sometimes</td> <td style="padding: 2px;">Never</td> <td style="padding: 2px;">D/K</td> </tr> </table>	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K
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<p>2. If you provide supports for appeals to Tribunals or appeals of decisions of Tribunals, please list the tribunals.</p> <p style="background-color: #e0e0e0; padding: 2px;"><i>If the list is long and/or you have a pre-printed list, please provide that.</i></p>																																	

Please refer to the attached charts and complete for ONLY the areas of law (Civil, Criminal, Family and Administrative) that apply to this service.

Legal Information and Legal Education: information about the law in general, about the options that are available and about basic court processes. The information can be in the form of written materials (pamphlets, brochures, websites), educational programs, or telephone/in-person services, etc.

Legal Support: services that offer court support programs or any other support/help finding or talking to legal and related services on behalf of clients needing legal assistance

Legal Advice: involves individualized answers about how the law would apply to a person’s particular case, what outcome is likely in the person’s case, or what option the person should pursue. Legal advice can only be given by a lawyer and a law student or paralegal working under the supervision of a lawyer.

Legal Representation: involves a lawyer, law student or paralegal recognized by the Court, preparing legal documents (pleadings, Affidavit, etc.) or appearing on behalf of a client. Legal representation could include duty counsel and unbundled legal services such as drafting of pleadings.

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Referrals

*These questions are intended to examine how efficiently service users are being connected with appropriate services and how widely referrals are being made between services. **For the following questions, please respond by selecting the BEST answer for the scales to the right of each question (when provided).***

3. Do you receive referrals from other agencies/professionals?	Always Often Sometimes Never D/K
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4. If yes, from which types of organizations and/or professionals?	
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5. Are the referrals you receive appropriate (i.e., the referred persons actually need services that you provide)?	Always Often Sometimes Never D/K
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6. If you receive inappropriate referrals, explain what referrals you are receiving and why they are inappropriate.	
7. If you receive appropriate referrals, what do you attribute this to? (E.g., good networking)	

8. Do you make referrals to other organizations and/or professionals?	Always Often Sometimes Never D/K
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9. If never , can you tell me the reasons why you do not make referrals?	
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<p>10. If yes, what are the main reasons that you make referrals to other services/professionals?</p> <ul style="list-style-type: none"> a. The type of service they provide b. They are the only organizations I know about c. The people I am referring request them d. I know first hand that they provide good service e. They are not-for-profit f. We are funded by the same funders g. They have good reputations h. They refer to my organization i. Other: _____ 	<p>Please respond using this scale:</p> <table style="width: 100%; border: none;"> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> </table>	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A
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<p>11. What are the services and/or professionals that you refer people to most often?</p>	<p><u>List them:</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>																																																						
<p>12. Do you ever find out if referrals you made were effective or not?</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Yes</td> <td style="width: 33%;">No</td> <td style="width: 33%;">D/K</td> </tr> </table>	Yes	No	D/K																																																			
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<p>13. If yes, how do you find out?</p> <ul style="list-style-type: none"> • The person/family I referred comes back to me. • The agency I referred to contacts me. • Other _____ 	<table style="width: 100%; border: none;"> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> <tr> <td>Always</td><td>Often</td><td>Sometimes</td><td>Never</td><td>D/K</td><td>N/A</td> </tr> </table>	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A	Always	Often	Sometimes	Never	D/K	N/A																																				
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<p>14. What information or resources would help you to make more effective referrals?</p> 																																																							
<p>15. Are there any other types of referrals you would like to make but for which you are unable to find appropriate services?</p> 																																																							

