



ANDREW YOUNG SCHOOL  
OF POLICY STUDIES

## TABLE OF CONTENTS

<b>LIST OF TABLES.....</b>	<b>3</b>
<b>LIST OF FIGURES .....</b>	<b>4</b>
<b>I. ACCESS TO JUSTICE.....</b>	<b>7</b>
<b>A. ACCESS TO JUSTICE IN GEORGIA .....</b>	<b>8</b>
1. Needs and Access to Justice for Crime Victims .....	9
<b>II. THE VICTIM’S LEGAL NETWORK OF GEORGIA (VLAN) NEEDS</b>	
<b>ASSESSMENT STUDY .....</b>	<b>10</b>
<b>A. STUDY SAMPLES.....</b>	<b>10</b>
<b>B. DATA FROM PROJECT PARTNERS .....</b>	<b>13</b>
1. Overview of Project Partners’ Clients and Cases, 2015 .....	13
<b>III. RESULTS FROM SURVEYS.....</b>	<b>19</b>
<b>A. SERVICE PROVISION .....</b>	<b>19</b>
1. Types of Crime Victims Served.....	19
2. Types of Legal Services Crime Victims Receiving .....	22
3. Provisions of Services for Other Needs of Crime Victims .....	22
4. Method of Service Delivery.....	26
<b>B. VIEWS ON SERVICES .....</b>	<b>27</b>
1. Importance of Civil Legal Services .....	27
2. Importance of General Legal Services.....	31
3. Degree of Unmet Legal Needs of Crime Victims.....	33
<b>C. CAPACITY TO SERVE CRIME VICTIMS .....</b>	<b>34</b>
<b>D. EVALUATION OF SERVICE DELIVERY .....</b>	<b>36</b>
<b>E. BARRIERS TO SERVICE.....</b>	<b>36</b>
1. Barriers to Service for Crime Victims .....	36
2. Agency Barriers to Service Delivery .....	39
<b>F. COOPERATION ACROSS AGENCIES.....</b>	<b>42</b>
<b>G. USE OF PRO BONO ATTORNEYS .....</b>	<b>43</b>
1. Evaluation of Pro Bono Service.....	43
2. Incentivizing Pro Bono Service .....	46
<b>H. RESOURCE NEEDS .....</b>	<b>47</b>
1. Needs to Increase Capacity to Serve Crime Victims .....	47
<b>I. TRAINING AND OUTREACH.....</b>	<b>49</b>
<b>J. HOW PROFESSIONALS ARE WILLING TO ASSIST CRIME VICTIMS .....</b>	<b>51</b>
<b>K. IDEAS FOR INNOVATION IN SERVICE .....</b>	<b>52</b>
<b>IV. SURVEY OF CRIME VICTIMS .....</b>	<b>54</b>
<b>A. USE AND RECEIPT OF PROTECTIVE ORDERS.....</b>	<b>61</b>
<b>B. NEED FOR HOLISTIC SERVICE INDICATED BY VICTIMS .....</b>	<b>62</b>

<b>V. RECOMMENDATIONS.....</b>	<b>65</b>
<b>VI. REFERENCES.....</b>	<b>68</b>
<b>VII. APPENDIX A. SURVEY OF VICTIM SERVICE PROVIDERS .....</b>	<b>71</b>
<b>VIII. APPENDIX B. SURVEY OF LEGAL PROFESSIONALS</b>	
<b>(PROJECT PARTNERS) .....</b>	<b>90</b>
<b>IX. APPENDIX C. SURVEY OF PRIVATE ATTORNEYS.....</b>	<b>109</b>
<b>X. APPENDIX D. SURVEY OF CRIME VICTIMS .....</b>	<b>116</b>

## LIST OF TABLES

### THE VICTIM'S LEGAL NETWORK OF GEORGIA (VLAN) NEEDS ASSESSMENT

Table 2.1. Descriptive Statistics of Survey Participants, VSPs, PPAs, and Private Attorneys .....	12
Table 2.2. Descriptive Characteristics of Project Partner Client and Cases, 2015 .....	17
Table 2.3. Characteristics of GAIN cases/clients from Jan1, 2015-2016 (N=136).....	18

### RESULTS FROM SURVEYS: SERVICE PROVISION

Table 3.1. How Often Organization Provide Crime Victims Assistance with Service Previous 12 Months .....	23
---	----

### RESULTS FROM SURVEYS: IMPORTANCE OF CIVIL LEGAL SERVICES

Table 3.2. Importance of Assisting Crime Victims by Agency .....	28
Table 3.3. Importance of Crime Victims Receiving Service at Low or No Cost, Private Attorneys .....	29

### SURVEY OF CRIME VICTIMS

Table 4.1 Victim Characteristics .....	55
--	----

### SURVEY OF CRIME VICTIMS

Table 4.2. Description of Protective Orders .....	61
---	----

## LIST OF FIGURES

### **RESULTS FROM SURVEYS**

#### **SERVICE PROVISION**

Figure 3.1. Most Common Crime Victim Types, Victim Service Providers .....	19
Figure 3.2. Most Common Crime Victim Types, Legal Professionals .....	19
Figure 3.3. Crime Victim Assistance, Legal Professionals .....	20
Figure 3.4. Private Attorneys Who Have Ever Provided Pro Bono Services to Crime Victims, Private Attorney Survey .....	21
Figure 3.5. Private Attorneys Who Have Ever Provided Pro Bono Services to Crime Victims in the Past 12 Months, Private Attorney Survey .....	21
Figure 3.6. Private Attorneys Who Have Ever Provided Services to Crime Victims at a Reduced Cost, Private Attorney Survey .....	21
Figure 3.7. Paying Clients Receiving Assistance Directly Related to a Criminal Victimization, Private Attorneys .....	21
Figure 3.8. Importance of Crime Victims' Needs, Victim Service Providers .....	24
Figure 3.9. Frequency of Assisting Crime Victims with Needs in Previous 12 Months, Victim Service Providers .....	25
Figure 3.10. Methods Utilized by Agencies to Provide Civil Legal Services, Victim Service Providers .....	26
Figure 3.11. Methods Utilized by Agencies to Provide Civil Legal Services, Legal Professionals .....	26

#### **VIEWS ON SERVICES**

Figure 3.12. Importance of General Legal Services, Victim Service Providers .....	31
Figure 3.13. Importance of General Legal Services, Legal Professionals .....	32
Figure 3.14. Degree of Crime Victims' Unmet Civil Legal Needs, Victim Service Providers .....	33
Figure 3.15. Degree of Crime Victims' Unmet Civil Legal Needs, Legal Professionals .....	34

#### **CAPACITY TO SERVE CRIME VICTIMS**

Figure 3.16. Agency Capacity, Victim Service Providers .....	35
Figure 3.17. Organization Capacity, Legal Professionals .....	35

#### **EVALUATION OF SERVICE DELIVERY**

Figure 3.18. Agency Ratings of Service Delivery, Victim Service Provider .....	36
--	----

## **BARRIERS TO SERVICE**

Figure 3.19. Top 3 Barriers Faced by Crime Victims, Victims Service Provider .....	37
Figure 3.20. Most Common Barriers Faced by Crime Victims, Legal Professionals .....	37
Figure 3.21. Non-English Speaking or ASL Clients, Legal Professionals and Victim Service Providers .....	38
Figure 3.22. Barriers to Service Delivery, Victim Service Provider Survey .....	40
Figure 3.23. Barriers to Service Delivery, Legal Professionals .....	41

## **USE OF PRO BONO ATTORNEYS**

Figure 3.24. Reasons Agencies Do Not Use Pro Bono Attorneys, Victim Service Provider Survey .....	43
Figure 3.25. Most Common Problems Agencies Encounter When Using Pro Bono Attorneys, Victim Service Providers .....	44
Figure 3.26. Most Common Problems Agencies Encounter When Using Pro Bono Attorneys, Legal Professionals .....	44
Figure 3.27. Reason Private Attorneys Do Not Provide Pro Bono Services to Crime Victims, Private Attorneys .....	45
Figure 3.28. Organization Rating of Quality of Pro Bono Work, Legal Professionals .....	46
Figure 3.29. Most Common Incentives to Encourage Involvement of Pro Bono Attorneys, Legal Professionals .....	46
Figure 3.30. Incentives to Encourage Pro Bono Services, Private Attorneys .....	47

## **RESOURCE NEEDS**

Figure 3.31. Additional Resources Required by Agencies, Victim Service Providers .....	48
Figure 3.32. Additional Resources Required by Organizations to Increase Capacity, Legal Professionals .....	48

## **TRAINING AND OUTREACH**

Figure 3.33. Training on Civil Legal Needs of Crime Victims, Victim Service Providers .....	49
Figure 3.34. Training on Civil Legal Needs of Crime Victims, Legal Professionals .....	50
Figure 3.35. Training on Civil Legal Needs of Crime Victims, Private Attorneys .....	50
Figure 3.36. Preferred Delivery Method of Training, Victim Service Providers .....	50

## **HOW PROFESSIONALS ARE WILLING TO ASSIST CRIME VICTIMS**

Figure 3.37. Methods of Service Delivery Organizations are Willing to Provide, Legal Professional .....	52
---	----

## **IDEAS FOR INNOVATION IN SERVICE**

Figure 3.38. One Stop Shops, Victim Service Providers .....	52
Figure 3.39. One Stop Shops, Legal Professionals .....	53

## **SURVEY OF CRIME VICTIMS**

Figure 4.1. Type of Agency Received Services From .....	57
Figure 4.2. Type of Victimization Received Services .....	57
Figure 4.3. Services Needed and/or Received After Victimization .....	58
Figure 4.4. Legal Services Needed or Received After Victimization .....	59
Figure 4.5. Reason Not Received Legal Services .....	59
Figure 4.6. Would Use Same Provider in Future .....	60

## **USE AND RECEIPT OF PROTECTIVE ORDERS**

Figure 4.7. What Happened to Violence in Relationship After Receiving Order .....	62
Figure 4.8. Feelings About Protective Order .....	62

## **NEED FOR HOLISTIC SERVICES INDICATED BY VICTIMS**

Figure 4.9. Victimized Since Receiving Services .....	63
Figure 4.10. Experienced IPV Since Receiving Services.....	63
Figure 4.11. Experienced Identity Theft/Fraud Since Received Services .....	63
Figure 4.12. Elder Abuse-Someone Related to Victim .....	63
Figure 4.13. Need and Receipt of Legal Services of Additional Victimization .....	64
Figure 4.14. Diagnosed Since Victimization.....	65

# Georgia's Victim Legal Assistance Network: Needs Assessment

## I. ACCESS TO JUSTICE

Going to court can be life-altering—people may face losing their home, their ability to reside in the United States, or custody of their children. Even though such serious decisions may be made in court, the majority of Americans attend court without a lawyer (Office for Access to Justice of the U.S. Department of Justice, 2015). Many people who do not have an attorney qualify for federally-funded legal assistance. Despite qualifying, over half of those who reach out for assistance are not served due to lack of funds (Office for Access to Justice of the U.S. Department of Justice, 2015). Also of concern are those individuals who do not qualify for assistance; they are just over the qualifying threshold. These individuals likely cannot afford to hire private legal representation, thus creating a gap in justice accessibility (Office for Access to Justice of the U.S. Department of Justice, 2015).

The need for civil legal services is great. Sandefur (2014) reports that two-thirds of adults residing in a middle-sized American

city had experienced at least one civil justice situation (e.g., debt, employment) during the previous 18 months. Persons were likely to experience more than one situation—the average number of situations experienced was 2.1. When only examining those individuals who experienced any civil justice situation, the average number of situations experienced increased to 3.3. These findings suggest that American adults not only have civil justice needs, but that they are likely to have multiple needs in a relatively short period of time. Thus, these individuals need comprehensive civil legal services, perhaps from various agencies. Most commonly, individuals indicate situations related to employment, money (e.g., mismanagement of pension funds, bill dispute), debt, and insurance.<sup>1</sup> Perhaps not surprisingly, individuals in the study who were poor were more likely than middle-income or high-income individuals to indicate experiencing a civil justice situation.

Despite the high needs reported, few people reported seeking the assistance of an attorney for their civil justice situation. Indeed, less than one-fourth (22%) indicated seeking assistance with any third party outside of their immediate social network. Although many people do not seek assistance because of the cost (17%), a large percentage of individuals did not define their situations as such. Only 9% of respondents characterized their civil legal situations as legal. Even

---

<sup>1</sup> This study did not specifically include questions about protective orders.

though many people did not view their experiences as being legal in nature, they often reported experiencing negative consequences associated with them. In fact, almost half of the respondents indicated some negative consequence such as fear, loss of income, damage to their physical or mental health, or verbal/physical violence or threats of violence. Although speculative, it is possible that if a greater percentage of individuals had received legal assistance, they may have avoided some of these negative outcomes.

These findings are largely supportive of research conducted some 20 years earlier using a national-sample of low and moderate income households. In that research, an average of one civil legal need was reported per household, with almost half of all households reporting at least one need (American Bar Association, 2004). Most commonly, households reported having personal finance or consumer needs or housing and real property needs. Low-income households also commonly indicated needing assistance with domestic and family issues as well as community and regional issues (e.g., problems with municipal utilities). Similar to Sandefur's (2014) finding, about 4 in 10 households indicated that they dealt with their civil legal need on their own, with only 29% of low-income households and 39% of moderate-income households accessing the civil justice system. Low-income households thought that the

civil justice system either would not help or would be too costly.

### **A. Access to Justice in Georgia**

In 2015, there were a total of 43.1 million people living in poverty (Proctor, Semega, & Kollar, 2016). Counties in Georgia range from having 6.3% of their population living in poverty to 42% (USDA, 2015). A disparity in poverty exists across urban and rural counties in Georgia. The extent of poverty is higher in rural counties in Georgia than urban counties, with about 7 of 10 persons living in poverty residing in small cities and rural areas (State Bar of Georgia Pro Bono Project, 2013). In Georgia, 70% or more of counties have poverty rates that are at or above the national average (U.S. Census Bureau, 2015). In addition to poverty, health disparities are present. Those counties in Georgia ranked worse in health are in rural areas, with the 10 worse health-ranking counties all being rural (Miller, 2012). Other indicators of well-being include employment and wages. Although at 5.7%, the unemployment rate in Georgia is relatively low (December 2015); it is still above the national average. Those individuals who are employed may still not earn wages adequate to support themselves. Minimum-wage full-time workers in Georgia earn only \$15,080.00 a year. This economic and well-being picture of Georgia is further complicated when the legal needs of low-income households are considered. Low-income households in Georgia experience an

average of three legal needs each year. When extrapolated across all low-income households, this totals over 2 million legal needs for this population (Dale, 2009).

Even with having these legal needs, low income persons may find the costs of hiring a private attorney prohibitive. In Georgia for example, survey research shows that the median billable hourly rate is \$300 among consumer law attorneys (Burdge, 2015). In addition, because so many of Georgia's low-income persons reside in rural areas or small cities, it is possible they may not have easy access to an attorney. Indeed, although there is one private attorney for every 25 Georgians, there is only one legal services lawyer for every 25,000 poor persons (State Bar of Georgia Pro Bono Project, 2013). More telling, six counties in Georgia, all rural, do not have any attorney residing in them (State Bar of Georgia Pro Bono Project, 2013). Legal aid services and other legal services designed to assist low-income individuals can only address about 20% of the legal needs of the poor in Georgia (State Bar of Georgia Pro Bono Project, 2013).

Because of the barriers to accessing legal services for many people, a range of services have been developed and implemented throughout the United States with the goal of increasing access to justice. Although not exhaustive, some of these services include government financing of attorney representation, legal aid, pro bono legal assistance, and alternative dispute resolution processes (Eisenkraft, 2016). Research shows

that when people have legal representation, they do better in housing, immigration, and domestic violence cases (Johnson, 2014).

### **1. Needs and Access to Justice for Crime Victims**

This benefit may be particularly acute for victims of crime, as suffering a victimization can often lead to a host of deleterious consequences. Being victimized increases risk for posttraumatic stress disorder (Kamphius, Emmelkamp, & Bartak, 2003), depression (Campbell, Kub, Belknap, & Templin, 2009), anxiety (Plitchta, & Falik, 2001), substance abuse (Coker, Davis, Arias, Desia, Sanderson, Brandt, & Smith, 2000) and revictimization (Classen, Palesh, & Aggarwal, 2005). In light of these consequences, victims of crime are especially in need of holistic services that provide comprehensive care. These services should be designed so that they can exercise their rights provided to them as crime victims, but also so that they can receive services targeting their physical and mental health needs associated with recovering from their victimization (e.g., housing, public benefits), and their civil legal needs.

In a survey conducted during 2012 of victim service providers in Georgia, it was revealed that legal services were perceived as most lacking for crime victims. Not only are legal services needed, but service providers also felt as though cooperation with legal service providers was less as compared with law enforcement, prosecutors, medical/mental

health providers, and community-based victim services. These findings suggest that legal services are needed for crime victims and a network of services that facilitates coordination of legal services would benefit service providers, and consequently, crime victims in Georgia (CJCC, unpublished report).

Research on access to legal services suggests that when crime victims have access to legal services and counsel, their outcomes are improved. For example, access to legal services aids victims in leaving abusive relationships and has contributed to the decrease in the number of domestic violence victims by 21% (Farmer & Tiefenthaler, 2003). Other research on holistic legal services in Rhode Island demonstrates that most clients who receive services through a specialized, holistic-service oriented network see improvements in a range of outcomes including income, housing, and their family situation (Smith, Barge, & Salomon, 2016).

## **II. THE VICTIM'S LEGAL NETWORK OF GEORGIA (VLAN) NEEDS ASSESSMENT STUDY**

Born out of this need to provide access to legal services for crime victims, the Office for Victims of Crime began providing funding for the development of Victim Legal Assistance Networks in 2012. In 2014, the Criminal Justice Coordinating Council led a group of project partners—Atlanta Legal Aid Society, Atlanta Volunteer Lawyers Foundation, Georgia Asylum & Immigration

Network, Georgia Legal Services Providers, and Georgia State University—in applying for funds to conduct a needs assessment and use those results to plan and design a model to deliver comprehensive, wraparound civil legal services for crime victims. Project funding was awarded for the project to begin in October 2014 for an 18-month project.

### **A. Study Samples**

To select persons for the email survey of victim service providers, the Criminal Justice Coordinating Council (CJCC) provided a list of contact information for all agencies in Georgia that are certified to receive Local Victim Assistance Funds from the CJCC. Each individual was emailed an introductory letter, a consent form, and a link to the online survey. In total, 219 individuals were contacted to complete the survey. After the initial email (August 26, 2015), individuals were then contacted again with follow-up requests to complete the survey 3 business days later and again 11 business days after that, and finally 3 business days later. Of those who were contacted, 1 had an invalid email or was no longer with the agency and no additional contact person's information was provided. In total, 103 individuals completed the survey, with an overall response rate of 47.3%.

Table 2.1 displays the demographic characteristics of the victim service providers who were surveyed. About four in ten hold a professional or master's degree and the majority (65%) have been employed longer

than five years at their agency. The majority (63%) are married/domestic partnership, White/Caucasian (75%), and female (95%). Most (51%) work in multi-county serving organizations in rural areas (40%).

To select persons for the email survey of legal professionals working in project partner agencies, each project partner sent an introductory letter, informed consent, and a link to the online survey to the legal professionals working in their agency. In total, 151 individuals were contacted to complete the survey. After the initial email (August 26, 2015), individuals were then contacted again with follow-up requests to complete the survey 2 business days later and again 2 more business days later and then an additional 6 business days later. In total, 72 people completed the survey, with an overall response rate of 47.7%.

Characteristics of the legal professionals who work in project partner agencies are shown in Table 2.1. As can be seen, all of the sample members hold a professional degree, a majority (59%) have been employed at their agency five or more years, and are married or in a domestic partnership (56%). Almost three-fourths (74%) are White/Caucasian, and 18% are Black/African-American. Almost three-fourths (74%) of the sample is female. Most (62%) work in multi-county serving agencies.

To select private attorneys for the email survey of private attorneys in Georgia, the research team identified the types of private

attorneys who may be most willing to provide pro bono service to crime victims, and the sections of the State Bar of which they likely would be members. The sections of the state bar that were identified were Criminal Law, Family Law, General Practice/Litigation, Elder Law, and Consumer Law. Graduate Research Assistants located publicly-available email addresses for all individuals who were members of these sections. They were able to locate email addresses for 4,610 out of 5,114 members who were listed online. Each attorney was then sent an introductory letter, informed consent and a link to the online survey. After the initial email (October 28, 2015), individuals were then contacted again with follow-up requests to complete the survey 5 business days later and again 19 business days after that, and a final request was sent 3 business days later. Of those who were contacted, 36 had invalid emails or were no longer with the agency and no additional contact person's information was provided. In total, 609 attorneys completed the survey, with an overall response rate of 13.3%.

Table 2.1 shows descriptive statistics of private attorneys who completed the survey. Most (62%) have been employed five or more years at their agency or business and were married or in a domestic partnership (74%). Over eighty percent (82%) were White/Caucasian, with 12% reporting being Black/African-American. A slight majority were male (56%).

**Table 2.1. Descriptive Statistics of Survey Participants, Victim Service Providers, Project Partner Agencies and Private Attorneys**

	Victim Service Provider % (N)	Project Partner Attorneys % (N)	Private Attorneys % (N)
<b>Individual Characteristic</b>			
<b><i>Education</i></b>			
Bachelor's Degree	38.0 (30)	---	---
Professional Degree/Master's Degree	39.2 (31)	100.0 (34)	99.1 (435)
Ph.D./M.D.	1.3 (1)	---	0.9 (4)
<b><i>Length of Employment</i></b>			
Less than 1 year	2.5 (2)	14.7 (5)	10.6 (46)
1-5 years	32.6 (26)	26.4 (9)	27.7 (120)
5+years	65.0 (52)	58.8 (20)	61.7 (268)
<b><i>Marital Status</i></b>			
Never Married	15.4 (12)	32.4 (11)	15.8 (68)
Married/Domestic Partnership	62.8 (49)	55.9 (19)	73.5 (317)
Divorced/Separated/Widowed	21.7 (17)	11.7 (4)	10.8 (46)
<b><i>Race</i></b>			
White/Caucasian	75.0 (60)	73.5 (25)	82.3 (353)
Black/African-American	16.3 (13)	17.6 (6)	12.1 (52)
Other	8.8 (7)	8.8 (3)	5.5 (24)
Hispanic	5.0 (4)	2.9 (1)	3.7 (16)
Female	95.0 (76)	73.5 (25)	44.4 (192)
<b>Organization Characteristic</b>			
<b><i>Geographic Area Served</i></b>			
Statewide	8.6 (7)	17.6 (6)	---
Multi-county	50.6 (41)	61.8 (21)	---
County	35.8 (29)	14.7 (5)	---
Local city or town	1.2 (1)	2.9 (1)	---
Tribal jurisdiction	---	---	---
Other	3.7 (3)	2.9 (1)	---
<b><i>Urbanity</i></b>			
Urban	22.5 (18)	---	---
Suburban	37.5 (30)	---	---
Rural	40.0 (32)	---	---

To conduct interviews with FLIC directors and legal librarians, each director was contacted after receiving a list of FLICs from project partners and also doing a thorough internet search to identify FLICs in Georgia.

Each FLIC director or Law Librarian was contacted to attempt to schedule an interview. Nine FLIC directors/law librarians agreed to either a face-to-face interview or a telephone interview, and one answered

questions via email, covering Fulton, DeKalb, Cobb, Hall, Chattahoochee, Augusta, Albany, and Gwinnett counties. Of the eight interviews, five were conducted in-person. Interviews took place over the course of three months (August-October, 2015).

## **B. Data From Project Partners**

To analyze data from our project partners, data from their existing databases were collected. From each agency, case data from January 1, 2015 to December 31, 2016 were collected on cases related to criminal victimization. From Atlanta Legal Aid Society (N=3867) and Georgia Legal Service Providers (N=3302), this data included cases for clients seeking assistance related to Domestic Violence. For Atlanta Volunteer Lawyers Foundation (N=1958), data were collected from the Safe Families project, which is operated in the Fulton County Courthouse in partnership with the Partnership Against Domestic Violence. From Georgia Asylum and Immigration Network (GAIN) (N=136), data from all cases opened during 2015 were collected. To supplement these data from GAIN, the university research team also coded additional case information from files from those cases that were worked on by GAIN during June 2015-December 2015.

### **1. Overview of Project Partners' Clients and Cases, 2015**

Data from each of the four project partner agencies who provide civil legal services to crime victims were collected and analyzed to

provide an overview of the clients served and the types of cases handled by each agency. This data, coupled with other data from the needs assessment, will provide an overview of the current capacity of these agencies and serve in part as a baseline for evaluation of the pilot projects. As can be seen from Table 2, each agency served a variety of clients with varying needs during 2015.

Atlanta Volunteer Lawyers' Foundation (AVLF), through its Safe Families Office which is operated in the Fulton County Courthouse in partnership with the Partnership Against Domestic Violence, served 1,958 visitors in 2015. Of those, 81% were female, 62% were Black, and most were English speaking (99%). The average age of the AVLF client in this program during 2015 was 36 years old. About one in five clients have their cases approved for placement (21%), 8% were referred to an attorney, and 71% had their case rejected. There are a variety of reasons why a case may be closed and rejected—for instance, the client may not be eligible for services, may seek services elsewhere, may decide not to move forward with services, or there may be conflicts of interest. As seen in Table 2.2, for AVLF, one of the common reasons for cases to be rejected is that the client did not file ex parte (22% of those cases rejected). A closer examination of these cases revealed that the reason these cases were closed is that they were mainly rejected before ever becoming a case (66%), or the client was advised and counseled (13%). Of those who did not file

ex parte, and had their case rejected, a large portion of these cases were not accepted at review (48%). An additional reason for rejection was because of conflicts (16%) and because of a lack of time and resources (14%). Among the positive benefits generated, 69% of those represented by AVLIF secured either a 6-month or 12-month temporary protective order and about 10% were granted child support (calculated out of the total number of visitors who had full representation N=147). Also important, is that AVLIF was able to secure an average of \$972.41 of annualized benefits for its clients (although this number was only generated across 18 clients).

Georgia Legal Services Providers (GLSP) also provided civil legal services for clients in 2015 Table 2.2 shows information on clients and their cases that were opened in 2015. As displayed in Table 2.2, GLSP opened cases for 3,302 clients. The vast majority of their clients were female (95%) and English was their primary language (94%). Only a slight majority of their clients were White (52%). The average age of clients was 38.5 years old. Most clients (55%) sought services for domestic abuse, while one in five sought services for divorce, separation or annulment. Of those cases with data, 16% were assigned to the Gainesville office, 16% to the Piedmont office, 11% to the Albany office, 11% to the Dalton office, and 10% to the Savannah office (not in table). The other offices handled less than 10% of the cases opened in 2015. GLSP

served victims from 153 different counties in GA. The three counties in which the largest percentage of clients live are Chatham (7%), Richmond (6%), and Muscogee (5%) About three in 10 (29%) of cases were rejected, with the most common reason being for lack of resources (21%) or the client not meeting the income requirements (15%). Of the cases that were clients whose cases were closed, the majority (57%) received counsel and advice, while 22% received a negotiated settlement with litigation. On average, clients who received a monetary benefit (either in recovery or avoidance) of \$7,249.46.

Atlanta Legal Aid Society (ALAS) opened cases for 3,867 clients in 2015. Of those clients, the majority were female (91%), Black (58%), and primarily English speaking (92%). The average age of clients for ALAS was 40 years old. Most commonly, clients were seeking assistance for divorce, separation, or annulment (26%). Clients also commonly sought assistance for domestic abuse (17%), custody and visitation (15%) and private landlord/tenant issues (11%). Although ALAS assisted clients from 50 different counties, the largest percentage of clients resided in Cobb County (27%), Fulton County (26%), DeKalb County (20%), and Gwinnett County (14%). Most clients were advised and counseled (85%), while 7% received limited action, 4% received a negotiated settlement with litigation, and 2% had their cases resolved through a contested court decision. Many positive outcomes resulted—27% of clients received child

support, 13% received DV protection, 12% received another family law benefit, and 9% had a custody or visitation arrangement implemented. Of those who received some financial benefit, the average monetary benefit (either in recovery or avoidance) was \$10,248.

Georgia Asylum and Immigration Network also served clients seeking services for civil legal needs during 2015. Data for their clients and cases are presented in Table 2.3. These data represent a combination of agency data that is regularly reported in a database on all cases opened in 2015 as well as data gleaned from case files that were worked on during June 2015-December 2015. As shown, the average age of clients was 29 years old. Most clients were female (82%), single (54%) with two children. The typical client's primary language is not English (71%, with 71% needing an interpreter), with Spanish being the most commonly spoken language (62%). A large percentage of GAIN's clients were born in Mexico (28%), with a large portion being born in Central America (e.g., 9% in Honduras). Almost half of GAIN's clients sought services for a U-Visa (44%), while 31% were seeking help with violence against women, and 20% needed assistance with a T-Visa. GAIN served clients from 17 different counties—27% of clients were from DeKalb County, 24% were from Gwinnett County, and 12% were from Cobb County. From coding information from client files, the types of victimizations that clients

experienced was determined. Over one-third had experienced domestic violence (35%), 14% were a victim of trafficking, 8% had experienced rape, 8% had experienced simply battery or assault, and 6% had engaged in prostitution.

In addition to reviewing agency data and client files for GAIN, the GSU research team also conducted a small focus group with two Spanish-speaking clients who had received services from GAIN (and potentially other agencies). This focus group was held on June 25<sup>th</sup>, 2016. The purpose of the focus group was to ascertain the extent to which victims of human trafficking and victims of violence with immigration needs were having their civil legal needs met. We also asked about their satisfaction with the services that they received, and any barriers they experienced to receiving services.

Both focus group participants reported that all of their civil legal needs were met. They did not indicate that they had any needs such as custody, divorce, or securing or enforcing protective order. In addition, they felt that the agencies that they received assistance from adequately addressed the civil legal needs that they did have surrounding their immigration status. They also indicated that they received assistance in ways that was unexpected, such as receiving money on cards to help with expenses and assistance in applying for food stamps.

When asked about their experience with the agency that assisted them, they were

overwhelmingly positive in their comments. For example, Participant 1 said “well that surprised me so much because one does not...does not know, well, that so much help can be given to a person.” Also positive was Participant 2 in their comment, “it is an excellent institution that helps human beings a lot, and as a person, I am very grateful. [W]hen I needed it the most, they were my angels”.

Although their experiences were quite positive, both noted difficulties in transportation and navigation, and one noted some language barriers. As stated by Participant 1, “at first a little bit of a problem because I did not have a driver’s license...because I did not know if I had to come on the bus or the train.” Similarly, Participant 2 had problems finding the office to turn in some papers. Neither of the participants, however, felt that these were significant obstacles. Participant 1 did indicate that being Spanish speaking created some difficulty, as they noted “I had a little difficult communicating because we did not understand each other well on some things. Afterward, there was a guy helping that spoke Spanish, and then with him we advanced my case a lot.”

Both participants felt that these were minor issues, and did not see any way that the agencies could improve their services, saying things like “I do not know if there is something that they can do to improve (Participant 1)” and “No, everything is excellent (Participant 2)”. They did note that they wished that others in the community were aware of the services available so that others could take advantage of them. As discussed by Participant 1 “inform more people...[b]ecause I think that on the street there a lot of people who are still victims of abuses...who need help and need to know that organizations like yours exist.” Participant 2 echoed this point and raised the issue of fear by saying, “[t]he people on the street, what they do is spread fear, ‘you do not have papers, do not go there...because you will turn yourself in’ they say.” In addition to wanting improved awareness, they both wanted to see the agencies provide care for psychological services related to trauma, and for GAIN to assist with the process for residency.

