

# North Carolina

## Legal Needs Assessment



**2021**  
**DRAFT V2**



# North Carolina Legal Needs Assessment 2021

FINAL REPORT

UNCG - CENTER FOR HOUSING AND COMMUNITY STUDIES



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### Introduction

This study was developed by the University of North Carolina Greensboro Center for Housing and Community Studies (CHCS) in response to a request from the North Carolina Equal Access to Justice Commission. The findings represent the first comprehensive legal needs assessment in nearly two decades for the State of North Carolina. Our objective was to find and measure the gaps between the legal needs of low-income communities and the resources now available to meet those needs. As part of this process we sought information, perspectives, and insights from nonprofit advocates, community activists, civil legal providers, magistrates and judges, researchers, pro bono lawyers, and past and potential clients of these organizations. We conducted 28 key informant interviews, focus groups with 57 total participants, a community survey with 702 responses, and a legal stakeholder survey with 1176 respondents. Additional contextual data was obtained from secondary data sources including the American Community Survey, Simmons Analytics, etc. We also solicited specific data from the NC Administrative Office of the Courts (NCAOC) for 26 civil case types for the last five years and data from eight of the largest civil legal service providers in the state including demographics and information on closed cases for 2019.

Where appropriate, we have used summary tables, figures, maps, and other data visualizations. Interwoven throughout the

report are rich quotes compiled for qualitative analysis of write-in responses on surveys, and from transcriptions of interviews and focus groups.

According to the Equal Justice Alliance and Equal Access to Justice Commission the purpose of this study is to:

1. Identify legal needs of low-income communities and document current resources and services available to meet those needs.
2. Understand specifics regarding the gaps in availability of services and what resources are needed to address unmet legal needs.
3. Identify and quantify where possible the accomplishments of legal services providers since 2000.
4. Produce a written report that can educate stakeholders about the justice gap in North Carolina.
5. Provide data and analysis that will be useful to legal aid providers and stakeholder organizations seeking to expand access to civil legal aid.
6. Gain a more detailed understanding of how race, gender, age, disability and other factors affect the depth and type of civil legal problems people experience.
7. Identify by geographic, racial, gender and other demographics who gets help and who does not.
8. Where possible, assess whether those who do get legal help are able to achieve long-term solutions.

### Summary of Key Findings

#### *Context*

North Carolina has experienced a steady increase in population and diversity over the last two decades. The state's white population has increased 22%, the African American population increased 27%, the Asian population increased by 163% and number of Hispanics increased by 158%. The median household income in the state was nearly \$10,000 lower than that of the US with great variability across the state.

Nearly a third of households in the state live at 60% or less of this median income. Disproportionately African American households are twice as likely to live in poverty. One-in-five homeowner households and two-fifths of renter households are cost burdened, spending more than 30% of income on housing-related costs. COVID-19 has severely impacted the unemployment rates in the state and caused further precarity and legal needs for many households.

#### *Civil Legal Services & Caseloads*

Our analysis of over 1.7 million civil legal cases of twenty-six civil issue types during the five-year period 2015-2019 underscores the needs of North Carolina's low-income communities. More than half of all cases annually are housing-related for summary ejectments (46%) and foreclosures (10%). Family-related civil legal issues accounted for 30% of the total volume annually and included divorce (10%), domestic violence (9%), custody issues (5%), no-contact orders

(3%), restraining orders (1%), and temporary custody orders (1%). Maps have been produced showing the rate of civil cases for each county. While the raw number of cases are clearly highest in urban counties where populations are higher, the rates of cases once adjusted by population tend to show higher need in the eastern portion of the state around Nash and Edgecombe Counties as well in other rural counties across the state.

A snapshot of the civil legal caseloads of providers was also created. Eight civil legal agencies provided data for this report from their 2019 records. About 30% of cases were family-related (domestic abuse, custody, divorce, separation, annulment, and 'other' family issues). More than a quarter of cases were housing-related including private landlord/tenant issues, federally subsidized housing benefits, mortgage foreclosures, public housing problems, housing discrimination, and 'other' housing issues. Clients were disproportionately non-white with 40.0% being African American as compared with 21.4% of the state's population being African American.

#### *Primary Data Collection*

Primary data was collected in order to better understand the gap in needs for civil legal services. Data was collected over the course of ten months starting with a series of semi-structured, in-depth, one-on-one interviews with leaders in the legal services field, including: Managing Attorneys, Policy Directors, Program Offices, Executive Directors, Legal Scholars, and front-line

Attorneys from agencies across the state. Focus groups were also conducted with legal services lawyers, people who work for nonprofit organizations that deliver services in the community, and people who have been legal services clients or who have struggled to find affordable legal help. Finally, statewide surveys were completed with stakeholders (n=1176) and potential, current, or past clients (n=708). Recruitment for this online survey included posts on social media of various non-profits and legal service providers, newspaper and media stories covering the efforts to recruit participants, direct emails to client serving organizations, and direct emails from Legal Aid of NC to over 7,500 past clients.

### Unmet Needs & Underserved Populations

Stakeholder survey respondents indicated that there were not enough civil legal services to address need and that residents are not able to access them in a timely manner. As one legal provider noted “the number of service providers is just astonishingly inadequate.” Marginalized groups are least served by the legal system, and those at the intersection of marginalized classes may suffer the worst. In particular, “the immigrant population is underserved ... not so much a result of us not reaching out, it’s more of a result of chilling federal policies and laws that create a level of fear and uncertainty, where it takes more trust building to get folks in to talk about what their needs are.” Also, income limits from the Legal Services Corporation (LSC) funding result in middle income clients being shut

out due to income ineligibility. A lawyer explained, “people calling for help that are falling in the middle ground that we can’t help, and they have to go to private attorneys that they can’t afford.” Covid-19 may exacerbate the issue of income ineligibility, “people are going to fall into the income classification that legal services lawyers provide, because of the downdraft from the pandemic. That’s going to exacerbate the shortfall.”

Client respondents to the survey were asked which legal services they anticipated needing in the next few years. 86.5% of respondents said they or their family members anticipate needing this service. 84.7% of respondents said that they or their family members anticipate needing legal services for Military Veteran Benefits and 76.7% said they or their family would need Educational Legal Services in the future. Housing legal services ranked at or near the top of need on surveys of legal stakeholders. The most commonly filed legal issues for homeowners were foreclosure and mortgage issues, followed by home repair problems.

### Underserved Practice Areas

By far the most mentioned area of underserved practice, according to our interviews, was family law. In particular custody proceedings emerged as a key theme: “It’s a huge need and it’s been a problem since I started doing this work thirteen years ago and we just don’t have a good answer,” said one lawyer. After family law services, the practice area mentioned by

our informants the second most often was immigration, “it’s a traditionally marginalized population so there are greater abuses that go on, there’s a greater need for services, there’s consumer abuses, landlord tenant abuses, workers’ rights abuses, and there are so few legal services providers that can take on low-income cases.”

More mundane practice areas could have a big impact. Traffic court was one example, “to help the men and women we serve to get them out of simple traffic issues and pay off fines, so they can start driving again, cause that’s another issue. You know, all of a sudden you get several tickets for driving without insurance, you know, just small things like that, and those can add up, and with a lawyer you can kinda navigate that process.” Expunctions was another area that received mention.

### Barriers to Services

Barriers exist that make it harder for low-income people to gain access to legal services. Services may be there, but the clients have difficulty making use of them. Client respondents were asked what were the most important reasons that would prevent them from seeking legal assistance. Overwhelmingly the most frequent barrier was cost (91.2%). The next most common issue was the lengthy process of legal proceedings (25.5%), followed by feeling like their case would be very unimportant for a lawyer (16.3%). These issues were consistent across race, income, and level of trust.

Interviewees and focus group participants also discussed barriers to access identifying

childcare issues, difficulty in taking time off work, transportation limitations especially in rural areas, as well as language and literacy limitations of clients. Among low-wealth clients there is yet a clear digital divide and lack of regular internet access. Survey results showed similar results identifying that services seekers have transportation issues, childcare issues, and are unable to take time off from work to see services. Child care, one community leader said, is “a barrier for people to get help, and that’s a barrier for people to maintain employment, because child care costs more than the jobs that they would have, what it would pay.”

Stakeholder survey respondents were split over whether language access was an issue but did show that residents do not always know how to seek these services. One of our informants elaborated on this problem, “I think that idea that there are people who don’t know that they have legal needs, is a whole different gap from people who know they have a legal need and can’t access it. They are distinct but they are both falling into the gap and that’s a really significant element to this puzzle.”

### Lack of Trust

Trust issues are acute in low income and immigrant communities. “The court system historically has preyed upon poor people and people of color and so there can be a large amount of distrust,” said an interview participant. Our participants also mentioned the emotional strain which they or their clients experienced in their interactions with the legal system. A woman who had been

through a courtroom experience used similar language, “When you get into the courtroom and you are dealing with the deputies and such, they seem kind of, I don’t know, I don’t want to say bully-ish, that’s a strong word, but intimidating. That’s the word.” Client survey respondents were asked to rate on a sliding scale from 0 (no trust) to 100 (total trust) their level of trust in lawyers. The average level of trust (mean) was 63.63. The highest trust was seen among those with high incomes. Notably military veterans as a group had the lowest levels of trust in lawyers.

### Financial & Human Resources

The federal Legal Services Corporation (LSC) furnishes the greatest amount of legal services funding for civil legal representation. But, as noted, it leaves many classes of people without legal assistance. Other sources of government funding were identified as a well as philanthropic foundations and the Interest on Lawyers’ Trust Accounts program (IOLTA) program.

Pro Bono resources also provide additional human resources to support civil legal services. Yet, training lawyers is a big part of the pro bono system as the needs of client are highly specialized. As an alternative to pro bono solutions, one legal services lawyer thought “low-bono” models were underutilized. “There should definitely be more of these places that are known as being, like sliding scale or even just helping that group that you described where they fall under the poverty guideline.”

Lawyers struggling with limited resources told us they need the community partners, who can play a number of supporting legal roles. Leveraging non-lawyers for support is important in addressing need with limited resources, “Just having an advocate, even if it’s not a lawyer, just being knowledgeable about the law and helping families understand that from a navigation standpoint, we’ve seen great successes.” Participants identified potential allies in local social service agency staff, social workers, navigators, advocates, housing counselors, land tenure specialists, agricultural mediators, victim witness assistants, law students, and volunteers.

### Geographic Disparities

Rural people are simply harder to reach in the first place. “We know there’s a large percentage of folks in the community who haven’t heard about us, who are further out in the rural areas,” said one provider of social services in a rural county. An attorney specializing in property issues statewide said the people that are the hardest to connect with are “folks that live in more, generally more rural areas who haven’t dealt with lawyers before.” The limits are felt in all aspects of the practice. Legal services offices have been shuttered in some smaller communities, stretching the remaining resources too thin. One lawyer told us what it was like to work in one of the surviving offices. “In my office there are, including me, eight attorneys and three paralegals, but we serve eleven counties. So, that’s not even one attorney per county.”

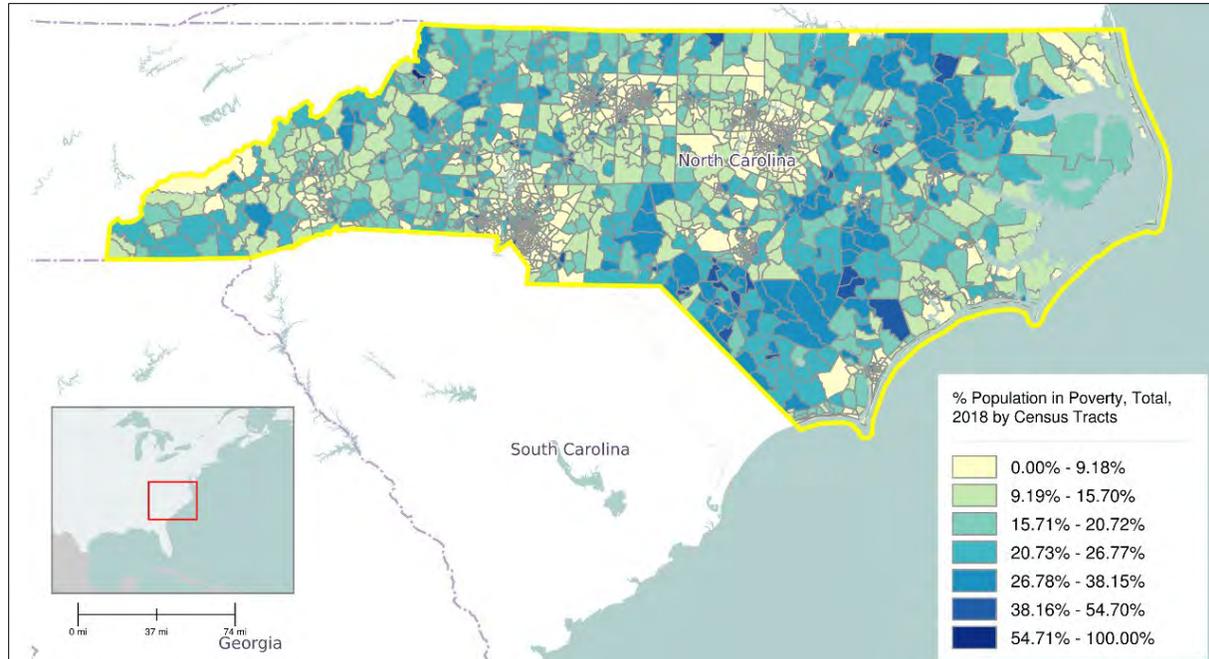


Figure 1 – Population in Poverty in North Carolina (ACS 2018)

## Demographic Profile of NC

Following is a socio-economic and demographic profile for the state of North Carolina. Individual county-level profiles have been developed and are available online at

[go.uncg.edu/ncdemographics](http://go.uncg.edu/ncdemographics)

### *Population Dynamics*

North Carolina is the ninth most populous state in the country with an estimated 10,431,485 people (ACS 1-year estimate, 2019). Over the course of the last decade, the population growth of NC has been about twice that of the nation. There are now three Combined Statistical Areas (CSAs) in NC with over 1.6 million each (the Triangle, Triad, and Charlotte) and the population density has rapidly increased in these urban areas.

According to the American Community Survey (ACS 5-year estimates 2014-2018)

69% of the population identified as White, 21.5% as African American, 9.1% as Hispanic, 2.8% as Asian, 1.2% as American Indian or Alaskan Native, 3.0% as "some other race," and 2.6% are of two or more races. While 62.0% are of working age (18-64), 22.6% are under 18, and 15.5% are over 65 years old. More than 814,772 people (7.8% of the population) are "foreign born" including 319,188 naturalized citizens and 495,584 non-citizens.

### *Economics*

Before the pandemic, the median household income for in NC was \$52,413 (ACS 2014-2018). However, 47.8% of households had an annual income of less than \$50,000 and 15.4% of the population lives at or below the poverty line. In Oct 2019, 180,081 workers were unemployed (3.5% unemployment). By July 2020, that number had shot to 436,774 unemployed (12.7%) due to the pandemic.