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<p>Referral Scenarios: The following questions are hypothetical scenarios. For each scenario provide one (or more) example of an organization that you would refer the person to. Please give <u>specific names</u> of organizations rather than just general categories such as, “a women’s shelter.”</p>	
<p>16. An elderly woman comes into your office and advises that she has just found an eviction notice on her apartment door. She is low income and states that it is because she has only been able to pay partial rent on the due date and the rest later in the month for the past few months. She has nowhere else to go and wants to stay in her apartment.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>17. A woman enters your office in a panic. She was charged last night for driving with a blood alcohol level of .09. She has a job that requires she have regular criminal record checks and a conviction would be grounds for termination.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>18. A newly separated parent comes into your office saying the other parent is refusing to pay child support as ordered by Provincial Court. The money is needed to help make ends meet.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>19. A young man and his girlfriend enter your office. They had a fight and he was charged with assault and is now looking for a lawyer. The couple is now back together.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>20. A man visits your office because he has a diagnosed mental illness and recently applied for AISH. He was rejected because the illness he has been diagnosed with does not qualify. He feels lost in the system, but would like to appeal the decision and advocate his own case.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

Awareness & Collaboration				
<i>We want to get a better understanding of how people find out about the legal services that exist. The next set of questions are aimed at exactly that.</i>				
21. Do you use any of the following mediums to promote awareness about your service? <ul style="list-style-type: none"> • Internet webpage • Television • Telephone Book • Radio • Newspapers • Posters • Specialized Directory (e.g., Legal Directory) • Other Agencies • Other _____ 	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
	Yes	No	D/K	
22. Do you conduct presentations to increase awareness about your services?	Yes	No	D/K	
23. If yes, to whom?				
24. If no, why not?				
25. Are there any networking groups that you are aware of in the geographic area that you serve?	Yes	No	D/K	
26. If yes, which ones?				
27. Do you participate in any networking groups?	Always	Often	Sometimes	Never D/K
28. If you do participate, which ones?				
29. If you never participate, explain why? <i>Prompts:</i> <i>In rural locations as in others there may be no networking groups. Are you too busy? Do you find it useful? Are all the networking opportunities in centers near your organization?</i>				

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

30. If you do participate in any networking groups, what you do think of their quality?	
31. Do you collaborate with any other agencies?	Yes No D/K
32. If no, can you tell me why not?	
33. If yes, which ones?	
34. What does this collaboration involve?	
35. Is there any type of collaboration that you would like to see happen more?	Yes No D/K
36. If yes, specify (e.g., justice community networking groups, information seminars, team meetings, local/regional/provincial)?	
37. If no, why not?	

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

General

The following questions are intended to give the interviewee an opportunity to speak freely about the work they do and the clients they serve. This is also an opportunity to add information to any of the questions previously answered.

<p>38. There is currently a lot of discussion about unbundling legal services. Do you think that it would be helpful for service providers and service users (e.g., time management) if there were legal professionals (e.g., lawyers, paralegals) who would help with only specific parts of legal processes (e.g., limited retainers to; speak for them in court, negotiate settlements)?</p>	<p>Yes Sometimes No D/K</p>
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39. At which points in the legal process would this be helpful?

40. What else should we know about the services you offer that may be useful for people with legal needs?

41. Are there any general thoughts or comments you would like to add about:

- Access to justice?

- Needs & expectations of users?

- Good service?

- Gaps in service?

- Other?

42. Do you have any questions for me?

Number: _____

Alberta Legal Services Mapping Project
 Legal Services – Questionnaire & Interview (PART 2)

Administrative Law										
	Landlord & Tenant	Workers' Compensation	Social Welfare	Employment Insurance	Canada Pension Plan	Immigration	Human Rights (incl. Prisoners)	Employment Standards	Environment	Other
• Brochures/ Handouts										
• Videos										
• Internet										
• In-person										
• Telephone										
• Seminars										
• Presentations										
• Online Education										
• Contracts										
• Counselling										
• Attend meetings										
• Write letters										

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

	Landlord & Tenant	Workers' Compensation	Social Welfare	Employment Insurance	Canada Pension Plan	Immigration	Human Rights (Inc Prisoners)	Employment Standards	Environment	Other
• Referrals To lawyers										
• Referrals Other Services										
• Attend court/ tribunal hearings										
• Funding for services										
• Other financial supports										
• Rights/ responsibilities/ how to address problems										
• Help completing forms										
• Grounds of appeal/ judicial review										
• Speak on behalf of service users in court										
• Advocacy in court										
• Advocacy outside of court										