**Table 2.2. Descriptive Characteristics of Project Partner Client and Cases, 2015**

	<b>AVLF (n=1958)</b>	<b>GLSP (n=3302)</b>	<b>ALAS (n=3867)</b>
Client Characteristics	<b>% (N) or Mean (N)</b>	<b>% (N) or Mean (N)</b>	<b>% (N) or Mean (N)</b>
Female	81.4 (1513)	95.3 (3034)	91.1 (3521)
Age	36.4 (1883)	38.5 (3298)	39.79 (4021)
<b><i>Race</i></b>			
White	12.8 (212)	51.8 (1802)	17.4 (674)
Black	62.4 (1030)	33.2 (1030)	57.6 (2229)
Hispanic	4.2 (69)	8.4 (259)	11.5 (430)
Other/Unknown	20.5 (339)	0.3 (8)	13.8 (534)
<b><i>Language (Top 3)</i></b>			
English	98.7 (1907)	94.2 (2697)	91.9 (3554)
Spanish	0.8 (15)	5.4 (156)	7.3 (283)
Arabic	0.2 (3)	0.1 (3)	---
Hindi	0.2 (3)	---	---
Russian	---	0.1 (3)	---
Other/Unknown			0.2 (6)
Interpreter Needed	0.4 (8)	---	---
Disabled	---	21.4 (682)	---
Percentage of Poverty	---	71.0 (3302)	75.3 (3867)
Case Characteristics			
<b><i>Reasons for Service</i></b>			
Domestic Abuse	99.9 (1957)	54.7 (1767)	17.4 (649)
Divorce/Separation/Annulment	---	19.8 (640)	26.4 (987)
Custody/Visitation	---	6.0 (195)	15.4 (575)
Private Landlord/Tenant	---	---	11.4 (428)
<b><i>Reasons for Rejection</i></b>			
Lack of Resources	---	20.5 (198)	---
Over Income	---	14.5 (140)	---
Did Not File Ex Parte	21.8 (323)	---	---
No Referral from PADV	13.6 (201)	---	---
<b><i>Reasons Case Closed (Top 3)</i></b>			
Counsel and Advise	---	57.2 (822)	84.9 (3285)
Limited Action	---	13.9 (200)	6.7 (259)
Negotiated Settlement (w/ Lit.)	---	22.0 (316)	2.4 (92)
Contested Court Decision	---	---	2.2 (86)
Rejected	48.9 (957)	---	---
Decided Not to File	11.2 (220)	---	---
Failure to Appear	8.9 (174)	---	---
<b><i>Outcome</i></b>			
Child Support	9.5 <sup>a</sup> (14)	---	27.1 (130)
DV Protection	---	---	13.2 (63)
Other Family Law Benefit	---	---	11.7 (56)
Temporary Protective Order	68.7 (101)	---	---
Custody/Visitation Arrangement	---	---	9.4 (45)
Annualized Benefit to Client <sup>b</sup>	\$972.41 (18)	\$7249.46 (287)	\$10,248.04 (188)
All Three Agencies			
Total # of Clients		9,127	
Total # of Domestic Violence Victims Assisted		4,373	
Mean Annualized Benefit (\$)		\$6156.64	

**Table 2.3: Characteristics of GAIN cases/clients from Jan. 1, 2015-2016 (N=136)**

Client Characteristics	% (N) or Mean (N)	Case Characteristics	% (N) or Mean (N)
Age	29.49 (87)	<b>Case Type</b>	
Female	81.6 (71)	U Visa	43.7 (38)
<b>Marital Status</b>		T Visa	19.5 (17)
Single	54.0 (47)	VAWA	31.0 (27)
Married	31.0 (27)	I-751 Waiver	3.4 (3)
Separated	9.2 (8)	U Visa or VAWA	2.3 (2)
Divorced	5.7 (5)	<b>Crime Type</b>	
# of Children	1.87 (98)	Domestic Violence	34.5 (60)
<b>Language</b>		Sexual Assault	5.2 (9)
English	28.6 (24)	Rape	8.0 (14)
Spanish	61.9 (52)	Stalking	1.1 (2)
Portuguese	3.6 (3)	Prostitution	6.3 (11)
Arabic	1.2 (1)	Child Molestation	2.3 (4)
French	1.2 (1)	Trafficking	13.8 (24)
Gujarati	1.2 (1)	Molestation of Client's Child	5.7 (10)
Hindu/Urdu	1.2 (1)	Physical Abuse of Client's Child	7.5 (13)
Somali	1.2 (1)	Assault	0.6 (1)
Needed an Interpreter	71.4 (60)	Incest of Client's Child	1.1 (2)
<b>Country of Birth*</b>		Rape of Client's Child	1.7 (3)
Bahamas	2.9 (4)	Simple Battery/Assault	8.0 (14)
Bangladesh	0.7 (1)	Interference with Custody	0.6 (1)
Benin	.07 (1)	Terroristic Threats	0.6 (1)
Brazil	2.9 (4)	Child Abuse/Neglect	0.6 (1)
Cameroon	.07 (1)	Verbal Threats to Client's Child	0.6 (1)
China	2.2 (3)	Statutory Rape	0.6 (1)
Cuba	.07 (1)	Armed Robbery	0.6 (1)
Dominican Republic	.07 (1)	Kidnapping	0.6 (1)
El Salvador	2.2 (3)	<b>County</b>	
Finland	.07 (1)	Bartow	1.2 (1)
Gambia	0.7 (1)	Bibb	2.3 (2)
Germany	2.2 (3)	Bulloch	4.7 (4)
Ghana	1.7 (1)	Carroll	2.3 (2)
Guatemala	3.7 (5)	Chattooga	1.2 (1)
Honduras	5.9 (8)	Cherokee	2.3 (2)
Jamaica	2.2 (3)	Clayton	3.5 (3)
Mexico	27.9 (38)	Cobb	11.6 (10)
Nicaragua	0.7 (1)	Coweta	1.2 (1)
Nigeria	2.9 (4)	DeKalb	26.7 (23)
Saudi Arabia	0.7 (1)	Douglas	2.3 (2)
United States	0.7 (1)	Fannin	3.5 (3)
		Fulton	4.7 (4)
		Gilmer	3.5 (3)
		Gwinnett	24.4 (21)
		Hall	3.5 (3)
		Henry	1.2 (1)

### III. RESULTS FROM SURVEYS

#### A. Service Provision

##### 1. Types of Crime Victims Served

Survey respondents were asked what types of crime victims their agency serviced during the previous 12 months. Most commonly, victim service providers indicated they serviced victims of domestic violence (18%), followed by victims of sexual violence/abuse (12%) and child physical abuse/neglect (12%) (see Figure 3.1). Over 10% of victim service responders (11%) also indicated that their agency assisted victims of child molestation/child sexual abuse and stalking (11%). The largest percentage of legal

professionals who work in our project partner agencies also reported servicing victims of domestic violence (13%) and victims of sexual violence and abuse (12%) (see Figure 3.2). Twelve percent of legal professionals working in our project partner agencies also reporting assisting victims of stalking, and 11% reported assisting victims of child physical abuse and neglect.

Not only were legal professionals who work in project partner agencies asked about the types of crime victims they provide

Figure 3.1. Most Common Crime Victim Types, Victim Service Providers

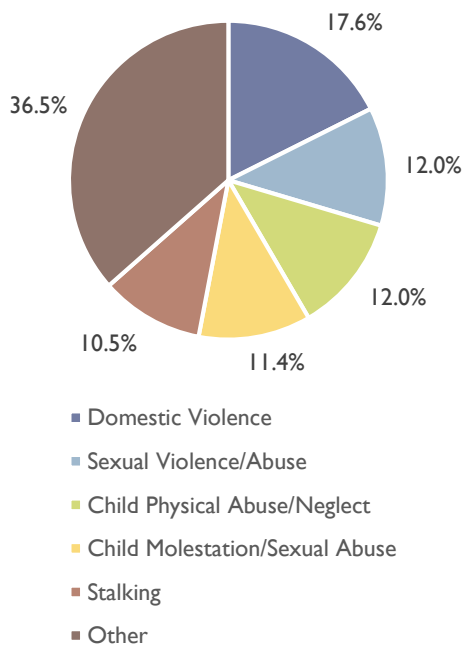
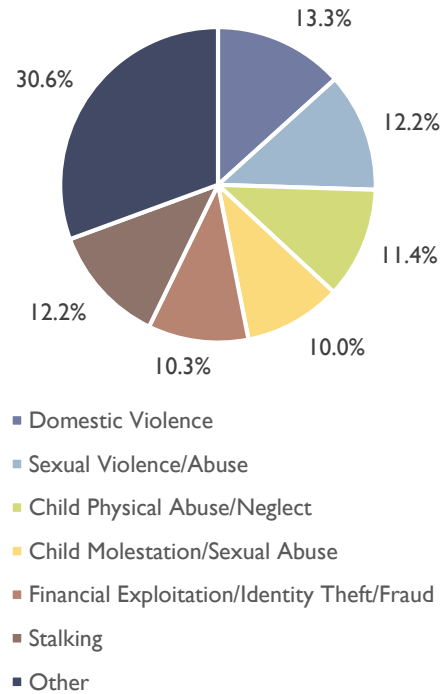
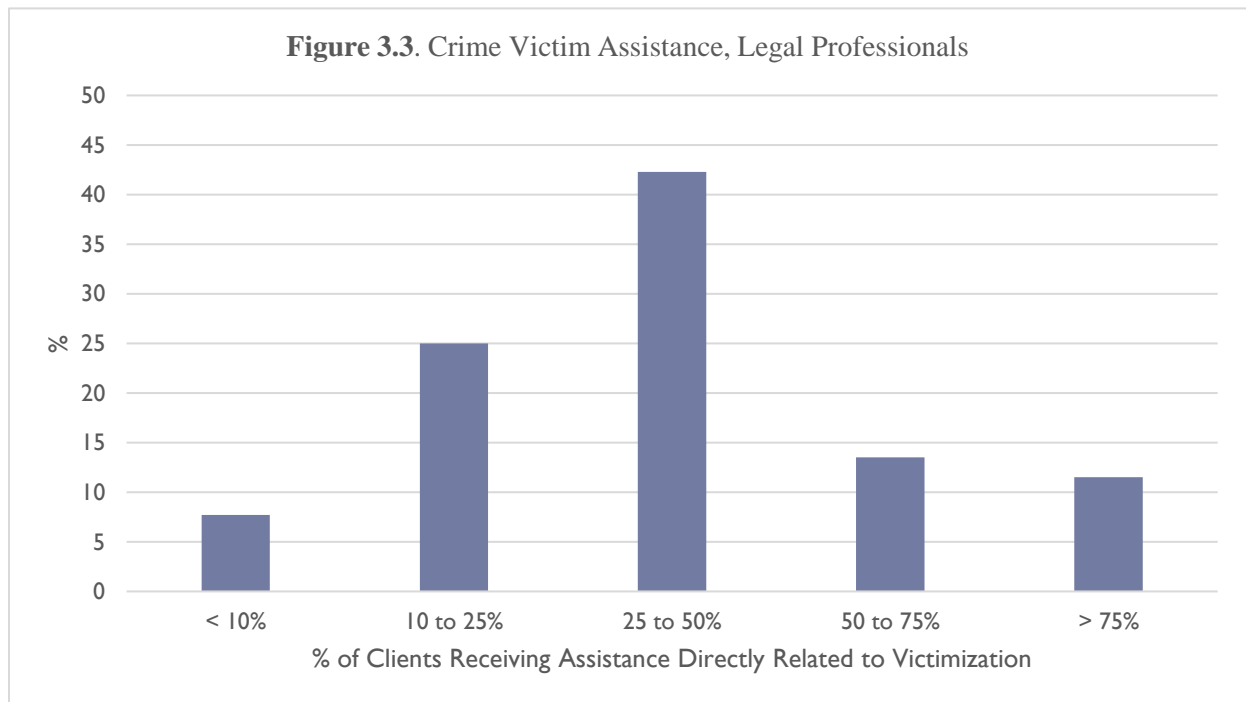


Figure 3.2. Most Common Crime Victim Types, Legal Professionals



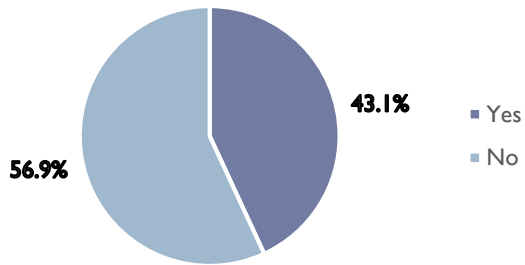
assistance for, they were also asked during the previous twelve months what percentage of their clients receive assistance with a legal issue that directly relates to a criminal victimization. Figure 3.3 represents their responses. Almost half of legal professionals who work in project partner agencies indicate that between one-quarter and one-half of their clients during the previous twelve months have received assistance to deal with a legal issue that directly relates to a criminal victimization.



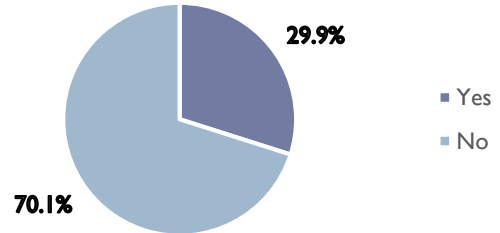
Private attorneys were asked about their own provision of pro bono services or services at a reduced cost to crime victims. As indicated in Figures 3.4 and 3.5, less than half (43%) of private attorneys reported that they had ever provided pro services to crime victims, while only 30% had done so during the past 12 months. Slightly more than half (51%) of all private attorneys surveyed said they had at some point provided crime victims services as a reduced cost (see Figure 3.6).

Another way to assess the involvement that private attorneys have with crime victims is by knowing the extent to which their existing clients are receiving assistance related to a crime victimization. As represented in Figure 3.7, less than 1% (.9%) of private attorneys noted that at least half of their paying clients were receiving assistance regarding a legal issue that was directly related to a criminal victimization during the previous 12 months. Eighty-three percent of private attorneys indicated that less than 10% of their clients over the previous 12 months were receiving assistance for a legal issue directly related to a criminal victimization.

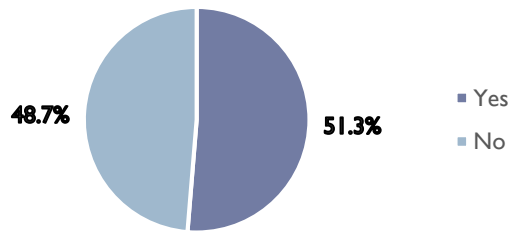
**Figure 3.4.** Private Attorneys Who Have Ever Provided Pro Bono Services to Crime Victims, Private Attorney Survey



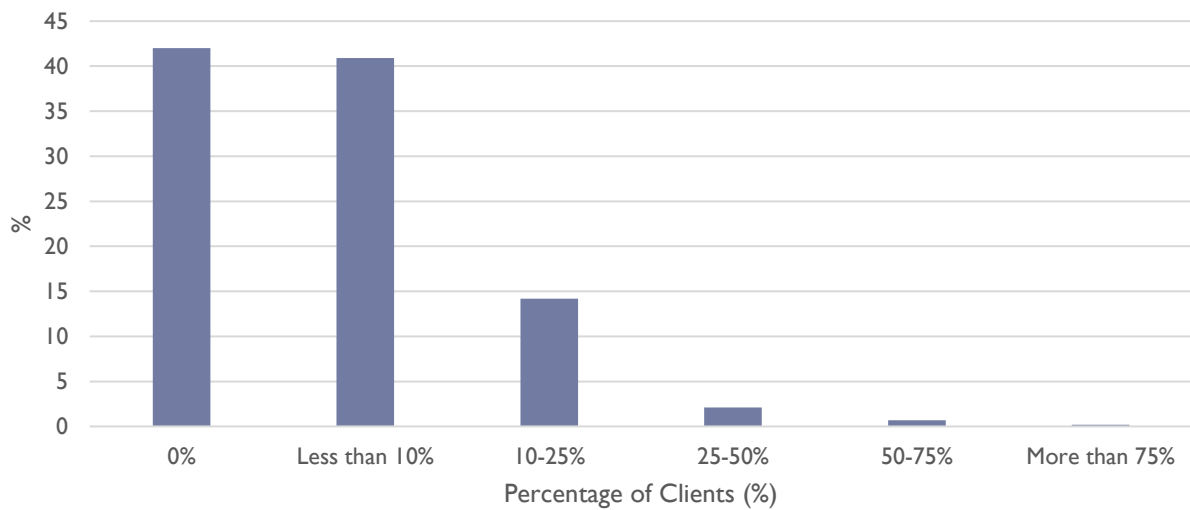
**Figure 3.5.** Private Attorneys Who Have Provided Pro Bono Services to Crime Victims in the Past 12 Months, Private Attorney Survey



**Figure 3.6.** Private Attorneys Who Have Ever Provided Services to Crime Victims at a Reduced Cost, Private Attorney Survey



**Figure 3.7.** Paying Clients Receiving Assistance Directly Related to a Criminal Victimization, Private Attorneys



## 2. Types of Legal Services Crimes Victims Receiving

To assess the extent to which crime victims are receiving a range of civil legal services, legal professionals who work in project partner agencies and victim service providers were asked how often during the previous 12 months their organization provided crime victims assistance with different civil legal services. Table 3.1 presents the results.

Almost all (84%) of the legal professionals who work in project partner agencies said that their organization often provides crime victims assistance with securing temporary or ex parte protection orders. Over half of the legal professionals who work in project partner agencies indicating their agency often assists crime victims with child support (54%) or housing-related issues (52%). Almost half of legal professionals (47%) working in project partner agencies noted that their organization assists crime victims with divorces.

Victim service providers also assessed their provision of civil legal services for crime victims. Slightly less than one-half (42%) of victim service providers indicated that their organization often assisted crime victims with securing temporary or ex parte protection orders. About one-third of victim service providers said their organization often or sometimes assisted crime victims with enforcing temporary or ex parte protection order, with 38% indicated their agency often or sometimes assisted crime victims with securing permanent protection

orders. Also somewhat commonly provided was assistance with housing counseling/relocation (33% of victim service providers said their agency often or sometimes assisted crime victims with this service) and public benefits cases (31% of victim service providers indicated their agency often or sometimes assisted crime victims with this service). Directors of Family Law Information Centers and Law Librarians (FLICs) were also asked about the types of legal issues with which their clients seek assistance. Each of the persons identified divorce as the legal issue that individuals were seeking assistance with most frequently. The other issues commonly cited were custody and legitimation. For example, both Interviewee F and H noted that divorce cases comprised over half of their cases.

## 3. Provision of Services for Other Needs for Crime Victims

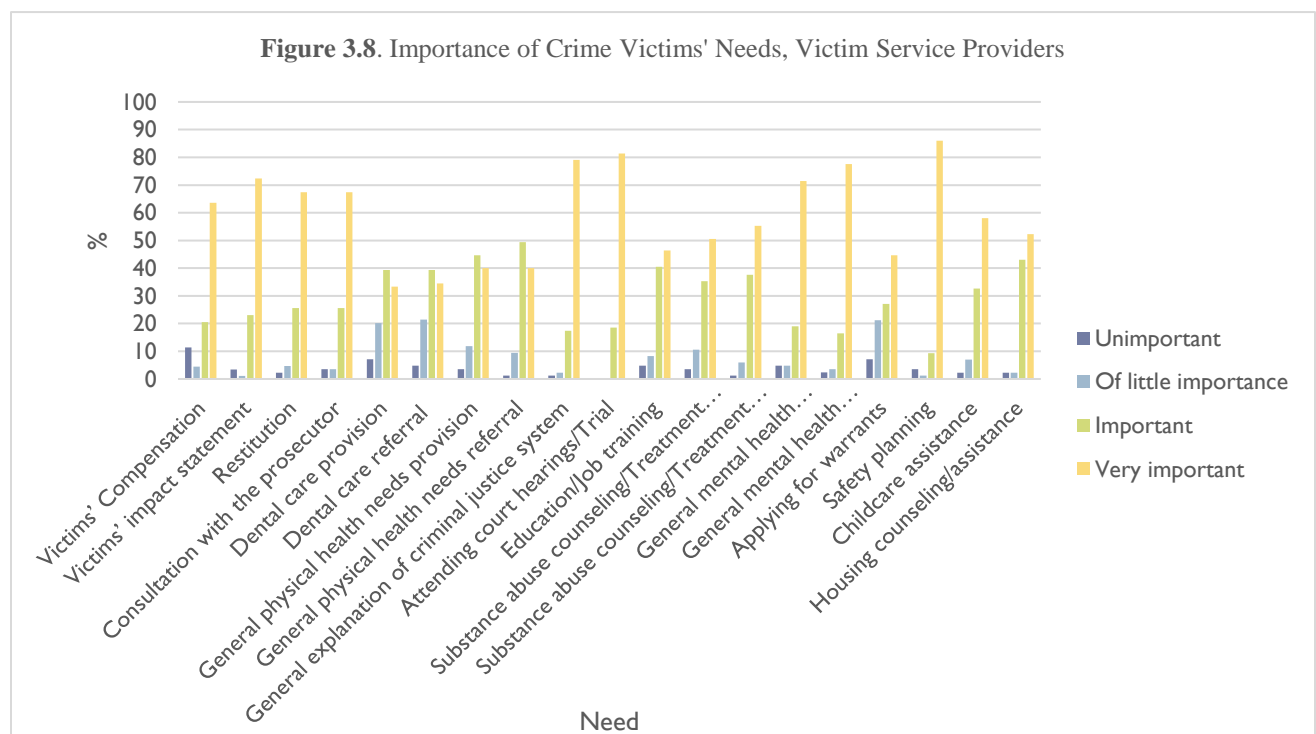
In addition to legal needs, crime victims may also need assistance with asserting their rights as provided to them via state statute as crime victims or they may need help in other ways, such as health care or safety planning. Victim service providers were asked how important they thought it was that crime victims receive assistance with a variety of other needs from an agency helping them in response to their victimization. Figure 3.8 displays the results of this set of questions. Victim service providers found that many of these needs were very important for crime

Table 3.1. How Often Organization Provide Crime Victims Assistance with Services Previous 12 Months

Legal Service	Legal Professionals				Victims Service Providers			
	Not	Seldom	Sometimes	Often	Not	Seldom	Sometimes	Often
Legal Service								
Securing temporary/Ex parte protection orders	2.2 (1)	2.2 (1)	11.1 (5)	84.4 (38)	41.0 (41)	9.0 (9)	8.0 (8)	42.0 (42)
Enforcing temporary/Ex parte protection orders	4.5 (2)	25.0 (11)	38.6 (17)	31.8 (14)	56.0 (56)	11.0 (11)	15.0 (15)	18.0 (18)
Securing permanent protection orders	2.3 (1)	25.0 (11)	45.5 (20)	27.3 (12)	45.0 (45)	17.0 (17)	17.0 (17)	21.0 (21)
Enforcing permanent protection orders	25.6 (11)	39.5 (17)	25.6 (11)	9.3 (4)	63.0 (63)	15.0 (15)	12.0 (12)	10.0 (10)
Separations	65.1 (28)	18.6 (8)	9.3 (4)	7.0 (3)	86.7 (85)	4.1 (4)	4.1 (4)	5.1 (5)
Divorces	7.0 (3)	30.2 (13)	16.3 (7)	46.5 (20)	77.6 (76)	10.2 (10)	5.1 (5)	7.1 (7)
Paternity cases	18.6 (8)	20.9 (9)	34.9 (15)	25.6 (11)	80.8 (80)	4.0 (4)	9.1 (9)	6.1 (6)
Custody cases	14.0 (6)	23.3 (10)	23.3 (10)	39.5 (17)	69.7 (69)	10.1 (10)	11.1 (11)	9.1 (9)
Adoption	---	---	---	---	83.8 (83)	4.0 (4)	5.1 (5)	7.1 (7)
Spousal support	25.6 (11)	25.6 (11)	30.2 (13)	18.6 (8)	77.8 (77)	9.1 (9)	6.1 (6)	7.1 (7)
Child support	11.6 (5)	11.6 (5)	23.3 (10)	53.5 (23)	60.6 (60)	10.1 (10)	15.2 (15)	14.1 (14)
Housing (e.g., landlord/tenant issues, Section 8, eviction)	4.5 (2)	11.4 (5)	31.8 (14)	52.3 (23)	57.6 (57)	23.2 (23)	10.1 (10)	9.1 (9)
Housing counseling/relocation	34.1 (15)	25.0 (11)	15.9 (7)	25.0 (11)	50.0 (49)	17.3 (17)	17.3 (17)	15.3 (15)
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	32.6 (14)	23.3 (10)	23.3 (10)	20.9 (9)	74.5 (73)	11.2 (11)	10.2 (10)	4.1 (4)
Public benefits cases (e.g., TANF)	13.6 (6)	2.3 (1)	22.7 (10)	61.4 (27)	53.1 (52)	16.3 (16)	15.3 (15)	15.3 (15)
Bankruptcy	34.9 (15)	16.3 (7)	23.3 (10)	25.6 (11)	93.9 (93)	3.0 (3)	2.0 (2)	1.0 (1)
Name and social security number changes	46.5 (20)	20.9 (9)	23.3 (10)	9.3 (4)	82.8 (82)	13.1 (13)	4.0 (4)	0.0 (0)
Small claims	65.1 (28)	14.0 (6)	11.6 (5)	9.3 (4)	90.9 (90)	8.1 (8)	1.0 (1)	0.0 (0)
Wills	30.2 (13)	32.6 (14)	14.0 (6)	23.3 (10)	93.9 (93)	3.0 (3)	3.0 (3)	0.0 (0)

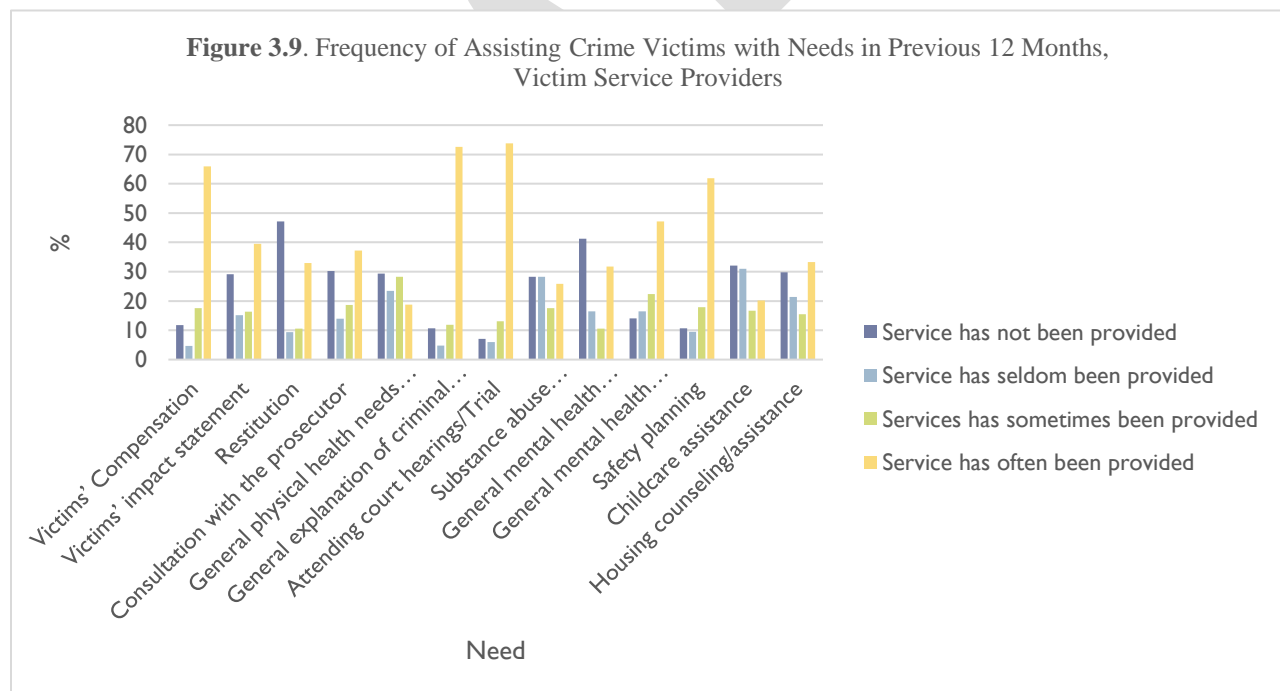
Immigration issues, including U and T-Visas	58.1 (25)	23.3 (10)	9.3 (4)	9.3 (4)	50.0 (50)	26.0 (26)	11.0 (11)	13.0 (13)
Child abuse petition	65.1 (28)	16.3 (7)	14.0 (6)	4.7 (2)	64.6 (64)	14.1 (14)	11.1 (11)	10.1 (10)
Elder abuse petition	53.5 (23)	30.2 (13)	11.6 (5)	4.7 (2)	75.5 (74)	17.3 (17)	6.1 (6)	1.0 (1)
Military/VA benefits	62.8 (27)	20.9 (9)	11.6 (5)	4.7 (2)	89.8 (88)	10.2 (10)	0.0 (0)	0.0 (0)
Advanced directives	30.2 (13)	32.6 (14)	14.0 (6)	23.3 (10)	95.9 (94)	3.1 (3)	0.0 (0)	1.0 (1)
Power of attorney for financial issues	27.9 (12)	32.6 (14)	16.3 (7)	23.3 (10)	88.9 (88)	8.1 (8)	1.0 (1)	2.0 (2)
Debt/Credit-related cases (e.g., collection efforts/suits)	8.9 (4)	35.6 (16)	31.1 (14)	24.4 (11)	83.0 (83)	9.0 (9)	4.0 (4)	4.0 (4)

victims to receive assistance with. For example, 81% of victim service providers indicated that it was very important for crime victims to have assistance with attending court hearings and trial, 79% noted it was very important that crime victims have a general explanation of the criminal justice system, 78% felt that it was very important crime victims receive assistance with general mental health counseling or treatment referrals, and 72% felt that it was very important for crime



victims to receive assistance with victims' impact statements. Over one-fifth of victim service providers felt that receiving assistance from an agency with dental care provision (20%), dental care referral (21%), and applying for warrants (21%) were of little importance for crime victims.

Victim Service Providers were also asked how often during the previous months their agency has assisted crime victims with a variety of needs in response to their victimization. As shown in Figure 3.9, almost three-fourths (74%) of victim service providers reported that their agency often attended court hearings and trials of victims, and 73% reported their agency often provided general explanations of the criminal justice system. A large majority of victim service providers also indicated their agencies often provided crime victims assistance with victims' compensation (66%) and with safety planning (62%). Services that are less commonly provided include assistance with restitution (47% said not provided), general mental health counseling or treatment provision (41% said not provided), assistance with consultation with the prosecutor (30% said not provided), assistance with housing counseling (30% said not provided), and general physical health needs referral (29% said not provided).

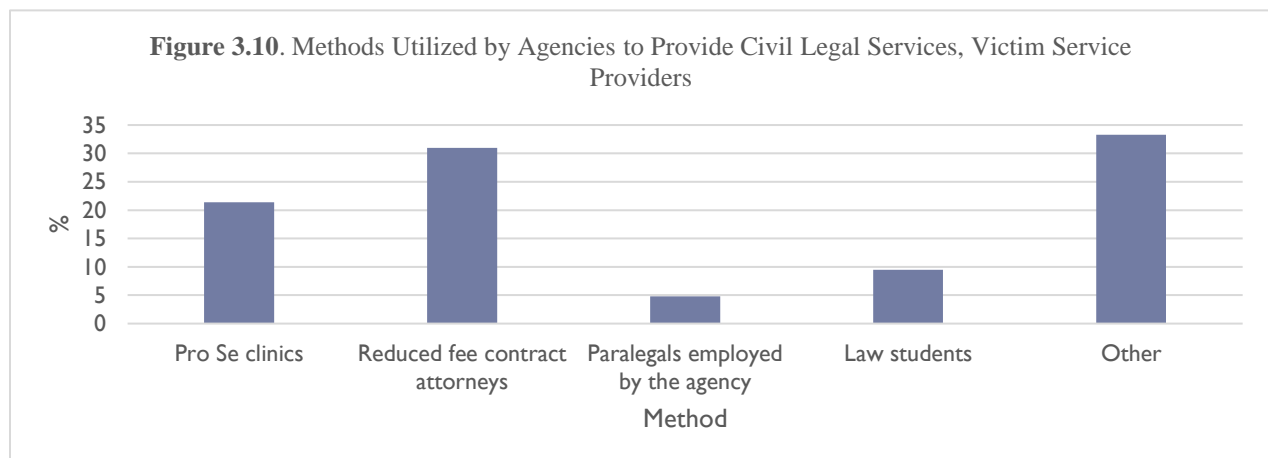


Family Law Information Center (FLIC) Directors and Law Librarians were asked to speak to their use of referrals for crime victims who have needs beyond what they are able to address. Six of the FLIC directors specifically mentioned that they referred people to other attorneys, websites, counseling, Victim-Witness Assistance Personnel, or to other specific agencies.

#### 4. Method of Service Delivery

To determine how agencies are providing legal services to crime victims through means other than pro bono or staff attorneys, they were asked how else their organization provides legal services to crime victims. Figure 3.10 displays the results. A greater percentage of victim service providers indicated that their agency uses reduced fee contract attorneys (31% compared with 2% of legal professionals) to provide crime victims civil legal services (see Figure 3.11). Pro se clinics (21%) were also a common method of service delivery among victim service providers.

Slightly more than one-third (37%) of legal professionals working in project partner agencies said their agency uses pro se clinics, 30% indicated their agency provides legal services to crime victims through law students, and 22% said that paralegals who are employed by their organization assist crime victims to provide them their legal services.



## Family Law Information Center (FLIC)

Directors and Law Librarians spoke to how they provide legal services. All but one of the FLIC directors noted that their center provided individuals the ability to make appointments to either speak to an attorney (in the case of FLICs) or the law librarian (in the case of law libraries). All of the individuals interviewed indicated that their agency provided assistance with completing fillable forms for legal actions. Most of these provided the forms in hard copy for a nominal fee, while others have these forms available on their own website or direct individuals to websites for the forms they need. In addition to these services, four FLICs provide classes or workshops for people to attend to receive general information about legal topics, on how to complete legal forms, and on how to navigate the criminal justice system. As explained by Interviewee E(b)

We just added a new component to that which is like a group class that meets twice a month that anyone can come to... There's flyers and things, no income guidelines if you were thinking about representing yourself or you don't know what to do with a case. Come on in, and we basically go through the very basics of jurisdiction and what do all of the words mean and how do you get a hearing... general information and then we sort of funnel them appropriate to the Family Law Clinic or to legal aid.

This type of general information seminar helps individuals in pro se matters.

## B. Views on Services

### 1. Importance of Civil Legal Services

Survey respondents were asked about how important they thought it is for their organization to assist crime victims in a variety of ways. They could indicate that they thought the service was very important, important, of little importance, or unimportant. The results from the survey asking legal professionals and victim service providers this question are presented in Table 3.2. The legal service that had the greatest percentage of legal professionals who work in our project partner agencies (88%) rating it as very important was securing temporary or ex parte protection orders. Also deemed very important by 83% of legal professionals was helping crime victims with housing issues related to landlord/tenant issues, Section 8, and eviction. Over eight in ten legal professionals working in our project partner agencies (81%) rates helping crime victims with public benefits cases (e.g., TANF) as very important.

The ratings for victim service providers are also in Table 3.2. Securing temporary or ex parte protection orders was considered very important by over half of victim service providers (53%). Securing permanent protection orders was considered very important by 49% of victim service providers. Enforcement of these orders—both temporary (39%) and permanent (36%)—was viewed as very important by this group as well. Beyond protection orders, 36% of victim service providers evaluated assisting crime victims with child abuse petitions and 29% viewed assisting crime victims with immigration issues as very important.