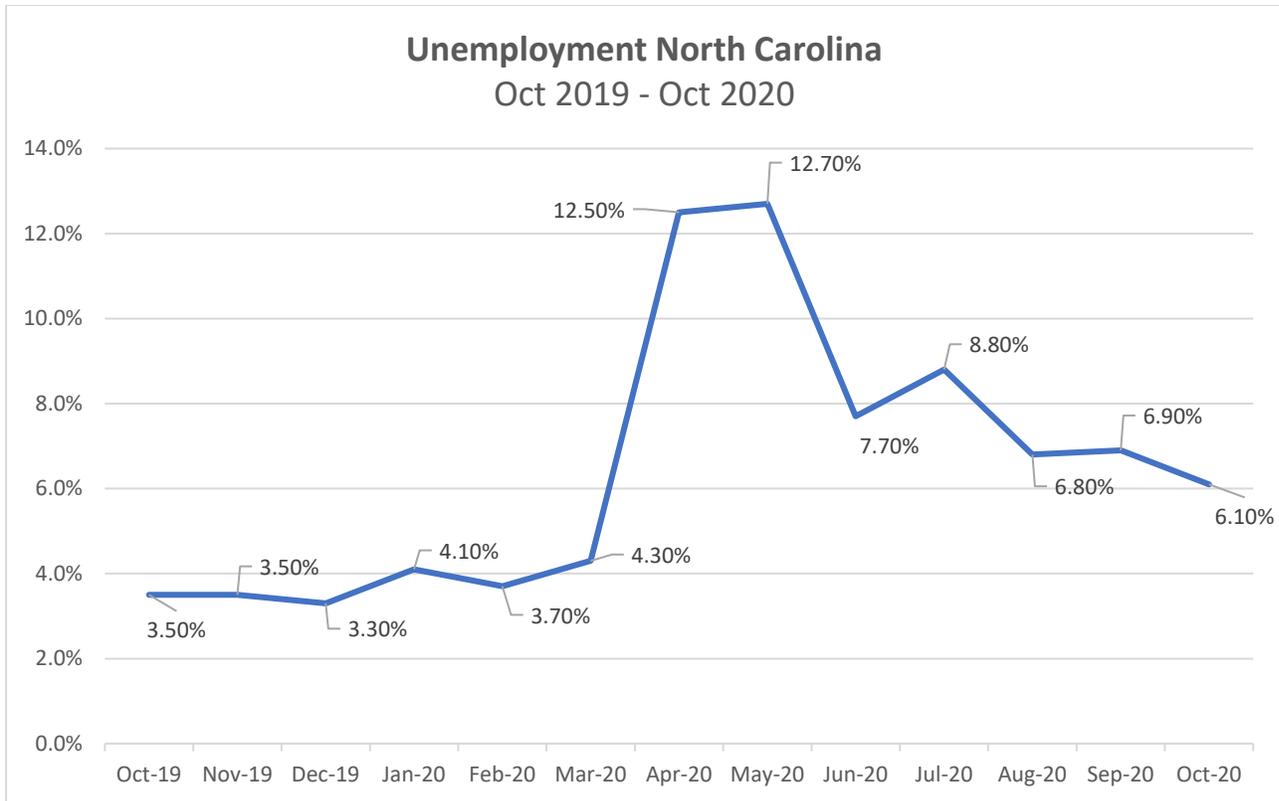


Figure 2 – Unemployment in North Carolina 2019-2020 (BLS 2020)

Major industries by proportion of population employed include: 12.5% Manufacturing Industry, 11.8% Retail Trade Industry, 9.2% Educational Service Industry, 7.8% Accommodation and Food Services, and 6.7% Construction Trades.

Inequality in North Carolina is worse now than before the 2009-2014 recession: <sup>1</sup> 23.5% of all African American households live in poverty today versus 12.1% of white households in North Carolina.<sup>2</sup> More than a 1.1 million households in NC<sup>3</sup> are considered

cost burdened, paying over 30% of their incomes for housing expenses, and forcing them to choose between substandard conditions or having to cut costs elsewhere. There is a squeeze on low-income renters and homeowners alike who are spending more on housing and housing related expenses, leaving less for childcare, food, transportation, education, medical care, and other essentials. This high rate of cost-burden has also contributed to the more than 27,900 North Carolinians experiencing homelessness in 2019.<sup>4</sup>

<sup>1</sup> Estelle Sommeiller and Mark Price. 2018. "The new gilded age Income inequality in the U.S. by state, metropolitan area, and county." *Economic Policy Institute*. <https://www.epi.org/files/pdf/147963.pdf>

<sup>2</sup> American Community Survey 2014-201

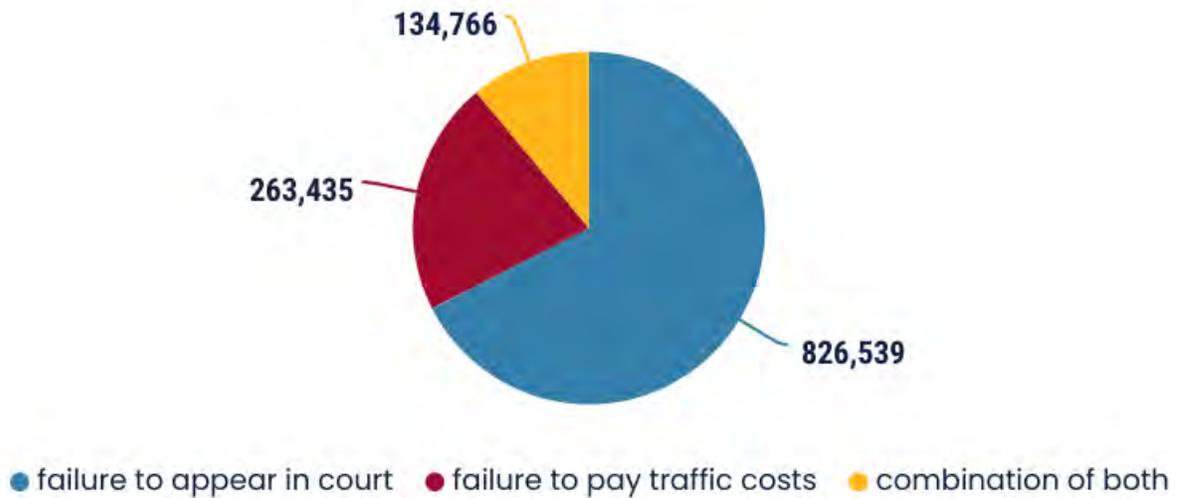
<sup>3</sup> 528,055 homeowners and 603,890 rental households ACS 2014-2018

<sup>4</sup>NC Coalition to End Homelessness. *Point-in-Time Count* <https://www.ncceh.org/datacenter/dataonhomelessness/>

# North Carolina POPULATION SNAPSHOT

<b>23.2%</b> African American Population	<b>9.7%</b> Hispanic Population	<b>4.6%</b> Limited English Proficiency	<b>60,154</b> Domestic Violence Clients
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## Driver's License Suspensions - Unpaid Fees and Fines and Failure to Appear (1980 to 2018)



**Data Sources:** American Community Survey, 2014-2018; Eviction Lab, 2016; NC Department of Administration, 2018-2019; NC Administrative Office of the Courts, 1980-2018

Figure 3 – Population Snapshot of North Carolina

Table 1 - Key Demographics State of North Carolina

	<b>North Carolina</b>	
<b>POPULATION</b>		
Population (Pop)	10,431,485	
Average Population Density (per sq. mile)	215	
Population Growth (2017/2010)	6.91%	
Urban Population	7,038,681	67.5%
Rural Population	3,392,804	32.5%
<b>RACE &amp; ETHNICITY</b>		
Asian	288,943	2.77%
Black	2,340,513	22.44%
White	6,913,607	66.28%
Hispanic	959,176	9.20%
White Non-Hispanic	6,519,988	62.50%
American Indian and Alaska Native	138,152	1.32%
<b>INCOME</b>		
Mean Household Income	\$85,957.61	
Median Household Income	\$64,706.00	
Per Capita Income	\$34,495.00	
<b>EDUCATION</b>		
< High School	990,920	13.89%
High School	1,843,993	25.84%
> High School	4,301,593	60.28%
<b>LANGUAGE</b>		
English	8,670,176	83.12%
Spanish	736,763	7.06%
Other Indo-European Languages	170,777	1.64%
Asian or Pacific Island Language	158,938	1.52%
Other Language	50,052	0.48%
<b>HOUSING</b>		
Housing Units	4,751,332	
Occupied Units	4,124,750	86.81%
Vacant Units	626,582	13.19%
Owner Occupied	2,673,138	64.81%
Renter Occupied	1,451,612	35.19%

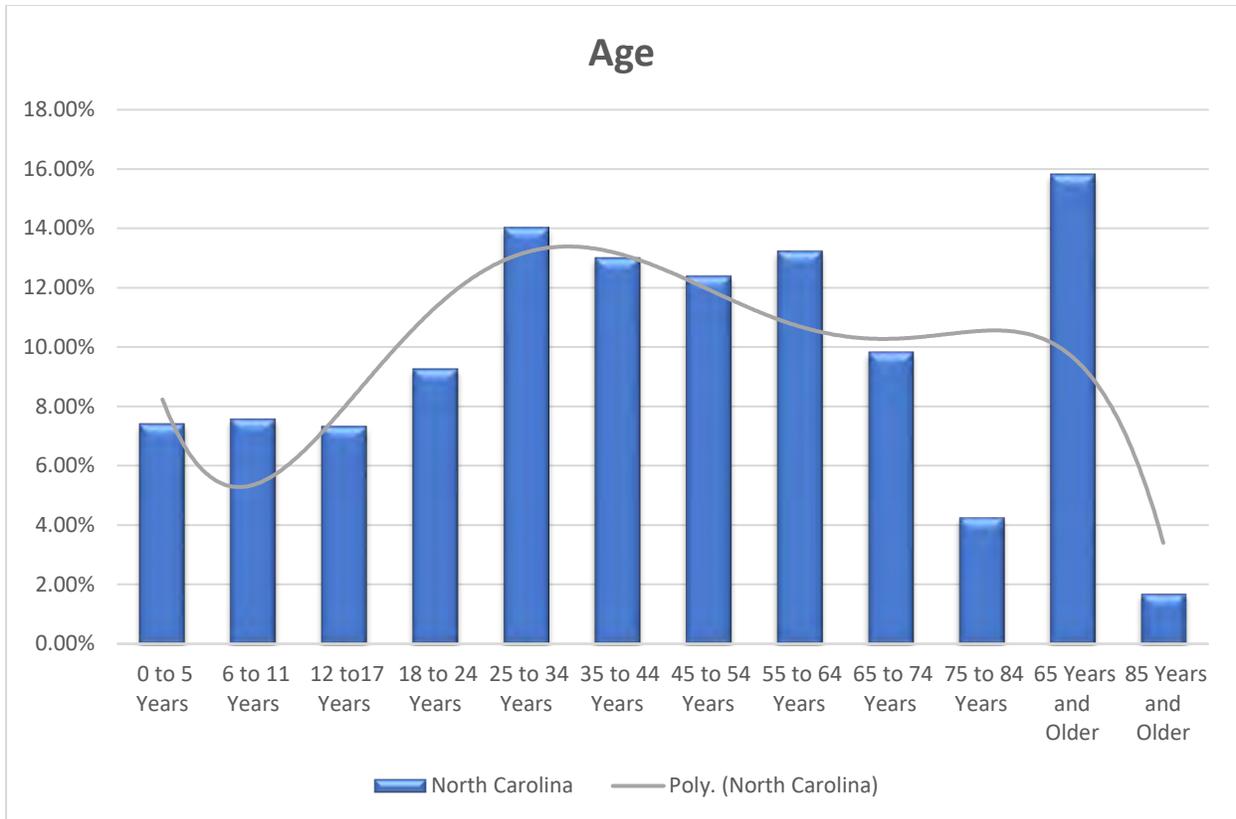


Figure 4 -Age Distribution NC

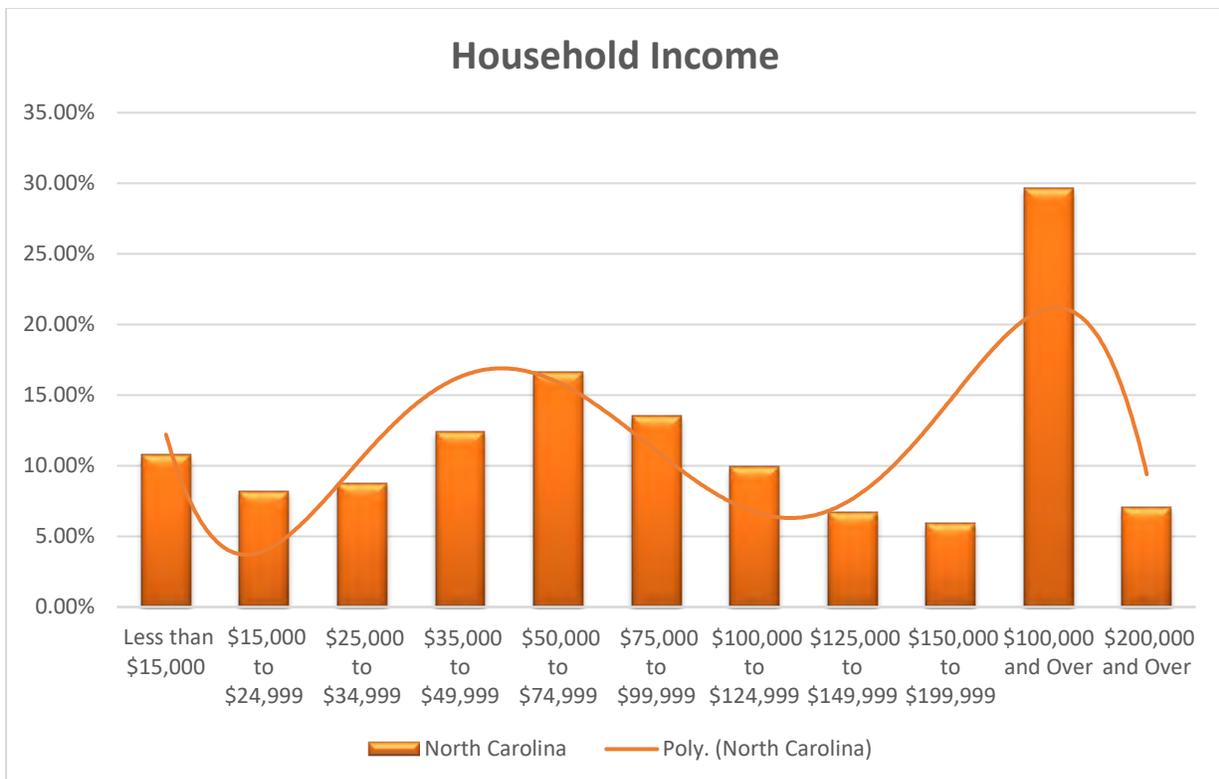


Figure 5 -Income Distribution NC

**Education**

Educational attainment in North Carolina was just below the US average with 87.8% of adults completing at least high school or a GED (ranked # 35 nationally) and 31.3% of adults have a bachelor’s education or more (ranked # 24 nationally) (ACS 2015-2019).<sup>5</sup> The average freshman high school graduation rate in the 2019-2020 school year was 87.6% (NC DPI).<sup>6</sup> In 2018, North Carolina ranked 45th in school spending and 47th in funding; spending \$9,377 per pupil.<sup>7</sup>

**Affordability**

The eviction rate per renter households in North Carolina was 4.61% in 2016 with 62,539 or 171 evictions daily. The eviction filing rate was 10.9% with a total of 147,038 summary ejection filings (Eviction Lab

2016). There were 249,340 individuals living in subsidized housing in NC in 2018 (HUD 2020). The percent of households receiving food stamps/SNAP was 14.1%. The Estimated aggregate public assistance income of NC households per year is \$171,383,500 (ACS 2014-2018). One-in-five (20.7%) homeowners and 44.1% of renters are cost burdened, spending more than 30% of income on housing-related costs (ACS 2014-2018). The average household spent \$10,796 on transportation costs in 2020 (Easy Analytic Software, Inc. - Consumer Expenditures (CEX) Database) and an estimated 5.7% of households do not have a vehicle (ACS 2020). The average household spent \$4,682 on utilities, fuels, and public services in 2020 (Easy Analytic Software, Inc. - Consumer Expenditures (CEX) Database).