Number: _____

Alberta Legal Services Mapping Project
 Legal Services – Questionnaire & Interview (PART 2)

Civil Law												
	Housing/ Landlord & Tenant	Consumer Debt/ Bankruptcy/ Foreclosures	Injury Claims	Insurance Disputes	Employ- ment	Adult Guardian- ship	Estate Litigati- on	Wills	Defama- tion	Judicial Review	Human Rights	Other
• Brochures/ handouts												
• Videos												
• Internet												
• In-person												
• Telephone												
• Seminars												
• Presentations												
• Online												
• Contracts												
• Counselling												
• Attend meetings												

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

	Housing/ Landlord & Tenant	Consumer Debt/ Bankruptcy/ Foreclosures	Injury Claims	Insurance Disputes	Employ- ment	Adult Guardian- ship	Estate Litigati on	Wills	Defama- tion	Judicial Review	Human Rights	Other
• Write letters												
• Mediation												
• Arbitration												
• To lawyers												
• Other Services												
• Attend court/ tribunal hearings												
• Funding for services												
• Other financial supports												
• Rights/ responsibilities / how to address problems												
• Help completing forms												
• Start/ defend an action												
• Grounds of appeal/ judicial review												

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

	Housing/ Landlord & Tenant	Consumer Debt/ Bankruptcy/ Foreclosures	Injury Claims	Insurance Disputes	Employ- ment	Adult Guardian- ship	Estate Litigati on	Wills	Defama- tion	Judicial Review	Human Rights	Other
• Speak on behalf of service users												
• Advocacy in court												
• Advocacy outside of court												

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

Criminal Law																				
	Indictable		Summary Convictions		Highway Traffic		Property Crimes		Assault		Sexual Assault		Fraud		Requests for Pardons		Victims of Crime		Other	
	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S
• Brochures/ handouts																				
• Videos																				
• Internet																				
• In-person																				
• Telephone																				
• Seminars																				
• Presentations																				
• Online																				
• Counselling for Offenders																				
• Attend meetings																				
• Write letters																				
• Mediation																				
Other Alternative Measures																				

Number: _____

Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

	Indictable		Summary Convictions		Highway Traffic		Property Crimes		Assault		Sexual Assault		Fraud		Pardons		Victims of Crime		Other	
	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S
• Counselling for Victims																				
• Attend meetings																				
• Write letters																				
• Mediation																				
• Other Alternative Measures																				
• Attend court/tribunal hearings																				
• Funding for services																				
• Other financial supports																				
• To lawyers																				
• Other Services																				
• Rights/responsibilities/how to address problems																				
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• Start/ defend an action																				

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Legal Services – Questionnaire & Interview (PART 2)

	Indictable		Summary Convictions		Highway Traffic		Property Crimes		Assault		Sexual Assault		Fraud		Requests for Pardons		Victims of Crime		Other		
	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	P	S	
• Grounds of appeal/ judicial review																					
• Speak on behalf of service users																					
• Advocacy in court																					
• Advocacy outside of court																					

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Alberta Legal Services Mapping Project
Legal Services – Questionnaire & Interview (PART 2)

Family Law										
	Divorce Separation	Child Custody/ Access	Child Maintenance	Spousal Maintenance	Matrimonial Property	Restraining Orders/ EPO /Peace Bonds	Child Welfare/ Protection	Child Guardian-ship	Same Sex	Other
• Brochures/ handouts										
• Videos										
• Internet										
• In-person										
• Telephone										
• Seminars										
• Presentations										
• Online Education										
• Contracts										
• Counselling										
• Attend meetings										
• Write letters										
• Mediation										
• Arbitration										
•										

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	Divorce Separation	Child Custody/ Access	Child Maintenance	Spousal Maintenance	Matrimonial Property	Restraining Orders/ EPO /Peace Bonds	Child Welfare/ Protection	Child Guardian-ship	Same Sex	Other
• To lawyers										
• Other Services										
• Attend court/ tribunal hearings										
• Funding for services										
• Other financial supports										
• Rights/ responsibilities/ how to address problems										
• Help completing forms										
• Start/ defend an action										
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