**Table 3.2. Importance of Assisting Crime Victims by Agency**

Legal Service	Legal Professionals				Victim Service Providers			
	U	OLI	I	VI	U	OLI	I	VI
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
Securing temporary/Ex parte protection orders	0.0 (0)	0.0 (0)	11.9 (5)	88.1 (37)	17.2 (17)	8.1 (8)	22.2 (22)	52.5 (52)
Enforcing temporary/Ex parte protection orders	2.4 (1)	2.4 (1)	28.6 (12)	66.7 (28)	25.5 (25)	7.1 (7)	28.6 (28)	38.8 (38)
Securing permanent protection orders	0.0 (0)	0.0 (0)	28.6 (12)	71.4 (30)	18.4 (18)	5.1 (5)	27.6 (27)	49.0 (48)
Enforcing permanent protection orders	2.4 (1)	2.4 (1)	40.5 (17)	54.8 (23)	24.5 (24)	7.1 (7)	32.7 (32)	35.7 (35)
Separations	14.3 (6)	33.3 (14)	33.3 (14)	19.0 (8)	43.3 (42)	20.6 (20)	22.7 (22)	13.4 (13)
Divorces	2.4 (1)	7.1 (3)	28.6 (12)	61.9 (26)	39.2 (38)	19.6 (19)	25.8 (25)	15.5 (15)
Paternity cases	2.4 (1)	16.7 (7)	45.2 (19)	35.7 (15)	32 (31)	23.7 (23)	25.8 (25)	18.6 (18)
Custody cases	0.0 (0)	2.4 (1)	45.2 (19)	52.4 (22)	29.9 (29)	20.6 (20)	27.8 (27)	21.6 (21)
Adoption	26.2 (11)	19.0 (8)	23.8 (10)	31.0 (13)	46.9 (45)	27.1 (26)	13.5 (13)	12.5 (12)
Spousal support	2.4 (1)	14.3 (6)	42.9 (18)	40.5 (17)	42.3 (41)	17.5 (17)	26.8 (26)	13.4 (13)
Child support	2.4 (1)	2.4 (1)	21.4 (9)	73.8 (31)	28.9 (28)	17.5 (17)	29.9 (29)	23.7 (23)
Housing (e.g., landlord/tenant issues, Section 8, eviction)	0.0 (0)	0.0 (0)	16.7 (7)	83.3 (35)	32.3 (31)	17.7 (17)	28.1 (27)	21.9 (21)
Housing counseling/relocation	7.1 (3)	31.0 (13)	23.8 (10)	38.1 (16)	27.8 (27)	13.4 (13)	30.9 (30)	27.8 (27)
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	4.8 (2)	11.9 (5)	35.7 (15)	47.6 (20)	38.5 (37)	21.9 (21)	25.0 (24)	14.6 (14)
Public benefits cases (e.g., TANF)	2.4 (1)	7.1 (3)	9.5 (4)	81.0 (34)	26.8 (26)	20.6 (20)	27.8 (27)	24.7 (24)
Bankruptcy	9.5 (4)	31.0 (13)	31.0 (13)	28.6 (12)	58.3 (56)	24.0 (23)	12.5 (12)	5.2 (5)
Name and social security number changes	11.9 (5)	26.2 (11)	33.3 (14)	28.6 (12)	43.8 (42)	26 (25)	19.8 (19)	10.4 (10)
Small claims	31.0 (13)	40.5 (17)	19.0 (8)	9.5 (4)	62.5 (60)	21.9 (21)	11.5 (11)	4.2 (4)
Wills	21.4 (9)	38.1 (16)	16.7 (7)	23.8 (10)	61.5 (59)	25.0 (24)	9.4 (9)	4.2 (4)

Immigration issues, including U and T-Visas	11.9 (5)	28.6 (12)	26.2 (11)	33.3 (14)	27.6 (27)	18.4 (18)	25.5 (25)	28.6 (28)
Child abuse petition	19.0 (8)	26.2 (11)	23.8 (10)	31.0 (13)	23.5 (23)	16.3 (16)	24.5 (24)	35.7 (35)
Elder abuse petition	19.0 (8)	16.7 (7)	31.0 (13)	33.3 (14)	34.7 (34)	18.4 (18)	22.4 (22)	24.5 (24)
Military/VA benefits	26.2 (11)	28.6 (12)	23.8 (10)	21.4 (9)	48.5 (47)	24.7 (24)	20.6 (20)	6.2 (6)
Advanced directives	21.4 (9)	26.2 (11)	26.2 (11)	26.2 (11)	59.4 (57)	21.9 (21)	12.5 (12)	6.3 (6)
Power of attorney for financial issues	19.0 (8)	26.2 (11)	28.6 (12)	26.2 (11)	53.1 (51)	25.0 (24)	14.6 (14)	7.3 (7)
Debt/Credit-related cases (e.g., collection efforts/suits)	9.5 (4)	26.2 (11)	33.3 (14)	31.0 (13)	54.6 (53)	19.6 (19)	17.5 (17)	8.2 (8)

Private attorneys were asked how important they thought it was for crime victims to be able to receive assistance at low or no cost for a variety of legal services. As can be seen, out of all of the services listed, the largest percentage of private attorneys identified enforcing temporary or ex parte protection orders as very important (66%). Almost two-thirds (63%) of private attorneys also identified securing temporary or ex parte protection orders as very important. Securing (57%) and enforcing (61%) permanent protection orders were also considered very important by private attorneys for crime victims to receive assistance with at a low cost or no cost. Private attorneys also considered receiving assistance with child abuse petitions (58%) and elder abuse petitions (56%) as very important. Not all services were deemed important for crime victims to receive free or low costs assistance with—22% of private attorneys felt that wills were a service that was unimportant, 19% of private attorneys viewed small claims as unimportant, and 17% rated advanced directives and bankruptcy as unimportant.

<b>Table 3.3. Importance of Crime Victims Receiving Service at Low or Now Cost, Private Attorneys</b>				
	<b>U</b>	<b>OLI</b>	<b>I</b>	<b>VI</b>
<b>Legal Service</b>	<b>% (n)</b>	<b>% (n)</b>	<b>% (n)</b>	<b>% (n)</b>
Securing temporary/Ex parte protection orders	1.6 (7)	2.8 (12)	32.5 (141)	63.1 (274)
Enforcing temporary/Ex parte protection orders	1.6 (7)	2.1 (9)	30.3 (131)	66.0 (285)
Securing permanent protection orders	1.9 (8)	2.6 (11)	38.5 (165)	57.1 (245)

Enforcing permanent protection orders	1.4 (6)	3.0 (13)	34.2 (147)	61.4 (264)
Separations	6.8 (29)	29.6 (126)	49.1 (209)	14.6 (62)
Divorces	5.2 (22)	20.4 (87)	53.1 (226)	21.4 (91)
Paternity cases	7.0 (30)	21.6 (92)	50.9 (217)	20.4 (87)
Custody cases	5.2 (22)	11.3 (48)	49.5 (210)	34.0 (144)
Adoption	15.0 (63)	31.9 (134)	36.4 (153)	16.7 (70)
Spousal support	7.4 (31)	18.5 (78)	50.6 (213)	23.5 (99)
Child support	4.8 (20)	7.6 (32)	46.7 (196)	41.0 (172)
Housing (e.g., landlord/tenant issues, Section 8, eviction)	5.7 (24)	13.9 (59)	51.5 (218)	28.8 (122)
Housing counseling/relocation	6.4 (27)	23.3 (99)	49.4 (210)	20.9 (89)
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	9.9 (42)	26.8 (114)	47.3 (201)	16.0 (68)
Public benefits cases (e.g., TANF)	10.4 (44)	26.2 (111)	45.5 (193)	17.9 (76)
Bankruptcy	17.1 (72)	41.9 (176)	32.6 (137)	8.3 (35)
Name and social security number changes	15.3 (64)	42.7 (179)	31.7 (133)	10.3 (43)
Small claims	19.1 (80)	50.1 (210)	24.3 (102)	6.4 (27)
Wills	21.9 (91)	39.5 (164)	28.2 (117)	10.4 (43)
Immigration issues, including U and T-Visas	12.0 (50)	26.4 (110)	37.7 (157)	23.8 (99)
Child abuse petition	3.3 (14)	6.1 (26)	32.9 (140)	57.7 (246)
Elder abuse petition	4.0 (17)	6.1 (26)	33.6 (143)	56.3 (240)
Military/VA benefits	6.7 (28)	19.3 (81)	43.0 (180)	31.0 (130)
Advanced directives	16.5 (69)	34.2 (143)	35.4 (148)	13.9 (58)
Power of attorney for financial issues	13.8 (58)	37.7 (158)	35.1 (147)	13.4 (56)
Debt/Credit-related cases (e.g., collection efforts/suits)	12.4 (52)	36.6 (154)	40.6 (171)	10.5 (44)

## 2. Importance of General Legal Services

As our network is concerned with providing wraparound legal services for crime victims, we also asked survey respondents to assess the importance of crime victims receiving assistance with general legal services. With 47% of victim service providers indicating that it is very important, providing referrals with no other legal service offered had the highest rating in terms of importance for victim service providers (see Figure 3.12). Over 30% felt that providing general legal advice and providing general legal advice with a referral to a legal service provider were very important. Almost half of victim service providers rated preparation of legal briefs/filing of motions/drafting legal documents and legal presentation as unimportant for their agency to provide crime victims.

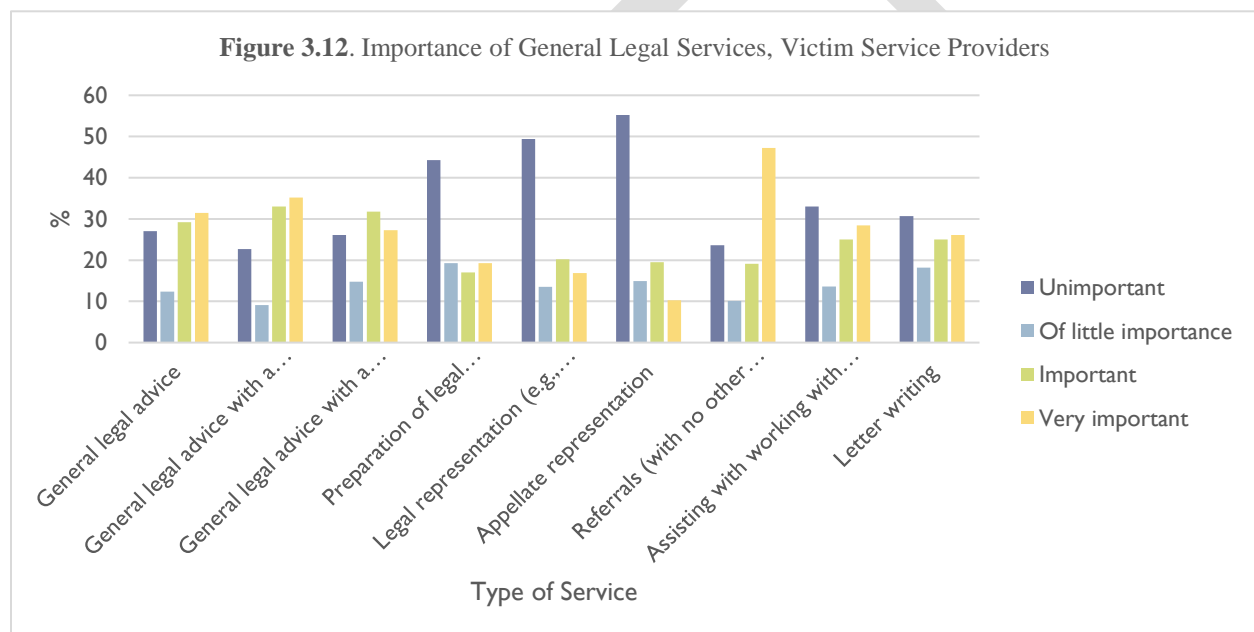
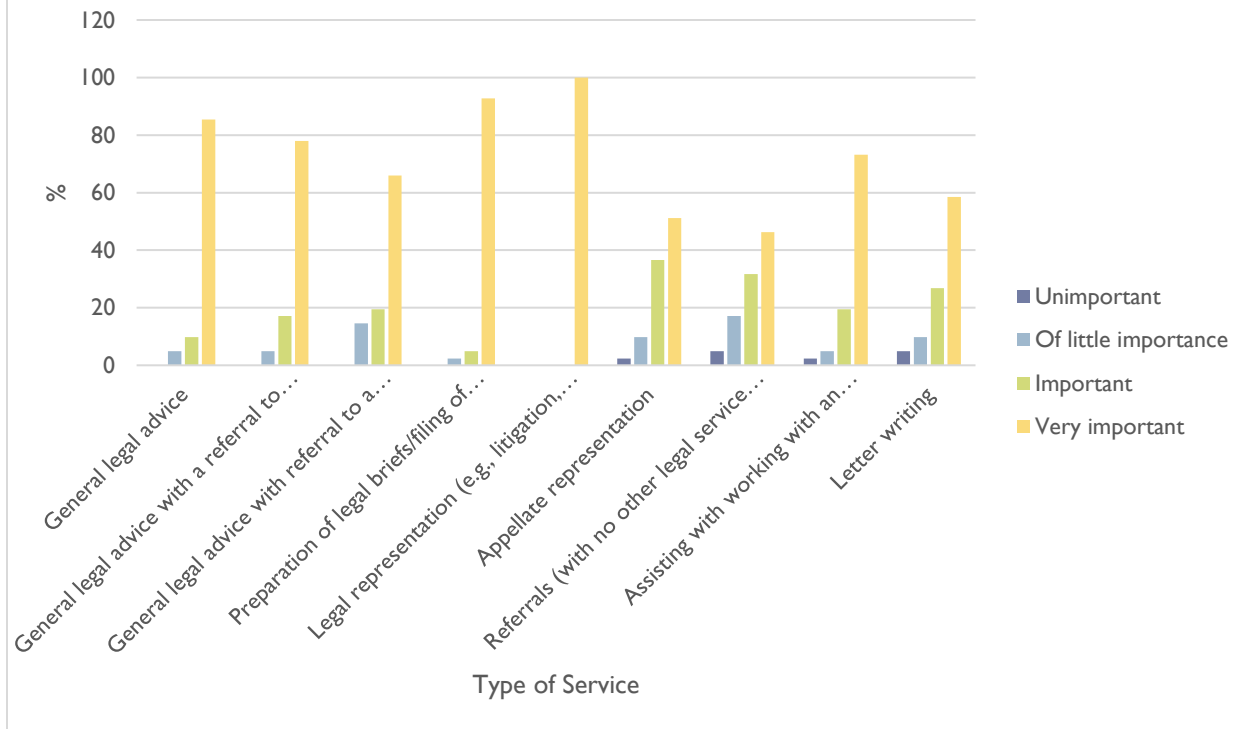


Figure 3.13 shows the results of how important legal professionals in project partner agencies view general legal service provision for crime victims by their agency. As can be seen, over half of legal professionals working in our partner agencies viewed every general legal service except for referrals with no other legal service offered as being very important for their agency to assist crime victims with. Every legal professional in project partner agencies viewed legal representation as very important. Almost all (93%) viewed the preparation of legal briefs/filing of motions/drafting legal documents as very important.

**Figure 3.13.** Importance of General Legal Services, Legal Professionals

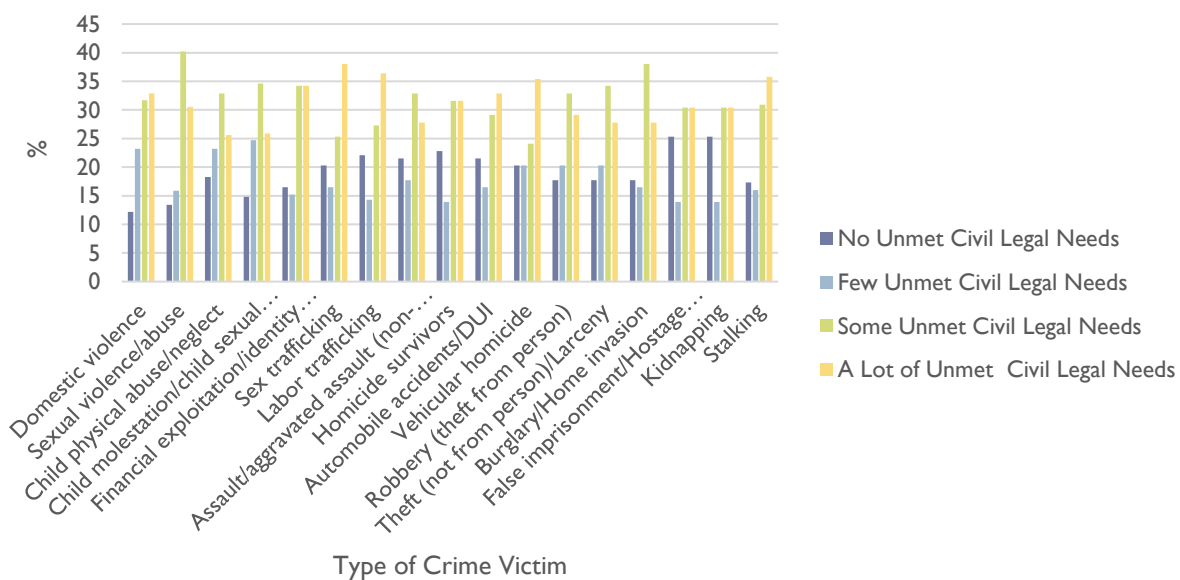


### 3. Degree of Unmet Legal Needs of Crime Victims

Another way to determine the civil legal needs of crime victims is by asking professionals the extent to which they think crime victims are not having their civil legal needs met. Victim service providers were asked how much unmet civil needs a range of different types of crime victims have. Figure 3.14 shows their responses. As can be seen, 71% of victim service providers indicated that victims of sexual violence or abuse have some or a lot of unmet civil legal needs. A

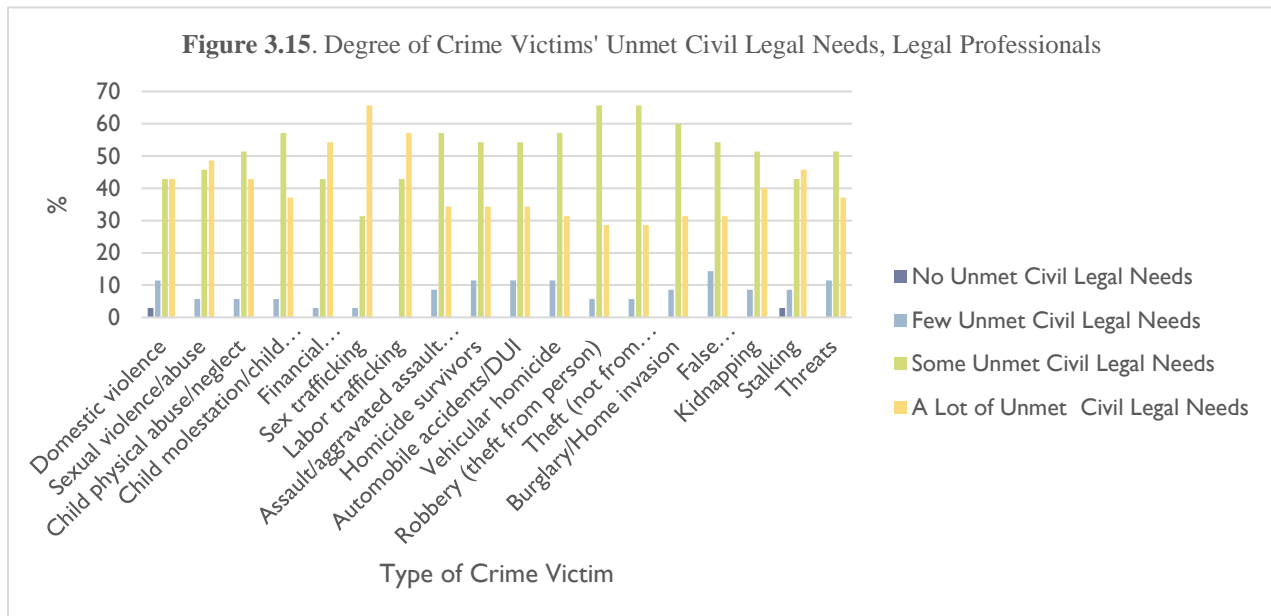
large percentage of victim service providers also indicated that victims of financial exploitation/identify theft/fraud (68%), victims of stalking (67%), victims of burglary and home invasion (66%), victims of labor trafficking (64%), victims of sex trafficking (63%), homicide survivors (63%), victims of robbery (62%), victims of theft (62%), victims of false imprisonment or hostage situations (61%), victims of kidnapping (61%), and victims of child molestation or child sexual abuse (61%) have some or a lot of unmet civil legal needs.

**Figure 3.14.** Degree of Crime Victims' Unmet Civil Legal Needs, Victim Service Providers



Legal professionals who work in project partner agencies were also asked to assess the degree to which they believed different types of crime victims have unmet civil legal needs. As shown in Figure 3.15, over 85% of legal professionals who work in project partner agencies thought that each type of crime victim identified had some or a lot of unmet civil legal needs. As such, it is instructive to examine the types of crime victims that legal professionals felt had a lot of unmet

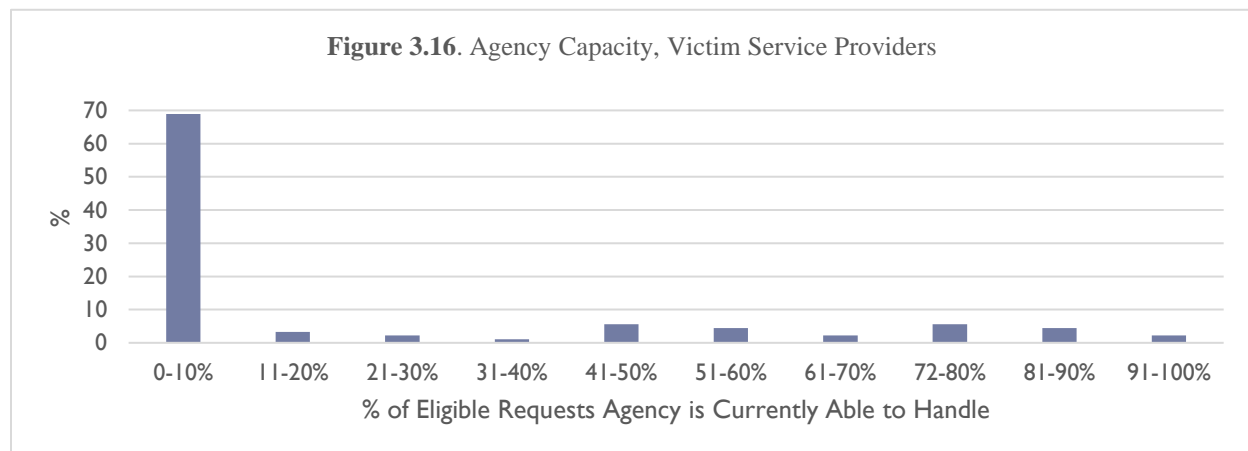
civil legal needs. Two-thirds of legal professionals who work in project partner agencies viewed victims of sex trafficking as having a lot of unmet civil legal needs. Over half of them (57%) noted that victims of labor trafficking had a lot of unmet civil legal needs, and 54% identified victims of financial exploitation/identity theft/fraud as having a lot of unmet civil legal needs.



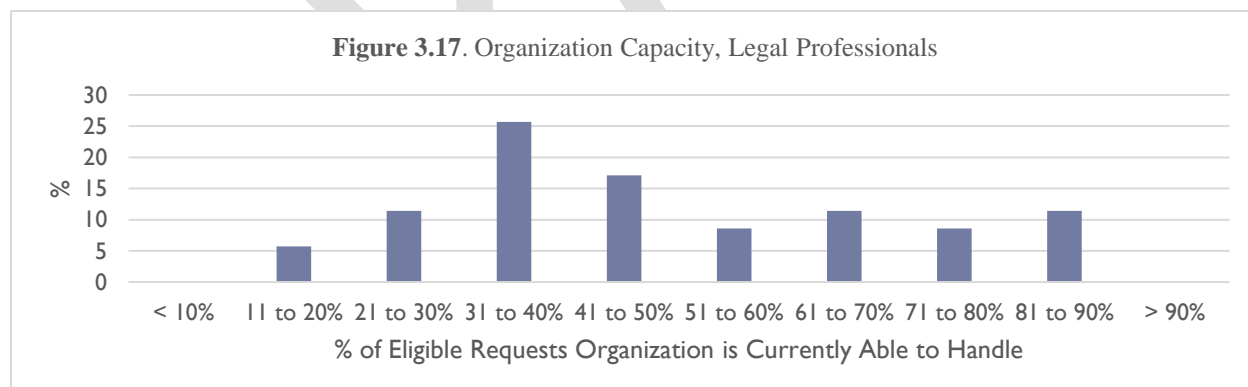
### C. Capacity to Serve Crime Victims

Despite the various methods in place and the importance that victim service providers see in meeting the civil legal needs of crime victims, as displayed in Figure 3.16, the vast majority (69%) of victim service providers indicated that they could only handle between 0 and 10% of the eligible requests for civil legal services for crime victims that they currently receive. Only

19% of victim service providers thought that they could handle 51% or more of the eligible requests for civil legal services for crime victims that they currently receive.



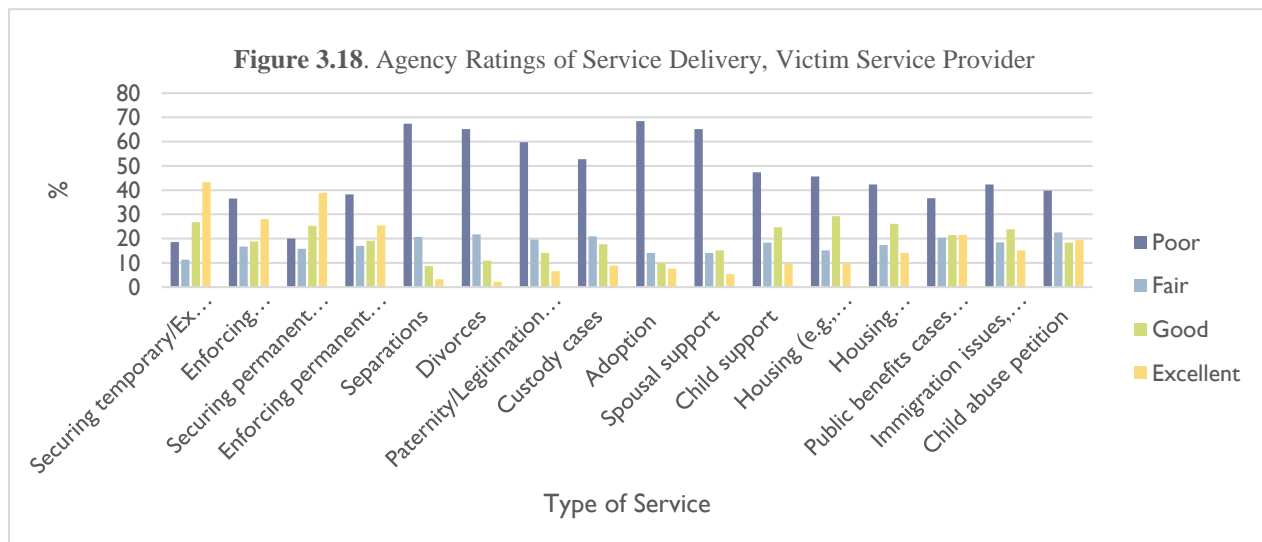
Legal professionals viewed their organizations as having a greater capacity to serve eligible requests for assisting crime victims with their civil legal needs. As shown in Figure 3.17, about one-quarter of legal professionals indicated that their organization could meet between 31 and 40% of eligible requests. Further, 40% indicated that their organization could meet 51% or more of the eligible requests for civil legal services for crime victims.



## D. Evaluation of Service Delivery

Victim service providers evaluated how well they believed their agency delivered a range of services. As shown in Figure 3.18, the highest rated service delivery centered on protection orders: 43% indicated their agency did an excellent job at securing temporary/ex parte protection orders, 39% said that their agency did an excellent job at securing permanent protection orders, and around one-fourth felt their agency did an excellent job at enforcing these types of orders (28% for temporary orders, and 26% for permanent). Slightly more than four in ten (43%) victim service providers felt that their agency did an

excellent or good job with public benefits cases, 40% rated their agency as excellent or good related to housing counseling or relocation, and 38% rated their agency as excellent or good in handling immigration issues including U and T-Visas. Although other services were not rated as highly (e.g., adoption, separations, spousal support), this rating may be a function of the agency not handling these types of legal services.

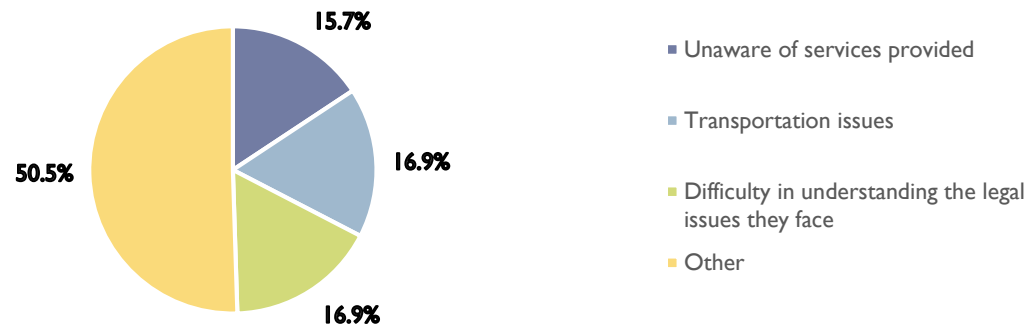


## E. Barriers to Service

### 1. Barriers to Service for Crime Victims

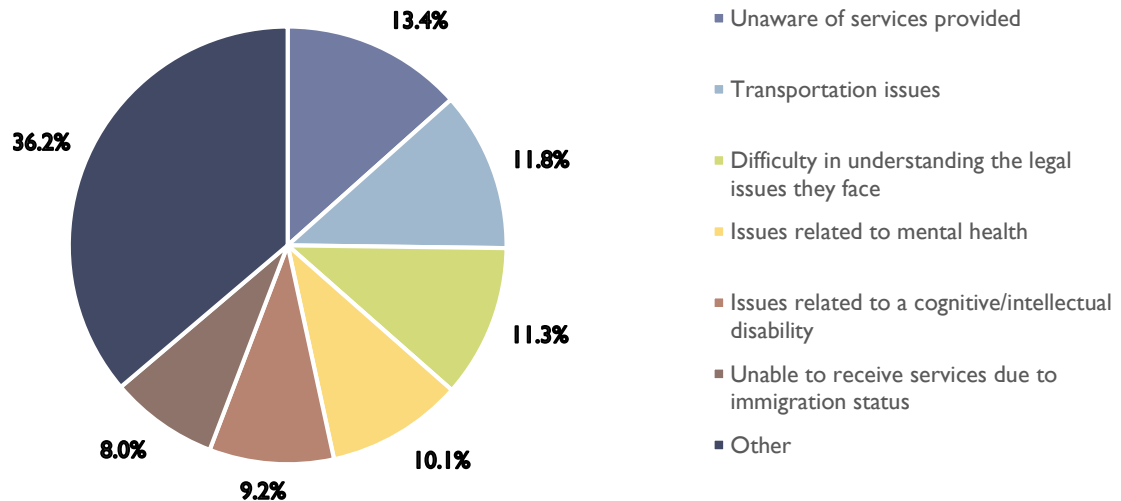
Even with services available to crime victims for their civil legal needs, there may be barriers that prevent them from obtaining the assistance that they need. Survey respondents were asked about the barriers they perceived crime victims faced in receiving assistance with their civil legal needs. As shown in Figure 3.19, victim service providers identified both transportation issues (17%) and difficulty in understanding the legal issues they face (17%) as the most common barriers. The next most common barrier to service identified by victim service providers was that crime victims are unaware of services that are provided (16%). The next most common barrier identified was that crime victims are unable to receive services due to legal restrictions (9%, not shown).

**Figure 3.19.** Top 3 Barriers Faced by Crime Victims, Victim Service Provider



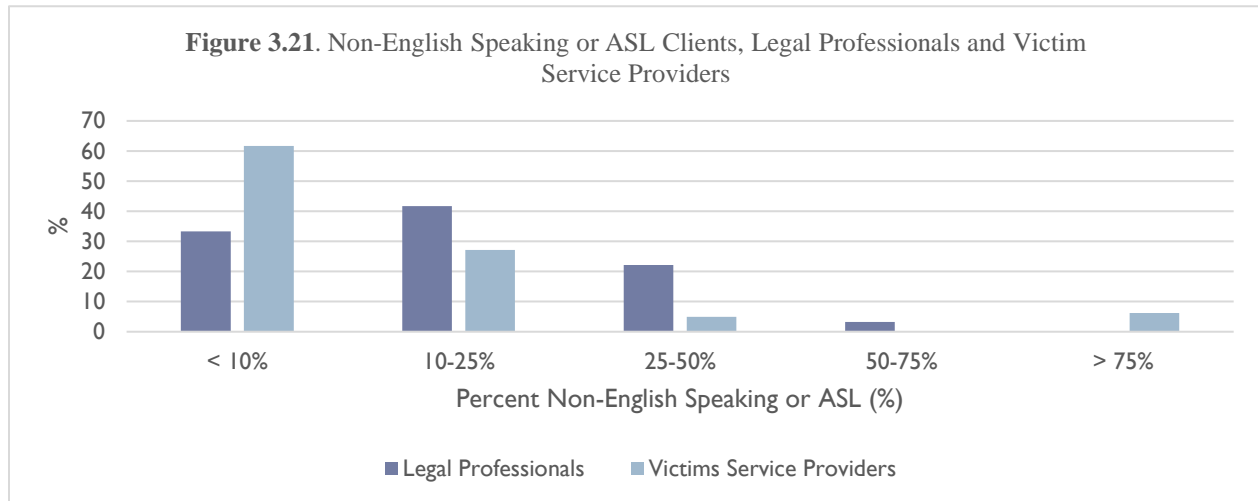
Similar barriers were identified by legal service professionals (see Figure 3.20). They identified that crime victims are unaware of services provided as the most common barrier faced by crime victims in receiving assistance with their civil legal needs (13%). The next most common barriers noted were transportation issues (12%) and victims not understanding the legal issues that they face (11%). Other barriers identified by legal service professionals were issues related to mental health (10%) and issues related to a cognitive or intellectual disability (9%).

**Figure 3.20.** Most Common Barriers Faced by Crime Victims, Legal Professionals



Legal professionals working in our project partner agencies as well as victim service providers were asked what percentage of their clients were non-English speaking or ASL. Figure 3.21 displays the results. Forty-two percent of legal professionals indicated that between 10% and 25% of their clients were non-English speaking or ASL. Slightly more than one-fourth (27%) of victim service providers indicated that between 10% and 25% of their clients were non-English speaking or ASL. Slightly more than half of victim service providers indicated that their agency

had an interpreter on staff, while just under two-thirds of legal professionals working in our project partner agencies surveyed noted that there was an interpreter on staff in their agency.



#### Family Law Information Center (FLIC)

Directors and Law Librarians also identified barriers that their clients faced in receiving services. They noted: barriers with child care; cultural, religious, and sexuality barriers; literacy and digital competency issues, comprehension issues, language barriers, transportation issues, and issues with immigration status. For example, when asked about barriers that their clients may have in receiving services, interviewee E(2) noted:

It is a huge obstacle because family law is what we do. It's very sensitive, we can't have the kids in the room but a lot of them will show up even if we've explained it to them or they forget or something. Well we can't have this meeting and you have a deadline so here's some really general information. I will write out

some things that are sensitive but you can't really have a meeting.