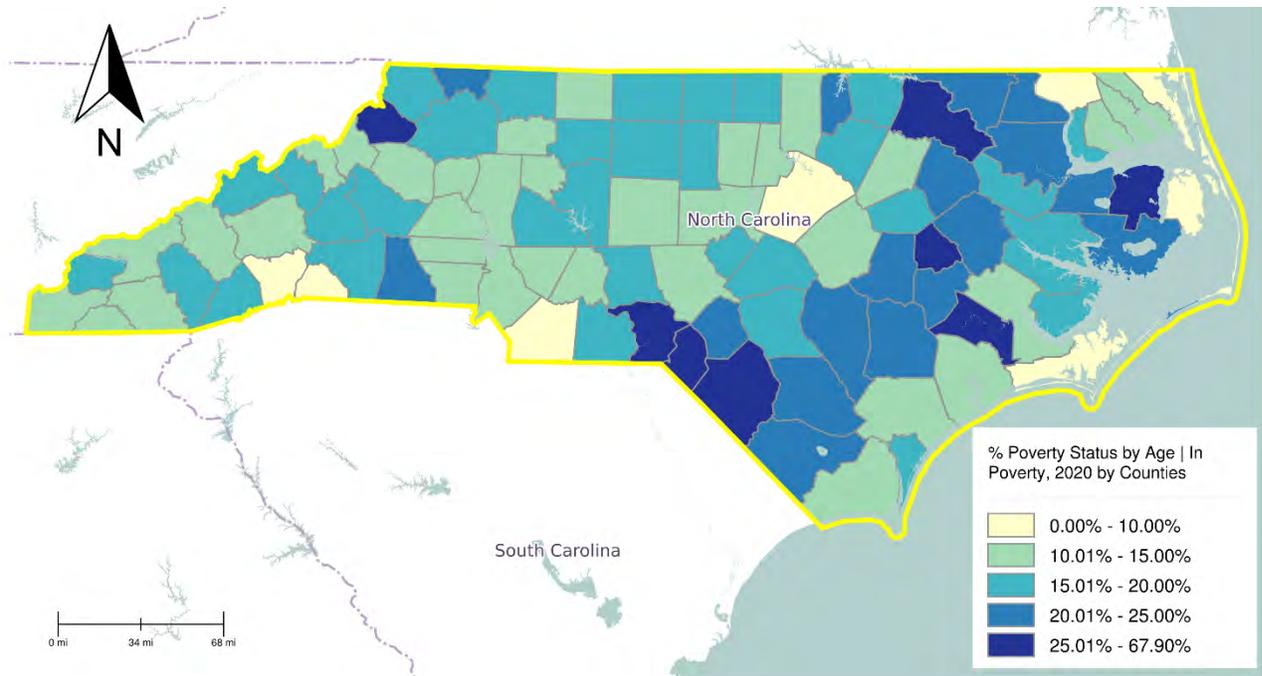


Figure 6 -Poverty Status by County (ACS 2020 estimates)

<sup>5</sup> <https://worldpopulationreview.com/state-rankings/educational-attainment-by-state>

<sup>6</sup> <http://accrpt.tops.ncsu.edu/app/2020/cgr/>

<sup>7</sup> <https://educationdata.org/public-education-spending-statistics>

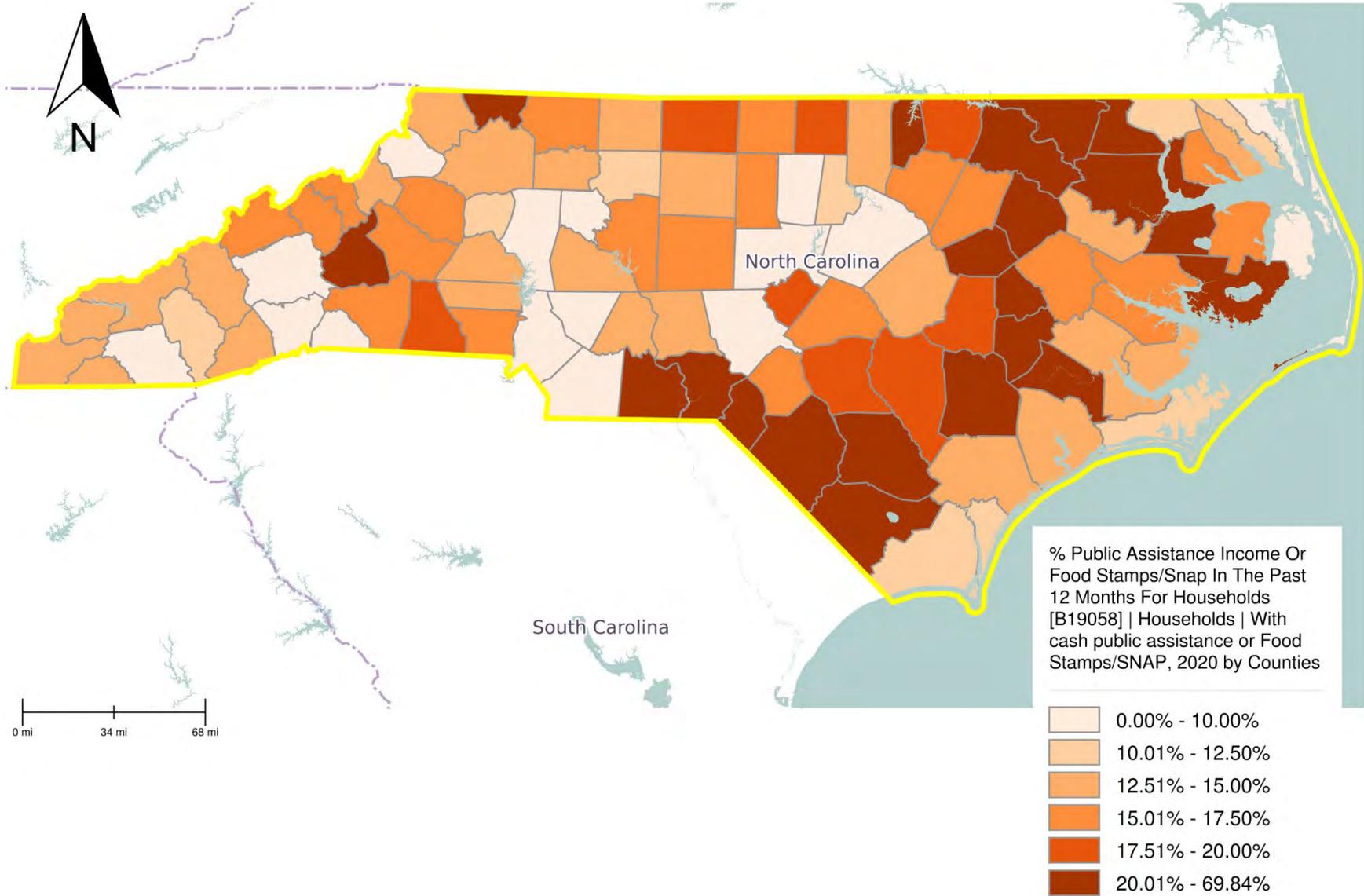


Figure 7 – Public Assistance Income and SNAP benefits by County (ACS 2020 estimates)

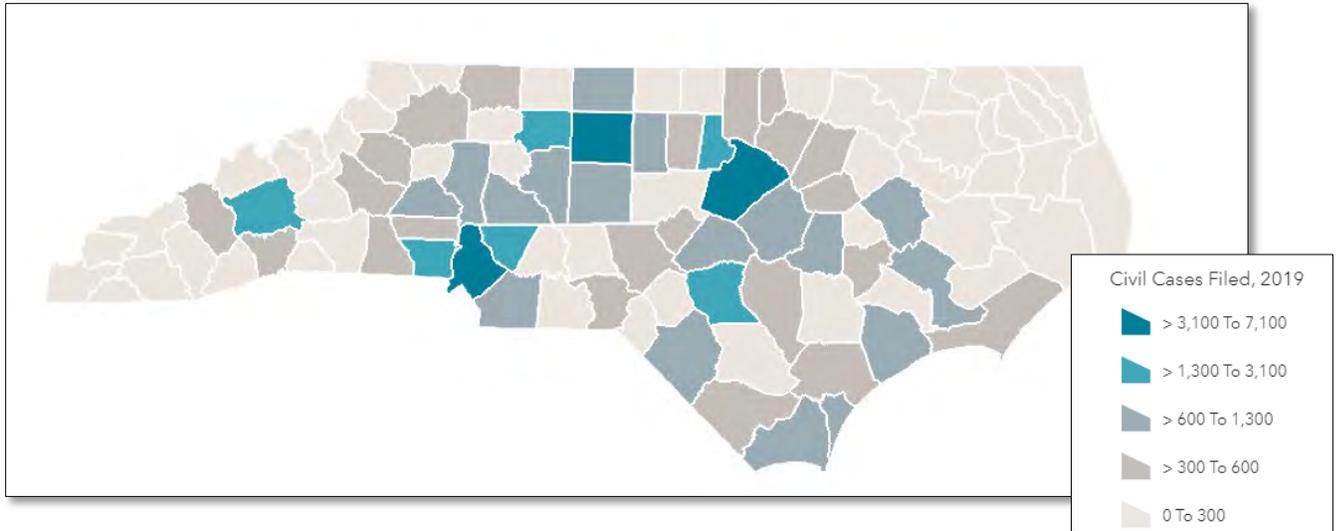


Figure 8 – Civil Case Volume by County (2019)

### Statewide Civil Case Load

The findings in this state-level profile were compiled from the Administrative Office of the Courts (AOC) dataset focused only on civil legal cases from the five-year period between 2015 and 2019. The data was composed of five primary court types (e.g., Magistrate, District, Estate, Special Proceedings, and Superior Court cases) and twenty-six case issue types as requested from the AOC. This state-level summary intends to provide an overview of case volume as well as the rate of cases by population in each county. In this way we can see the overall volume of civil cases by location as well as the case load adjusted by local population density. Individual county-level profiles have been developed and are available online at

[go.uncg.edu/ncdemographics](http://go.uncg.edu/ncdemographics)

There were 1,703,807 total civil legal cases for these twenty-six civil issue types during the five-year period. North Carolina disposed of 1,620,973 civil cases across all case types. Case dispositions were in part dictated by which court handled the case. Case issue types, court types, and dispositions have been tabulated and mapped for each county across the state as annualized rates per 10,000 population.<sup>8</sup>

There were 169.2 Summary Ejectment cases per 10,000 population per year statewide, with significant variation by county. The incidence of other issues like Foreclosure, Divorce, Collections, and Domestic Violence, was far lower (respectively 37.5, 36.9, 36.7, 36.4 per 10,000 persons per year). The incidence of Custody issues was 18.4 cases per 10,000 annually statewide. The issue with lowest incidence overall was Unlawful Discriminatory Housing Practice, with only one case statewide annually.

<sup>8</sup> Using NC population of 10,052,564 (ACS 2017)

Table 2 - Annualized Incidence by Issue Types

Issue	District	Magistrate	Superior	Estate	Special Proceedings	Registration	Annualized Rate per 10,000
<b>Summary Ejectment</b>	2,871	167,175	-				169.2
<b>Divorce</b>	37,070	-	-				36.9
<b>Collection on Account</b>	35,931	-	952				36.7
<b>Domestic Violence</b>	32,651	-	-				32.5
<b>Foreclosure</b>				-	23,778	-	23.7
<b>Custody</b>	18,521	-	2				18.4
<b>Findings and Order of Foreclosure</b>				-	13,949	-	13.9
<b>Permanent Civil No-Contact Order</b>	9,329	-	-				9.3
<b>Incompetency</b>				-	4,922	-	4.9
<b>Guardianship of the Person</b>				3,478	-	-	3.5
<b>Name Change</b>				-	2,940	-	2.9
<b>Temporary Restraining Order</b>	2,282	65	441		8		2.8
<b>Domestic Violence Temporary Custody</b>	2,690	-	-				2.7
<b>Claim/Designate Exempt Property</b>	2,158	367	167				2.7
<b>Domestic Violence Temp Child Support</b>	1,271	-	-				1.3
<b>Renew Permanent Restraining Order</b>	794	-	-				0.8
<b>General Guardianship - Incompetent</b>				774	-	-	0.8
<b>Estate Guardianship - Incompetent</b>				687	-	-	0.7
<b>Limited Driving Privilege</b>	488	-	5				0.5
<b>Protective Services - Adult</b>	137	-	-		16		0.2
<b>Power of Attorney</b>				59	-	105	0.2
<b>Permanent Restraining Order</b>	93	-	-				0.1
<b>Renewal of Permanent Civil No-Contact</b>	92	-	-				0.1
<b>General Guardianship - Minor</b>				67	-	-	0.1
<b>Objection to Exemptions Claimed</b>	13	7	-				>0.1
<b>Unlawful Discriminatory Housing Practice</b>	-	-	1				>0.1

Table 3 - Civil Case Disposition Distribution

Case Disposition	District	Magistrate	Superior	Estate	Special Proceedings	Registration
Clerk of Superior Court	17.2%	-	21.8%	99.4%	62.2%	0.2%
Dismissal on Order of the Court	8.9%	4.7%	1.5%	-	2.5%	-
Discontinuance	2.3%	0.2%	3.7%	-	0.2%	-
Clerk Judgment No Trial	18.3%	0.2%	16.1%	-	0.4%	99.8%
Other	1.4%	0.1%	4.3%	0.1%	12.3%	-
Post Disposition Activity	-	-	-	0.3%	-	-
Trial by Jury	0.1%	-	0.4%	-	-	-
Trial by Judge	35.6%	-	15.8%	-	-	-
Trial by Magistrate	-	68.0%	-	-	-	-
Voluntary Dismissal	16.1%	26.8%	36.4%	0.1%	22.3%	-
<b>Total %</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

### *County-level Maps*

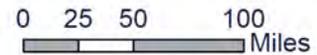
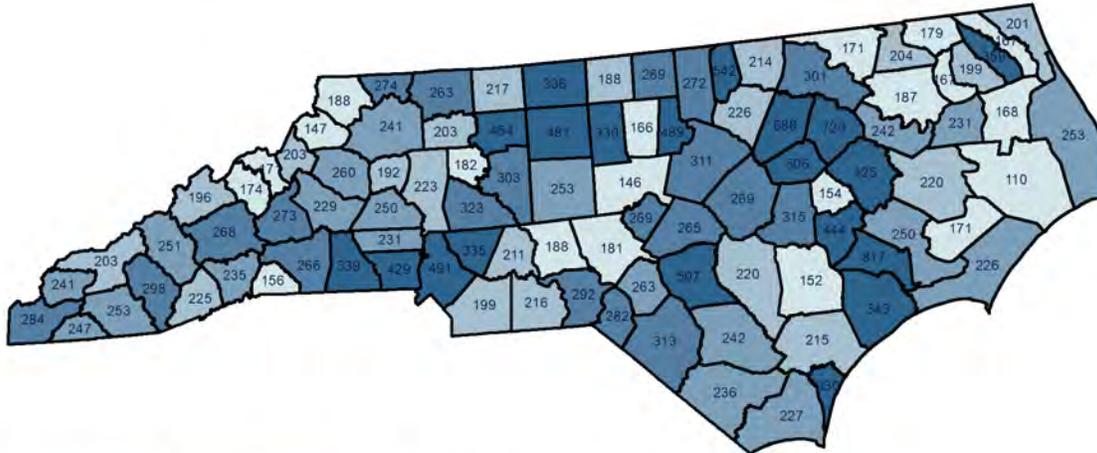
Case issue types, court types, and dispositions have been tabulated and mapped for each county across the state as annual rates per 10,000 population below. A corresponding grayscale map on the bottom left of each page shows the total annualized data by county without consideration of the county's population. The highest raw volume of civil court cases (represented in dark gray) is most frequently centered around the larger metropolitan areas of the state located in Wake, Mecklenburg, Guilford, Forsyth, and Durham, and Cumberland Counties. The same areas are among the highest volume for

summary ejection even when accounting for population density, consistent with a greater ratio of rental properties. In contrast, foreclosure related cases were less correlated with population density, being highest in some of the eastern and western extremities of the state, as well as in Guilford, Forsyth, and Hoke, and Cumberland counties but while remaining relatively low in the major metropolitans like Wake and Mecklenburg Counties. Domestic Violence related cases were highly concentrated in the western half of the state's counties and lower in the north eastern counties even when account for low population density. Additional figures for each county can be found in the maps and Appendix.

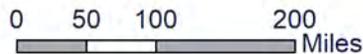
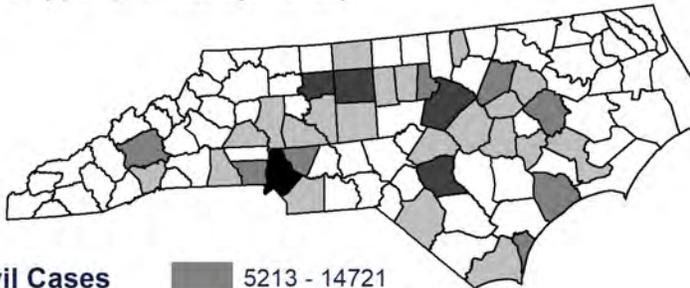
# North Carolina

Rate of Civil Cases per 10,000 population per Year for Select Issue Types by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Civil Cases for Select Issue Types per Year by County



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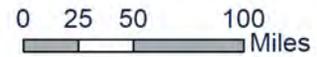
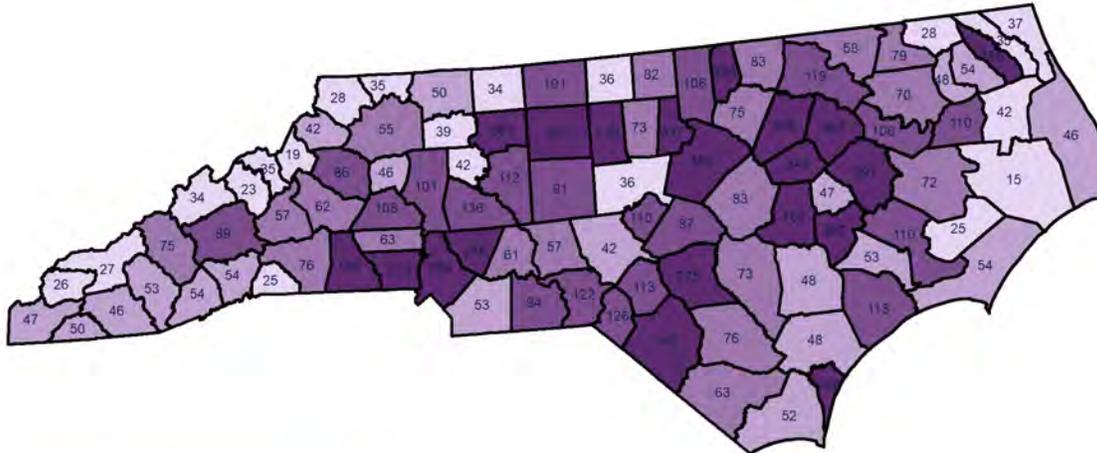
Date Created: 1/28/2021

Figure 9 - Total and rates of civil legal issue types per year.

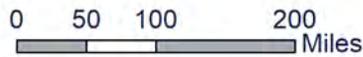
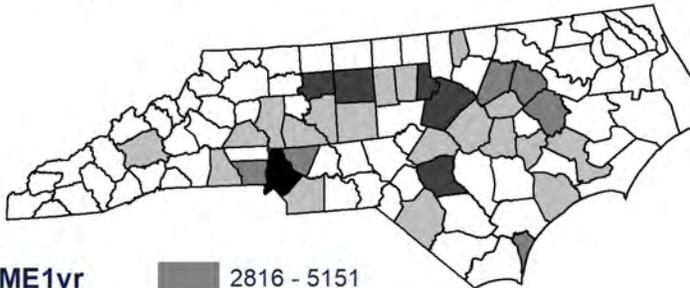
# North Carolina

Rate of Summary Ejectment Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Summary Ejectment Cases per Year by County



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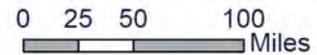
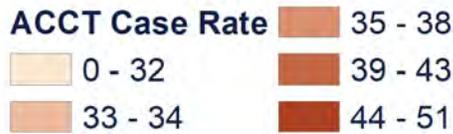
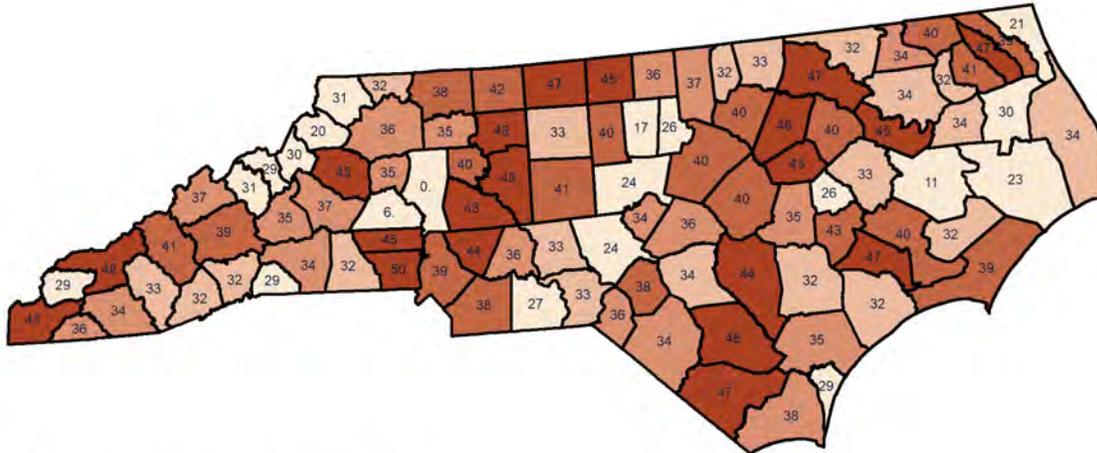
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Figure 10 - Summary ejectment cases per 10,000 population per year

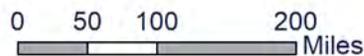
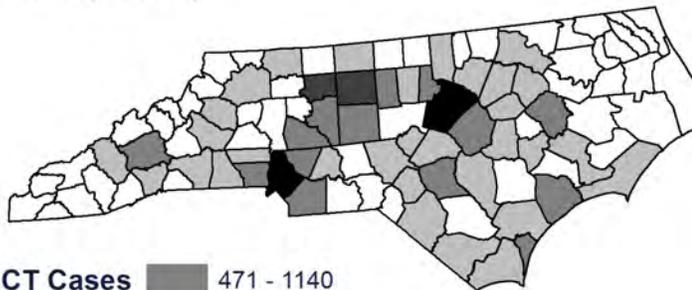
# North Carolina

Rate of Collection on Account Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Collection on Account Cases per Year by County



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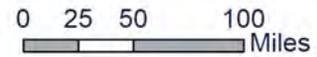
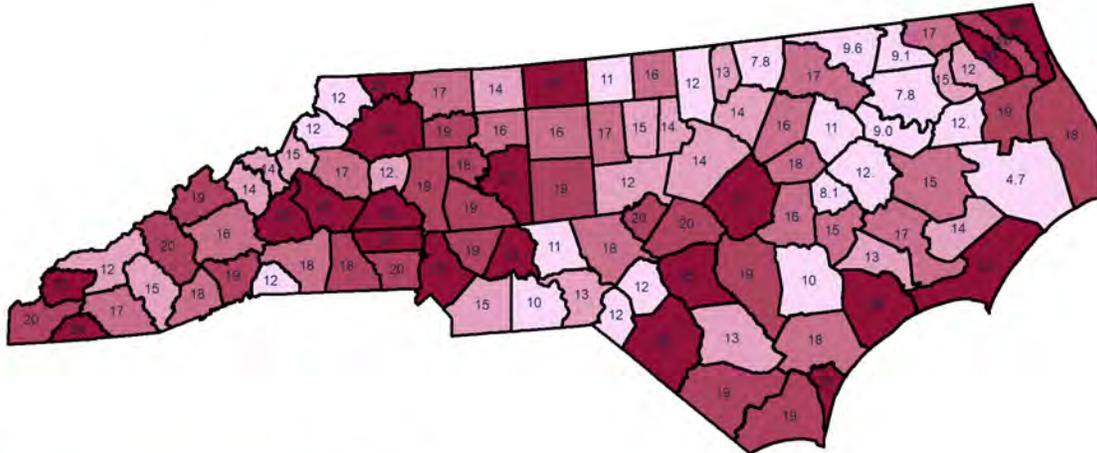
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Figure 11 - Collection on Account cases per 10,000 population per year

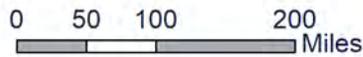
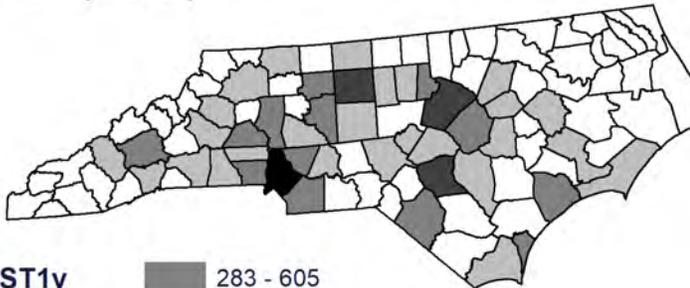
# North Carolina

Rate of Custody Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Custody Cases per Year by County



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Date Created: 1/29/2021

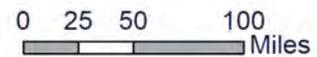
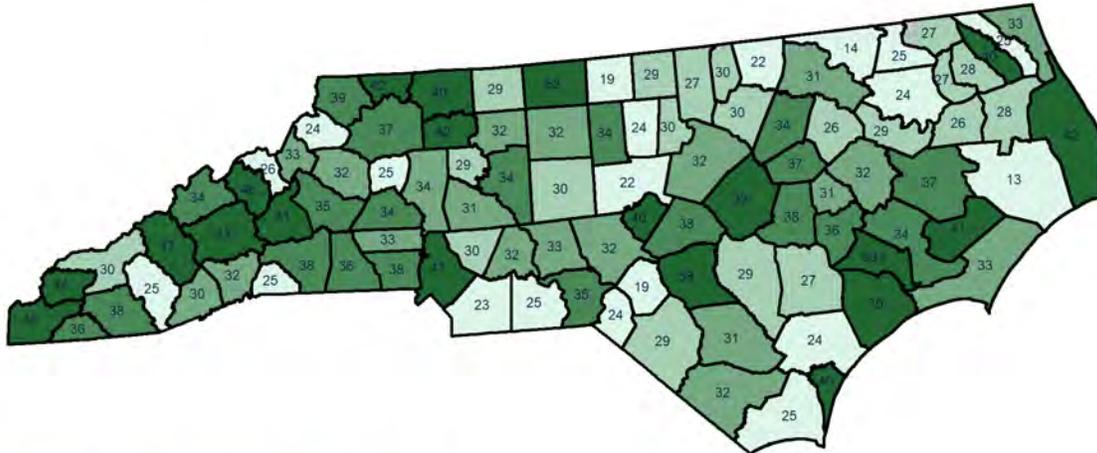
Figure 12 - Custody cases per 10,000 population per year

# North Carolina

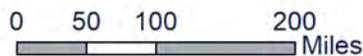
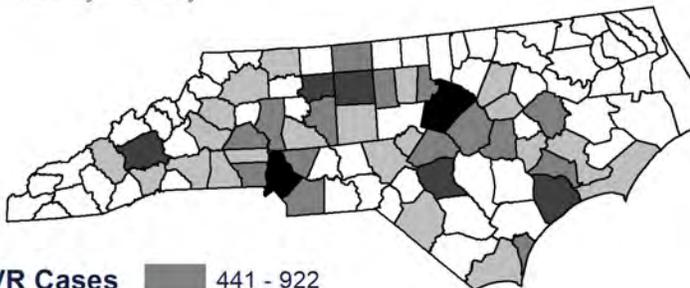


Rate of Divorce Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Divorce Cases per Year by County



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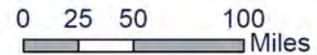
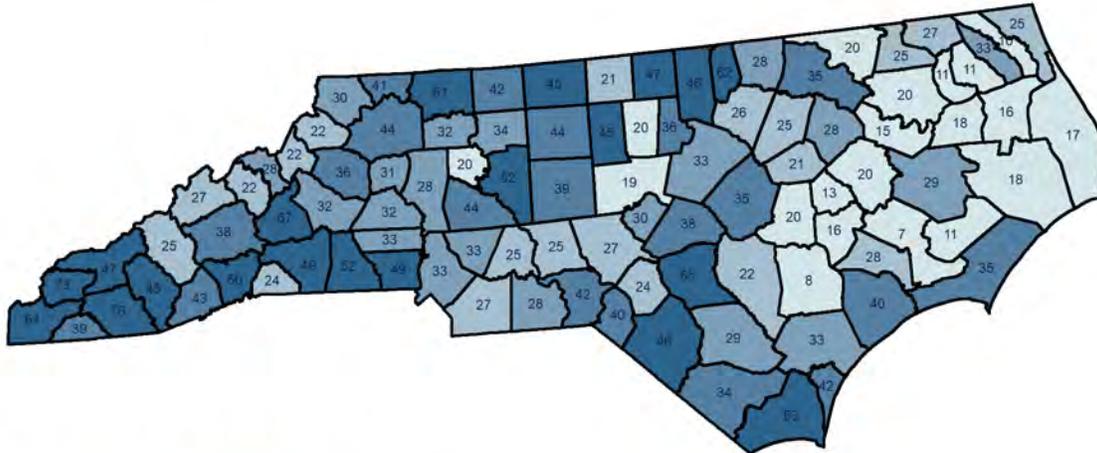
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Figure 13 - Divorce cases per 10,000 population per year

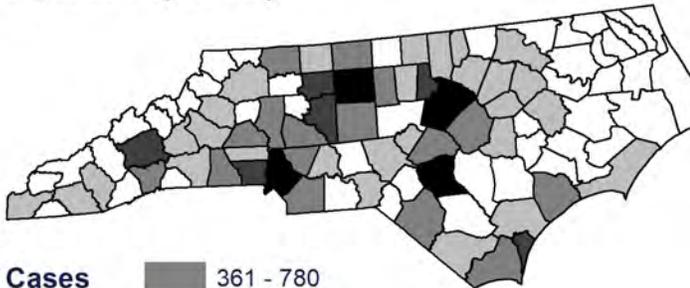
# North Carolina

Rate of Domestic Violence Related Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Domestic Violence Related Cases per Year by County