Other barriers center on the unique experiences of individuals based on their cultural or religious backgrounds or based on their sexual identity. As interviewee D recalled "I mean transgender now you know how people relate to transgender people, they don't know how to address them necessarily and you know you've got a name change. It just becomes, people are uncomfortable, they don't know so I think that is one of the issues too." Along with these unique backgrounds, crime victims may face hurdles in receiving services because of their socioeconomic status. As noted by multiple FLIC directors, it is "difficult for this population to help themselves" (Interviewee F), such that reading documents can be challenging, and "there are just so many people who don't, there is a number of people that we've learned cannot read" (Interviewee C). Even for those who may be able to read, other crime victims may not have ready access to a computer, which is often needed to complete

the forms to file court documents.

Interviewee F notes a “large percentage of people do not have access to computers”. Further, many do not have the digital literacy needed to complete their paperwork. As noted by Interviewee B, “We do sometimes run into some people who when you tell them you can download for free and they’re not computer savvy.”

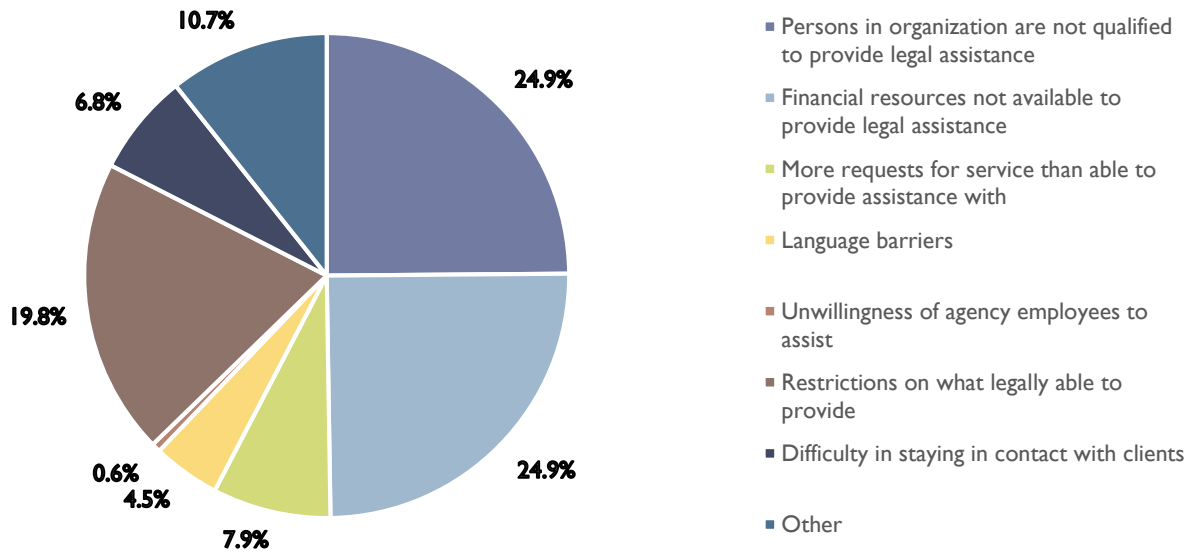
Another barrier identified is that victims do not know when to call an attorney or “half the time they call about things that aren’t legal issues but then you find out that they have fourteen other legal issues, or they call us too late (interviewee E)”. Other FLIC directors identified issues with victims not speaking English as their first language. Interviewee E said that, “language can be a challenge not so much for getting in our

doors but if we can’t help them there’s not a lot of places to send them to if they don’t speak English very well.” Other FLICs limit their services to those who speak English as noted by Interviewee E, “Don’t think we’ve brought it up, we limit the clinic to people who can speak, understand and can write English, because they have to represent themselves although they’ll get an interpreter in court...” Each FLIC identified Spanish as the language that was most commonly spoken other than English by their clients, but African languages, Vietnamese, Russian, and Arabic were also noted. Regarding immigration, one interviewee (C) said “So we do not see people who are undocumented but we find a service that will.” Finally, another interviewee noted (B), “If there are barriers they’re transportation barriers.”

## **2. Agency Barriers to Service Delivery**

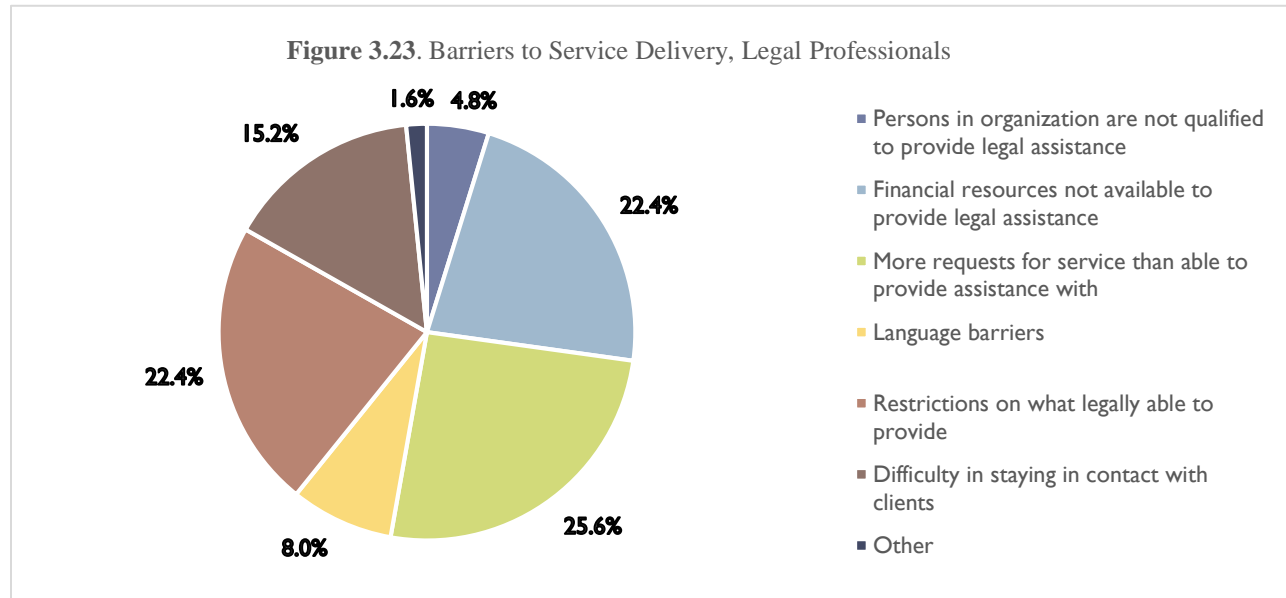
Not only do crime victims face barriers in receiving services for the civil legal needs, but persons in agencies that provide services to crime victims also perceive that their agency faces barriers in providing crime victims assistance with their civil legal needs. As displayed in Figure 3.22, one-quarter of victim service providers noted that persons in their organization did not have the qualifications to provide legal assistance, thus their agency faced a barrier in providing civil legal services to crime victims. One-quarter of victim service providers also indicated that there were not financial resources available to provide legal assistance to crime victims. Victim service providers also felt that the restrictions placed on their agency on what they are legally able to provide serve as a barrier to service provision (20%). Another common barrier identified was that their agency received more requests for service than with which they are able to provide assistance (8%).

**Figure 3.22. Barriers to Service Delivery, Victim Service Provider Survey**



Legal professionals working in project partner agencies also identified barriers to service delivery for their agencies. Over one-quarter of these respondents indicated that they had more requests for service than they were able to accommodate (26%) (see Figure 3.23). Also notable was that 23% of legal professionals reported that there were not sufficient financial resources to provide legal assistance to meet the civil legal needs of crime victims. Also common was for legal professionals to identify the restrictions on what they are legally able to do as a barrier for service (22%). Despite these challenges, 62% of victim service providers indicated that their

agency was very cooperative with the prosecutor's office and 67% noted that their agency was very cooperative with the civil legal service providers where their agency is located.



Legal professionals employed in project partner agencies were asked to evaluate the seriousness of several potential barriers in recruiting or retaining staff attorneys for their agencies. Low salaries were identified as a serious barrier by 49% of the legal professionals. Operating in a rural, isolated service area was identified as a moderate or serious barrier by 48% of the legal professionals, while attorneys being unwilling to work in the service area was identified as a moderate or serious barrier by 46% of the legal professionals (results not shown).

Barriers to service delivery that the agency faced were also discussed among the Family Law Information Center (FLIC) Directors and Law Librarians we interviewed. One of

the most common barrier to service identified among the FLIC directors was a lack of funding. This lack of funding prevented the FLICs from hiring and from expanding services. Interviewee F indicated that funding had not increased from the GA legislature from its 1997 amount. Others indicated that they did not have the ability to meet the current capacity of victims. For example, Interviewee A said “We only have six attorneys, six appointments Friday morning. The fact that we’re all around through October tells me that there is more need than we are able to handle.” Interviewee G also noted that it is difficult for their agency to meet client needs given that they do not have hours past 3pm and many of their clients would have to get off work to receive

services. Three interviewees also indicated that a barrier to service delivery is a lack of volunteers. A barrier mentioned by Interviewee C(a) is when conflicts arise because the agency has already represented the opposing party.

#### **F. Cooperation Across Agencies**

Another potential barrier to service, or an enhancement for service, is how agencies cooperate to provide civil legal services. Victim service providers were asked how cooperative their agency is with the prosecutor's office and with civil legal service providers in the county or city in which their agency is located. About 6 in 10 victim service providers indicated that their agency was very cooperative with the prosecutor's office, and over two-thirds noted their agency was very cooperative with civil legal service providers in the county or city in which their agency is located.

Lack of cooperation across agencies was identified in multiple ways by multiple Family Law Information Center (FLIC) Directors and Law Librarians. For example, not having the police enforce Temporary Protective Orders (TPO) was seen as non-cooperation as victims are then victimized again by the system when police do not enforce the TPO. Interviewee D notes, "When people come and get TPO's the police won't enforce them. They won't enforce and then the people feel like they've been victimized all over again...that would be another silo is these entities working but

nobody is working together so that's a huge problem we have." Another example of lack of coordination arose when FLIC directors were asked about how people heard about their services. As answered by Interviewee E (a) "Various ways I think probably the biggest way is that people hear from other people." Interviewee E (b) noted that the courthouse sends people, but Interviewee E(a) then responded that "They've gotten better but we still run into people over at the courthouse." To which Interviewee E(b) said "They say oh I didn't know legal aid did that or I didn't know legal aid did family law." The need for greater collaboration across agencies was further highlighted by Interviewee C(a) in the statement:

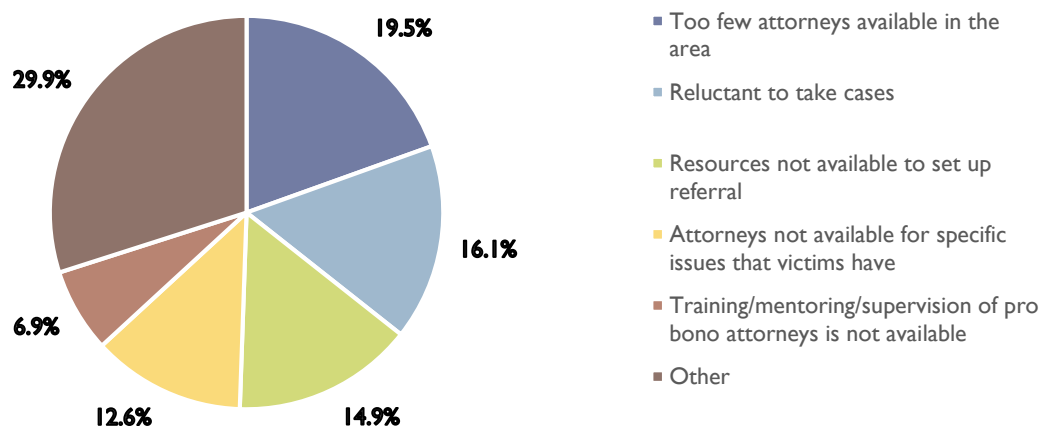
When there is a situation that comes up whatever it is because we've had people suggest that there was molestation in the home, then they'll come in for a divorce and what can I do? I've called the police, the detectives have been over. So that's something that is totally out of the realms of just a divorce. So information and knowledge about how to direct them properly for the resources they need for that effort and I think probably some collaborative communications. I think rather than having a great agenda for yourself, if everybody could take their agenda's and just kind of make them work for the general public then that would be a wonderful thing.

## G. Use of Pro Bono Attorneys

Victim service providers were asked questions about their agencies' experience using pro bono attorneys to assist in legal service provision for crime victims. Only about four in ten (39%) respondents indicated that their agency used pro bono attorneys in this capacity. When asked why

an agency did not use pro bono attorneys to assist crime victims with their legal needs, 20% of victim service providers responded that there were too few attorneys in the area, 16% responded attorneys were reluctant to take these cases, and 15% responded that resources were not available to set up a referral (see Figure 3.24).

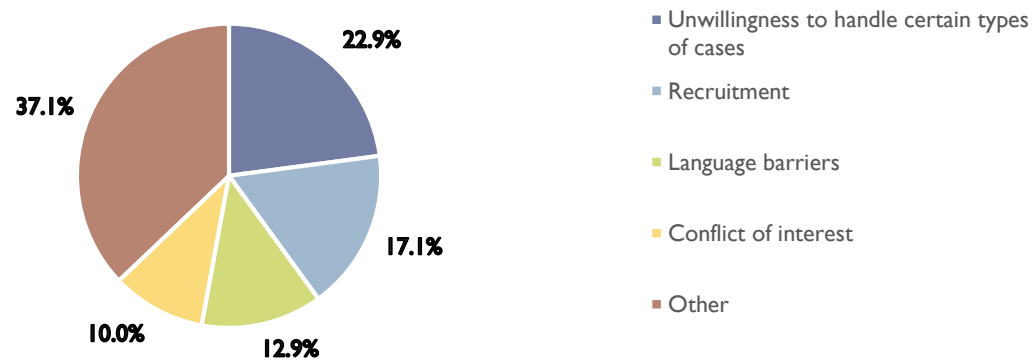
**Figure 3.24.** Reasons Agencies Do Not Use Pro Bono Attorneys, Victim Service Provider Survey



When asked if there were any problems encountered when using pro bono attorneys, the most common response of those whose agency used them noted that there was an unwillingness to handle certain types of cases

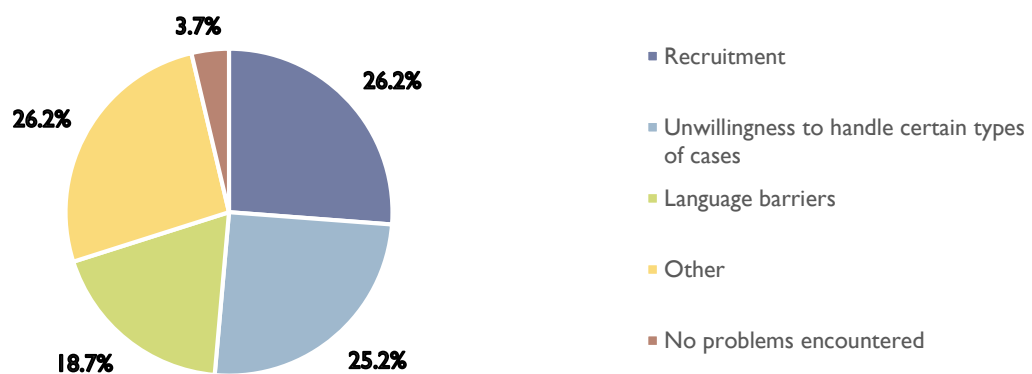
(23%) (see Figure 3.25). Respondents also noted problems with recruitment of pro bono attorneys (17%), language barriers (13%), and conflicts of interest (10%).

**Figure 3.25.** Most Common Problems Agencies Encounter When Using Pro Bono Attorneys, Victim Service Providers



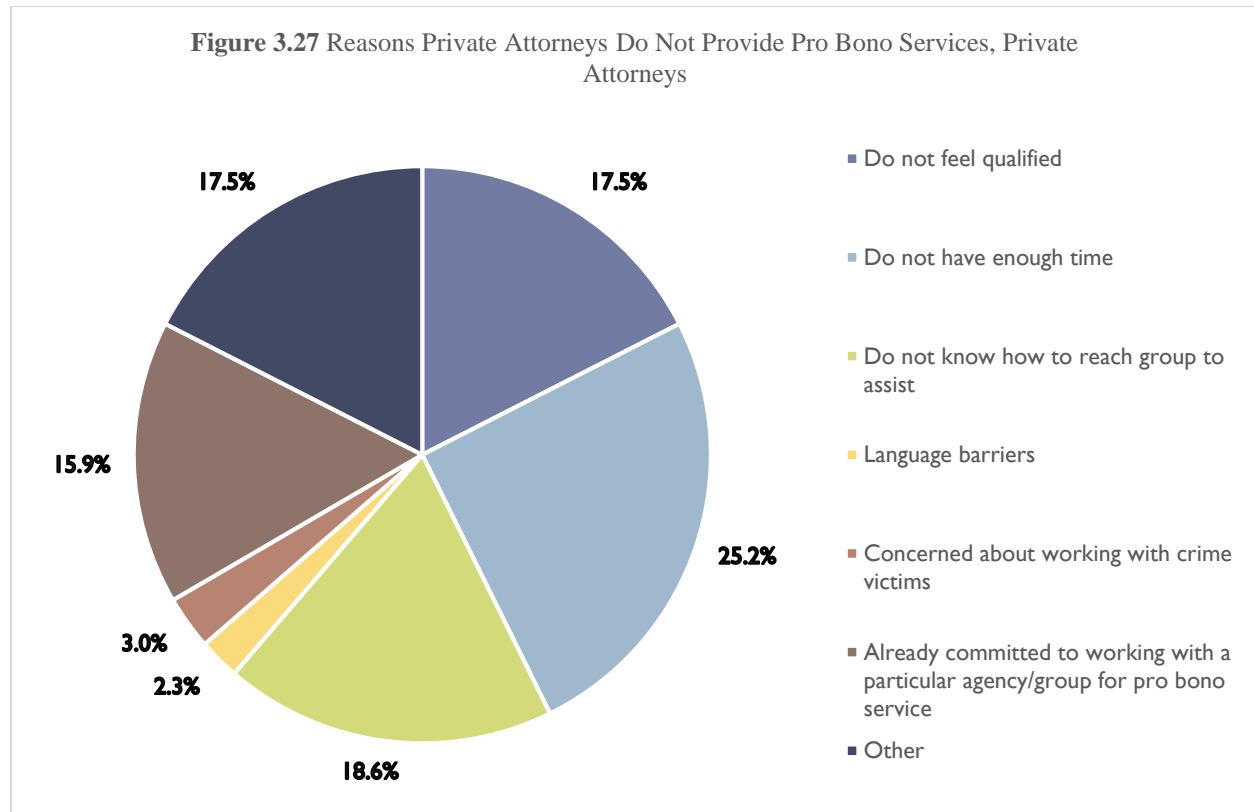
Legal professionals employed in project partner agencies were also asked about problems they encounter when using pro bono attorneys. Responses to this question are displayed in Figure 3.26. Recruitment was identified most commonly, with 26% of legal professionals noting it as a problem. One-quarter also indicated that pro bono attorneys were unwilling to handle certain types of cases, and 19% noted that language barriers were problematic.

**Figure 3.26.** Most Common Problems Organizations Encounter When Using Pro Bono Attorneys, Legal Professionals



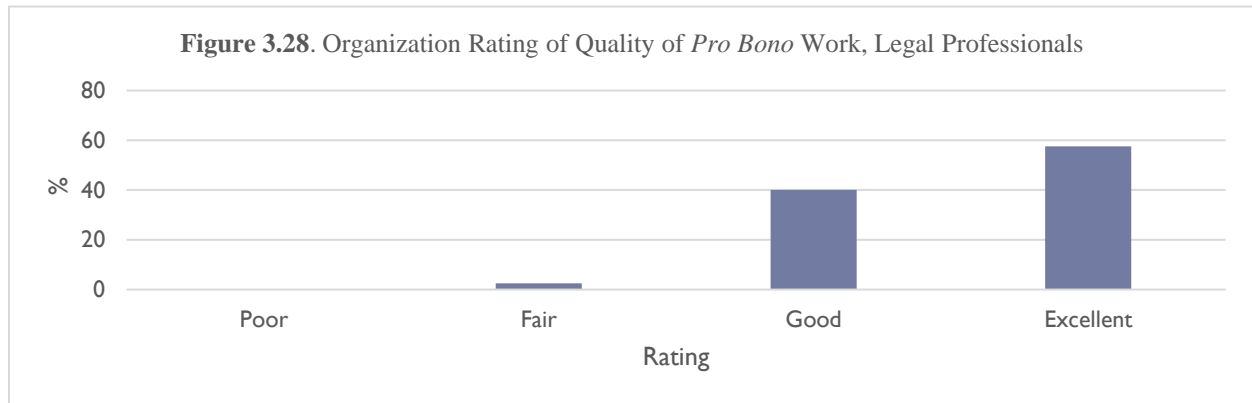
It is also instructive for private attorneys to comment on why they do not provide pro bono services. As shown in Figure 3.27, of those private attorneys who have not provided pro bono services to crime victims during the past 12 months, one-quarter of them indicated they do not

have enough time to do so. Slightly less than one in five do not know how to reach a group to assist in such service, while 18% do not feel qualified.



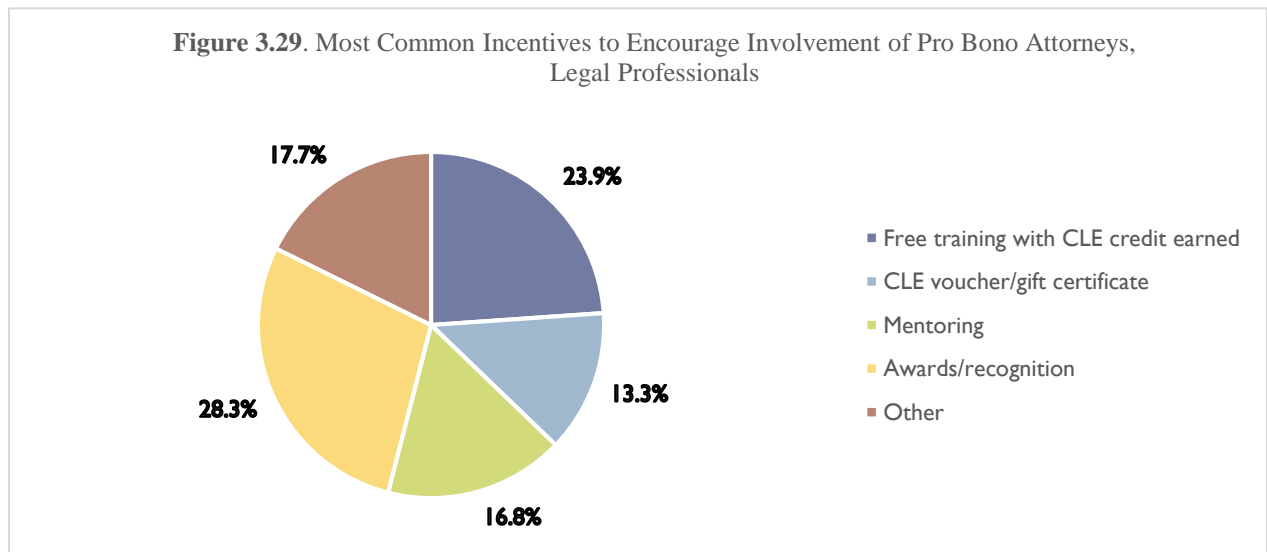
### 1. Evaluation of Pro Bono Service

All but one of the legal professionals who work in project partner agencies indicated that their organization used pro bono attorneys to assist crime victims with their civil legal needs. Thus, this sample has a clear ability to assess the quality of the work of these attorneys. As seen in Figure 3.28, over half (58%) of the legal professionals in the project partner agencies rated the quality of the work of pro bono attorneys working with crime victims as excellent, while 40% rated the quality as good.



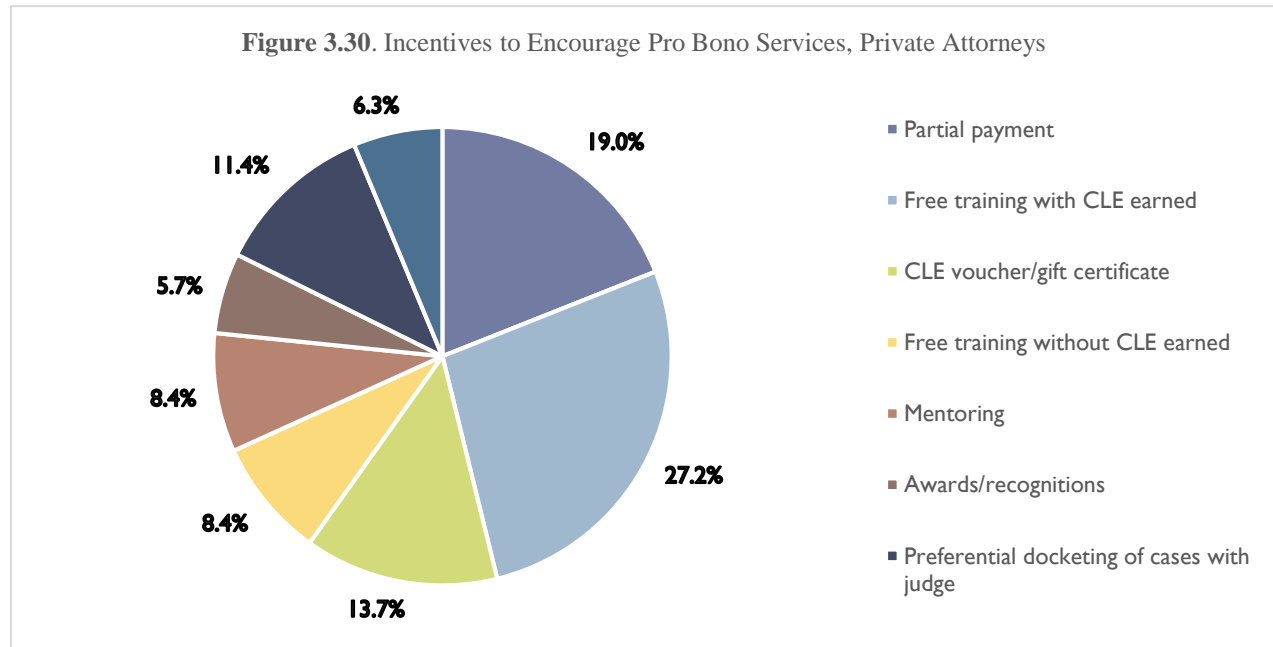
## 2. Incentivizing Pro Bono Service

When asked about any incentives or techniques that their agency may use to encourage pro bono attorneys to handle cases involving the civil legal needs of crime victims, legal professionals most commonly indicated their agency using awards and recognition (28%), free training with Continuing Legal Education Credit (24%) and mentoring (17%) (see Figure 3.29).



Private attorneys were also asked about techniques or incentives that would encourage them to provide pro bono services to crime victims in civil legal matters. Figure 3.30 displays these findings. Over one-quarter (27%) indicated that free training that included Continuing Legal Education (CLE) credits would be incentivizing. Partial payment was selected by 19% of private

attorneys, while 14% thought a CLE voucher or gift certificate would work for an incentive or encouragement.



## H. Resource Needs

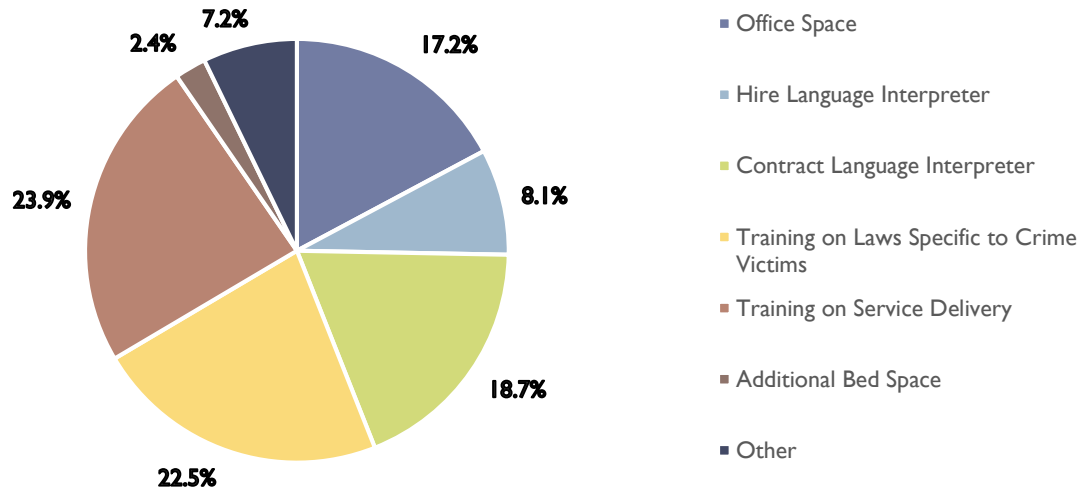
### 1. Needs to Increase Capacity to Serve Crime Victims

One of the major objectives of this project is to expand service provision to crime victims to meet their civil legal needs. To gauge what agencies may require to do so, sample members were asked what additional resources their agency would need to significantly increase its capacity to serve additional crime victims in meeting their civil legal needs. As displayed in Figure 3.31, victim service providers noted requiring training on laws specific to crime victims and training on service delivery most frequently (24%). Office space was identified by 18% of victim service providers, while

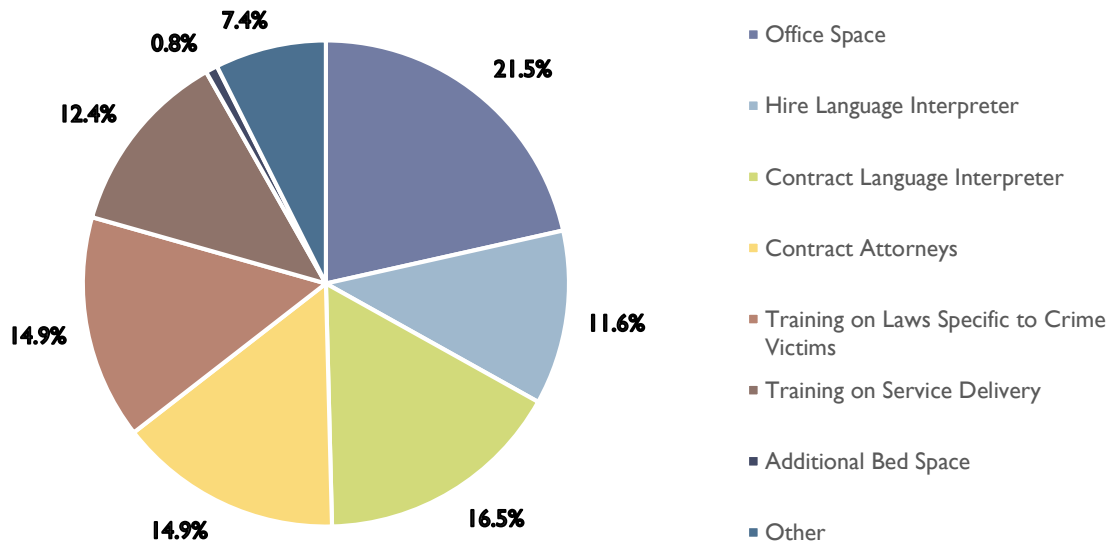
16% noted that their agency would require additional contractual language interpreters.

As shown in Figure 3.32, the most frequent identified resource need by legal professionals working in project partner agencies was additional office space (22%), followed by contractual language interpreters (17%), contractual attorneys (15%), and training on laws specific to crime victims (15%). Twelve percent of legal professionals in project partner agencies also identified requiring training on service delivery to increase capacity to serve additional crime victims in meeting their civil legal needs.

**Figure 3.31.** Additional Resources Required by Agencies, Victim Service Providers



**Figure 3.32.** Additional Resources Require by Organizations to Increase Capacity, Legal Professionals



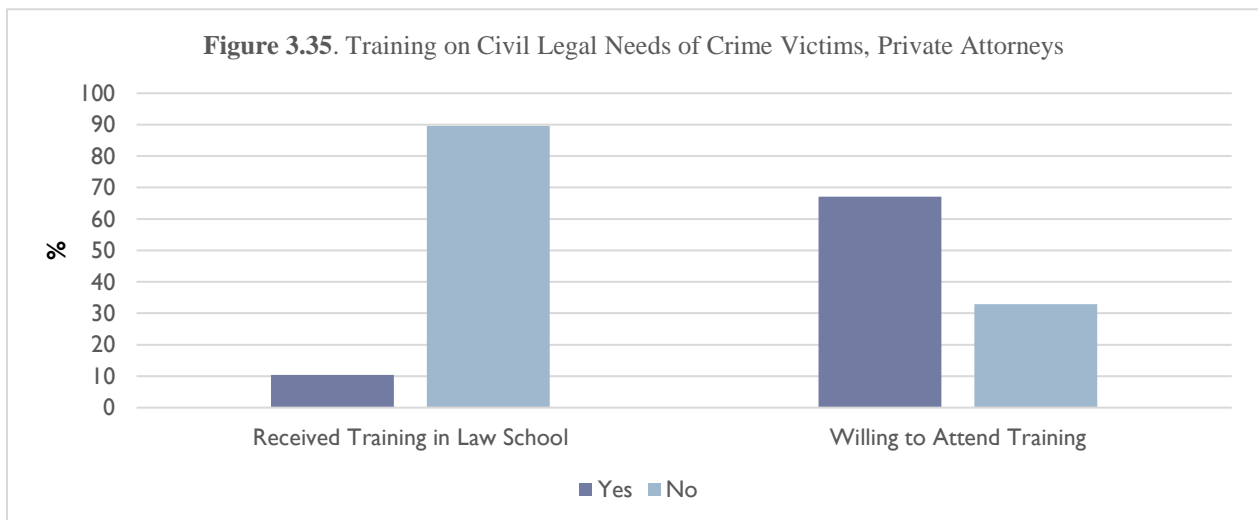
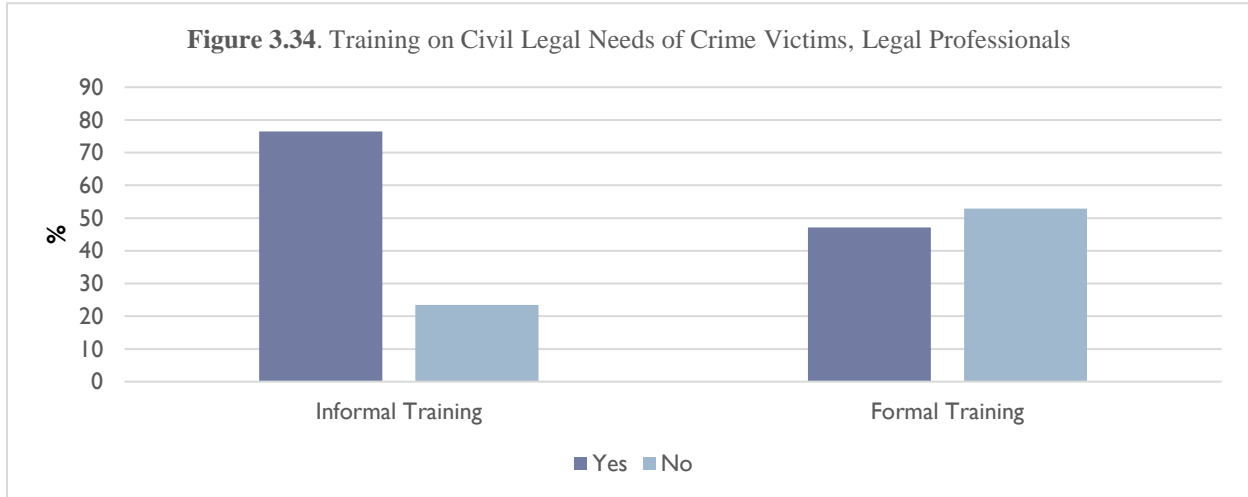
## I. Training and Outreach

Survey respondents were asked about their receipt of formal educational training and informal training on the civil legal needs of crime victims. Figure 3.33, displays the results for victim service providers. A greater percentage of victim service providers indicated that they had received informal training (71%) than formal training in an educational setting (53%) on the civil legal needs of crime victims. Further, 70% of victim service providers indicated that they needed training on the civil legal needs of crime victims.