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Date Created: 1/29/2021

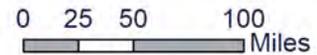
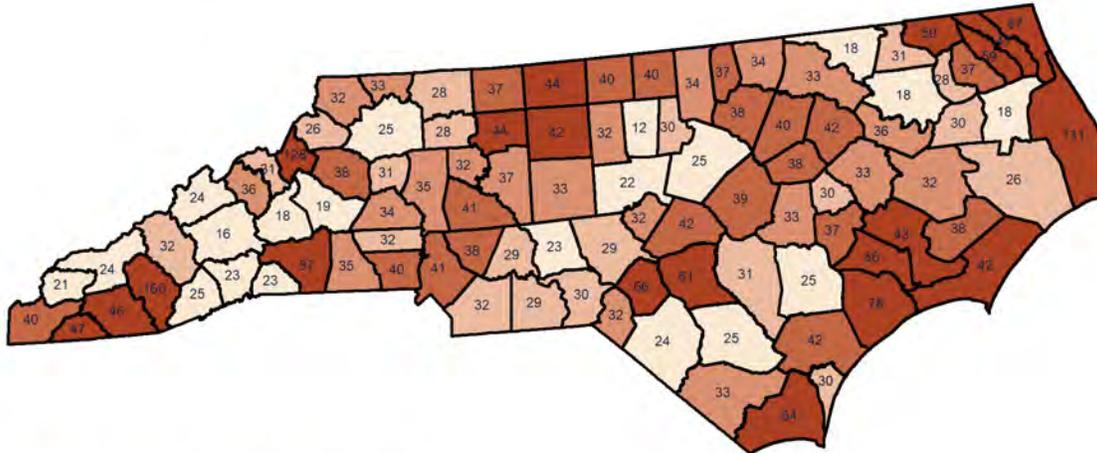
Figure 14 - Domestic Violence cases per 10,000 population per year

# North Carolina

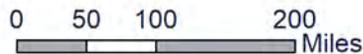
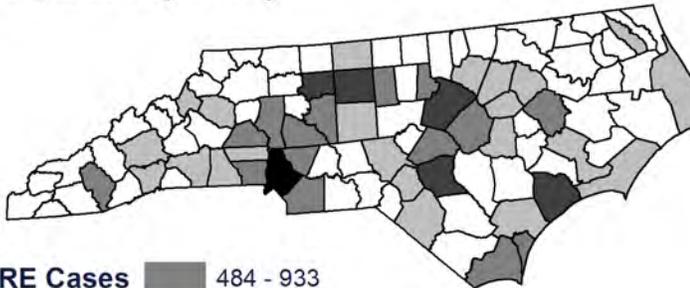


Rate of Foreclosure Related Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Foreclosure Related Cases per Year by County



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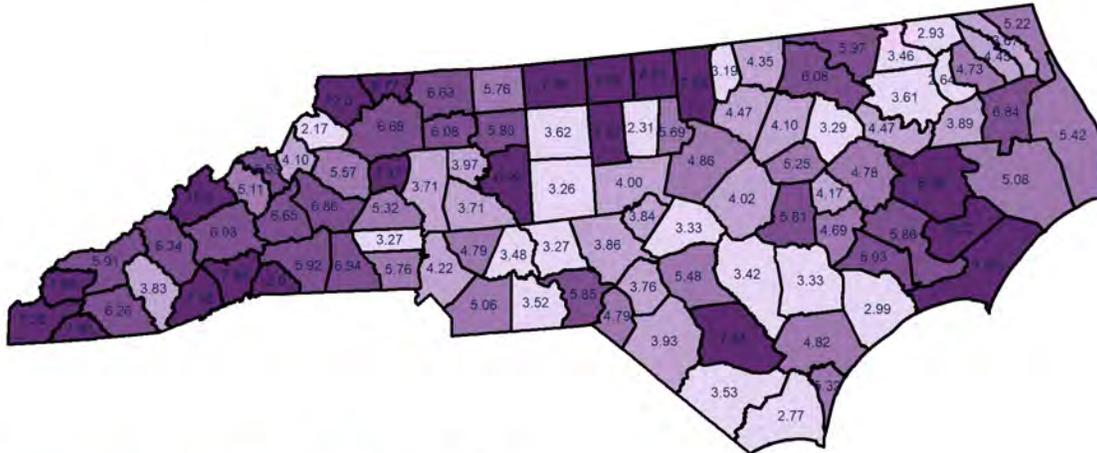
Date Created: 1/29/2021

Figure 15 - Foreclosure cases per 10,000 population per year

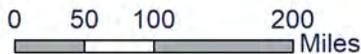
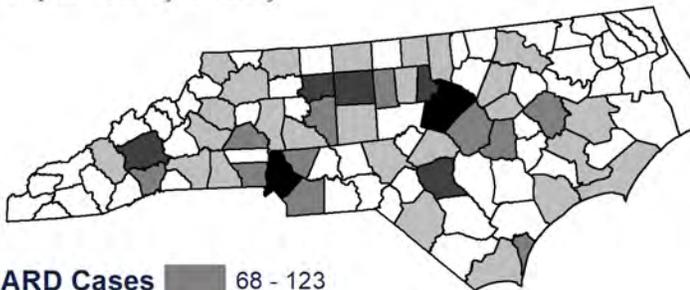
# North Carolina

Rate of Guardianship Related Cases per 10,000 population per Year by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Guardianship Related Cases per Year by County



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Date Created: 1/29/2021

Figure 16 - Guardianship related cases per 10,000 population per year

# North Carolina



Rate of Superior Court Cases per 10,000 population per Year for Select Issue Types by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019

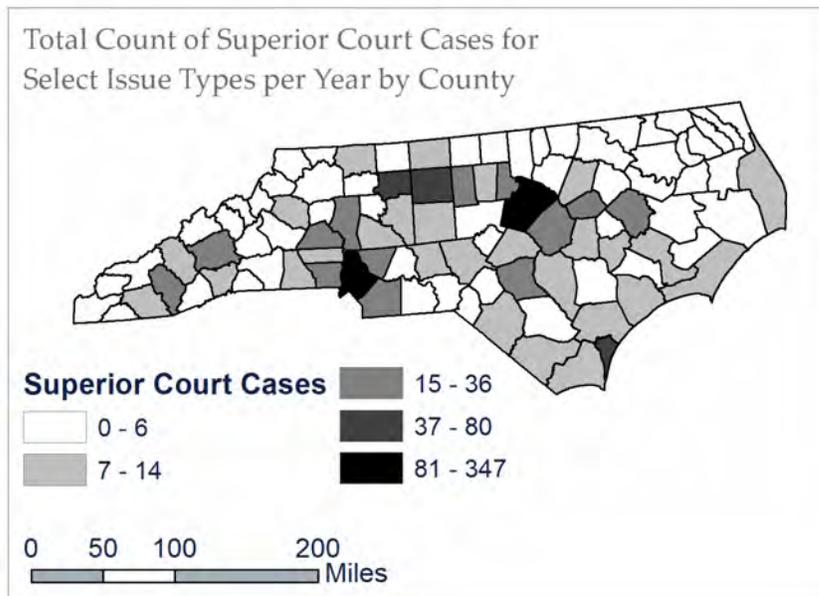
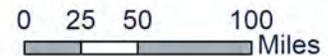
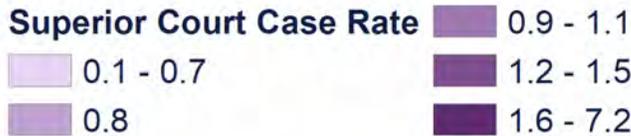
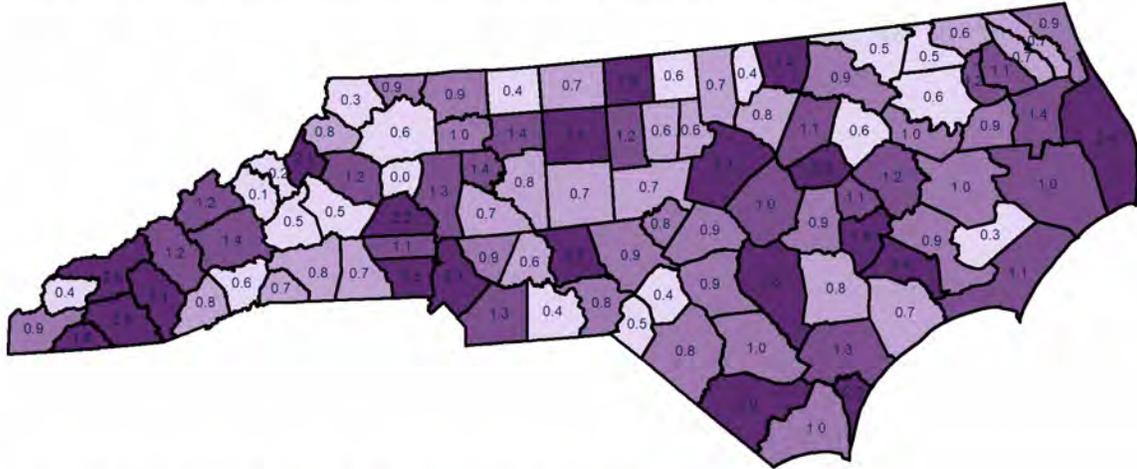


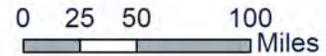
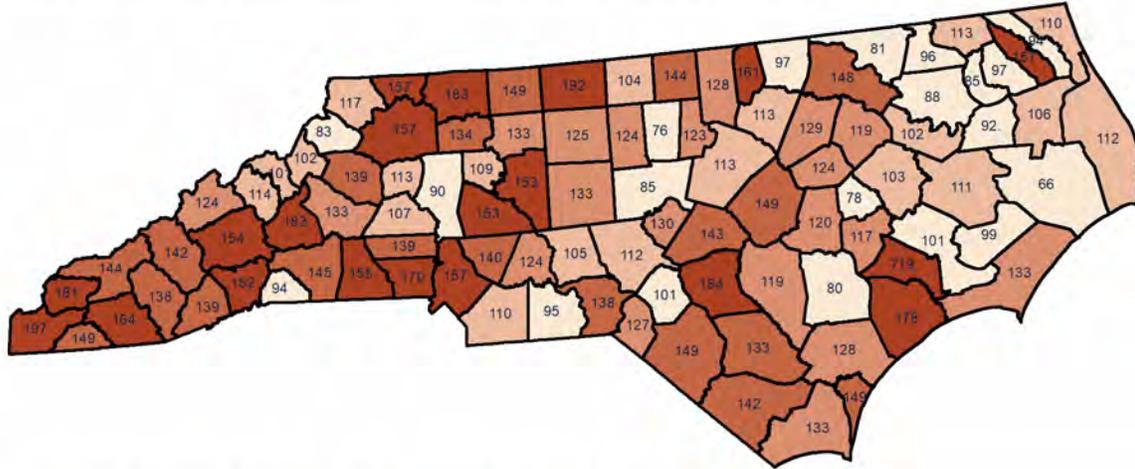
Figure 17 - Superior Court Cases per 10,000 population per year

# North Carolina



Rate of District Court Cases per 10,000 population per Year for Select Issue Types by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of District Court Cases for Select Issue Types per Year by County

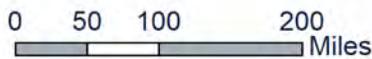
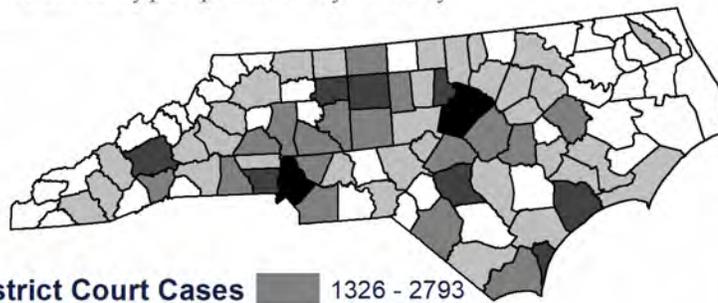


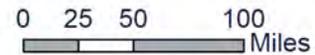
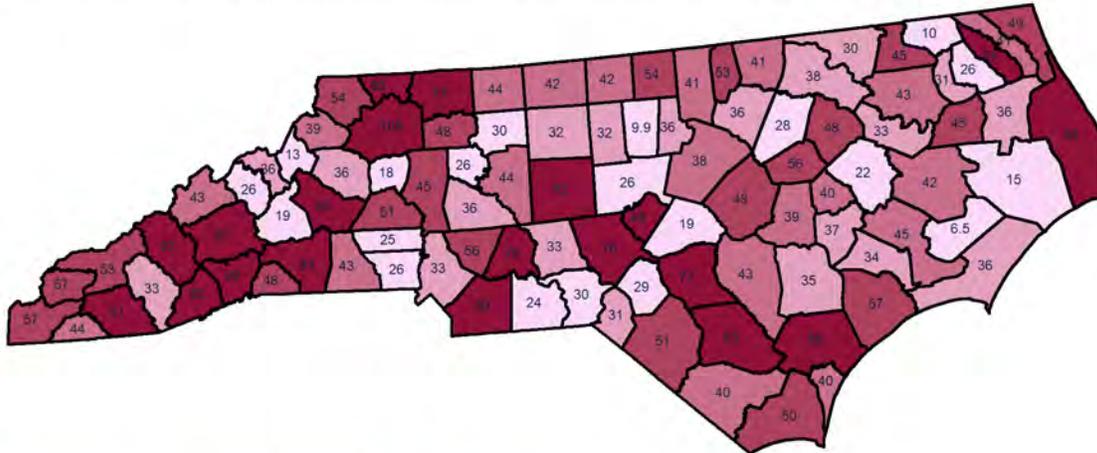
Figure 18 - District Court cases per 10,000 population per year

# North Carolina

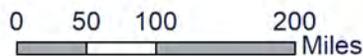
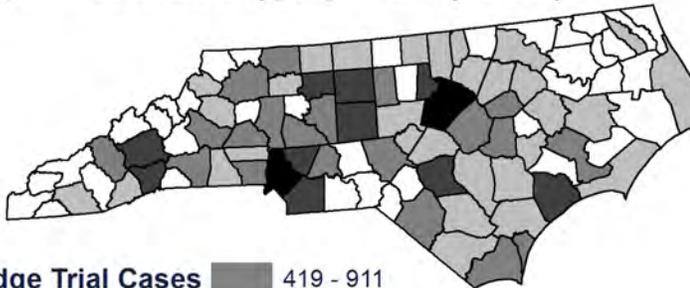


Rate of Cases that are Disposed as "Trial by Judge" per 10,000 population per Year for Select Issue Types by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Cases that are Disposed as "Trial by Judge" for Select Issue Types per Year by County



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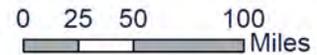
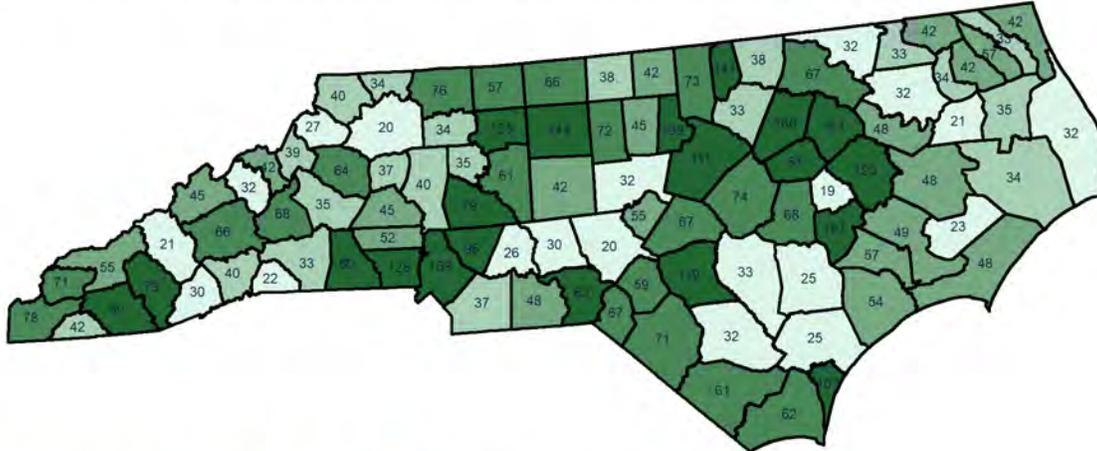
Figure 19 - Trial by Judge disposed cases per 10,000 population per year

# North Carolina

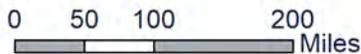
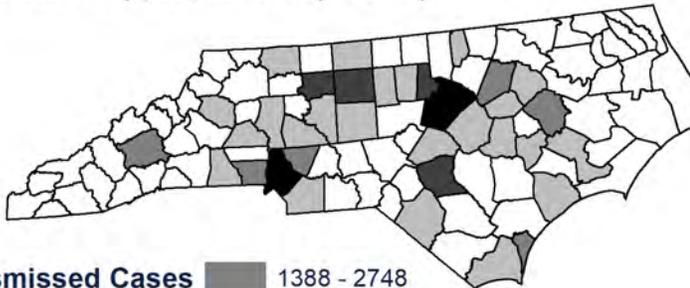


Rate of Cases that are Dismissed per 10,000 population per Year for Select Issue Types by County

Data Source: NC Administrative Office of the Courts (NCAOC), 2015-2019



Total Count of Cases that are Dismissed for Select Issue Types per Year by County



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Date Created: 1/28/2021

Figure 20 - Dismissed cases per 10,000 population per year



## Civil Legal Provider Caseload

A data request was sent by NC IOLTA to the civil legal providers asking for 2019 data including the disposition of cases, case types, and demographics of those served by their programs. The following eight agencies supplied information: NC Bar Foundation; NC Free Legal Answers program, Financial Protection Law Center, Disability Rights North Carolina, Land Loss Prevention Project, Legal Aid of North Carolina, Council for Children's Rights, Charlotte Center for Legal Advocacy, and Pisgah Legal Services.

This data provides a snapshot of the current volume and types of cases as well as information on who is being served by these agencies. According to their self-reports, the 304.77 staff attorneys, 111.9 paralegals, and

104.46 support staff at the eight provider organizations impacted more than 93,692 individuals in households closing over 33,805 cases including preventing more than 1,897 evictions, preventing over 284 foreclosures, expunging records for 628 individuals, serving 2,111 veterans, and assisting clients in obtaining 3,186 domestic violence protection orders. Demographic data aggregated from those providers who could supply this information indicated that 44.3% of clients were non-Hispanic white, 40.0% were African American, and 9.0% were Hispanic. The top case types closed in 2019 included Domestic Abuse (accounting for more than a fifth of all cases) and landlord/tenant housing disputes. A list of 27 civil legal programs and their descriptions may be found in *Appendix G - NC Civil Legal Services*.

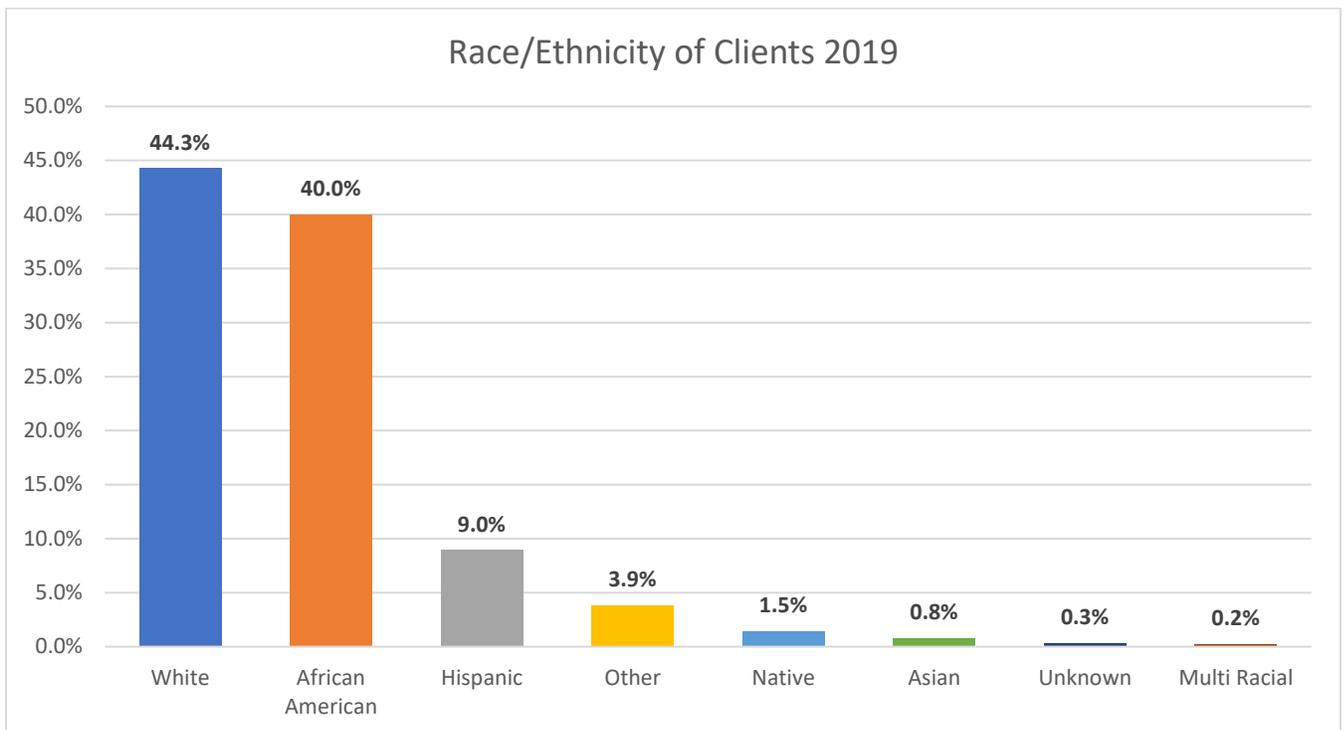


Figure 22 - Aggregate Summary of Race/Ethnicity of Civil Legal Clients in 2019

Table 4 - Summary of Reported Activities from Civil Legal Providers

	NC Free Legal Answers program	Financial Protection Law Center	Disability Rights North Carolina	Land Loss Prevention Project	Legal Aid of North Carolina	Council for Children's Rights	Charlotte Center for Legal Advocacy	Pisgah Legal	TOTAL
<b>Total # of cases opened</b>	1,400	51	1,083	146	24,840	1,100	1,839	5,025	35,484
<b>Total # of cases closed</b>	1,400	57	976	134	24,297		1,971	4,970	33,805
<b>Total # of individuals served</b>	972	194	1,323	381	30,863	1,931	1,971	6,831	44,466
<b>Total # of individuals in all households served (if available)</b>	-	321	-	741	72,151	-	4,064	16,415	93,692
<b>Of total clients served, # that received extended service</b>	0	10	129	313	7,991	-	762	1,864	11,069
<b>Of total clients served, # that received brief advice/service</b>	972	51	510	68	16,306	-	1,209	3,106	22,222
<b>Number of households served with children</b>	-	51		69	14,855		652	3,371	18,998
<b>If can't do above, give data where primary client is child</b>	-	-	276	0	1,450	1931			3,657
<b>Number of households served with seniors</b>	-	68						1269	68
<b>If can't do above, give data where primary client is senior</b>	-	-	288	202	7,123		540	-	9,422
<b>Number of DVPO's granted</b>	-				2,875		35	276	3,186
<b>Number of Evictions prevented</b>	-				1,630		2	265	1,897
<b>Number of Foreclosures prevented</b>	-	9		24	222		5	24	284
<b>Number of Expunctions</b>	-				436		103	89	628
<b>Number of veterans served</b>	-	28		15	1,450		300	318	2,111
<b>Number of cases settled outside of court</b>	-			14	1,019		74	626	1,733
<b>Number of staff attorneys (FTE)</b>	0.2	2	22	3.5	212.07	15	18	32	304.77
<b>Number of paralegals (FTE)</b>	0	1	2	0	64.65	1	16	27.25	111.9
<b>Number of support staff (FTE)</b>	0.2		1	0	78.34	2	9	13.92	104.46

Table 5 - Top 10 Case Types Closed 2019

<b>Rank</b>	<b>Case Type</b>	<b>Closed 2019</b>	<b>Percent of All Cases Closed</b>
<b>1</b>	Domestic Abuse	7679	22.6%
<b>2</b>	Private Landlord/Tenant Issue	5046	14.8%
<b>3</b>	Federally Subsidized Housing	1873	5.5%
<b>4</b>	Other Miscellaneous	1801	5.3%
<b>5</b>	Custody/Visitation	1659	4.9%
<b>6</b>	Wills/Estates	1568	4.6%
<b>7</b>	Advance Directives/Powers of Attorney	1437	4.2%
<b>8</b>	Collection (including Repossession/Deficiency/Garnishment)	1388	4.1%
<b>9</b>	SSI Benefits	1050	3.1%
<b>10</b>	Immigration/Naturalization	1021	3.0%

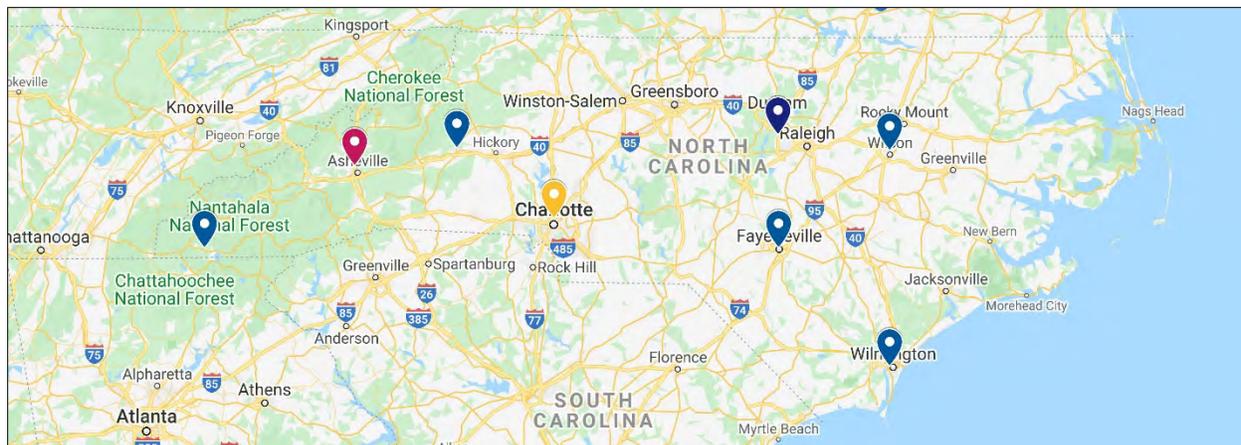


Figure 23 - Location of Interviewees

## Key Informant Findings

We conducted semi-structured, in-depth one-on-one interviews with leaders in the legal services field, including representatives of both direct legal service provider organizations and key consumers of legal services. We asked each organization to identify the person best situated to see the day-to-day struggles to deliver services, and best able to inform us about the most important needs they face, the gaps in service, and the factors explaining who gets served and who does not. Interviews were conducted privately and in confidence. The interview subjects were assured that their comments would not be reported in a manner that would identify the person speaking. Most interviews were about an hour in length.

Interviewees included Managing Attorneys, Policy Directors, Program Offices, Executive Directors, Legal Scholars, as well as front-line Attorneys. Seventeen of the informants are located in the Raleigh/Durham/Chapel Hill area, four are in Charlotte, two in Asheville

and one each in Fayetteville, Hayesville, Morganton, Wilmington and Wilson. On the next page is a list of the representatives of twenty-eight organizations interviewed.

We provide a brief description of the characteristics of the organizations whose representatives we interviewed. Of the twenty-eight, twenty are legal services organizations. Most of these are law firms engaged in the direct delivery of legal services to low-income people, usually directly to individuals, but in a few instances specializing more, or only, in class action and other high-impact litigation. In addition, we selected seven organizations not primarily or not at all engaged in the delivery of legal services. These are statewide and community-based social service organizations working in such specialized fields as domestic violence and immigration, whose clients often have intensive need of legal services. Four of these seven have one or more lawyers on staff, while three do not.

Table 6 - Key Informants Interviewed

<b>Organization</b>	
1	Legal Aid NC – Fayetteville
2	Compass Center for Women and Families
3	Community Law Clinic
4	Safe Alliance
5	Legal Aid NC - The Children’s Advocate
6	Legal Aid NC – Foothills
7	NC Coalition Against Human Trafficking
8	Legal Aid NC – Senior Law Project
9	NC Coalition Against Domestic Violence
10	Centro para Familias Hispanas
11	Patla, Strauss, Robinson & Moore
12	Disability Rights North Carolina
13	Justice Matters, Inc.
14	Legal Aid NC – Hayesville
15	Land Loss Prevention Project
16	NC Coalition Against Sexual Assault
17	Council for Children’s Rights
18	Pisgah Legal Services
19	Financial Protection Law Center
20	NC Justice Center
21	Legal Aid NC – Domestic Violence Prevention Initiative
22	U.S. Committee for Refugees and Immigrants
23	North Carolina Bar Foundation
24	Southern Coalition for Social Justice
25	Charlotte Center for Legal Advocacy
26	Legal Aid NC – Wilson
27	NC Center for Nonprofits
28	McGuire Woods

***“If we don't get to some of those root causes ... we're going to be like hamsters running in a wheel and we'll never get to a place where we're able to come close to closing that gap and covering the need.”***

Ten of the organizations included here are general poverty law firms, providing services across the range of housing, foreclosure, bankruptcy, consumer law, elder law, children's law, public benefits, domestic violence and sexual assault, and in some cases immigration matters. The remaining eighteen organizations are specialized in one field; our informants are experts in, respectively, immigration, domestic violence, sexual assault, human trafficking, foreclosure prevention, agriculture, disability rights, elder law, family law and children's rights. Included in these organizations are four experts in the recruitment and delivery of pro bono legal services, and one operator of a community law clinic.

Our informants were unanimous on one point: *low-income North Carolinians face a severe shortfall in legal services*. Some of the resources available to serve the poor and working poor have expanded, some have contracted, over the past twenty years, but the needs have far outpaced the resources, and in some geographic and some subject areas the gap has reached a crisis stage. The many facets of this crisis, the many obstacles

that people face in their efforts to gain access to justice, the many remedial steps that our informants suggested, are among the subjects of this report. But a big theme emerged from our discussions of these topics, which bears mentioning before we proceed to explore the topics in detail. Many of our informants, while expressing the hope that more resources will be made available, also expressed the belief that much of these unmet needs would be eliminated if the underlying social, economic and political constraints and problems facing low-income people were addressed. Legal struggles – over eviction and foreclosure, over domestic violence, over lending practices and immigration and education – often arise from the syndromes of poverty and inequality and could be made less necessary by policies supporting low-income people and promoting access to basic human needs over people's whole lives – not just after it's too late.