Legal professionals employed in project partner agencies were also asked about their informal and formal training experiences. Similar to the findings for victim service providers, a greater percentage of legal professionals indicated that they had received informal training (77%) as compared with formal training in an educational setting (47%) on the civil legal needs of crime victims (Figure 3.34).

Private attorneys were also asked about their training experiences and needs regarding civil legal needs of crime victims. The vast majority of private attorneys (90%) had not received any training in law school regarding the civil legal needs of crime victims, but most of them (67%) indicated a willingness to attend a training that was focused on the civil legal needs of crime victims for continuing legal education credit (see Figure 3.35).



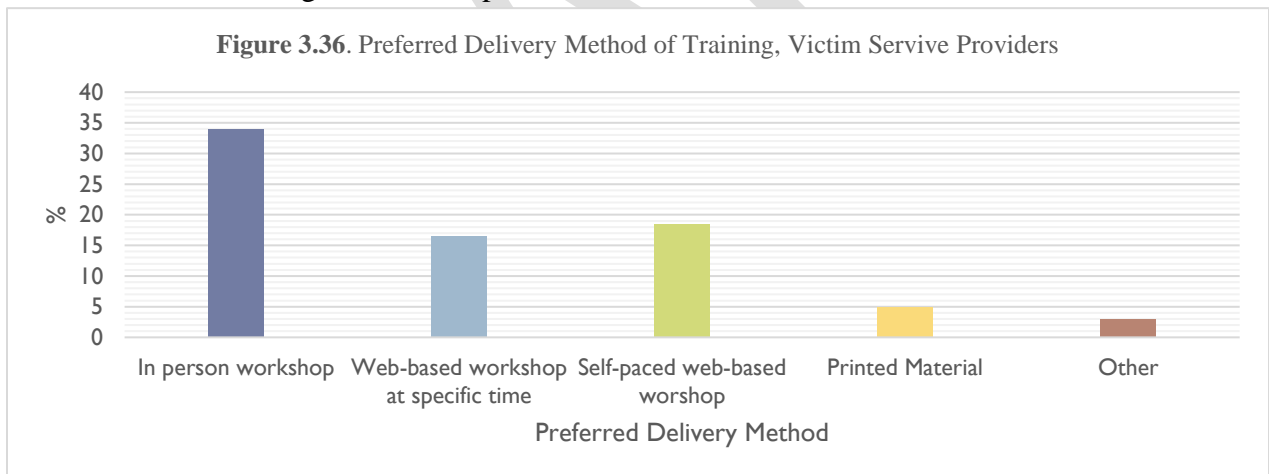
Family Law Information Center (FLIC) Directors were asked about the formal training they provide attorneys who provide legal services for them. The training provided in the FLICs around the state varied drastically, from very little training to required training. As interviewee A noted, the training provided is “About five minutes, I say here’s the folder, here’s the brochures that we have, might can help you. Here’s a consultation agreement for them to sign. Here’s the list of who signed in today, they’re seated in the hallway. That’s the training.” Other FLICs provide a more formal training.

As described by interviewee B:

We do a training once a year for any lawyer who wants to be put on the limited scope representation list. They have to agree to be available to teach the workshop classes and before they're allowed to teach or receive a limited scope client they have to go through our training. We do it once a year and it takes about an hour. They come in and we explain to them the program itself in two parts, the ins and outs of representing somebody on a limited scope basis and the ends and outs of teaching the workshop

and then they come and they have to actually sit through one of the workshop classes and see it.

Victim Service Providers were asked about their preferred method of receiving training regarding the civil legal needs of crime victims, if it were to be provided. As can be seen in Figure 3.36, over one-third (34%) of victim service providers indicated they would prefer an in-person workshop, 18% preferred a self-paced web-based workshop, and 17% preferred a web-based workshop at a specific time.

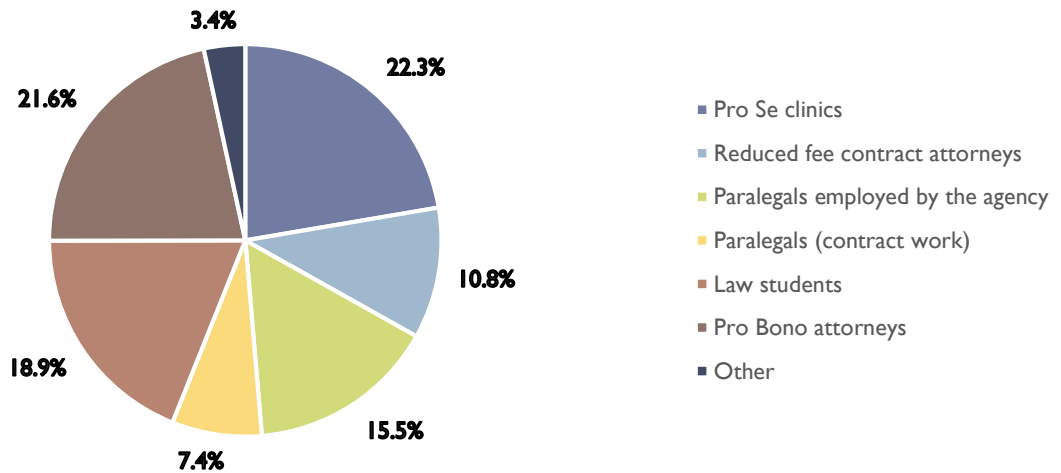


## J. How Professionals are Willing to Assist Crime Victims

Legal professionals were asked about ways their organization would be willing to provide legal services to crime victims, if they were developed and funded through a grant. Figure 3.37 displays the results from

this question. Almost one-fourth (22%) indicated they would be willing to use pro se clinics and pro bono attorneys to provide legal services to crime victims. Slightly less than one-fifth (19%) indicated that they would be willing to use law students to provide legal services to crime victims, while

**Figure 3.37.** Methods of Service Delivery Organizations are *Willing* to Provide, Legal Professionals



16% said they would use paralegals employed by their agency.

### K. Ideas for Innovation in Service

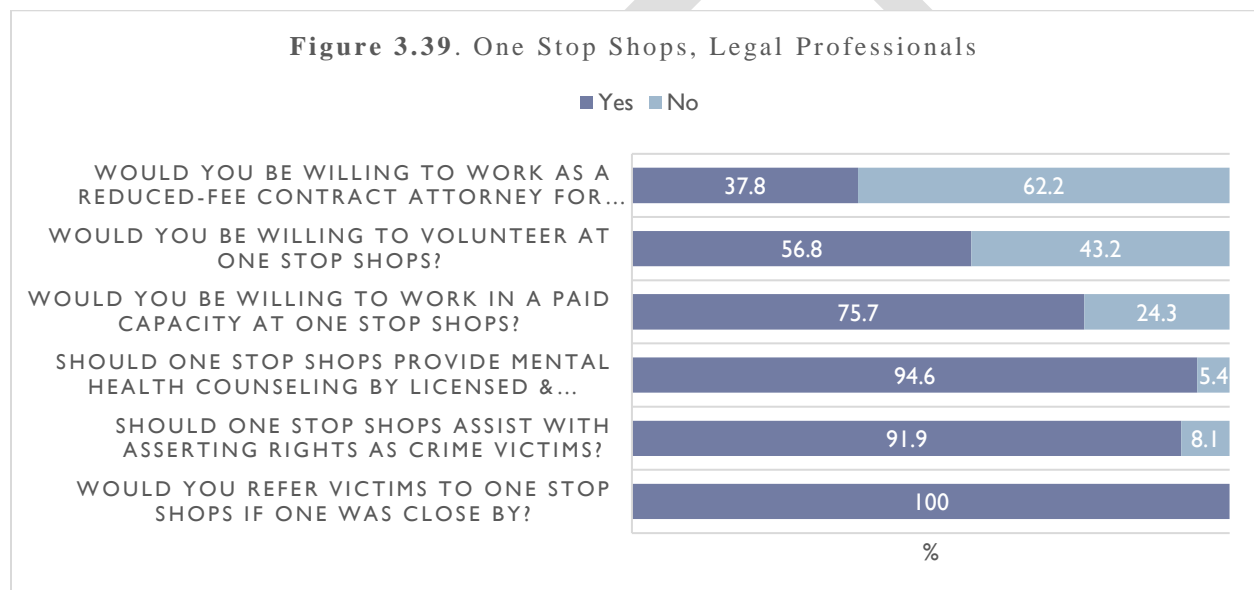
Survey respondents were asked about their perceptions of and willingness to use “one-stop-shops” to provide crime victims services in Georgia. Victim Service Providers overwhelmingly (91% said yes) thought that if there were one-stop shops in Georgia to serve crime victims to provide civil legal assistance that they would refer victims to them if one was close by (see Figure 3.38). In addition, 83% of victim service providers indicated that they thought these one-stop-shops should be able to help crime victims assert their rights as crime victims, while 81%

**Figure 3.38.** One Stop Shops, Victim Service Providers



agreed that they should include service provision such as mental health counseling by licensed, trained professionals.

Figure 3.39, displays the findings from these questions. As can be seen, all legal professionals working in our project partner agencies reported that they would refer victims to one stop shops that were close by. In addition, over 90% thought that one stop shops should provide mental health counseling by licensed and trained professionals (95%), and that they should help victims assert their rights as crime victims (92%). Over half of the legal professionals working in our project partner agencies affirmed that they would be willing to volunteer in a one stop shop (57%), while slightly more than one-third said they would be willing to work as a reduced-fee contract attorney in a one-stop shop (38%).



Family Law Information Center (FLIC) Directors and Law Librarians were asked about innovative ways to deliver services to crime services or identified specific suggestions as to how services could be improved. They offered many interesting suggestions about how to expand services, to reach unserved victims, and how to use technology in innovative ways. Many FLICs shared the sentiment that having a one-stop-shop would be ideal where crime victims can come to one place. Interviewee D(b) commented “I would love for us to be you know have all of the services, truly a one stop shop. People come to the courthouse for help they can just go to one place.” Another suggestion for service provision was to offer law clinics staffed by law students. Interviewee A(a) suggested, “How about students, law clinics, you know they’re one year away from graduating law school and have them come in and do some screening assessments and

referrals.” Interviewee D(a) in speaking at about coordinating with law students said:

“It was an amazing experience, they couldn’t get this anywhere you know because you’re dealing with the general public and all of these issues and then you find out they have multiple issues. So I mean a lot of times people come in and they’re married and they have a baby but it’s with somebody else and now they want to legitimize and so...It was [a mutually beneficial experience] and it worked beautifully, yes.

A common suggestion for improved service was to create an online resource that includes a range of services—legal, health, social—for victims and that is searchable by county. As noted by Interviewee F, these “Resources need to be printable”.

In terms of reaching unserved victims, Interviewee A noted that many persons have issues with transportation. This interviewee suggested that we include monies for Uber as a transportation service so that clients can attend meetings and court hearings. Another solution to reaching victims was offered by Interviewee F in that this person suggested using Skype to communicate with clients who have transportation issues. Interviewee A(a) also suggested Skype and went further by suggesting “setting up sound proof booths...at the library... that have webcams and the ability to skype with other people. That way they would have access to attorneys for places that don’t have those attorneys there.” Not everyone thought that Skype would be a good alternative to in-person meetings as “Some of the counties

you will find don’t have real good internet” (Interviewee D(a)) and paperwork still needs to be completed (Interviewee G)). As an alternative to Skype, the use of a hotline was suggested (Interviewee D (a)), particularly for landlord/tenant issues (Interviewee E(a)). Even when reservations were raised about these alternate strategies, the point was raised that they could be fruitful for initial conversations in telling clients what they should be thinking about, how to plan for their case, that they should take pictures of household documents, among other things (Interviewee G).

#### **IV. SURVEY OF CRIME VICTIMS**

The final component of the needs assessment included a survey of victims who had received services from victim service agencies, including project partner agencies, in Georgia. To be included in the study, victims must have received services from an agency that is certified to receive Local Victim Assistance Funds. A representative from the agency (usually the director) was asked to distribute the survey to clients at the completion of survey provision. In total, 22 different agencies as well as project partner agencies (ALAS, AVLFI, GLSP) distributed surveys. These agencies included CASA programs, Domestic Violence Shelters, Domestic Violence Centers, Sexual Assault Centers, Child Advocacy Centers, and Counseling Centers. Surveys were administered during January-March 2016. In total, 148 clients completed surveys.

As shown in Table 4.1, those who completed the survey were almost exclusively female (97%), and the greatest percentage were Black/African-American (44%). About a

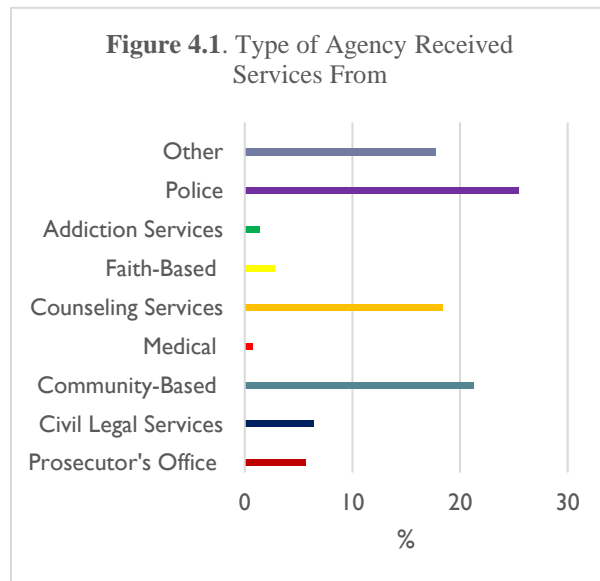
third were White/Caucasian, while 11% reported being multiracial, and 7% were Asian/Pacific Islander. Thirteen percent indicated that they were either Hispanic or Latino(a). About one-quarter of the sample was not U.S. born (28%). Most of the respondents either were high school educated or had completed less schooling (48%). Over forty percent (42%) of the sample had an annual personal income that was less than \$10,000. The majority of the sample had never been married (35%) or was married or had a domestic partner (24%), and most were employed full-time (57%). Sample members were asked to describe the area in which they

lived—41% live in suburban areas, 39% live in urban areas, and 21% live in rural areas. Three-fourths have access to a computer with the internet and 83% had a smartphone. A small percentage (13.2%) indicated that they were either homosexual/gay/bisexual/lesbian.

Table 4.1. Victim Characteristics (N=148)		
	%	N
<b>Demographics</b>		
Female	97.1	136
<b>Race</b>		
White/Caucasian	32.1	45
Black/African American	43.6	61
Asian/Pacific Islander	7.1	10
Multiracial	5.7	8
Other	11.4	16
Hispanic/Latino(a)	12.7	18
Native to U.S.	72.3	102
<b>Age</b>		
18-24	12.1	17
25-34	42.1	59
35-44	27.9	39
45-54	16.4	23
55 or older	1.4	2
<b>Education Level</b>		
Less than High School	28.2	39
High School Degree/GED	19.6	27
Some College	19.6	27
Associate's Degree	8.7	12
Bachelor's Degree	14.5	20
Professional/Master's Degree	7.2	10
Ph.D/M.D.	2.2	3
<b>Annual Personal Income</b>		

0-\$9,999	41.5	56
\$10,000-\$22,000	23.0	31
\$22,001-\$30,000	20.0	27
\$30,001-\$40,000	5.9	8
\$40,001-\$50,000	3.0	4
\$50,001+	6.7	9
<b><i>Marital Status</i></b>		
Never Married	34.8	48
Married/Domestic Partner	23.9	33
Divorced	18.8	26
Separated	18.8	26
Widowed	3.6	5
Full-time Employment	57.2	79
<b>Potential Barriers to Service</b>		
<b><i>Area Live</i></b>		
Rural	20.8	27
Suburban	40.8	53
Urban	38.5	50
Access to Computer with Internet	75.0	105
Smartphone	82.7	115
<b><i>Sexual Orientation</i></b>		
Heterosexual	86.8	105
Homosexual/Gay/Lesbian	7.4	9
Bisexual	5.8	7

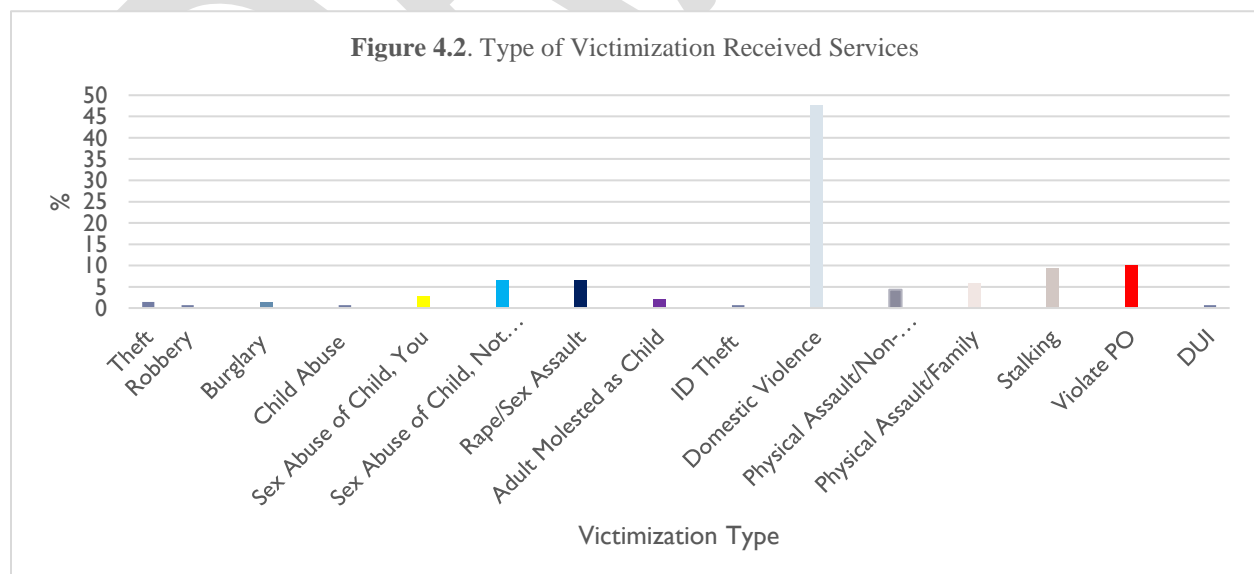
Respondents were asked the number of times they had received services in Georgia related to them or someone they know being a crime victim. Although 42% indicated they had only received services a single time, 25% had received services twice and 33% indicated they had received services more than two times. Respondents were directed to reflect on the most recent time they received services related to a crime victimization the rest of the survey. Most commonly (80%) when a respondent received services, he or she did so because of being directly victimized. Most of the victimizations that occurred most recently occurred within the previous five months (53%), with 18% occurring between six and 12 months prior to completing the survey. Over one-quarter of respondents received services from the police, about one-fifth received community-based services, 19% received counseling services, and 6% received civil legal services (see Figure 4.1).



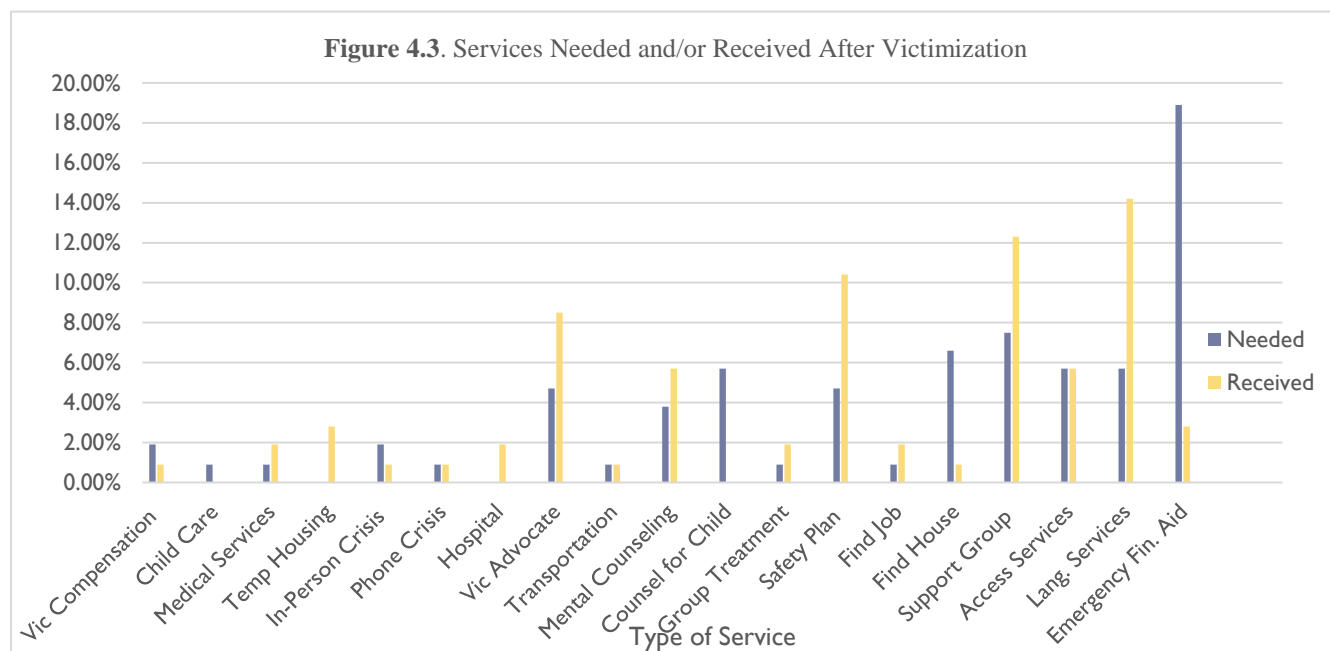
Almost half of the respondents received services for a domestic violence victimization (48%), while 10% received services related to a violation of a protective order. Nine percent of respondents indicated that stalking was the type of victimization for which they most recently received services, and 6% noted that they received services for either sexual abuse of a child other than

themselves or rape/sexual assault (see Figure 4.2). Perhaps not surprisingly, given the extent to which respondents received services for domestic violence, 71% responded that their intimate partner was the perpetrator, with 8% having family members as the perpetrator.

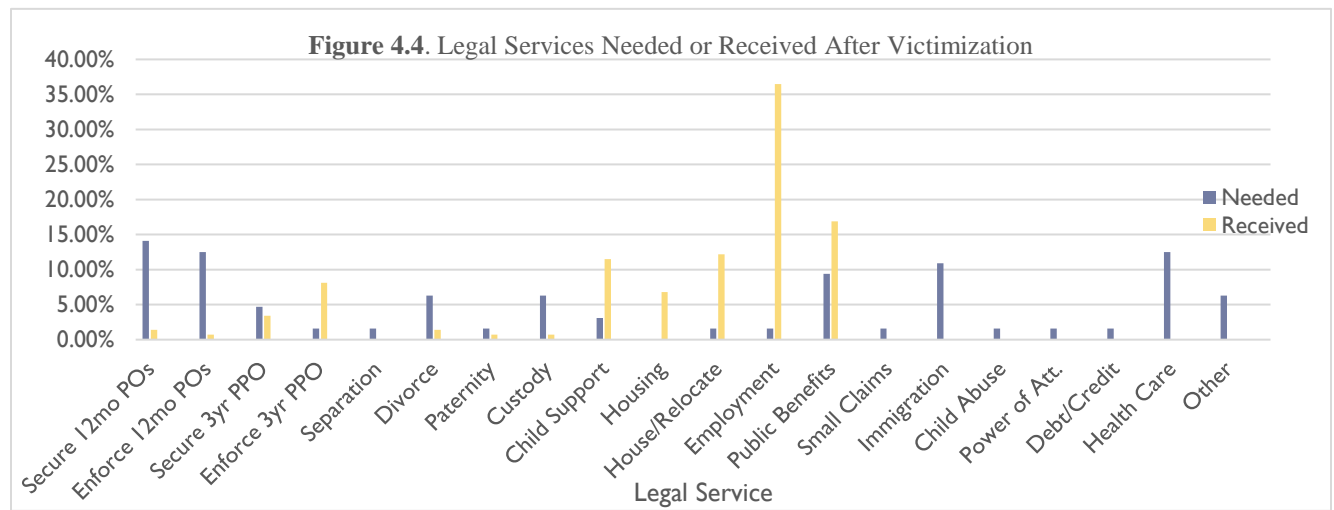
After the victimization event, as displayed in Figure 4.3, respondents indicated needing assistance in a variety of ways. The largest percentage of respondents noted they needed emergency financial assistance (19%). Despite this need, only 3% reported receiving this assistance. Seven percent of respondents needed assistance finding housing, but less than 1% received this assistance. Similarly, 6% of respondents noted that their child needed counseling, but none of them received this assistance. Other services were needed and provided—14% of the sample received services provided in a language other than English (6% noted needing this



service), 12% received assistance through a support group (8% noted needing this service), and 9% of the respondents received assistance from a victim advocate (5% noted needing this service).

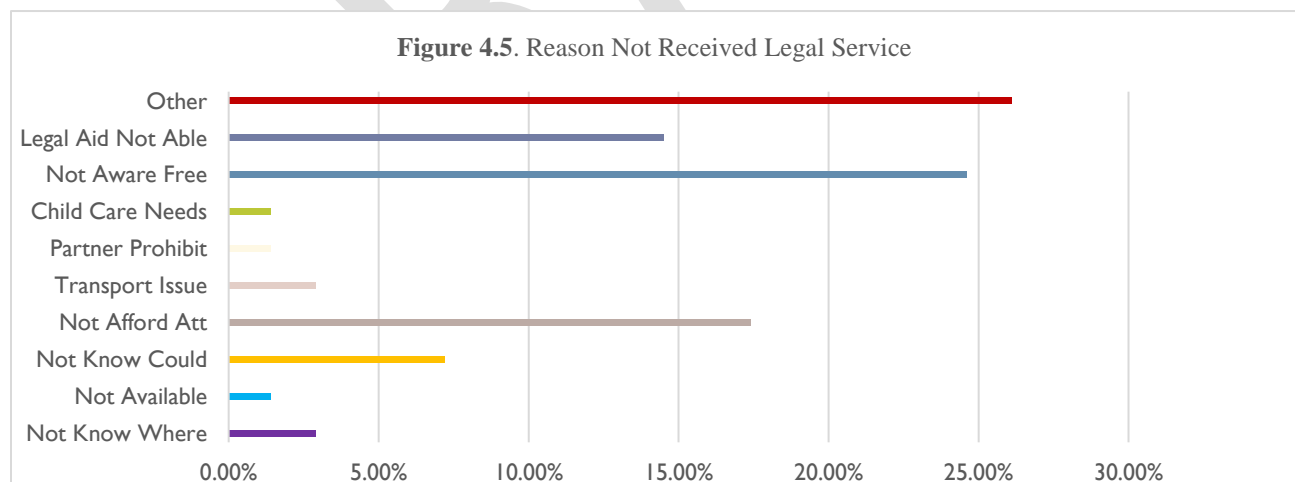


Respondents were also asked about legal services they may have needed and/or received help with an attorney with following their victimization. The results are shown in Figure 4.4. Most notable is the variety of unmet legal needs experienced by the respondents. Although a small percentage of respondents reported needing help from an attorney with enforcing a 3-year permanent protective order, a separation, small claims, child abuse, or power of attorney, 14% needed assistance with securing a 12-month protective order, 13% noted needing assistance for a health care need, 11% had needs related to immigration, 10% indicated a need regarding public benefits, and 6% reported needing assistance regarding a divorce or custody. For each of these needs except for public benefits, 1% or fewer of respondents indicated receiving assistance from an attorney for their legal need. When asked what they needed assistance with the most, housing (17%), immigration (11%), securing 12-month protective orders (11%), and divorce (11%) were most commonly indicated.



When asked why they did not receive the legal assistance they needed, 25% did not know that there were free legal services to help them, 17% of the sample responded they could not afford it, 15% indicated that legal aid was not able to assist them, and 7% did not know they could receive assistance for their need (see Figure 4.5).

12-month protective orders, 75% of enforcement of these orders, and 70% of securing of 3-year permanent protective orders. Legal aid also assisted with most of the public benefits cases (67%), child support cases (75%), custody cases (67%), divorces (54%), and separations (67%) (results not shown).



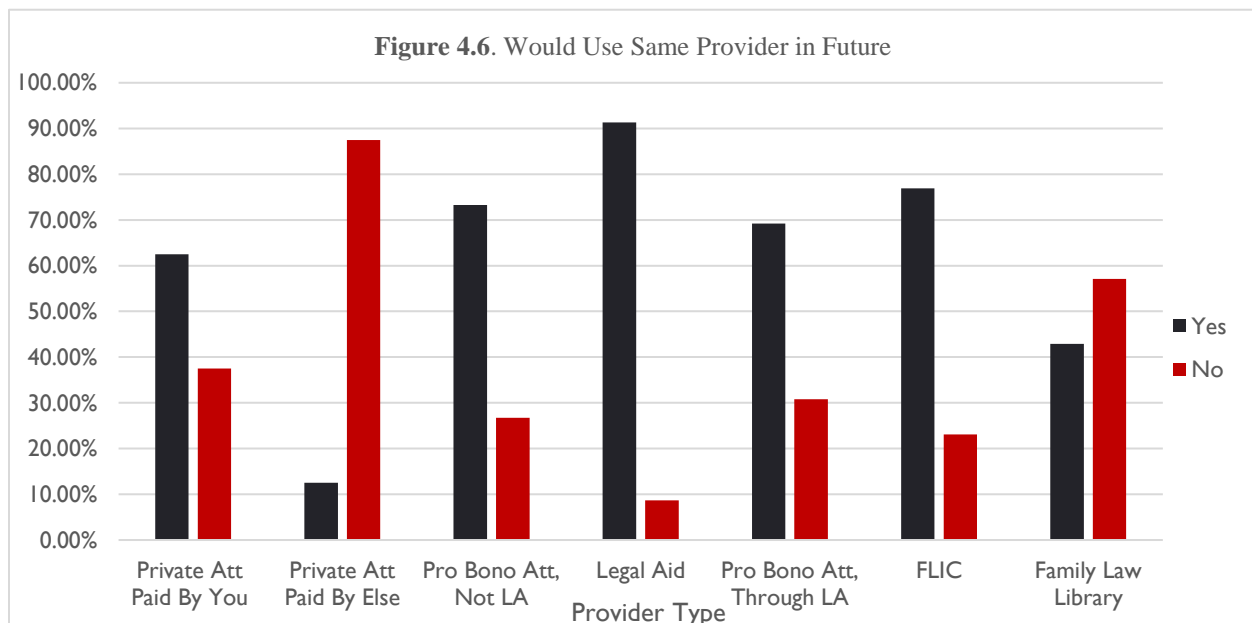
When legal services were received, most commonly they were provided by legal aid. Legal aid assisted with 73% of all securing of

Respondents were asked several questions about their experiences with the person who

assisted them with their civil legal needs. Specifically, they were asked about how knowledgeable regarding their specific legal issue the person was, how supportive the person was, whether their needs were fully met, what their level of satisfaction was, and whether they would use the same provider for future civil legal services. Regardless of who they received services from, respondents indicated very high levels of satisfaction with the person who assisted them with their civil legal needs. When asked about their knowledge (scored from 1-5 with 1 indicating “excellent” and 5 indicating “poor”), respondents on average rated the person’s knowledge who assisted them as a 1.48. Providers were also perceived to be quite supportive (1 indicated “very supportive” and 4 indicated “very unsupportive”), with the mean score on this item of 1.26. Most respondents strongly agreed or agreed, that their civil legal needs

were fully met by the person who assisted them (mean of 1.39, with 1 indicating “strongly agree” and 4 indicating “strongly disagree”). Overall satisfaction with the civil legal services received was also high—mean of 1.44 (1 indicating “strongly agree” and 4 indicating “strongly disagree”).

Only one-quarter of respondents noted that they would not use the same service provider for a civil legal need in the future (see Figure 4.6). Notably, those using legal aid overwhelmingly indicated they would use legal aid again (91%), while over three-fourths (77%) indicated they would use the FLIC again, almost three-fourths (73%) reported that they would use their pro bono attorney (not through legal aid) again, and 69% would use their pro bono attorney appointed through legal aid again. Respondents reported lower likelihoods of using private attorneys that were paid for by



someone other than themselves (13%) and the family law library (43%) again, but very respondents (8 and 7% respectively) used these services in the first place, so some caution is warranted in interpreting these findings.