No one said the achievement of such policies is a realistic goal in the immediate term, but as will be seen, we did not confine our discussions only to goals and policies that we deemed immediately realistic. We think that in reviewing the detailed findings reported here, it will be helpful to keep in mind this big theme, to which our informants returned again and again.

***“The increased need for legal services is just going to be beyond our comprehension.”***

Before proceeding to the main body of the report, we will provide a brief glossary of some of the key terms we will use.

- “legal services” means free legal services in civil cases provided to low-income residents by nonprofit law firms organized exclusively for the purpose, including, in North Carolina, Charlotte Center for Legal Advocacy, Legal Aid of North Carolina and Pisgah Legal Services.
- “legal aid” when spelled with lower-case letters has the same meaning as “legal services.”
- “Legal Aid” when capitalized means Legal Aid of North Carolina.
- “pro bono” legal services mean free services provided by attorneys, other than those employed by legal services firms, to low-income people on a voluntary basis in the manner contemplated by North Carolina State Bar Rule of Professional Conduct 6.1.
- “low bono” or “low cost” legal services means services provided by attorneys, other than those employed by legal services firms, to low-income people at a reduced cost or on a sliding scale.

### *Unmet Needs*

As we have said, our assessment of needs revealed a substantial, general shortfall in the fulfillment of legal needs for low-income North Carolinians. “We’re barely scratching the surface,” said one service provider. And many commented that the COVID-19 crisis was already worsening the shortfall and would in time make it much worse. “The increased need for legal services is just going

to be beyond our comprehension,” said a lawyer we talked to.

The shortfall is being experienced across the whole range of legal services. The problem of unmet needs was introduced with a general question whether our informants think that legal services are reaching the people who need them. Representative responses were “there isn’t capacity to serve everyone,” “there’s a never-ending source of needs and requests, and we just can’t possibly meet all of those,” and “the need is incredibly great and the challenges of providing that legal representation are so immense that the number of service providers is just astonishingly inadequate.” A few tried to quantify the shortfall. One legal services lawyer estimated that the twenty lawyers on the staff of his organization serve an income-eligible county population of 300,000. “It’s kind of ridiculous,” he said. Another suggested there are 1.9 to 2 million North Carolina residents eligible for their targeted services, while their firm of twenty lawyers is the only one in the state specializing in this subject matter. A third legal services lawyer estimated that of 30,000 petitions for domestic violence protective orders filed in North Carolina annually, only 7,000 are handled by legal services; 23,000 are filed *pro se*, or are dismissed, or are handled by private lawyers.

***“The number of service providers is just astonishingly inadequate.”***

### *Underserved Populations*

Most thought their organizations were successful in reaching the kinds of people they set out to serve, but they just aren't able to serve enough of them. And when they were asked to identify particular underserved populations, our informants responded that some populations are underserved even relative to the larger population of low-income people in need of legal services. These underserved populations are many: people of color, women, immigrants, the elderly, people with disabilities, rural people, veterans, Native American people and the poor as a class, all were mentioned by our informants. There isn't something special about legal services that causes these gaps in access; the access gap is itself another of many structural consequences of systemic discrimination. It results in a vicious circle that one of our respondents explained this way: "the same clients who are experiencing employment discrimination are experiencing over-policing and are experiencing the devastating collateral consequences of involvement in the criminal justice system without any sense of how to get out from under those collateral consequences." The collateral consequences of structural oppression add to their legal needs, but the resources aren't available to meet those needs, causing the cycle to begin again. Another respondent, a trauma-informed social services provider, pointed out that as a result of systems of oppression, these marginalized groups are least served by the legal system, and those at the

intersection of these identities may suffer the worst, "so it might be a woman that is African-American, that's poor, that's a single mom, that's all of that, but pretty much it's safe to say that people who do not identify as a white cisgender male are the ones that ...then go lower on the totem pole about having equitable access to anything, particularly legal services."

### *Income Eligibility*

Another group received much attention in the course of this discussion of underserved populations, but this group resists easy categorization: these are the folks whose income is just over the limits to be eligible for most legal services but too little to afford a private lawyer. Most legal services are provided free of charge to those meeting an income test, usually a multiple of the federal poverty level. The limits reported by our informants ranged from 187.5% to (in a rare case) as much as 300%. Often, the limit is set by funders, "whether the federal Legal Services Corporation (LSC) or private foundations." Some limits are hard, with the applicant whose income exceeds it deemed ineligible. In a few instances, the limit is softer. One firm's services are offered free of charge up to 300% and on a sliding scale thereafter. A few said their income limits were only one factor considered in a "holistic" assessment of the application. One of the other factors we heard about was the importance of the issues presented, especially for organizations oriented toward impact litigation rather than routine individual cases, or whether the issue is

***“That middle-income group of 200% to 400% of the federal poverty level, folks who don’t qualify for legal aid but also can’t pay a \$10,000 retainer ... they’re out of luck.”***

important to one of the organization’s priority subject areas. Some income limits do not apply to seniors, and some don’t apply in cases of domestic violence, when the prospective client’s access to her own assets may be blocked by her abuser. Three respondents reported that their limits may be waived when the prospective client is facing an imminent, serious harm such as homelessness.

For those who are turned away based on income eligibility, the alternatives are not good. One respondent identified this as an underserved subpopulation. “That middle-income group of 200% to 400% of the federal poverty level, folks who don’t qualify for legal aid but also can’t pay a \$10,000 retainer ... they’re out of luck.” So, when we asked our informants what they do with applicants whom they must turn away because of income ineligibility, we were met with pessimism. One mentioned the *Lawyer Referral Service* of the *North Carolina Bar Association*, saying “the service is extremely limited, there’s only a few hundred attorneys who are even members of that service and they don’t cover a wide range of practice areas, and to be quite honest, I’m not sure that they can handle the volume of referrals that come their way.” Some

organizations keep internal referral lists, but they don’t yield better results. One lawyer told us, “We have a referral list. A lot of times I feel bad using it. It’s like pointing to another overwhelmed nonprofit or direct services group that may not have a whole lot more bandwidth than we do.” A lawyer summarized the access problem: “So we do see that gap as far as just people needing representation and ... not having the money to pay a private attorney five figures...”

At the same time as legal services providers struggle with options for those just above the income limits, they struggle to meet the needs of those who are within the limits. That population shrinks and grows as incomes rise and fall, but, as one of our informants pointed out, it is likely to grow substantially because of the COVID-19 crisis. “Now, with the plummeting of employment, people are going to fall into the income classification that legal services lawyers provide, because of the downdraft from the pandemic. That’s going to exacerbate the shortfall.”

### *Underserved Practice Areas*

We asked our informants whether in general terms legal services are reaching those who need them. We did not ask about which practice areas have the most acute unmet needs, but during our discussions, most volunteered this information. Several practice areas were mentioned in this connection, including housing, employment, domestic violence, disability rights, and others, and these practices suffer greatly from the overall deficit in legal services

resources. But we will discuss here two practice areas where our informants found shortfalls the most pronounced.

By far the most mentioned, with fourteen, was family law. The shortfall in addressing family law needs, and in particular custody proceedings, emerged as a key theme in our conversations. “It’s a huge need and it’s been a problem since I started doing this work thirteen years ago and we just don’t have a good answer,” said one legal services lawyer. “I think particularly in the family law field, when ... there are low-income families who are trying to figure out custody, divorce, and basic things that don’t have the resources, that’s a gap,” said another. Some of the legal services offices handle some areas of family law, but for others, such as custody proceedings, it isn’t a priority. The difficulty, particularly with custody cases, is they are “very time-consuming and very demanding,” and few have the resources to devote to such cases. But the situation is made worse by the unwillingness of volunteer lawyers to take these cases on a pro bono basis, as we will see in the section below on pro bono resources. Private lawyers who are willing to volunteer their time, are reluctant to commit the amount of time such cases would consume, and generally aren’t trained to handle them.

Custody practice stands in a complex relationship with the domestic violence practice. One of the legal services lawyers we interviewed told us that some legal services offices will handle a custody case only if related to a domestic violence case or

*“I think particularly in the family law field, when ... there are low-income families who are trying to figure out custody, divorce, and basic things that don’t have the resources, that’s a gap.”*

if there is evidence of abuse or neglect of the child, since custody is not a case priority. But even some practitioners who specialize in domestic violence told us that they have trouble handling even related custody cases. “There’s plenty of help for domestic violence, but there’s nowhere to send people when they call me for help with child custody,” said one. Although we do a good job of helping in a crisis, said another, “we do not have the capacity in this state to represent victims of domestic violence in their custody cases and in their subsequent family court cases.” Another, in explaining why custody services are so important and “the strongest need,” painted a disturbing picture of the custody phase of a domestic violence crisis: “The issue that I have seen is that, with custody, abusers when you go to court they are charming, they’re polished, they have control of the finances and when you go to Family Court having an attorney versus not having an attorney it makes all the difference and we’ve had a really hard time.” A senior legal services lawyer told us, “we can get them a 50B order, but we can’t always take on their full array of family law issues that they need assistance with.”

***“Our immigration services are humanitarian and they’re targeted at some of the most vulnerable and heavily exploited individuals in our communities.”***

After family law services, the practice area mentioned by our informants the second most often was immigration, with about a third of our respondent volunteering that this is a major unmet need. As one legal service lawyer said, “it’s a traditionally marginalized population so there are greater abuses that go on, there’s a greater need for services, there’s consumer abuses, landlord tenant abuses, workers’ rights abuses, and there are so few legal services providers that can take on low-income cases.”

The background theme for this discussion is the restrictions imposed on recipients of LSC and some other government grants, making undocumented persons ineligible to receive assistance. The term “immigrant” of course includes documented persons who are eligible, but most of our discussion of immigration law services to low-income people concerned proceedings involving undocumented persons, including asylum, removal and visas permitting entry to victims of crime or human trafficking. Another background theme: the rapid increase in the number of immigrants arriving in North Carolina. As one informant told us, a person close to Spanish-speaking communities, “it has grown so much, the amount of people that are here and will continue to be here

you know because it’s not very much poverty as in Latin America and a lot of oppression. People are going to flee no matter how many walls are built.”

As many as six of the organizations, in part because they don’t receive such funding, are able to provide immigration legal services, either as a specialist organization or as part of their general legal services practice; and either as part of a broader social services model or as a legal service only. But for these organizations, the resources are far from adequate to meet the needs. “Our immigration law program can’t keep up with the needs,” said one legal services attorney. “We know we are not coming anywhere close to satisfying the full need there,” said another.

The options facing those who cannot gain access to legal services are limited. Few undocumented immigrants have the resources to pay a private lawyer, perhaps even less so than the broader low-income population. Private lawyers serving this population “have trouble getting paid by their clients because their clients are often in very dire financial straits. Their family member who might have been the primary breadwinner is being detained indefinitely.”

***“The political dynamics are worse for low-income people, particularly our immigrant populations.”***

All of this has been worsened by the shift in federal immigration policy over the past several years. “The immigrant population is

underserved ... as a result of chilling federal policies and laws,” according to one legal services lawyer. A specialist in the immigration field described a litany of policy changes that have “shattered” the immigration practice: asylum cases stymied, made more difficult to process or to win, the immigration courts losing their independence and becoming “another extension of ICE ... where they are just prosecuting cases, denying cases left and right,” disregard for due process, asylum approval rates way down, administrative and appeals courts “stacked” with prosecutors, judges laboring under case completion quotas, arbitrary deadlines, and drastically increased fees.

### *Barriers to Access*

Up to now we have discussed the resource deficit that causes legal needs to be unmet. But the underfunded legal services sector is but one side of the access equation; on the other side, barriers exist that make it harder for low-income people to gain access to legal services. Services may be there, but the clients have difficulty making use of them.

We asked our informants whether they find it hard to connect with those who need their services, or whether after they become clients, they have difficulties in complying with their obligations and commitments as clients. We prompted the informants with examples such as, “is transportation a problem? time off work?” and so on. Every informant answered in the affirmative. “Absolutely!” and “all of the above” were typical responses, and most of the

informants discussed in depth one or more of these structural, logistical and cultural barriers. Most of these issues are not unique to low-income people, but they are more prevalent, and while wealth and privilege can cushion their effects for some people, the consequences for poor people are more severe. Collectively, they depict an obstacle course lying between low-income people and the help they seek.

### Childcare

Childcare is a logistical barrier that was mentioned often. Lack of affordable childcare services is an enduring problem for poor people, first of all in gaining access to employment, and in relation to legal services as well. Many of our informants agreed this is a barrier, complicating their effort to meet with clients. It is one of the issues that especially single mothers must juggle when navigating through social and legal services, and more so the more children she has. Legal services providers, who already perform some of the functions of social workers (as we discuss below), also find themselves organizing impromptu day care services. One legal services lawyer explained that “if we're meeting with clients or having an event where potential clients could come, we try to assume that we'll need to provide some childcare.” Another lawyer told us her firm had a staff member whose job description included sitting with the children while the parents were meeting with the lawyer. This can be a drain on already limited resources.

***“That one day loss of paycheck could be the thing that keeps them from being able to eat for that month.”***

Depending on the subject matter, the childcare issue can become even more severe. In the family law practice, the presence of the kids can create a situation where “it’s ... detrimental to be talking about someone’s custody case. You can’t do that with their children sitting in the room.” A domestic violence victim and her attorney are already grappling with court safety issues, with the courtroom packed and the glaring or threatening abuser in close proximity; having to bring a child adds an obvious additional obstacle.

#### Time Off Work

Difficulty in taking time from work is another logistical barrier that our informants spoke about. One lawyer explained that managing a case is challenging with “people just not getting the permission to leave work.” To schedule an appointment, said another, she often must wait until the client has a regular day off. “That one day loss of paycheck could be the thing that keeps them from being able to eat for that month,” she said. Jobs are so scarce in some areas, said a third legal services lawyer, “there’s going to be a priority over going to meet an attorney.” And as another lawyer explained, while higher-income workers often have the advantage of flexible work hours, there’s less leeway “particularly with lower-wage employees who can’t take time off.”

In response, the organizations have to be the ones to keep flexible hours. “We really try to give clients multiple options for appointment times in recognition that some of them don’t have the ability to ask for days off,” said one of our informants. “We do our best in trying to provide more flexibility to some early evening hours,” said another, “because our folks are working and have no flexibility,” and other informants said similar things. But when it comes to court dates, the flexibility is limited. “Sometimes they are fearful that they may lose their job if they keep coming to court,” said a legal services attorney, and clients have sometimes missed court dates as a result and abandoned their claims.

***“We do our best in trying to provide more flexibility to some early evening hours, because our folks are working and have no flexibility.”***

#### Transportation

A third issue in this cluster of interrelated logistical barriers is transportation. While it is true that much of the business is conducted by telephone, email and online virtual platforms, especially in the time of COVID-19, some court appointments and some consultations have to be in person. (Even electronic methods are not without their own obstacles as we shall see). Traditionally transportation has been a need, and often an unmet need. One community-based social service provider stated the problem succinctly: “Sometimes

they need to go with a neighbor or friend that can drive them, but if they're not available then they can't come for services."

There is a dual problem: many low-income people can't afford to own a car, but the public transit systems are inadequate. The bus systems that do exist often have few routes and buses that run late, yet the client may have several stops to make, "from this courtroom to then go down to the Department of Social Services and sit and wait for another process and time to try to get access to food," as one of our informants described it.