### A. Use and Receipt of Protective Orders

Respondents were also asked questions about their experience with obtaining temporary and permanent protective orders. Table 2 displays the results of these questions. Half of the respondents had obtained a temporary 12-month protective order at some point. Most had an attorney assist them with obtaining this order (70%). Very few (4%) respondents had obtained a 3-year permanent protective order, but three-quarters of them had an attorney assist them with obtaining the order. A small percentage of respondents had applied for either a temporary 12-month protective order or a 3-year permanent protective order, but did not receive it. Almost three-fourths (73%) of the sample has a protective order in place, that the majority (61%) had an attorney help them securing. Slightly more than one-third of the protective orders that were obtained required that firearms be removed from the abuser,

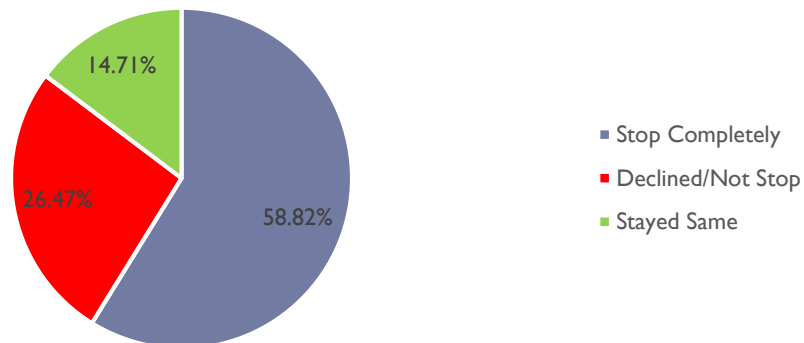
although it should be noted that 27% of the respondents did not know if this was a requirement. Twenty-seven percent of respondents indicated this removal occurred.

**Table 4.2. Description of Protective Orders**

Characteristic of Protective Order	% Yes
Ever Obtained Temporary 12-Month Protective Order	50.40
Attorney Assist with Temp. Order	69.80%
Ever Obtained Permanent 3-Year Permanent Protective Order	3.60
Attorney Assist with Perm. Order	75.00
Applied for Protective Order, Not Received	10.09
Protective Order Currently in Effect	72.97
Attorney Assist with Current	61.11
Protective Order Require Firearms be Removed from Abuser	37.50
Removal of Firearms Occurred	27.27
Protective Order Violated	40.40
Offender Arrested for Violation	27.30
Financial Support Needed to Be Granted by Protective Order	26.90

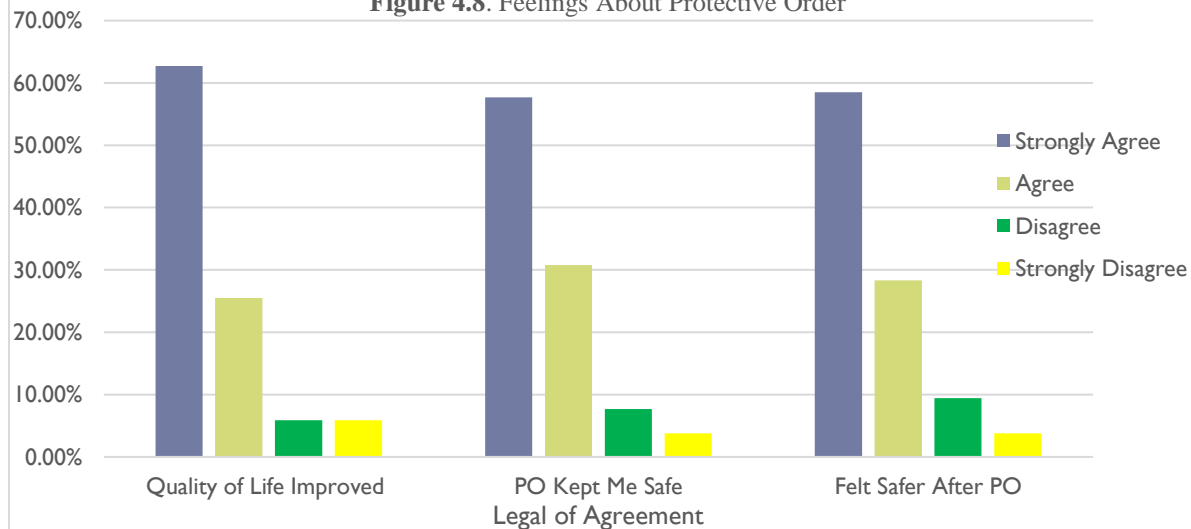
As displayed in Figure 4.7, the majority (59%) of the respondents indicated that the violence stopped completely after they received the protective order, while slightly more than one-quarter (26%) noted it declined but did not stop. A small percentage (15%) noted that the violence stayed the same.

**Figure 4.7.** What Happened to Violence in Relationship After Receiving Order?



In addition to reducing violence, respondents also noted other benefits to obtaining protective orders. As shown in Figure 4.8, 88% of respondents strongly agreed or agreed that their quality of life improved and that the protective order kept them safe. Eighty-seven percent strongly agreed or agreed that they felt safer after obtaining the protective order.

**Figure 4.8.** Feelings About Protective Order

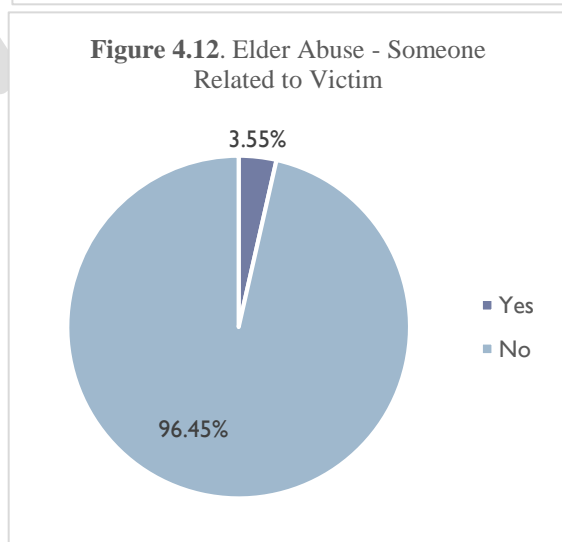
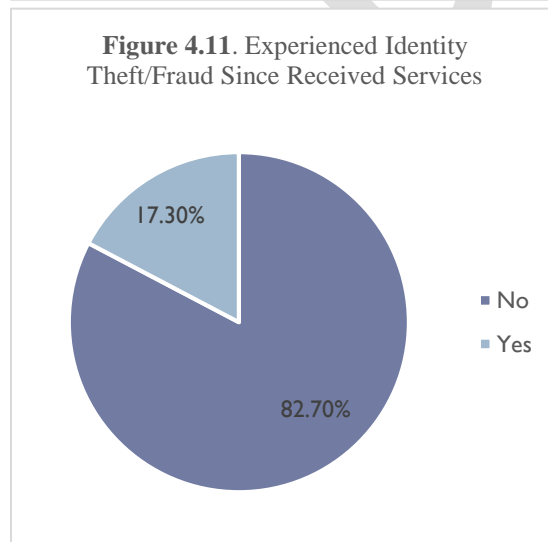
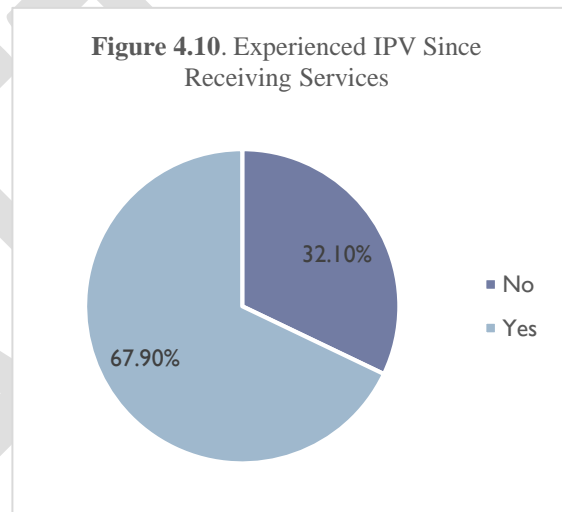
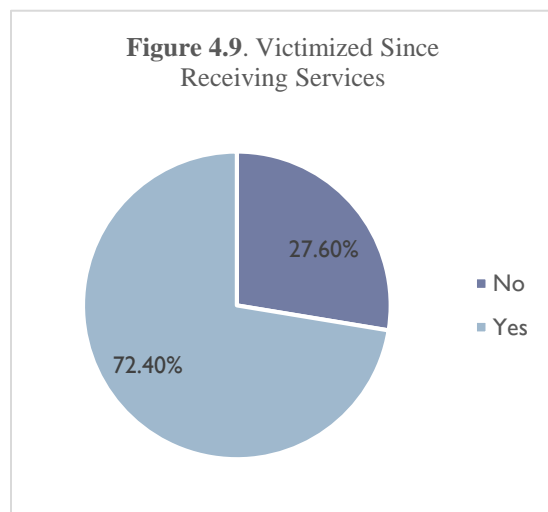


Despite these positive feelings about protective orders, 40% of respondents noted that their protective order was violated, and 27% reported that the offender was arrested for violating the protective order (see Table 4.2).

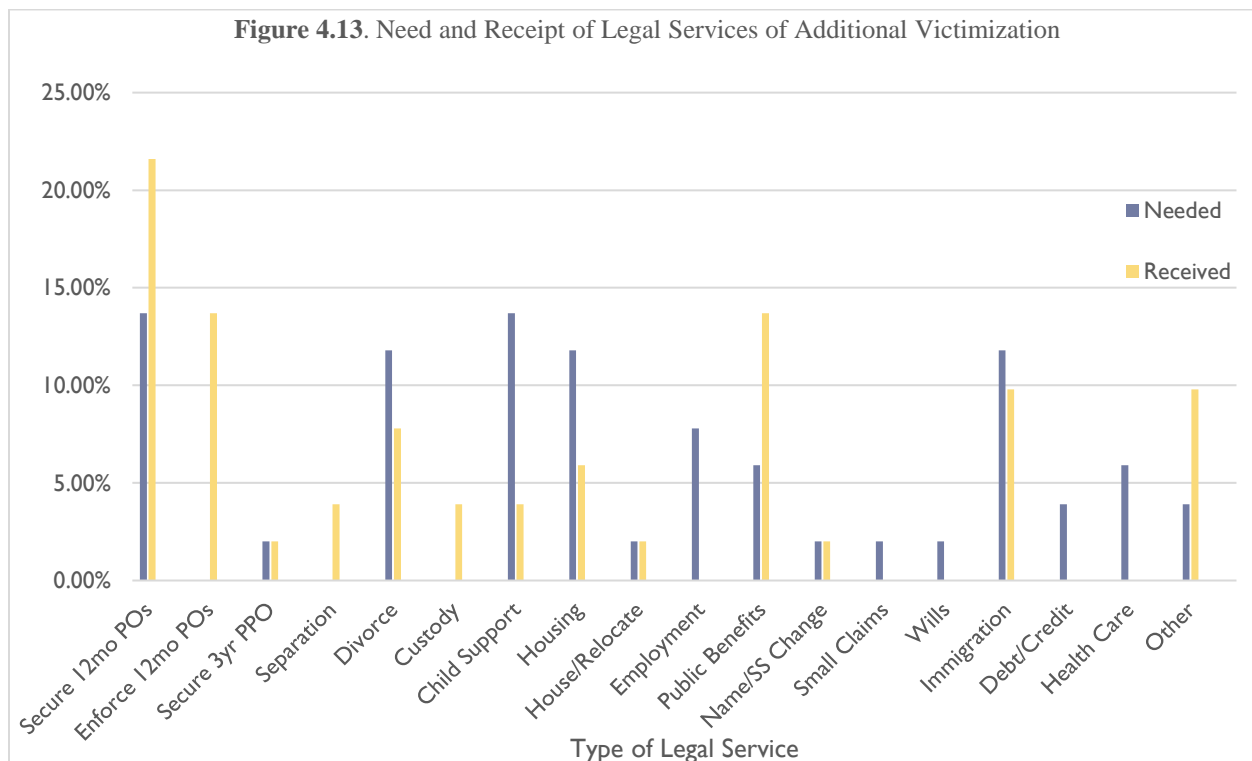
## **B. Need for Holistic Services Indicated by Victims**

Respondents were asked about additional victimization experiences they could have experienced since they received civil legal services. Almost three-fourths (72%) of the sample reported

experiencing some type of victimization since receiving civil legal services most recently (see Figure 4.9). Slightly more than half (51%) had experienced a home burglary, a theft, an assault, or a sexual assault. An even larger percentage, 68%, had experienced either physical or emotional intimate partner violence (see Figure 4.10). Just less than one-fifth of the sample (17%) indicated they had experienced some type of identity theft or fraud since receiving assistance (Figure 4.11). As shown in Figure 4.12, a small percentage (4%) had a loved one experience elder abuse.

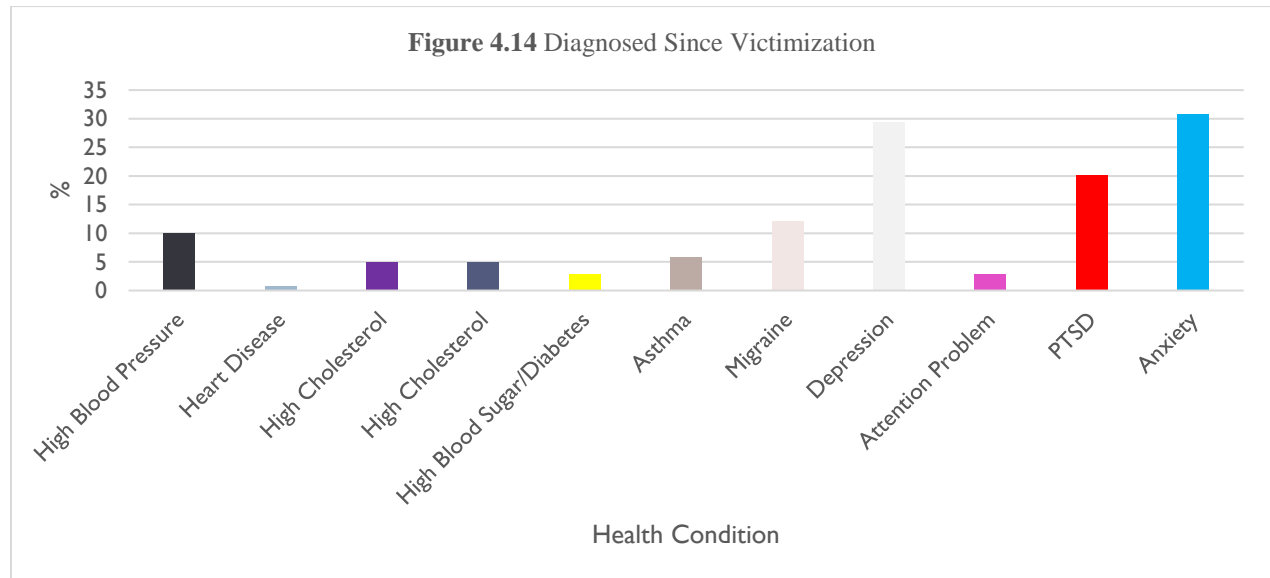


Respondents were asked about what civil legal needs they had for these victimization experiences since receipt of civil legal services and whether they received assistance for their needs. As shown in Figure 4.13, the largest percentage of the sample indicated needs with child support (14%), divorce (12%), housing (12%), immigration (12%), and employment (8%). Much like with their other victimization, many victims reported not receiving assistance for these needs—4% indicating receiving assistance with child support, 8% with divorce, 6% with housing, 10% with immigration, and 0% with employment. These results indicate unmet civil legal needs of crime victims in Georgia.



Not only did respondents indicate additional victimizations and civil legal needs in accordance with these victimizations, they also indicated health issues for which they could benefit services. As displayed in Figure 4.14, slightly less than half (47%) of the respondents indicated that they had been diagnosed with at least one physical or mental health condition since the victimization for which they had most recently received services. The most common condition diagnosed was anxiety (31% of sample) followed by depression (30% of sample), and PTSD (20% of sample). Twelve percent of the sample had been diagnosed with migraine, and 10% of the sample had been diagnosed with high blood pressure. Further, 19% of the sample indicated that a mental health condition currently prevented them from fully participating in work, school, or other

activities. Respondents also indicated that a health condition, impairment or disability resulted them in needing assistance with their finances (8%) and making important decisions (2%).



## V. RECOMMENDATIONS

- 1. Expand services to crime victims that have the most civil legal needs** as identified through the needs assessment and that project partner agencies have expertise and ability to serve such as victims of domestic violence, sexual violence/abuse, and human trafficking. Also, expand services to crime victim types that have been identified as having large unmet needs, such as such as victims of financial exploitation/identity theft/fraud, homicide survivors, stalking, and burglary/home invasion. Identify resources in community and collaborators who can assist in providing the civil legal needs of these crime victims.
- 2. Provide training on the civil legal needs of crime victims to victim service providers and attorneys,** focusing on the specific civil legal needs of different types of crime victims, the laws relating to crime victims, service delivery, and the services available to them. The training should also include information about the network and how to refer victims to services for their civil legal needs. This training should be provided both in person and also be recorded so that can be accessed virtually. This training should account for **CLE credit** for attorneys to incentive them. **This training should encourage service providers to educate crime victims**

- about civil legal services and to refer them to the network.**
3. Coordinate efforts with the Access to Justice Committee of the GA Bar to **recruit attorneys to provide pro bono civil legal service to crime victims.** Provide information on the types of cases likely to handle, how to interact with crime victims and the importance in doing so, and how to coordinate providing pro bono service to crime victims in need of civil legal assistance. Outreach efforts on recruitment with the GA Bar need to occur.
  4. **Create an online resource for professionals providing civil legal services to crime victims that can also be used by victims.** This resource should be searchable by county and be printable. This resource should be comprehensive in nature and cover all types of resources that crime victims may need (e.g., criminal justice, mental/physical health, social services, civil legal).
  5. **Address language barriers that victims have.** Ensure that victims who speak languages other than English have interpreters as needed, access to documents in their language of choice, the online resource website is available in multiple languages, and hotlines and automated phone messages are recorded in Spanish (the language that was identified overwhelmingly as the language most often spoken).
  6. Develop and/or implement innovative **strategies for delivering services that utilize technology** so that transportation barriers can be overcome. Such strategies may include using Skype or other web-conferencing services, contracting with Uber or other transportation services, or hotlines.
  7. **Develop and/or implement innovative strategies for disseminating information to crime victims and service providers.** The use of videos and screen casts may be useful to instruct crime victims and providers on how to access the network, how to fill out forms, and where to go online for information.
  8. **Provide victims not only civil legal services but access to comprehensive services and referrals as needed through our legal network.** Survey respondents reported that it was very important for victims to receive assistance with attending court and trial, to have the CJ system explained, and to receive assistance with general mental health counseling or treatment referrals. Such service delivery could potentially be delivered through a “one-stop-shop”, where victims could receive comprehensive care and legal services in a single locale. Victim service providers and legal professionals in project partner agencies widely endorsed referring clients to such one-stop-shops if they existed.
-

**9. Screen victims for mental and physical health care needs and refer them to mental and physical health care professionals as needed.** Survey results indicate that almost one-half of victims had been diagnosed with a physical or mental health condition since receiving services for their victimization. In addition, over 10% of victims indicated that they had health care legal needs in relation to their victimization, yet less than 1% received legal services for this type of need. As such, victims are in real need of receiving physical and mental health care, and a holistic approach to care will help in meeting these needs.

**10. Increase awareness among victims as to the availability of pro bono legal services and services to which they have access.** When asked why victims did not receive assistance for their civil legal needs, many indicated that they did not know that there were free legal services available to help them or that they did not know that could receive free legal assistance for their needs. Another item that many victims were unaware of was whether or not their protective order required that firearms be removed from their (27% did not know). Taken together, these items shows that victims (and others) should be made aware of the

availability of pro bono civil legal services in their community and the legal stipulations and benefits.

**11. Improve data collection efforts.**

Project partners should work towards collecting data on clients that reflects whether they are seeking assistance in relation to a criminal victimization, and if so, what type of criminal victimization. In addition, efforts should be made to be consistent in collecting data on every client. There is a large amount of missing data in project partner databases, which makes it difficult to evaluate clients on some meaningful variables (e.g., outcomes, needs). Consistent data collection should be done by the network during the pilot project phase for effective evaluation.

**12. Seek continuation funding for the Victim Legal Assistance Network,** as lack of resources was cited as one of the key barriers for service by all survey respondents and FLIC directors/law librarians. In addition, seek out additional funding streams for free/low cost civil legal services (e.g., grants, foundation funds), and work towards increasing fee structure that funds FLIC/law libraries.

## VIII. REFERENCES

- American Bar Association. (2004). Legal needs and civil justice: A survey of Americans. Major findings from the Comprehensive Legal Needs Study. American Bar Association, Consortium on Legal Services and the Public. Chicago, IL.
- Burdge, R. L. (2016). United States Consumer Law Attorney Fee Survey Report, 2013-2015. Retrieved from <https://www.nclc.org/images/pdf/litigation/fee-survey-report-2013-2014.pdf>
- Campbell, J. C., Kub, J., Belknap, R. A., & Templin, T. N. (1997). Predictors of depression in battered women. *Violence Against Women*, 3, 271-293.
- Classen, C. C., Palesh, O. G., & Aggarwal, R. (2005). Sexual revictimization: A review of the empirical literature. *Trauma, Violence, & Abuse*, 6, 103-129.
- Coker, A. I., Davis, K. E., Arias, I., Desai, S., Sanderson, M., Brandt, H. M., & Smith, P. H. (2000). Physical and mental health effects of intimate partner violence for men and women. *American Journal of Preventative Medicine*, 23, 260-2568.
- Dale, D. M. (2009). Civil legal needs of low and moderate income households in Georgia: A report drawn from the 2007/2008 Georgia Legal Needs Study. Committee on Civil Justice, Supreme Court of Georgia Equal Justice Commission.
- Eisenkraft, K. O. (2016). Access to justice in the United States with Massachusetts examples: An introduction. Office of Public Collaboration, University of Massachusetts, Boston. Boston, MA.

- Farmer, A., & Tiefenthaler, J. (2003). Explaining the recent decline in domestic violence. *Contemporary Economic Policy*, 21(2), 158-172.
- Johnson, C. (2014). Rights advocates see 'access to justice' gap in U.S. Retrieved from <http://www.npr.org/sections/thetwo-way/2014/03/10/288225649/rights-advocates-see-access-to-justice-gap-in-u-s>
- Kamphius, J. H., & Emmelkamp, P. M. G. (2001). Traumatic distress among support seeking female victims of stalking. *American Journal of Psychiatry*, 158, 795-798.
- Miller, A. (2012). Health worse in rural counties, study shows. Georgia Health News. Retrieved from <http://www.georgiahealthnews.com/2012/04/health-worse-rural-counties-study-shows/>
- Office for Access to Justice of the U.S. Department of Justice (2015). Five-Year Anniversary of Accomplishments. U.S. Department of Justice. Washington, DC.
- Plitchta, S. B., & Falik, M. (2001). Prevalence of violence and its implications for women's health. *Women's Health Issues*, 11, 244-258.
- Proctor, B. D., Semega, J. L., & Kollar, M. A. (2016). Income and poverty in the United States: 2015. United States Census Bureau. Retrieved from <http://www.census.gov/library/publications/2016/demo/p60-256.html>
- Sandeful, R. L. (2014). Accessing justice in the contemporary USA: Findings from the Community Needs and Services Study. American Bar Foundation.
- Smith, K., Barge, R., & Salomon, N. (2016). Is holistic legal services a game changer? – Lessons

from the first two years of the HLAN project. *Management Information Exchange Journal*, 11-17.

State Bar of Georgia Pro Bono Project (2013). *A Civil Pro Bono Primer for the Young Lawyer*. Atlanta, GA.

U.S. Census Bureau. (2015), *Small Area Income and Poverty Estimates (SAIPE): 2015 Highlights*, U.S. Government Publishing Office. Washington, DC.

USDA (2015). *Percent of total population in poverty, 2015: Georgia*. Retrieved from [https://data.ers.usda.gov/reports.aspx?ID=14843#P1ca763b3db434761befc9bf9c2904959\\_3\\_382iT4](https://data.ers.usda.gov/reports.aspx?ID=14843#P1ca763b3db434761befc9bf9c2904959_3_382iT4)

## VII. Appendix A. Survey for Victim Service Providers

### Legal Needs and Services

These questions refer to crime victims who your agency assists with legal needs. These needs may be those that your agency is able to address, but also may be things that your agency is not able to help victims with.

1. During the previous 12 months, how often has your agency provided crime victims assistance with the following specific civil legal services? Please indicate how often your agency provides each civil legal service.

Legal Service	Service has <u>not</u> been provided during the previous 12 months	Service has <u>seldom</u> been provided during the previous 12 months	Service has <u>sometimes</u> been provided during the previous 12 months	Service has <u>often</u> been provided during the previous 12 months
Securing temporary/Ex parte protection orders	1	2	3	4
Enforcing temporary/Ex parte protection orders	1	2	3	4
Securing permanent protection orders	1	2	3	4
Enforcing permanent protection orders	1	2	3	4
Separations	1	2	3	4
Divorces	1	2	3	4
Paternity/Legitimation cases	1	2	3	4
Custody cases	1	2	3	4
Adoption	1	2	3	4
Spousal support	1	2	3	4
Child support	1	2	3	4
Housing (e.g., landlord/tenant issues, Section 8, eviction)	1	2	3	4
Housing counseling/relocation	1	2	3	4
Employment cases (e.g., securing time off from work, discrimination,	1	2	3	4

securing unpaid wages)				
Public benefits cases (e.g., TANF/Food Stamps)	1	2	3	4
Bankruptcy	1	2	3	4
Name and social security number changes	1	2	3	4
Small claims	1	2	3	4
Wills	1	2	3	4
Immigration issues, including U and T-Visas	1	2	3	4
Child abuse petition	1	2	3	4
Elder abuse petition	1	2	3	4
Military/VA benefits	1	2	3	4
Advanced directives	1	2	3	4
Power of attorney for financial issues	1	2	3	4
Debt/Credit-related cases (e.g., collection efforts/suits)	1	2	3	4

2. How important do you think it is for your agency to be able to assist crime victims in the following ways? Please indicate the level of importance that you think is most appropriate.

<b>Legal Service</b>	Unimportant	Of Little Importance	Important	Very Important
Securing temporary/Ex parte protection orders	1	2	3	4
Enforcing temporary/Ex parte protection orders	1	2	3	4
Securing permanent protection orders	1	2	3	4
Enforcing permanent protection orders	1	2	3	4
Separations	1	2	3	4
Divorces	1	2	3	4
Paternity/Legitimation cases	1	2	3	4

Custody cases	1	2	3	4
Adoption	1	2	3	4
Spousal support	1	2	3	4
Child support	1	2	3	4
Housing (e.g., landlord/tenant issues, Section 8, eviction)	1	2	3	4
Housing counseling/relocation	1	2	2	4
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	1	2	3	4
Public benefits cases (e.g., TANF/Food Stamps)	1	2	3	4
Bankruptcy	1	2	3	4
Name and social security number changes	1	2	3	4
Small claims	1	2	3	4
Wills	1	2	3	4
Immigration issues, including U and T-Visas	1	2	3	4
Child abuse petition	1	2	3	4
Elder abuse petition	1	2	3	4
Military/VA benefits	1	2	3	4
Advanced directives	1	2	3	4
Power of attorney for financial issues	1	2	3	4
Debt/Credit-related cases (e.g., collection efforts/suits)	1	2	3	4

3. How would you rate your agency's/organization's/business's ability to assist crime victims with the following civil legal needs? Please indicate the level of ability that you think is most appropriate.

Legal Service	Poor	Fair	Good	Excellent
---------------	------	------	------	-----------

Securing temporary/Ex parte protection orders	1	2	3	4
Enforcing temporary/Ex parte protection orders	1	2	3	4
Securing permanent protection orders	1	2	3	4
Enforcing permanent protection orders	1	2	3	4
Separations	1	2	3	4
Divorces	1	2	3	4
Paternity/legitimation cases	1	2	3	4
Custody cases	1	2	3	4
Adoption	1	2	3	4
Spousal support	1	2	3	4
Child support	1	2	3	4
Housing (e.g., landlord/tenant issues, Section 8, eviction)	1	2	3	4
Housing counseling/relocation	1	2	2	4
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	1	2	3	4
Public benefits cases (e.g., TANF/Food Stamps)	1	2	3	4
Bankruptcy	1	2	3	4
Name and social security number changes	1	2	3	4
Small claims	1	2	3	4
Wills	1	2	3	4
Immigration issues, including U and T-Visas	1	2	3	4
Child abuse petition	1	2	3	4
Elder abuse petition	1	2	3	4
Military/VA benefits	1	2	3	4
Advanced directives	1	2	3	4

Power of attorney for financial issues	1	2	3	4
Debt/Credit-related cases (e.g., collection efforts/suits)	1	2	3	4

4. Overall, rate how you think your agency fulfills civil legal needs for crime victims that it assists?

Excellent  
Good  
Fair  
Poor  
Do not provide civil legal services for crime victims

Please explain why you rated your agency in this way \_\_\_\_\_.

5. Does your agency use *pro bono* attorneys to assist in legal service provision for crime victims?

Yes (if yes, do not answer Q#7)  
No (if no, skip to Q#7)

6. What problems, if any, have you or your agency encountered in using *pro bono* attorneys in assisting crime victims? Check all that apply.

Conflicts of interest  
Language barriers  
Recruitment  
Turnover/retention  
Quality monitoring  
Unwillingness to handle certain types of cases  
Liability concerns  
Language barriers  
Providing sub-par legal assistance  
Other (please identify) \_\_\_\_\_  
No problems encountered

7. If you believe that your agency has been successful in using *pro bono* attorneys, please identify the factors, approaches, resources that have facilitated your agency's success.

\_\_\_\_\_  
No Answer

8. During the previous 12 months, what is the total approximate number of cases handled by *pro bono* attorneys, specifically addressing legal needs of crime victims within your agency?

9. Why does your agency not use/collaborate with *pro bono* attorneys to assist crime victims with their legal needs? Check all that apply.

Too few attorneys available in the area  
 Reluctant to take cases  
 Resources not available to set up referral  
 Attorneys not available for specific issues that victims have  
 Training/mentoring/supervision of *pro bono* attorneys not available  
 Other (please identify) \_\_\_\_\_

10. During the previous 12 months how often has your agency provided crime victims assistance with the following general legal services? Please indicate how often your agency provides each general legal service.

Legal Service	Service has <u>not</u> been provided during the previous 12 months	Service has <u>seldom</u> been provided during the previous 12 months	Service has <u>sometimes</u> been provided during the previous 12 months	Service has <u>often</u> been provided during the previous 12 months
General legal advice	1	2	3	4
General legal advice with a referral to legal service provider	1	2	3	4
General legal advice with a referral to private attorney	1	2	3	4
Preparation of legal briefs/filing of motions/drafting legal documents	1	2	3	4
Legal representation (e.g., litigation, settlements, negotiating with other side, etc.)	1	2	3	4

Appellate representation	1	2	3	4
Referrals (with no other legal service offered)	1	2	3	4
Assisting with working with an administrative agency	1	2	3	4
Letter writing	1	2	3	4

11. During the previous 12 months, has your agency provided other types of general legal services to crime victims?

Yes, if yes, please identify those services \_\_\_\_\_

No

12. How important do you think it is for your agency to be able to assist crime victims in the following ways? Please indicate the level of importance that you think is most appropriate.

<b>Legal Service</b>	<b>Unimportant</b>	<b>Of Little Importance</b>	<b>Important</b>	<b>Very Important</b>
General legal advice	1	2	3	4
General legal advice with a referral to legal service provider	1	2	3	4
General legal advice with a referral to private attorney	1	2	3	4
Preparation of legal briefs/filing of motions/drafting legal documents	1	2	3	4
Legal representation (e.g., litigation, settlements, negotiating with other side, etc.)	1	2	3	4
Appellate representation	1	2	3	4

Referrals (with no other legal service offered)	1	2	3	4
Assisting with working with an administrative agency	1	2	3	4
Letter writing	1	2	3	4

13. In addition to using *pro bono* attorneys or having staff attorneys, agencies may provide legal services through other means. How else does your agency provide legal services to crime victims (if at all)? Check all that apply.

Through *pro se* clinics  
 Reduced-fee contract attorneys  
 Paralegals employed by agency  
 Paralegals (contract work)  
 Work with law students  
 Other (please identify) \_\_\_\_\_

14. Out of these ways to provide legal services, if developed and funded through grant monies, would your agency be willing to provide legal services to crime victims via: Check all that apply.

Through *pro se* clinics  
 Reduced-fee contract attorneys  
 Paralegals employed by agency  
 Paralegals (contract work)  
 Work with law students  
*Pro bono* attorneys  
 Other (please identify) \_\_\_\_\_

15. Approximately what percentage of eligible requests for civil legal services **for crime victims** is your agency currently able to handle?

0-10%  
 11-20%  
 21-30%  
 31-40%  
 41%-50%  
 51-60%  
 61-70%  
 71-80%  
 81-90%  
 91-100%

16. To meet the civil legal needs of crime victims that your agency currently serves, approximately how many **additional** of the following would your agency need to employ?

Attorneys	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Paralegals	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Victim Advocates	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Supervisors	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Administrative/Support Personnel	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Other (please identify)	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time

17. To meet the civil legal needs of crime victims that your agency currently serves, what other **additional** resources does your agency require? Check all that apply:

Office space  
Money to hire language interpreter  
Money to contract with language interpreter  
Training on laws specific to crime victims  
Training on service delivery related to legal services for crime victims  
Additional bed space  
Other (please identify) \_\_\_\_\_

18. If your agency were to significantly increase its capacity to serve additional crime victims in meeting their civil legal needs, approximately how many additional of the following would your agency need to employ?

Attorneys	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Paralegals	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Victim Advocates	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Supervisors	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Administrative/Support Personnel	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time
Other (please identify)	<input type="checkbox"/> full-time	<input type="checkbox"/> part-time

19. If your agency were to significantly increase its capacity to serve additional crime victims in meeting their civil legal needs, what other **additional** resources does your agency require? Check all that apply:

Office space  
Money to hire language interpreter  
Money to contract with language interpreter  
Training on laws specific to crime victims  
Training on service delivery related to legal services for crime victims  
Additional bed space  
Other (please identify) \_\_\_\_\_

20. In addition to civil legal needs, crime victims have other needs after a victimization. How important do you think it is that crime victims **receive assistance** with the following from **an agency helping them in response to their victimization**?

Need	Unimportant	Of Little Importance	Important	Very Important
Victims' Compensation	1	2	3	4
Victims' impact statement	1	2	3	4
Restitution	1	2	3	4
Consultation with the prosecutor	1	2	3	4
Dental care provision	1	2	3	4
Dental care referral	1	2	3	4
General physical health needs provision	1	2	3	4
General physical health needs referral	1	2	3	4
General explanation of criminal justice system	1	2	3	4
Attending court hearings/Trial	1	2	3	4
Education/Job training	1	2	3	4
Substance abuse counseling/Treatment Provision	1	2	3	4
Substance abuse counseling/Treatment referral	1	2	3	4
General mental health counseling/Treatment provision	1	2	3	4
General mental health counseling/Treatment referral	1	2	3	4
Applying for warrants	1	2	3	4
Safety planning	1	2	3	4
Childcare assistance	1	2	3	4

Housing counseling/assistance	1	2	3	4
-------------------------------	---	---	---	---

21. How often in the previous 12 months, has your agency assisted crime victims with the following **in response to their victimization?**

Need	Service has <u>not</u> been provided during the previous 12 months	Service has <u>seldom</u> been provided during the previous 12 months	Service has <u>sometimes</u> been provided during the previous 12 months	Service has <u>often</u> been provided during the previous 12 months
Victims' Compensation	1	2	3	4
Victims' impact statement	1	2	3	4
Restitution	1	2	3	4
Consultation with the prosecutor	1	2	3	4
Dental care provision	1	2	3	4
Dental care referral	1	2	3	4
General physical health needs provision	1	2	3	4
General physical health needs referral	1	2	3	4
General explanation of criminal justice system	1	2	3	4
Attending court hearings/Trial	1	2	3	4
Education/Job training	1	2	3	4
Substance abuse counseling/Treatment Provision	1	2	3	4
Substance abuse counseling/Treatment referral	1	2	3	4
General mental health counseling/Treatment provision	1	2	3	4
General mental health counseling/Treatment referral	1	2	3	4

Applying for warrants	1	2	3	4
Safety planning	1	2	3	4
Childcare assistance	1	2	3	4
Housing counseling/assistance	1	2	3	4

22. If there were “one-stop-shops” available to serve crime victims in GA that would provide assistance with civil legal needs as well as refer victims to or provide other programs and services, would you refer victims to these “one-stop-shops” if one was close by?
- Yes  
No, if no why not? \_\_\_\_\_
23. Do you think these “one-stop-shops” should also be able to provide service provision such as assisting crime victims with asserting their rights as crime victims (e.g., enrolling in victim notification, applying for victim compensation)?
- Yes  
No, if no, why not? \_\_\_\_\_
24. Do you think these “one-stop-shops” should also be able to provide service provision such as providing mental health counseling by licensed, trained professionals?
- Yes  
No, if no, why not? \_\_\_\_\_

### Victims Served

The next set of questions pertains to the types of crime victims that your agency most typically serves.

25. During the previous 12 months, approximately what percentage of the victims who your agency assisted were non-English speakers (including ASL)?  
\_\_\_\_\_
26. What is the most common language spoken by non-native English speaking victims served by your agency?  
\_\_\_\_\_
27. Does your agency have interpreters on staff?
- Yes, if yes, for what languages?  
No
28. Does your agency use interpreter services from outside sources?

Yes, if yes, for what languages?

No

29. During the previous 12 months, what types of crime victims have your agency assisted (in any way)? Check all that apply

Domestic violence

Sexual violence/abuse

Child physical abuse/neglect

Child molestation/child sexual abuse

Financial exploitation/identity theft/fraud

Sex trafficking

Labor trafficking

Assault/Aggravated assault (non-domestic violence)

Homicide survivors

Automobile accidents/DUI

Vehicular homicide

Stalking

Kidnapping

False imprisonment/Hostage situation

Burglary/Home invasion

Theft (not from person)/Larceny

Robbery (theft from person)

Threats

Other (identify) \_\_\_\_\_

30. During the previous 12 months, identify the types of crime victims who your agency assists with **civil legal needs**. Check all that apply.

Domestic violence

Sexual violence/abuse

Child physical abuse/neglect

Child molestation/child sexual abuse

Financial exploitation/identity theft/fraud

Sex trafficking

Labor trafficking

Assault/aggravated assault (non-domestic violence)

Homicide survivors

Automobile accidents/DUI

Vehicular homicide

Stalking

Kidnapping

False imprisonment/Hostage situation

Burglary/Home invasion

Theft (not from person)/Larceny

Robbery (theft from person)  
Threats  
Other (identify) \_\_\_\_\_

31. Please identify how MUCH unmet civil legal needs the following types of crime victims have.

Type of Victim	No Unmet Civil Legal Needs	Few Unmet Civil Legal Needs	Some Unmet Civil Legal Needs	A Lot of Unmet Civil Legal Needs
Domestic violence	1	2	3	4
Sexual violence/abuse	1	2	3	4
Child physical abuse/neglect	1	2	3	4
Child molestation/child sexual abuse	1	2	3	4
Financial exploitation/identity theft/fraud	1	2	3	4
Sex trafficking	1	2	3	4
Labor trafficking	1	2	3	4
Assault/aggravated assault (non-domestic violence)	1	2	3	4
Homicide survivors	1	2	3	4
Automobile accidents/DUI	1	2	3	4
Vehicular homicide	1	2	3	4
Robbery (theft from person)	1	2	3	4
Theft (not from person)/Larceny	1	2	3	4
Burglary/Home invasion	1	2	3	4
False imprisonment/Hostage situation	1	2	3	4
Kidnapping	1	2	3	4
Stalking	1	2	3	4

32. How much do you agree with the following statement: Elder abuse victims have more unmet **civil legal needs** than younger victims.

Strongly agree  
Agree  
Disagree  
Strongly disagree

### Barriers

33. What barriers does your agency face, if any, in providing crime victims **civil legal needs** such as with divorce, immigration, custody, bankruptcy, etc? Check all that apply.

Persons in agency are not qualified to provide legal assistance  
Financial resources not available to provide legal assistance  
More requests for service than able to provide assistance with  
Language barriers  
Unwillingness of agency employees to assist  
Restrictions on what legally able to provide (e.g., grant funding won't allow)  
Difficulty in staying in contact with clients  
Other (please identify) \_\_\_\_\_

34. What barriers do you think victims face, if any, in receiving assistance with their **civil legal needs** by your agency? Check all that apply.

Unaware of services provided  
Transportation issues  
Difficulty in understanding the legal issues they face  
Unable to receive services due to legal restrictions  
Unable to receive services due to immigration status  
Unable to receive services due to personal restrictions (e.g., parent/partner disallows)  
Issues related to their race  
Issues related to their sexual orientation  
Issues related to their gender identity (e.g., transgender, transsexual)  
Issues related to their religion  
Issues related to a physical disability  
Issues related to mental health  
Issues related to a cognitive/intellectual disability  
Other (please identify) \_\_\_\_\_

### Agency Profile

The next set of questions is asked to better understand your agency.

35. What is your agency's total annual budget?

\_\_\_\_\_

36. What kind of agency is your organization?

Child Advocacy Center  
Counseling Provider  
Children's Safehouse/Shelter  
Court Appointed Special Advocate  
Culturally-Specific Domestic Violence Program  
Culturally-Specific Sexual Assault Program  
Domestic Violence, non-Shelter Program  
Domestic Violence, Shelter  
Legal Services Provider  
Sexual Assault Center  
Victim Witness Assistance Program, Law Enforcement  
Victim Witness Assistance Program, Prosecution  
Other (please identify) \_\_\_\_\_

37. How many staff are currently working in your agency who provide victim services?

Attorneys	___ full-time ___ part-time
Paralegal	___ full-time ___ part-time
Victim Advocates	___ full-time ___ part-time
Supervisors	___ full-time ___ part-time
Administrative/Support Personnel	___ full-time ___ part-time
Other (please identify)	___ full-time ___ part-time

38. What geographical area does your agency serve as it relates to crime victims?

Statewide  
Multi-county  
County  
Local city or town  
Tribal jurisdiction  
Other (please identify) \_\_\_\_\_

39. How would you best describe the area that your agency serves as it relates to crime victims?

Urban  
Suburban  
Rural  
Tribal

40. How many counties does your agency serve?

\_\_\_\_\_

---

41. In what county is your agency located? Pull down menu of counties
42. How cooperative overall is your agency with the prosecutor's office in the county or city in which your agency is located?
- Very cooperative
  - Somewhat cooperative
  - Somewhat uncooperative
  - Very uncooperative
  - Agency located within the prosecutor's office
43. How cooperative overall is your agency with the civil legal providers in the county or city in which your agency is located?
- Very cooperative
  - Somewhat cooperative
  - Somewhat uncooperative
  - Very uncooperative
  - Agency is civil legal provider
  - There are no civil legal providers/do not work with any civil legal providers

#### **Current Information**

**These questions ask some basic questions about your background so that we can get an understanding about the basic characteristics of who is assisting crime victims in Georgia.**

44. What is the highest level of education that you have completed?
- Some High School
  - Graduated High School/GED
  - Some College
  - Associate's Degree
  - Bachelor's Degree
  - Professional Degree/Master's Degree
  - Ph.D/M.D.
45. Have you had specific training (not in a formal education setting) regarding the civil legal needs of crime victims?
- Yes
  - No
46. Have you had specific training, in a formal education setting, regarding the civil legal needs of crime victims?
- Yes
  - No

47. Do you feel that you need training regarding the civil legal needs of crime victim to adequately meet the needs of crime victims that your agency serves?

Yes

No

48. If training were to be provided regarding the civil legal needs of crime victims, what delivery method would you prefer?

In-person workshop

Web-based workshop at specific time (e.g., dial in conferencing)

Web-based self-paced training

Printed material

Other (please identify) \_\_\_\_\_

49. How long have you been employed at this agency?

Less than 1 year

1-2 years

2-3 years

3-5 years

5-10 years

10+ years

50. What is your current marital status?

Never Married

Married/Domestic Partnership

Divorced

Separated

Widowed

51. What race best describes you?

White/Caucasian

Black/African-American

American Indian/Alaskan Native

Asian/Pacific Islander

Other

52. Are you Hispanic?

Yes

No

53. What is your gender?

Male  
Female  
Transgender

54. What is your age?

18-24  
25-34  
35-44  
45-54  
55+

55. What is your current total income?

0-\$9,999  
\$10,000-\$22,000  
\$22,001-\$30,000  
\$30,001-\$40,000  
\$40,001-\$50,000  
\$50,001-\$60,000  
\$60,001-\$70,000  
\$70,000+

**That is all the questions that I have for you today. On behalf of the Criminal Justice Coordinating Council of Georgia and Georgia State University, I thank you for your time.**

**If you have any questions about the project you can contact the project Principal Investigator, Dr. Leah E. Daigle at Georgia State University 404-413-1037 or at [ldaigle@gsu.edu](mailto:ldaigle@gsu.edu). If you have questions or concerns about your rights as a participant in this research study, you may contact Susan Vogtner in the Office of Research Integrity at 404-413-3513 or [svogtner1@gsu.edu](mailto:svogtner1@gsu.edu).**

## **VIII. Appendix B. Survey for Legal Professionals**

### **Survey Introduction:**

**This survey is designed to assess the extent to which crime victims in Georgia are getting their legal needs met. For the purposes of this survey, crime victims are people who have experienced any form of criminal victimization (e.g., credit card fraud, domestic violence), even if they have not reported it to the police or other officials. When referencing assisting crime victims, think of persons who have been victimized and who are seeking legal assistance in relation to that event (e.g., a victim of domestic violence who needs assistance with custody; a victim of fraud who needs assistance with a collections case).**

**You will be asked questions about your job within the organization you work. Please refer to your local office/organization if your work in a multi-office organization.**

## Survey for Legal Professionals

### **Section 1: Legal Needs and Services**

**These questions refer to crime victims who your organization assists with legal needs. These needs may be those that your organization is able to address, but also may be things that your organization is not able to help victims with.**

1. Do you work in an organization that provides free or low-cost civil legal services to clients as a major component of its mission?

Yes  
No

2. Do you work in an organization that provides free or low-cost civil legal services to clients as a major component of its mission *and does so, at least in part, by facilitating the pro bono work of volunteer attorneys?*

Yes  
No

3. During the previous 12 months, what percentage of your clients have received assistance to deal with a legal issue that directly relates to a criminal victimization (e.g., victim of domestic violence seeking protective order)?

0% (if 0% skip to Q #8)  
Less than 10%  
Between 10 and 25%  
Between 25 and 50%  
Between 50 and 75%  
More than 75%

4. During the previous 12 months, how often has your organization provided crime victims assistance with the following specific civil legal services? Please indicate how often your organization provides each civil legal service.

Legal Service	Service has <u>not</u> been provided during the previous 12 months	Service has <u>seldom</u> been provided during the previous 12 months	Service has <u>sometimes</u> been provided during the previous 12 months	Service has <u>often</u> been provided during the previous 12 months

<b>Securing temporary/Ex parte protection orders</b>	1	2	3	4
<b>Enforcing temporary/Ex parte protection orders</b>	1	2	3	4
<b>Securing permanent protection orders</b>	1	2	3	4
<b>Enforcing permanent protection orders</b>	1	2	3	4
<b>Separations</b>	1	2	3	4
<b>Divorces</b>	1	2	3	4
<b>Paternity/Legitimation cases</b>	1	2	3	4
<b>Custody cases</b>	1	2	3	4
<b>Spousal support</b>	1	2	3	4
<b>Child support</b>	1	2	3	4
<b>Housing (e.g., landlord/tenant issues, Section 8, eviction)</b>	1	2	3	4
<b>Housing counseling/relocation</b>	1	2	3	4
<b>Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)</b>	1	2	3	4
<b>Public benefits cases (e.g., TANF/Food Stamps)</b>	1	2	3	4
<b>Bankruptcy</b>	1	2	3	4
<b>Name and social security number changes</b>	1	2	3	4
<b>Small claims</b>	1	2	3	4
<b>Wills</b>	1	2	3	4
<b>Immigration issues, including U and T-Visas</b>	1	2	3	4
<b>Child abuse petition</b>	1	2	3	4
<b>Elder abuse petition</b>	1	2	3	4
<b>Military/VA benefits</b>	1	2	3	4
<b>Advanced directives</b>	1	2	3	4
<b>Power of attorney for financial issues</b>	1	2	3	4
<b>Debt/Credit-related cases (e.g., collection efforts/suits)</b>	1	2	3	4

5. How important do you think it is for your organization to be able to assist crime victims in the following ways? Please indicate the level of importance that you think is most appropriate.

<b>Legal Service</b>	<b>Unimportant</b>	<b>Of Little Importance</b>	<b>Important</b>	<b>Very Important</b>
<b>Securing temporary/Ex parte protection orders</b>	1	2	3	4

<b>Enforcing temporary/Ex parte protection orders</b>	1	2	3	4
<b>Securing permanent protection orders</b>	1	2	3	4
<b>Enforcing permanent protection orders</b>	1	2	3	4
<b>Separations</b>	1	2	3	4
<b>Divorces</b>	1	2	3	4
<b>Paternity/Legitimation cases</b>	1	2	3	4
<b>Custody cases</b>	1	2	3	4
<b>Adoption</b>	1	2	3	4
<b>Spousal support</b>	1	2	3	4
<b>Child support</b>	1	2	3	4
<b>Housing (e.g., landlord/tenant issues, Section 8, eviction)</b>	1	2	3	4
<b>Housing counseling/relocation</b>	1	2	2	4
<b>Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)</b>	1	2	3	4
<b>Public benefits cases (e.g., TANF/Food Stamps)</b>	1	2	3	4
<b>Bankruptcy</b>	1	2	3	4
<b>Name and social security number changes</b>	1	2	3	4
<b>Small claims</b>	1	2	3	4
<b>Wills</b>	1	2	3	4
<b>Immigration issues, including U and T-Visas</b>	1	2	3	4
<b>Child abuse petition</b>	1	2	3	4
<b>Elder abuse petition</b>	1	2	3	4
<b>Military/VA benefits</b>	1	2	3	4
<b>Advanced directives</b>	1	2	3	4
<b>Power of attorney for financial issues</b>	1	2	3	4
<b>Debt/Credit-related cases (e.g., collection efforts/suits)</b>	1	2	3	4

6. How would you rate your organization's ability to assist crime victims with the following civil legal needs? Please indicate the level of ability that you think is most appropriate.

<b>Legal Service</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
----------------------	-------------	-------------	-------------	------------------

<b>Securing temporary/Ex parte protection orders</b>	1	2	3	4
<b>Enforcing temporary/Ex parte protection orders</b>	1	2	3	4
<b>Securing permanent protection orders</b>	1	2	3	4
<b>Enforcing permanent protection orders</b>	1	2	3	4
<b>Separations</b>	1	2	3	4
<b>Divorces</b>	1	2	3	4
<b>Paternity/Legitimation cases</b>	1	2	3	4
<b>Custody cases</b>	1	2	3	4
<b>Adoption</b>	1	2	3	4
<b>Spousal support</b>	1	2	3	4
<b>Child support</b>	1	2	3	4
<b>Housing (e.g., landlord/tenant issues, Section 8, eviction)</b>	1	2	3	4
<b>Housing counseling/relocation</b>	1	2	3	4
<b>Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)</b>	1	2	3	4
<b>Public benefits cases (e.g., TANF/Food Stamps)</b>	1	2	3	4
<b>Bankruptcy</b>	1	2	3	4
<b>Name and social security number changes</b>	1	2	3	4
<b>Small claims</b>	1	2	3	4
<b>Wills</b>	1	2	3	4
<b>Immigration issues, including U and T-Visas</b>	1	2	3	4
<b>Child abuse petition</b>	1	2	3	4
<b>Elder abuse petition</b>	1	2	3	4
<b>Military/VA benefits</b>	1	2	3	4
<b>Advanced directives</b>	1	2	3	4
<b>Power of attorney for financial issues</b>	1	2	3	4
<b>Debt/Credit-related cases (e.g., collection efforts/suits)</b>	1	2	3	4

7. Overall, rate how you think your organization fulfills civil legal needs for crime victims who it assists?

Excellent

Good

Fair

Poor

Please explain why you rated your organization in this way

[Click here to enter text.](#)

8. Why has your organization not assisted crime victims in the previous 12 months in response to a criminal victimization?

No crime victims have sought services at organization

Attorneys not specialized to handle these types of cases

Not enough attorneys to handle these types of cases

Refer these types of cases elsewhere (if so, where)

9. During the previous 12 months how often has your organization provided crime victims assistance with the following general legal services? Please indicate how often your organization provides each general legal service.

Legal Service	Service has <u>not</u> been provided during the previous 12 months	Service has <u>seldom</u> been provided during the previous 12 months	Service has <u>sometimes</u> been provided during the previous 12 months	Service has <u>often</u> been provided during the previous 12 months
General legal advice	1	2	3	4
General legal advice with a referral to legal service provider	1	2	3	4
General legal advice with referral to a private attorney	1	2	3	4
Preparation of legal briefs/filing of motions/drafting legal documents	1	2	3	4
Legal representation (e.g., litigation, settlements, negotiating with other side, etc.)	1	2	3	4
Appellate representation	1	2	3	4
Referrals (with no other legal service offered)	1	2	3	4
Assisting with working with an administrative organization	1	2	3	4
Letter writing	1	2	3	4

10. During the previous 12 months, has your organization provided other types of general legal services to crime victims?

Yes, if yes, please identify those services [Click here to enter text.](#)

No

11. How important do you think it is for your organization to be able to assist crime victims in the following ways? Please select the number that corresponds to the level of importance that you think is most appropriate.

Legal Service	Unimportant	Of Little Importance	Important	Very Important
General legal advice	1	2	3	4
General legal advice with a referral to legal service provider	1	2	3	4
General legal advice with referral to a private attorney	1	2	3	4
Preparation of legal briefs/filing of motions/drafting legal documents	1	2	3	4
Legal representation (e.g., litigation, settlements, negotiating with other side, etc.)	1	2	3	4
Appellate representation	1	2	3	4
Referrals (with no other legal service offered)	1	2	3	4
Assisting with working with an administrative organization	1	2	3	4
Letter writing	1	2	3	4

## **Section II: Pro Bono Attorneys**

**The following questions ask about your organization's use of and success with *pro bono* attorneys to assist crime victims with their civil legal needs. Remember to refer to your local organization if you work within a multi-office organization.**

12. During the previous 12 months, has your organization used *pro bono* attorneys to assist crime victims with their civil legal needs?

Yes

No (If No, skip to Q #12a)

- 12a. Why does your organization not use/collaborate with *pro bono* attorneys to assist crime victims with their legal needs? Check all that apply. (After answering, Skip to Q #19)

Too few attorneys available in the area

Reluctant to take cases

Resources not available to set up referral

Attorneys not available for specific issues that victims have

Training, mentoring, and/or supervision of *pro bono* attorneys is unavailable

Other (please identify) [Click here to enter text.](#)

13. Overall, do you think the amount of *pro bono* attorneys to assist crime victims with their civil legal needs has been sufficient in your organization?

Very sufficient

Sufficient

Insufficient

Very insufficient

14. Overall, how would you describe the quality of the work of the *pro bono* attorneys who have assisted crime victims with their civil legal needs in your organization?

Excellent

Good

Fair

Poor

15. What problems, if any, have you or your organization encountered in using *pro bono* attorneys in assisting crime victims? Check all that apply.

Conflicts of interest  
Language barriers  
Recruitment  
Turnover/retention  
Quality monitoring  
Unwillingness to handle certain types of cases  
Liability concerns  
Language barriers  
Other (please identify) [Click here to enter text.](#)  
No problems encountered

16. If you believe that your organization has been successful in using *pro bono* attorneys, please identify the factors, approaches, resources that have facilitated your organization's success.  
[Click here to enter text.](#)

Do not believe organization has been successful

17. Has your organization/organization used any of the following techniques or incentives to encourage *pro bono* attorneys to handle cases involving the civil legal needs of crime victims? Check all that apply:

Partial payment  
Free training with Continuing Education Credit (CLE) earned  
CLE voucher/gift certificate  
Free training without CLE earned  
Mentoring  
Awards/recognition  
Preferential docketing of cases with judge  
Other (please identify) [Click here to enter text.](#)

18. Please describe any successful techniques your organization has used to recruit *pro bono* attorneys to provide services to crime victims regarding their civil legal needs.  
[Click here to enter text.](#)

19. In addition to using *pro bono* attorneys or having staff attorneys, agencies may provide legal services through other means. How else does your organization provide legal services to crime victims (if at all)? Check all that apply.

Through *pro se* clinics

Reduced-fee contract attorneys

Paralegals employed by organization

Paralegals (contract work)

Work with law students

Other (please identify)

20. Out of these ways to provide legal services, if developed and funded through a grant, would your organization be willing to provide legal services to crime victims via: Check all that apply.

Through *pro se* clinics

Reduced-fee contract attorneys

Paralegals employed by organization

Paralegals (contract work)

Work with law students

*Pro bono* attorneys

Other (please identify)

### **Section III: Resource Needs**

21. To meet the civil legal needs of crime victims that your organization currently serves, approximately how many **additional** of the following would your organization need to employ?

Attorneys

☐full-time ☐part-time

Paralegal

☐full-time ☐part-time

Supervisors

☐full-time ☐part-time

Administrative/Support Personnel

☐full-time ☐part-time

- 21a. In addition to those people already identified, are there other people your agency would need to employ to meet the civil legal needs of crime victims?

If yes, who would you need to employ? And how many people would you need to employ? Please identify.

No

22. To meet the civil legal needs of crime victims that your organization currently serves, what other **additional** resources does your organization require?

Office space

---

Money to hire language interpreter

Money to contract with language interpreter

Additional funds for contract attorneys

Training on laws specific to crime victims

Training on service delivery related to legal services for crime victims

Additional bed space

Other (please identify)

23. If your organization were to significantly increase its capacity to serve additional crime victims in meeting their civil legal needs, approximately how many **additional of the following** would your organization need to employ?

Attorneys

☐full-time ☐part-time

Paralegal

☐full-time ☐part-time

Supervisors

☐full-time ☐part-time

Administrative/Support Personnel

☐full-time ☐part-time

23a. In addition to those people already identified, are there other people your agency would need to employ to meet the civil legal needs of crime victims?

If yes, who would you need to employ? And how many people would you need to employ? Please identify.

No

24. If your organization were to significantly increase its capacity to serve additional crime victims in meeting their civil legal needs, what other **additional** resources does your organization require?

Office space

Money to hire language interpreter

Money to contract with language interpreter

Additional funds for contract attorneys

Training on laws specific to crime victims

Training on service delivery related to legal services for crime victims

Additional bed space

Other (please identify) [Click here to enter text.](#)

#### **Section IV: One-Stop-Shops**

25. If there were “one-stop-shops” available to serve crime victims in Georgia that would provide assistance with civil legal needs as well as refer victims to or provide other programs and services, would you refer victims to these “one-stop-shops” if one was close by?

Yes

No, if no why not? [Click here to enter text.](#)

26. Do you think these “one-stop-shops” should also be able to provide service provision such as assisting crime victims with asserting their rights as crime victims (e.g., enrolling in victim notification, applying for victim compensation)?

Yes

No, if no, why not? [Click here to enter text.](#)

27. Do you think these “one-stop-shops” should also be able to provide service provision such as providing mental health counseling by licensed, trained professionals?

Yes

No, if no, why not? [Click here to enter text.](#)

28. Would you be willing to work in a paid capacity in one of these “one-stop-shops” to deliver civil legal assistance to crime victims?

Yes

No, if no, why not? [Click here to enter text.](#)

29. Would you be willing to volunteer or be a *pro bono* attorney in one of these “one-stop-shops” to deliver civil legal assistance to crime victims?

Yes

No, if no, why not? [Click here to enter text.](#)

30. Would you be willing to work as a reduced-fee contract attorney for one of these “one-stop-shops” to deliver civil legal assistance to crime victims?

Yes

No, if no, why not? [Click here to enter text.](#)

## **Section V: Crime Victims Served**

31. During the previous 12 months, approximately what percentage of the victims who your organization assisted were non-English speakers (including ASL)?

32. What is the most common language spoken by non-native English speaking victims served by your organization?

---

33. Does your organization have interpreters on staff?

Yes, if yes, for what languages? [Click here to enter text.](#)

No

34. Do you use interpreter services from sources outside your own organization?

Yes

No

35. During the previous 12 months, what types of crime victims have your organization assisted (in any way)? Check all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Domestic violence                                  | <input type="checkbox"/> Homicide survivors  |
| <input type="checkbox"/> Sexual violence/abuse                              | <input type="checkbox"/> Automobile accidents/DUI                                  |
| <input type="checkbox"/> Child physical abuse/neglect                       | <input type="checkbox"/> Vehicular homicide  |
| <input type="checkbox"/> Child molestation/child sexual abuse               | <input type="checkbox"/> Stalking  |
| <input type="checkbox"/> Financial exploitation/identity theft/fraud        | <input type="checkbox"/> Kidnapping  |
| <input type="checkbox"/> Sex trafficking                                    | <input type="checkbox"/> False imprisonment/Hostage situation                      |
| <input type="checkbox"/> Labor trafficking                                  | <input type="checkbox"/> Burglary/Home invasion                                    |
| <input type="checkbox"/> Assault/aggravated assault (non-domestic violence) | <input type="checkbox"/> Theft (not from person)/Larceny                           |
|   | <input type="checkbox"/> Robbery (theft from person)                               |
|   | <input type="checkbox"/> Threats   |
|   | <input type="checkbox"/> Other(identify) <a href="#">Click here to enter text.</a> |

36. During the previous 12 months, identify the types of crime victims who your organization assists with **civil legal needs**. Check all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Domestic violence                                  | <input type="checkbox"/> Automobile accidents/DUI                                   |
| <input type="checkbox"/> Sexual violence/abuse                              | <input type="checkbox"/> Vehicular homicide   |
| <input type="checkbox"/> Child physical abuse/neglect                       | <input type="checkbox"/> Stalking   |
| <input type="checkbox"/> Child molestation/child sexual abuse               | <input type="checkbox"/> Kidnapping   |
| <input type="checkbox"/> Financial exploitation/identity theft/fraud        | <input type="checkbox"/> False imprisonment/Hostage situation                       |
| <input type="checkbox"/> Sex trafficking                                    | <input type="checkbox"/> Burglary/Home invasion                                     |
| <input type="checkbox"/> Labor trafficking                                  | <input type="checkbox"/> Theft (not from person)/Larceny                            |
| <input type="checkbox"/> Assault/aggravated assault (non-domestic violence) | <input type="checkbox"/> Robbery (theft from person)                                |
| <input type="checkbox"/> Homicide survivors                                 | <input type="checkbox"/> Threats  |
|   | <input type="checkbox"/> Other (identify) <a href="#">Click here to enter text.</a> |

37. Please identify how **MUCH** unmet civil legal needs the following types of crime victims have:

Type of Victim	No Unmet Civil Legal Needs	Few Unmet Civil Legal Needs	Some Unmet Civil Legal Needs	A Lot of Unmet Civil Legal Needs
Domestic violence	1	2	3	4
Sexual violence/abuse	1	2	3	4
Child physical abuse/neglect	1	2	3	4
Child molestation/child sexual abuse	1	2	3	4
Financial exploitation/identity theft/fraud	1	2	3	4
Sex trafficking	1	2	3	4
Labor trafficking	1	2	3	4
Assault/aggravated assault (non-domestic violence)	1	2	3	4
Homicide survivors	1	2	3	4
Automobile accidents/DUI	1	2	3	4
Vehicular homicide	1	2	3	4
Robbery (theft from person)	1	2	3	4
Theft (not from person)/Larceny	1	2	3	4
Burglary/Home invasion	1	2	3	4
False imprisonment/Hostage situation	1	2	3	4
Kidnapping	1	2	3	4
Stalking	1	2	3	4
Threats	1	2	3	4

38. How much do you agree with the following statement: Elder abuse victims have more unmet **civil legal needs** than younger victims.

Strongly agree  
Agree  
Disagree  
Strongly disagree

39. Approximately what percentage of eligible requests for civil legal services **for crime victims** is your organization currently able to handle?

- |                                  |                                  |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> 0-10%   | <input type="checkbox"/> 51-60%  |
| <input type="checkbox"/> 11-20%  | <input type="checkbox"/> 61-70%  |
| <input type="checkbox"/> 21-30%  | <input type="checkbox"/> 71-80%  |
| <input type="checkbox"/> 31-40%  | <input type="checkbox"/> 81-90%  |
| <input type="checkbox"/> 41%-50% | <input type="checkbox"/> 91-100% |

## **Section VI: Barriers**

**These questions ask about barriers that your organization may have in providing crime victims assistance with civil legal needs. Refer to your local organization if you work within a multi-office organization.**

40. What barriers does your organization face, if any, to providing crime victims **civil legal services to meet needs** such as with divorce, immigration, custody, bankruptcy, etc? Check all that apply.

Persons in organization are not qualified to provide legal assistance  
Financial resources not available to provide legal assistance  
More requests for service than able to provide assistance with  
Language barriers  
Unwillingness of organization employees to assist  
Restrictions on what legally able to provide (e.g., grant funding won't allow)  
Difficulty in staying in contact with clients  
Other (identify) [Click here to enter text.](#)

41. What barriers do you think victims face, if any, in receiving assistance to meet their **civil legal needs** by your organization? Check all that apply.

Unaware of services provided  
Transportation issues

Difficulty in understanding the legal issues they face  
 Unable to receive services due to legal restrictions  
 Unable to receive services due to immigration status  
 Unable to receive services due to personal restrictions (e.g., parent/partner disallows)  
 Issues related to their race  
 Issues related to their sexual orientation  
 Issues related to their gender identity (e.g., transgender, transsexual)  
 Issues related to their religion  
 Issues related to a physical disability  
 Issues related to mental health  
 Issues related to a cognitive/intellectual disability

42. Please indicate the extent to which the following factors have been barriers to recruiting or retaining staff attorneys:

Factor	Not a barrier	Minor barrier	Moderate barrier	Serious barrier
<b>Low salaries</b>	1	2	3	4
<b>Rural, isolated service area</b>	1	2	3	4
<b>Attorneys unwilling to work in service area</b>	1	2	3	4
<b>Lack of attorneys who speak language of clients</b>	1	2	3	4
<b>Lack of public interest law-school clinics</b>	1	2	3	4

42a. In addition to those factors identified, are there other factors that have been barriers to recruiting or retaining staff attorneys?

If yes, what are these factors? To what extent have these factors been barriers to recruiting or retaining staff members?

No

43. What has your organization/organization done to address these barriers in recruiting or retaining staff attorneys?

[Click here to enter text.](#)

## **Section VII: Organization Profile**

**The next set of questions is asked to better understand your organization.**

44. How many staff are currently working in your organization?

Attorneys

☐full-time ☐part-time

Paralegal	<input type="checkbox"/> full-time <input type="checkbox"/> part-time
Victim Advocates	<input type="checkbox"/> full-time <input type="checkbox"/> part-time
Supervisors	<input type="checkbox"/> full-time <input type="checkbox"/> part-time
Administrative/Support Personnel	<input type="checkbox"/> full-time <input type="checkbox"/> part-time

44a. In addition to those people already identified, does your organization currently employ other related staff?

If yes, what are their titles? How many full-time and part-time staff are currently employed?

No

45. What geographical area does your organization serve as it relates to crime victims?

Nationwide

Statewide

Multi-county

County

Local city or town

Tribal jurisdiction

Other (identify)

46. In what county is your organization/organization/business located? [Choose an item.](#)

### **Section VIII: Current Information**

47. What is the highest level of education that you completed?

Some high school

Graduated high school/GED

Some college

Associate's degree

Bachelor's degree

Professional degree/Master's degree

J.D.

Ph.D/M.D.

48. What is your current total household income? [Choose an item.](#)

49. What is your current marital status?

Never Married

Married/Domestic Partnership

Divorced

Separated

Widowed

50. What race best describes you?

White/Caucasian  
Black/African-American  
American Indian/Alaskan Native  
Asian/Pacific Islander  
Other  
Multiracial

51. Are you Hispanic?

Yes  
No

52. What is your gender?

Male  
Female  
Transgender

53. How long have you been employed at this organization?

Less than 1 year  
1-2 years  
3-4 years  
5-6 years  
7-10 years  
10+ years

54. What is your age?

18-24  
25-34  
35-44  
45-54  
55+

55. Have you had specific training (outside of a formal education setting) regarding the civil legal needs of crime victims?

---

Yes

No

56. Have you had specific training, in a formal education setting, regarding the civil legal needs of crime victims?

Yes

No

**Thank you for taking the time to complete and submit this survey. Your insight and information are very valuable to us. Should you have any further questions or concerns about this survey please contact Dr. Leah Daigle at [ldaigle@gsu.edu](mailto:ldaigle@gsu.edu).**

## **IX. Appendix C. Survey for Private Attorneys**

### **Survey Introduction:**

**This survey is designed to assess the extent to which crime victims in Georgia are getting their legal needs met. For the purposes of this survey, crime victims are people who have experienced any form of criminal victimization (e.g., credit card fraud, domestic violence), even if they have not reported it to the police or other officials. When referencing assisting crime victims, think of persons who have been victimized and who are seeking legal assistance in relation to that event (e.g., a victim of domestic violence who needs assistance with custody; a victim of fraud who needs assistance with a collections case).**

## Survey for Legal Professionals Private Attorneys

### **Section I: Legal Needs and Services**

1. What best describes the type of agency/organization/office in which you work?
  - a. If not first 3, then ineligible for this survey. This message should display: This survey is designed for attorneys working in the private sector. Since you do not work in this area, there is no need for you to complete the rest of the survey. Thank you for your willingness to participate in the study. Should you have questions about this study, please contact Dr. Leah E. Daigle at [ldaigle@gsu.edu](mailto:ldaigle@gsu.edu) or at 404-413-1037.

<input type="checkbox"/> Civil legal private practice	<input type="checkbox"/> State court
<input type="checkbox"/> Criminal defense private practice	<input type="checkbox"/> State Supreme Court
<input type="checkbox"/> In-house attorney for business	<input type="checkbox"/> Military
<input type="checkbox"/> Public sector/non-profit	<input type="checkbox"/> Other Government
<input type="checkbox"/> Municipal court	
2. In the past 12 months, have you provided *pro bono* services to crime victims to assist them regarding civil legal matters?

Yes  
No
3. Have you ever provided *pro bono* services to crime victims to assist them regarding civil legal matters?

Yes  
No
4. Why have you not provided *pro bono* services to crime victims in the past 12 months to assist them with civil legal matters? Check all that apply:

Do not feel qualified  
Do not feel have enough time  
Do not know how to reach this group to assist  
Language barriers  
Concerned about working with crime victims  
Already committed to working with particular agency/group for *pro bono* service  
Other (please identify)
5. Have you ever provided services to crime victims to address civil legal matters at a reduced cost?

Yes

No

6. Which of the following techniques or incentives would encourage you to provide *pro bono* services to crime victims needing help with civil legal matter? Check all that apply:

Partial payment

Free training with Continuing Education Credit (CLE) earned

CLE voucher/gift certificate

Free training without CLE earned

Mentoring

Awards/recognitions

Preferential docketing of cases with judge

Other (please identify)

7. How important do you think it is for crime victims to be able to receive assistance at low or no cost in the following ways? Please select indicate the level of importance that you think is most appropriate.

Legal Service	Unimportant	Of Little Importance	Important	Very Important
Securing temporary/Ex parte protection orders	1	2	3	4
Enforcing temporary/Ex parte protection orders	1	2	3	4
Securing permanent protection orders	1	2	3	4
Enforcing permanent protection orders	1	2	3	4
Separations	1	2	3	4
Divorces	1	2	3	4
Paternity/Legitimation cases	1	2	3	4
Custody cases	1	2	3	4
Adoption	1	2	3	4
Spousal support	1	2	3	4
Child support	1	2	3	4
Housing (e.g., landlord/tenant issues, Section 8, eviction)	1	2	3	4
Housing counseling/relocation	1	2	3	4
Employment cases (e.g., securing time off from work, discrimination, securing unpaid wages)	1	2	3	4
Public benefits cases (e.g., TANF)	1	2	3	4
Bankruptcy	1	2	3	4

<b>Name and social security number changes</b>	1	2	3	4
<b>Small claims</b>	1	2	3	4
<b>Wills</b>	1	2	3	4
<b>Immigration issues, including U and T-Visas</b>	1	2	3	4
<b>Child abuse petition</b>	1	2	3	4
<b>Elder abuse petition</b>	1	2	3	4
<b>Military/VA benefits</b>	1	2	3	4
<b>Advanced directives</b>	1	2	3	4
<b>Power of attorney for financial issues</b>	1	2	3	4
<b>Debt/Credit-related cases (e.g., collection efforts/suits)</b>	1	2	3	4

8. During the previous 12 months, what percentage of your paying clients are receiving assistance to deal with a legal issue that directly relates to a criminal victimization (e.g., victim of domestic violence seeking protective order)?

0%  
 Less than 10%  
 Between 10 and 25%  
 Between 25 and 50%  
 Between 50 and 75%  
 More than 75%

## **Section II: Current Information**

9. What best describes the type of law you practice?

<input type="checkbox"/> Administrative law	<input type="checkbox"/> Constitutional law	<input type="checkbox"/> Health care law
<input type="checkbox"/> Admiralty/maritime law	<input type="checkbox"/> Construction law	<input type="checkbox"/> Immigration law
<input type="checkbox"/> Alternative dispute resolution	<input type="checkbox"/> Consumer law	<input type="checkbox"/> Insurance
<input type="checkbox"/> Animal law	<input type="checkbox"/> Contract law	<input type="checkbox"/> Intellectual property
<input type="checkbox"/> Antitrust/competition law	<input type="checkbox"/> Corporate law	<input type="checkbox"/> Litigation
<input type="checkbox"/> Appellate practice	<input type="checkbox"/> Criminal law	<input type="checkbox"/> Medical malpractice
<input type="checkbox"/> Art law	<input type="checkbox"/> Education law	<input type="checkbox"/> Mergers and acquisitions
<input type="checkbox"/> Aviation law	<input type="checkbox"/> Elder law	<input type="checkbox"/> Military law
<input type="checkbox"/> Banking law	<input type="checkbox"/> Employment/Labor law	<input type="checkbox"/> Personal injury
<input type="checkbox"/> Bankruptcy law	<input type="checkbox"/> Entertainment law	<input type="checkbox"/> Product liability
<input type="checkbox"/> Bioethics	<input type="checkbox"/> Environmental law	<input type="checkbox"/> Real estate
<input type="checkbox"/> Business law	<input type="checkbox"/> Estate planning/Wills and probate	<input type="checkbox"/> Securities
<input type="checkbox"/> Civil rights law	<input type="checkbox"/> Family law	<input type="checkbox"/> Tax law
<input type="checkbox"/> Communications and media law	<input type="checkbox"/> General Practice	<input type="checkbox"/> Workers compensation
<input type="checkbox"/> Computer/Cyber/Internet law	<input type="checkbox"/> Government	<input type="checkbox"/> Zoning/Planning/Land Use
		<input type="checkbox"/> Other (please identify)

10. Have you had specific training (such as through a CLE) on the civil legal needs of crime victims?

Yes  
No

11. Did you receive specific training in law school on the civil legal needs of crime victims?

Yes  
No

12. If available, would you attend training focusing on the civil legal needs of crime victims for CLE?

Yes  
No

13. What is the highest level of education that you completed?

Some college  
Associate's degree  
Bachelor's degree  
Professional degree/Master's degree

J.D.

Ph.D/M.D.

14. What is your current marital status?

Never Married

Married/Domestic Partnership

Divorced

Separated

Widowed

15. What race best describes you?

White/Caucasian

Black/African-American

American Indian/Alaskan Native

Asian/Pacific Islander

Other

Multiracial

16. Are you Hispanic?

Yes

No

17. What is your gender?

Male

Female

Transgender

18. How long have you been employed at this organization?

Less than 1 year

1-2 years

3-4 years

5-6 years

7-10 years

10+ years

19. What is your age?

18-24

25-34

35-44

45-54

55+

20. What is your current income? Choose an item.

**Thank you for taking the time to complete and submit this survey. Your insight and information are very valuable to us. Should you have any questions or concerns about this survey please contact Dr. Leah Daigle at [ldaigle@gsu.edu](mailto:ldaigle@gsu.edu) or 404-413-1037.**

DRAFT

## X. Appendix D. Survey of Crime Victims

You are invited to participate in a research study. The purpose of the study is to understand what civil legal services crime victims in Georgia use. We also want to understand what civil legal services you may have needed, but did not receive. Since you recently received services in Georgia related to a victimization, your answers will help us understand how better to serve crime victims in Georgia. Please answer questions about the most recent time you received services from an agency in Georgia related to a crime victimization.

*Please answer the following questions by marking in the square with a blue or black pen.*

### A. Crime Victimization Questions

1. How many times have you received services in Georgia because you or someone you know was a victim of a crime? \_\_\_\_\_

2. The most recent time you received services, were you the victim or was it someone you knew?

- ☐ You were the victim
- ☐ Someone you knew
- ☐ Both you and someone you knew were victimized

3. When did this event occur?

- ☐ 0-5 months ago
- ☐ 6-12 months ago
- ☐ 13-24 months ago
- ☐ 25-36 months ago
- ☐ More than 36 months ago

4. From what type of agency did you most recently receive services? Check all that apply.

- ☐ Prosecutor's office/Victim witness assistance program in prosecutor's office
- ☐ Civil legal services (e.g., assistance with child custody, civil protective order immigration)
- ☐ Community-based services (e.g., domestic violence shelter, rape crisis center, victim advocacy group)
- ☐ Medical provider
- ☐ Counseling services
- ☐ Disability services
- ☐ Faith-based organization
- ☐ Addiction services
- ☐ Police/law enforcement
- ☐ Other (please identify) \_\_\_\_\_

5. The most recent time you received services, for what type of crime was it?

- ☐ Theft/larceny of property, not from your person
- ☐ Robbery (property taken from you with force or threat of force)
- ☐ Burglary (your home was broken into)
- ☐ Child abuse (physical, emotional, neglect)
- ☐ Sexual abuse of a child, who is you
- ☐ Sexual abuse of a child, of whom you are the caregiver and you were affected by the abuse
- ☐ Rape/sexual assault of an adult
- ☐ Adult molested as a child
- ☐ Identity theft/fraud (e.g., having an existing account used without your permission, having your personal information for fraudulent purposes, having an account open without your permission)
- ☐ Financial exploitation of a person over the age of 65 years
- ☐ Abuse of a person over the age of 65 years (physical, neglect, emotional)
- ☐ Human trafficking (e.g., sex trafficking, labor trafficking)
- ☐ Homicide survivor
- ☐ Child witness of domestic violence
- ☐ Domestic violence (physical or emotional harm by a current or former intimate partner)
- ☐ Physical assault/battery or harm by someone who is not a current or former intimate partner or family member
- ☐ Physical assault/battery or harm by a family member
- ☐ Stalking
- ☐ Violation of a protective order
- ☐ Driving under the influence (DUI)
- ☐ Other automobile or driving violation

6. What is your relationship to the offender for the crime for which you most recently received services? The offender is:

- ☐ A stranger
- ☐ An intimate partner (e.g., boyfriend, girlfriend, husband, wife, former boyfriend)
- ☐ An acquaintance/friend
- ☐ Family member
- ☐ Multiple offenders, all strangers
- ☐ Multiple offenders, all intimate partners
- ☐ Multiple offenders, all acquaintances
- ☐ Multiple offenders, all family members
- ☐ Multiple offenders, mix of relationships
- ☐ Other (please specify) \_\_\_\_\_

### B. Referral and Knowledge

The next set of questions refer to the most recent crime victimization you experienced, that you identified in question 5. Please think about this event when answering these questions about the services you requested and/or received for that specific event.

1. Did you or someone else report this event to the police?

- ☐ Yes ☐ No

2. If not, why did you not report this incident to the police? Check all that apply.

- ☐ Did not feel that it was serious enough to report
- ☐ Did not want offender to get in trouble
- ☐ Afraid of retaliation or reprisal from the offender
- ☐ Thought it was a private matter
- ☐ Did not think the police would care or handle appropriately
- ☐ Was not sure how to report
- ☐ Recovered property
- ☐ Not confident in criminal justice system
- ☐ Embarrassed about what happened
- ☐ Language barriers
- ☐ Tried to report, but was prevented
- ☐ Do not trust the police
- ☐ Afraid of the police
- ☐ Was not sure would be believed
- ☐ Fear of deportation
- ☐ Fear of arrest or getting in legal trouble because of own behavior (e.g., engaging in illegal behavior)

☐ Other (please specify) \_\_\_\_\_

### Question 2 Continued:

☐ Did not consider it a crime

☐ Other (please specify) \_\_\_\_\_

3. There are services you may have needed or received after being victimized. Please indicate if you needed any of the following services **in response to being victimized** and if you received the service.

Service	I needed this service.	I received this service.
Help applying for victim compensation	<input type="checkbox"/>	<input type="checkbox"/>
Child care	<input type="checkbox"/>	<input type="checkbox"/>
Medical services	<input type="checkbox"/>	<input type="checkbox"/>
Shelter/temporary housing	<input type="checkbox"/>	<input type="checkbox"/>
In-person Crisis response (an agency representative provided immediate support to you in-person)	<input type="checkbox"/>	<input type="checkbox"/>
Crisis response over the phone	<input type="checkbox"/>	<input type="checkbox"/>
Hospital support (an agency representative went with you or met you at the hospital)	<input type="checkbox"/>	<input type="checkbox"/>
Victim advocate/assistance and support during criminal justice system through victim assistance agency	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>
Mental health counseling for self from licensed, trained professional	<input type="checkbox"/>	<input type="checkbox"/>
Group treatment	<input type="checkbox"/>	<input type="checkbox"/>
Safety planning	<input type="checkbox"/>	<input type="checkbox"/>
Help finding job	<input type="checkbox"/>	<input type="checkbox"/>
Help with housing	<input type="checkbox"/>	<input type="checkbox"/>
Referral or assistance for substance abuse	<input type="checkbox"/>	<input type="checkbox"/>
Support group	<input type="checkbox"/>	<input type="checkbox"/>
Accessible programs or services	<input type="checkbox"/>	<input type="checkbox"/>

**Question 3 Continued:**

<b>Service</b>	<b>I <u>needed</u> this service.</b>	<b>I <u>received</u> this service.</b>
Emergency financial assistance	<input type="checkbox"/>	<input type="checkbox"/>
Non-legal assistance in applying for TANF/social services	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with housing or caring for pet	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with restitution	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Victim Impact Statement	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with Victim Notification	<input type="checkbox"/>	<input type="checkbox"/>

4. In addition to these services, there are other legal services you may have needed. Please indicate what legal services you needed help from an attorney with and what legal services you received assistance with from an attorney from the following.

<b>Legal Service</b>	<b>I <u>needed</u> this service</b>	<b>I <u>received</u> help with this service</b>
Securing 12-month protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing 12-month protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Securing 3-year or permanent protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing 3-year, or permanent protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Separation	<input type="checkbox"/>	<input type="checkbox"/>
Divorce	<input type="checkbox"/>	<input type="checkbox"/>
Paternity/legitimation	<input type="checkbox"/>	<input type="checkbox"/>
Custody	<input type="checkbox"/>	<input type="checkbox"/>

Services provided in a language other than English ☐ ☐

**Question 4 Continued:**

<b>Legal Service</b>	<b>I <u>needed</u> this legal service</b>	<b>I <u>received</u> help with this legal service</b>
Spousal support	<input type="checkbox"/>	<input type="checkbox"/>
Child support	<input type="checkbox"/>	<input type="checkbox"/>
Housing (e.g., landlord/tenant issues, Section 8, eviction)	<input type="checkbox"/>	<input type="checkbox"/>
Housing counseling/relocation	<input type="checkbox"/>	<input type="checkbox"/>
Employment (e.g., securing time off from work, discrimination, securing unpaid wages)	<input type="checkbox"/>	<input type="checkbox"/>
Public benefits (e.g., TANF/food Stamps)	<input type="checkbox"/>	<input type="checkbox"/>
Bankruptcy	<input type="checkbox"/>	<input type="checkbox"/>
Name and social security number changes	<input type="checkbox"/>	<input type="checkbox"/>
Small claims	<input type="checkbox"/>	<input type="checkbox"/>
Wills	<input type="checkbox"/>	<input type="checkbox"/>
Immigration issues, including U and T-Visas	<input type="checkbox"/>	<input type="checkbox"/>
Child abuse petition	<input type="checkbox"/>	<input type="checkbox"/>
Elder abuse petition	<input type="checkbox"/>	<input type="checkbox"/>
Military/VA benefits	<input type="checkbox"/>	<input type="checkbox"/>
Advanced directives	<input type="checkbox"/>	<input type="checkbox"/>
Power of attorney for financial issues	<input type="checkbox"/>	<input type="checkbox"/>
Debt/Credit-related (e.g., collection efforts/suits)	<input type="checkbox"/>	<input type="checkbox"/>
Health-care/Medicaid/Other health issue	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

5. If you needed one of the civil legal services noted in the previous question but did not receive it, **why** did you not receive it? Check all that apply.

- ☐ Did not know where to go for assistance  
☐ Services not available in community

Adoption/guardianship <input type="checkbox"/> <input type="checkbox"/> <b>Question 5 Continued:</b> <input type="checkbox"/> Language barriers <input type="checkbox"/> Transportation issues <input type="checkbox"/> Partner prohibited receiving assistance <input type="checkbox"/> Child care needs <input type="checkbox"/> Did not have access to internet or telephone <input type="checkbox"/> Immigration issues/fear of deportation <input type="checkbox"/> Was not aware of free legal services <input type="checkbox"/> Legal aid was not able to assist me <input type="checkbox"/> Other (please specify) _____	<input type="checkbox"/> Did not know could receive assistance for these services <input type="checkbox"/> Could not afford private attorney <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">         6. Please circle the type of legal service in question 4 that you needed the most that you did not receive assistance with.       </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">         7. Was there any service that you were not offered that you wish you had been? What were they?       </div>
8. For the civil legal services that you DID receive assistance with, from whom did you receive these services? If you did not receive assistance from an attorney with any legal services, please skip this question.	

Legal Service	Private Attorney Paid by You	Private Attorney Paid by Someone Else	Pro Bono Attorney, Not Through Legal Aid	Legal Aid	Family Law Information Clinic	Family Law Library	Did not receive this legal service
Securing temporary/Ex parte protection orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing temporary/Ex parte protection orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Securing permanent protection orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing permanent protection orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Divorces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Custody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adoption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spousal support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing (e.g., landlord/tenant issues, Section 8, eviction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing counseling/relocation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment (e.g., securing time off from work, discrimination, securing unpaid wages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public benefits (e.g., TANF)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bankruptcy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name and social security number changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immigration issues, including U and T-Visas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child abuse petition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elder abuse petition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Military/VA benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced directives (e.g., living will)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power of attorney for financial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt/Credit-related (e.g., collection efforts/suits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### C. Satisfaction

If you received any civil legal service, please answer the following questions about your experience about the provider. If you did not receive any legal services, you can skip to the next section “Additional Experiences”.

1. Overall, how would you rate the person who assisted you in terms of their knowledge about your specific legal issues? Please circle the number that corresponds to the most appropriate rating.

	Excellent	Good	Average	Fair	Poor	Not Applicable
	1	2	3	4	5	6
Private Attorney Paid by You	1	2	3	4	5	6
Private Attorney Paid by Someone Else	1	2	3	4	5	6
Pro Bono Attorney, Not Through Legal Aid	1	2	3	4	5	6
Legal Aid	1	2	3	4	5	6
Pro Bono Attorney, Through Legal Aid						
Family Law Information Clinic	1	2	3	4	5	6
Family Law Library	1	2	3	4	5	6
Other (please specify) _____	1	2	3	4	5	6

2. Overall, how supportive was the person who assisted you in receiving civil legal services? Please circle the number that corresponds to the most appropriate rating.

	Very Supportive	Somewhat Supportive	Somewhat Unsupportive	Very Unsupportive	Not Applicable
	1	2	3	4	5
Private Attorney Paid by You	1	2	3	4	5
Private Attorney Paid by Someone Else	1	2	3	4	5
Pro Bono Attorney, Not Through Legal Aid	1	2	3	4	5
Legal Aid	1	2	3	4	5

Pro Bono Attorney, Through Legal Aid

Family Law Information Clinic

Family Law Library

Other (please specify) \_\_\_\_\_

3. How much do you agree with the following statement: My civil legal needs were fully met by the person who assisted me. Please circle the number that corresponds to the most appropriate rating.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
	1	2	3	4	5
Private Attorney Paid by You	1	2	3	4	5
Private Attorney Paid by Someone Else	1	2	3	4	5
Pro Bono Attorney, Not Through Legal Aid	1	2	3	4	5
Legal Aid	1	2	3	4	5
Pro Bono Attorney, Through Legal Aid	1	2	3	4	5
Family Law Information Clinic	1	2	3	4	5
Family Law Library	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

4. Overall, I am satisfied with the civil legal services I received.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
	1	2	3	4	5
Private Attorney Paid by You	1	2	3	4	5
Private Attorney Paid by Someone Else	1	2	3	4	5
Pro Bono Attorney, Not Through Legal Aid	1	2	3	4	5
Legal Aid	1	2	3	4	5
Pro Bono Attorney, Through Legal Aid	1	2	3	4	5
Family Law Information Clinic	1	2	3	4	5
Family Law Library	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

5. If you need civil legal services in the future, will you use the same provider? Only answer for those providers from whom you received civil legal assistance.

	Yes	No
Private Attorney Paid by You	1	2
Private Attorney Paid by Someone Else	1	2
Pro Bono Attorney, Not Through Legal Aid	1	2
Legal Aid	1	2
Pro Bono Attorney, Through Legal Aid	1	2
Family Law Information Clinic	1	2
Family Law Library	1	2

6. Did you receive referral to counseling or mental health care by the person who assisted you with your civil legal needs?

☐ Yes

☐ No

7. Did you receive referral to a doctor or physical health care for health care concerns, appointments, follow-ups, screenings, etc. by the person who assisted you with your civil legal needs? ☐ Yes ☐ No

### G. Additional Experiences

We are also interested in other crime victimization experiences that you may have had other than the most recent one you received services for in Georgia.

**Other than that incident:**

1. During the previous 12 months, has anyone attempted to or broken into your home or where you are staying?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

2. During the previous 12 months, have you had something belonging to you stolen (such as a clothing, electronics, wallet, laptop, cars, motor vehicles, etc.)?

3. During the previous 12 months, have you been attacked or threatened, such as being punched, grabbed or choked or with a knife, gun, baseball bat, or with scissors?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

4. During the previous 12 months, have you been forced to engage in any unwanted sexual activity or have you engaged in sexual activity when you were unwilling or unable to give consent (e.g., too intoxicated or were asleep)?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

5. During the previous 12 months, have you been physically harmed or assaulted, for example had something thrown at you; been punched, kicked, or slapped; or been thrown to the ground, by a current or former boyfriend, girlfriend, husband, wife, domestic partner?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

6. During the previous 12 months, have you been emotionally abused (e.g., demeaned/called names, isolated, threatened, movement restricted) by a current or former boyfriend, girlfriend, husband, wife, domestic partner?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

7. During the previous 12 months, has anyone, without your permission, used or attempted to use your existing checking or savings account or an existing credit card?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

8. During the previous 12 months, has anyone, misused or attempted to misuse another type of existing account such as telephone utilities, online payment such as PayPal, insurance policies, or something else?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

9. During the previous 12 months, has anyone, without your permission, used or attempted to use your personal information to open any NEW accounts such as wireless telephone accounts, credit card accounts, loans, bank accounts, online payment accounts, or something else?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

10. During the previous 12 months, has anyone, used or attempted to use your personal information for some other fraudulent purpose, such as getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

11. During the previous 12 months, have you been the victim of elder abuse or exploitation?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

12. During the previous 12 months, has someone you are related to been the victim of elder abuse or exploitation?

☐ Yes

☐ No

If yes, how many times did this occur? \_\_\_\_\_

### E. Other Services

**If you answered yes to any of the crime victimization questions in the previous section, please answer the following questions. If you did not answer yes to any of those questions, please skip to Section F.**

1. Please indicate if you needed help from **an attorney** with any of the following **legal services for any of the crime victimizations that you experienced during the previous 12 months**, and if you received the service after your victimization.

**I needed**  
**this**

**I received**  
**help with**

**Question 1 Continued:**

	<b>I needed this legal service from an attorney</b>	<b>I received help with this legal service from an attorney</b>
Enforcing 12-month protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Securing 3-year or permanent protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing 3-year or permanent protective orders	<input type="checkbox"/>	<input type="checkbox"/>
Separation	<input type="checkbox"/>	<input type="checkbox"/>
Divorce	<input type="checkbox"/>	<input type="checkbox"/>
Paternity/Legitimation	<input type="checkbox"/>	<input type="checkbox"/>
Custody	<input type="checkbox"/>	<input type="checkbox"/>
Adoption/Guardianship	<input type="checkbox"/>	<input type="checkbox"/>
Spousal support	<input type="checkbox"/>	<input type="checkbox"/>
Child support	<input type="checkbox"/>	<input type="checkbox"/>
Housing (e.g., landlord/tenant issues, Section 8, eviction)	<input type="checkbox"/>	<input type="checkbox"/>
Housing counseling/relocation	<input type="checkbox"/>	<input type="checkbox"/>
Employment (e.g., securing time off, discrimination, securing unpaid wages)	<input type="checkbox"/>	<input type="checkbox"/>
Public benefits (e.g., TANF/Food Stamps)	<input type="checkbox"/>	<input type="checkbox"/>
Bankruptcy	<input type="checkbox"/>	<input type="checkbox"/>
Name and social security number changes	<input type="checkbox"/>	<input type="checkbox"/>
Small claims	<input type="checkbox"/>	<input type="checkbox"/>
Wills	<input type="checkbox"/>	<input type="checkbox"/>
Immigration issues, including U and T-Visas	<input type="checkbox"/>	<input type="checkbox"/>
Child abuse petition	<input type="checkbox"/>	<input type="checkbox"/>
Elder abuse petition	<input type="checkbox"/>	<input type="checkbox"/>
Military/VA benefits	<input type="checkbox"/>	<input type="checkbox"/>
Advanced directives	<input type="checkbox"/>	<input type="checkbox"/>
Power of attorney	<input type="checkbox"/>	<input type="checkbox"/>
Debt/Credit-related (e.g., collection efforts/suits)	<input type="checkbox"/>	<input type="checkbox"/>

	<b>legal service</b>	<b>this legal service</b>
Securing 12-month protective orders	<input type="checkbox"/>	<input type="checkbox"/>

**F. Use and Perception of Protective Orders**

These questions ask about your use, if any, of temporary and permanent protective orders. If you have never needed or received a protective order, please skip to Section G.

1. Have you ever obtained a temporary 12-month protective order?

☐ Yes ☐ No

a. If yes, did an attorney help you obtain this temporary 12-month protective order?

☐ Yes ☐ No

b. If yes, did this attorney provide assistance *pro bono*?

☐ Yes ☐ No

2. Have you ever obtained a 3-year or permanent protective order?

☐ Yes ☐ No

a. If yes, did an attorney help you obtain this 3-year or permanent protective order?

☐ Yes ☐ No

b. If yes, did this attorney provide assistance *pro bono*?

☐ Yes ☐ No

3. Did you ever apply for a temporary 12-month protective order or a 3-year or permanent protective order and not receive it?

☐ Yes ☐ No,

If yes, why did you not receive it? \_\_\_\_\_

**If you have received more than one 12-month, 3-year, or permanent protective order, please refer to the most recent one for the following questions:**

4. Is this order currently in effect?

☐ Yes ☐ No

5. Did an attorney help you secure this order?

☐ Yes ☐ No

6. After receiving the protective order, the violence in this relationship:

Health-care/Medicaid/Other health issue ☐ ☐

Other (please specify) ☐ ☐

7. How much do you agree with the following statements?

	Strongly Agree	Agree	Disagree	Strongly Disagree
My quality of life improved after receiving the protective order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The protective order has kept me safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt safer after receiving the protective order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Did the person violate the protective order?

☐ Yes ☐ No  
 If yes, was the person arrested? \_\_\_\_\_  
 If yes, was the person convicted of violating the order?  
☐ Yes ☐ No  
 If yes, in what way(s) was the order violated? \_\_\_\_\_

9. Was there a requirement of the protective order that firearms be removed from the abuser?

☐ Yes ☐ No ☐ Don't Know  
 If yes, did this removal occur?  
☐ Yes ☐ No ☐ Don't Know  
 If yes, what agency removed the firearms from your abuser?

10. Did you **NEED** financial support be granted by the protective order?

☐ Yes ☐ No  
 How much financial support did the protective order grant you per month? \_\_\_\_\_  
 a. How much of this financial support did you **RECEIVE** each month? \_\_\_\_\_  
 b. The financial support from the protective order was sufficient to support myself and my children (if you have).  
☐ Strongly Agree ☐ Agree  
☐ Disagree ☐ Strongly Disagree

☐ Stopped completely ☐ Declined but did not stop  
☐ Stayed the same

#### H. Current Information

The next set of questions refers to how you are currently doing and in what areas crime victims may need services. These questions are being asked in hopes that your answers may identify ways to assist crime victims in Georgia in their recovery process.

1. What is **YOUR** current annual income?

☐ 0-\$9,999 ☐ \$10,000-\$22,000  
☐ \$22,001-\$30,000 ☐ \$30,001-\$40,000  
☐ \$40,001-\$50,000 ☐ \$50,001-\$60,000  
☐ \$60,001-\$70,000 ☐ \$70,000+

2. What is your current total **household** income?

☐ 0-\$9,999 ☐ \$10,000-\$22,000  
☐ \$22,001-\$30,000 ☐ \$30,001-\$40,000  
☐ \$40,001-\$50,000 ☐ \$50,001-\$60,000  
☐ \$60,001-\$70,000 ☐ \$70,000+

3. What is your current marital status?

☐ Never Married ☐ Married/Domestic Partnership  
☐ Divorced ☐ Separated ☐ Widowed

4. Are you currently employed full-time outside of the home?

☐ Yes ☐ No

5. In the past 30 days, how often did a health problem cause you to miss a day of school or work?

☐ Never ☐ Almost every day  
☐ A few times ☐ Every day  
☐ About once a week ☐ Do not work or attend school  
☐ About two or three times a week

6. Since you received services for your most recent victimization, has a doctor, nurse or other health care provider told you that you have or had? (please check all that apply)

☐ High blood cholesterol, triglycerides, or lipids  
☐ High blood pressure or hypertension (if female, not when you were pregnant)  
☐ High blood sugar or diabetes (if female, not when you were pregnant)

**Question 6 Continued:**

- ☐ Post-traumatic Stress Disorder or PTSD  
☐ Anxiety or Panic Disorder  
☐ Depression  
☐ Attention Problems, ADD, or ADHD

7. What is the highest level of education that you completed?

- ☐ Elementary School  
☐ Middle School  
☐ Some high school  
☐ Graduated high school/GED  
☐ Some college  
☐ Associate's degree  
☐ Bachelor's degree  
☐ Professional degree/Master's degree  
☐ Ph.D./M.D.

8. Which best describes you?

- ☐ Male ☐ Female ☐ Transgender

9. What race best describes you?

- ☐ White/Caucasian ☐ Black/African-American  
☐ American Indian/Alaskan Native  
☐ Asian/Pacific Islander ☐ Multiracial  
☐ Other

10. What is your age?

- ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54  
☐ 55-64 ☐ 65 or older

11. Are you Hispanic?

- ☐ Yes ☐ No

12. Are you Latino/a?

- ☐ Yes ☐ No

13. Were you born in the United States?

- ☐ Yes

- ☐ Heart disease  
☐ Asthma, chronic bronchitis or emphysema  
☐ Migraine headaches

14. Does a mental health condition currently keep you from participating fully in work, school, or other activities?

- ☐ Yes ☐ No

15. Do you have a hearing impairment?

- ☐ Yes ☐ No

16. Are you legally blind or do you have a significant vision loss?

- ☐ Yes ☐ No

17. Do you have a cognitive impairment? (i.e., an impairment of the mind, such as a brain injury or a stroke that causes you to have difficulty thinking and/or making decisions.)

- ☐ Yes ☐ No

18. Do you use any aids to help you with your day-to-day activities? (e.g., a cane, wheelchair, artificial limb, hearing aid, or guide dog)

- ☐ Yes ☐ No

19. Do you any other impairments?

- ☐ Yes ☐ No

If yes, please specify \_\_\_\_\_

20. Have you ever been enrolled in special education classes or SPED?

- ☐ Yes ☐ No

If yes, why were you enrolled in these classes?  
\_\_\_\_\_

21. Because of a health condition, impairment, or disability, do you have difficulty or need help with any of the following? Check all that apply:

- ☐ Taking care of yourself, such as bathing, dressing or eating.  
☐ Communicating, such as talking with or listening to other people  
☐ Learning any new skills or activities  
☐ Mobility, such as bending, walking or climbing stairs  
☐ Making important decisions for yourself about your

☐ No. If not, in what country where you born?  
\_\_\_\_\_

**Question 21 Continued:**

☐ Living independently, such as preparing meals, shopping for groceries and personal items, and doing housework

☐ Managing your finances, such as keeping track of your money, and paying bills

22. For the incident you most recently sought services for, do you have any reason to suspect you were victimized because of your health condition(s), impairment(S), or disability(ies)?

☐ Yes ☐ No ☐ Not Applicable

23. Which do you most identify with?

☐ Heterosexual ☐ Homosexual/Gay/Lesbian ☐ Bisexual

24. What best describes the area in which you live?

☐ Rural ☐ Suburban ☐ Urban

25. What is your zip code? \_\_\_\_\_

health care, education, or career

26. How many people are in your household including yourself? \_\_\_\_\_

27. Do you currently have regular access to a computer with an internet connection?

☐ Yes ☐ No

28. Do you have a smartphone?

☐ Yes ☐ No

**On behalf of the Criminal Justice Coordinating Council of Georgia, the Office for Victims of Crime, and Georgia State University, thank you for your time. If you would like to speak to someone about receiving services in relation to victimization, you can call the Advocate Service Program. The number is 1-800-547-0060. Or if you need assistance regarding domestic violence, including securing a temporary protective order and finding safe housing, you can call 1-800-33-HAVEN.**