Just as legal services agencies become childcare centers, they also step up to fill the transportation gap. Many of them do the driving themselves, traveling to the clients or ferrying clients to and from court appointments. One legal services lawyer told us they "were able to get people bus passes to come to our office [and] a certain amount to go back and forth to court." Another said, "we are really struggling in trying to use services like Uber and Lyft to get people where they need to be." Another, located in a small, rural town, described the town's effort to launch a public service that would allow clients to "call in or use their mobile devices to call a ride and that kind of makes up for the lack of actual, I guess, bus stations in certain neighborhoods."

***"We don't have accessible public transportation still in the bulk of our rural communities."***

Our informants located in or serving rural areas were more likely to mention transportation as a significant barrier to access. "We don't have accessible public transportation still in the bulk of our rural communities," said one social services worker. In rural counties that used to have local legal services offices that since have been shuttered by funding cuts, lawyers can travel to some of them, but "there are just some folks that are outlying and far away from us and they don't have the ability to get to us." (We will discuss these and other distinctly rural issues below in a section devoted to geographic disparities in access.)

Not all of our informants identified transportation as a major obstacle. One statewide law firm representative said, "We take intakes by telephone and through the mail and we go to where they are, It is difficult to serve people, that's a complexity if they are not within a short driving distance. So yes, that is an issue for us but I would not say that's a primary barrier for people getting our services." But most of those who addressed the issue identified it as a significant barrier. One of the legal services lawyers who expressed the most concern on this issue situated it within the larger systemic challenges of poverty in North Carolina – a recurring theme in our conversations throughout this process. She explained, "transportation is one the largest barriers, but also overlapping with transportation is racial housing segregation. Housing segregation creates this lack of opportunities like adequate transportation, because a lot of the communities that are

marginalized or racially segregated, they don't have adequate transportation lines that connect their communities to other opportunities within the towns they live."

***"A lot of the communities that are marginalized or racially segregated, they don't have adequate transportation lines that connect their communities to other opportunities."***

### Language and Literacy

Language and literacy barriers were identified by many of our informants. As limited as may be the legal resources available to low-income people, they are rendered even more limited by the lack of language resources. An anecdote related by a social services director who works with Spanish-speaking people, and who often tries to link them with legal services, illustrated the problem. "We actually had a good family attorney that used to come one hour a week just to sit there and see who had questions, he was willing to give answers, but he didn't speak any Spanish." A provider of legal services said, "Huge issue, that's actually something we're struggling with now." And it is not only Spanish, another legal services lawyer pointed out. Even in her rural practice she'd recently encountered speakers of Korean and Farsi.

Hiring bilingual staff (that usually means Spanish-English) has been a part of that

struggle, which several of our informants talked about. Those in bigger cities are better able to hire staff, but less so in the smaller cities and rural areas. One lawyer told us, "It's been hard for me working in a rural area to get bilingual staff. We had a Spanish-speaking paralegal years ago but after she left to pursue other opportunities, we have not been able to replace her." Two others said they'd previously had a Spanish-speaking lawyer but no longer, though each said they were able to maintain one Spanish-speaking staff member, one a paralegal and one a healthcare navigator. So at least, said one of these informants, "if somebody calls, we can put her right on the phone to make people feel comfortable."

When no bilingual staff is available, the firms use commercial telephone translation or interpreting services. These can be costly. One family lawyer told us, "we're trying to find money to get an interpreting service for us, for our agency." She said that while the court will provide an interpreter, "that's for a thirty-minute hearing when there's like seven hours of work that goes into preparation for that thirty minutes." The client will have to find someone to interpret, for example will bring a neighbor, or sometimes "the child who we're representing is the interpreter, which is not ideal where a child is you know having to ... interpret for both sides on legal issues, which is terribly confusing, so yeah that is a huge issue." The struggle to bridge this barrier, another lawyer told us, "just means it takes a lot more time on our end and thus

*“We’re trying to find money to get an interpreting service for us, for our agency.”*

probably reduces overall the amount of work we're able to do for more clients.”

The court interpretation system has improved, according to our informants, but is far from adequate. Interpreters are available only for some languages, and then only intermittently. One of our informants expressed the frustration she experiences when dealing with the client’s limited time-off schedule and the interpreter’s limited schedule. “That’s a conversation we’ve had multiple times with [Administrative Office of the Courts] where some of our courts ... the interpreter isn't there all day. And [clients], in my world, don't know to only come to court when the interpreter is going to be there.”

Literacy and legal literacy deficits present a communications barrier that can be as daunting as the language barrier itself. “It's both the language barrier just in general with English versus other languages and then the language barrier in terms of the legal terms and the legal world that is different than what most people have encountered,” explained one legal services provider. “Lower educational attainment,” said another, can be a communication barrier just as language and technological literacy can be. Some clients understandably suffer from both language and literacy struggles. Many Latin American immigrants had limited educational opportunities and

little exposure to court systems in their home countries and no English; sometimes, said one of our informants, “they seem to not understand what we ask them to do.”

### Internet Access

As noted, lack of technological literacy registered as an additional barrier to access. Email communication has been a critical tool in case management for many years, and especially so during the COVID-19 crisis, and many even very poor clients do have access. But many, especially older, poorer and more rural clients don't. One legal services provider described the hurdles they jump with some clients who don't have internet access. She gave as an example client's receipt in the mail of a document which the lawyer must see. “They got a letter and they need to show it to you and they have to go pay to have it faxed. Many clients have a smartphone that can take a picture or a family member that can do it, and that is great, but many people don't have that, particularly retired folks.” Another explained that these are constraints that can be lived with, but at some cost. “If you have I think older people combined with poverty combined with the lack of broadband access, then you know you're reliant on kind of old-school methodologies.”

*“How do you reach people who are perhaps physically isolated, have very limited access at all to the internet or a computer.”*

This barrier operates not only in case administration but in reaching people in need in the first place. A legal services provider asked, “How do you reach people who are perhaps physically isolated, have very limited access at all to the internet or a computer? How do they learn about us, and how do they know that we’re here?”

### Health Issues

Our informants mentioned that access to legal services is often limited by a constellation of interrelated health issues, including physical and mental illness, disability, confinement in facilities, and the conditions of aging. In general, low-income people experience high rates of these kinds of health issues. “One aspect of our practice is that many of our clients have significant capacity limitations,” said one legal services lawyer, and dealing with it consumes a large amount of resources. The firm has to develop policies and provide special training, and practical and ethical difficulties arise from having to use intermediaries to help with cases. And, the clients can be hard to work with. “We have clients who are abusive, and ... after a while people learn to sort of understand that some of that has to do with limited capacity, and some of that has to do with people who’ve really been treated badly by agencies that they’ve tried to get services from ....”

Practitioners in specialized fields often confront these kinds of issues. Our informants who work in the field of senior law, for example, reported difficulties in communicating with some low-income

*“We've been talking for a while about how to do this because other states have a way to do these remote hearings. So, they're just now really starting to talk about that in North Carolina with the pandemic.”*

elderly people. They have clients and prospective clients calling for intake or consultation from assisted living facilities, nursing homes or hospitals, with no third person intermediary to help them be understood. “Sometimes it's challenging with folks in facilities,” said one, and “another challenge is competency, and we have a lot of callers who ... might have a medical issue like dementia.” Even clients who live at home might be unable to travel to appointments or court hearings. Senior law specialists have long grappled with the lack of remote-hearing options, which COVID-19 has now laid bare for all.

One of our informants whose clients are children reports encountering significant mental health care deficits. This can present an obstacle to access to legal services, or the struggle to receive care is itself the subject of the legal services. “Often the legal issues bubble up because a child isn’t getting the mental health treatment that they need, and so not only are there barriers like transportation, parent availability, insurance issues that prevent them from seeing us but also prevent them from actually getting that

*“It’s layers of barriers not only to get to learn how to navigate that system to get what they need but to actually access what they’re entitled to.”*

treatment.” But the lawyer can’t fight for care to which the child is entitled unless the parent signs the necessary releases – but that doesn’t always come easily. “We can tell them all day long that they have these rights, but if they don’t draft a letter to say give my child the services ... we’re not allowed in the courthouse or we’re not allowed in the schoolhouse to fight for that child until the parent actually gives that written documentation, so yeah there are a lot of barriers.” The asymmetry in the fight for services, with limited-resource legal services doing battle with giant managed care companies, is itself a barrier to access. One practitioner in this field said, “How can a family go up against a huge business ... that has millions and millions of dollars and a whole team of lawyers when they’re trying to navigate for mental health treatment?”

Domestic violence cases also implicate the mental health barriers our informants have talked about. As one explained to us, “We have a lot of issues sometimes with clients remembering appointments and a lot of that has to do in part with just the stress they’re under, but many of our clients are suffering from PTSD from the abuse.” A woman fleeing from the trauma of an abusive relationship may experience the perfect storm of access barriers, in a life-threatening

emergency, homelessness, no one to watch the kids, barely hanging on to a low-wage job, waiting for a bus, and still needing to be at the lawyer’s office at a certain time to get help.

### Lack of Trust

We discussed in depth with our informants the reasons why people who need legal services often don’t find their way to available services. It could be as simple as not having a bus that goes there, but we also heard about more complex psychological reasons. Some low-income people, having been neglected and mistreated their whole lives, now just don’t know whom to trust. In a representative, if blunt, assessment, one explained, “The court system historically has preyed upon poor people and people of color and so there can be a large amount of distrust.”

When someone has dealt with public agencies and nonprofits and courts and police departments, it can be hard to tell “who is friend and who is foe,” as one put it. “They don’t necessarily understand that we’re not a governmental entity, that we’re not a part of that kind of bureaucracy.” Another legal services attorney explained to us about people who’ve endured years of bad experiences in their efforts to get social services, and now “they’ve been sent to us, and we understand that we’re different, that we are their lawyers, but they don’t understand that, and it takes them a while to establish that level of trust.”

Trust issues are acute in immigrant communities, for two distinct but related

***“We understand that we’re different, that we are their lawyers, but they don’t understand that, and it takes them a while to establish that level of trust.”***

reasons. First, as our informants explained to us, those who are undocumented are often afraid to disclose information to a lawyer or in a court proceeding. This fear can stop a person from seeking justice, in employment or family law cases, as one social service provider explained. “When somebody is being harassed at work or ... hurt and they’re at home in pain, but they don’t want to do anything against the employer because they’re afraid,” or “the wife needs custody of her children but she’s so afraid of what can happen when the husband realizes she has that lawyer, and because she doesn’t have documents.” A legal services lawyer put it this way: “The immigrant population is underserved ... not so much a result of us not reaching out, it’s more of a result of chilling federal policies and laws that create a level of fear and uncertainty, where it takes more trust building to get folks in to talk about what their needs are.” The second reason why immigrants have trust issues is cultural: some come from places where recourse to the legal system is relatively unknown. One lawyer said, “Culturally they’re not used to thinking about ‘I need a lawyer,’ maybe coming from countries where lawyers play a different role than in the states.” They may have very little idea of what a lawyer does,

and for some, “the idea of getting a lawyer involved feels very extreme.” So legal services lawyers spend time and resources reaching out to non-English-speaking communities, who “don’t trust attorneys and so we have tried in our outreach to get a connection with folks within that cultural setting to go out and talk with them, to let them know we are here, the services that we provide.”

Trust issues are acute in domestic violence cases, too. A domestic violence services provider, in discussing with us the reasons some people in need don’t find their way to help, said, “With domestic violence the reason people don’t come forward as much is because I think a lot of times it has to do with not trusting people or not wanting to talk to someone else about your issues.” The legal system is intimidating to a survivor of domestic violence, with police and court personnel just now becoming better trained and more understanding. And, as several workers in this field told us, the court is the place where the survivor has to come face-to-face with her abuser. Said one, “the room can be very literally physically packed and so some abusers can sometimes, you know, try and sit right next to victims or glare at them or harass them.”

***“The idea of getting a lawyer involved feels very extreme.”***

### Lack of Awareness

Another barrier to access is just not knowing that help is available. One of our informants noted the special nature of this problem. “I think that idea that there are people who don’t know that they have legal needs, is a whole different gap from people who know they have a legal need and can’t access it. They are distinct but they are both falling into the gap and that’s a really significant element to this puzzle.”

We referred to one example of this in our discussion of immigrants who have little experience of U.S.-style legal systems. But lack of awareness is a broader access problem in low-income communities. More affluent, educated people may think about it all the time, but the poor, said one of the social workers we interviewed, “may not always think about how an attorney could help in a given situation.” Another provider of social services who often seeks to connect clients to legal assistance said, “As a whole, I don't think that folks who are in poverty, and they don't access certain systems, get the legal services they need because they don't know that they're there.” And even the social services providers don’t always know, she said. “I don't think we know as providers about all the legal services that are out there that may be free for folks who can't afford it.” As we discuss in a later section, lawyers have to devote resources to educating social service agency staff about available services.

In a variation on the theme, a person might have some, but limited awareness. A legal services lawyer observed that most people know about wills. “You know, they think of

*“With domestic violence the reason people don't come forward as much is because I think a lot of times it has to do with not trusting people or not wanting to talk to someone else about your issues.”*

lawyers for wills and maybe not for some other kind of problem that they're having. It doesn't occur to them that they might need a lawyer for an issue with their food stamps.” A housing lawyer gave as another example a tenant facing eviction. “Most people see that as an income problem and not a legal problem,” he said. It doesn’t occur to the tenant that they may also have a claim. “Very often we will have a counterclaim for the code violations which greatly exceeds the deficiency in rent. And the landlord then ends up owing the client money, and our client has no clue that that’s how it works before they get to us.”

Prospective clients may know about legal services but have inaccurate knowledge and misconceptions about what to expect of them. They may not understand that a particular provider doesn’t handle all kinds of cases, and lawyers they know may have referred them to legal services for something for which legal services can’t help. “They can do a lot of stuff but the public and the lawyers don’t have a good understanding of what they do,” we were told by a private lawyer who once worked in legal services. She thinks people sometimes

become discouraged when they aren't able to get relief in a particular matter.

### *Geographic Disparities*

Before concluding our examination of unmet needs and barriers to access, we will review in additional detail something that we have alluded to repeatedly throughout the foregoing discussion – the disparity in access to legal services in rural areas.

Rural people are simply harder to reach in the first place. “We know there's a large percentage of folks in the community who haven't heard about us, who are further out in the rural areas,” said one provider of social services in a rural county. In the course of our discussion about ways to reach out to low-income people, one lawyer asked, “How do they learn about us, and how do they know that we're here? So, I think there are real questions about how to reach out to isolated populations.” An attorney specializing in property issues statewide said the people that are the hardest to connect with are “folks that live in more, generally more rural areas who haven't dealt with lawyers before.”

Of course, as we mentioned, transportation deficits are more pronounced in rural areas, according to our informants, and frustrating to the rural lawyers we spoke to. “I mean, how do they get there? We don't have accessible public transportation still in the bulk of our rural communities.” Longer distances, few public transit options, and an aging population in many agricultural communities combine to render access difficult. “Transportation is a big issue. Quite

*“How do they learn about us, and how do they know that we're here? So, I think there are real questions about how to reach out to isolated populations.”*

often health is an issue too, where sometimes clients, even with assistance with a family member or friend, just don't have the mobility to get to us,” said another rural lawyer. And funding cuts have led to the closing of legal services offices in many counties, making the distances even longer. “We don't have offices in some of the smaller towns ... so our clients have to travel, if they want to come to our main offices or ... we have to find a meeting space or we meet at the courthouse, which is not ideal.”

Internet access, which we have identified as an important access channel, is more limited in rural areas, we were told. “In more rural communities sometimes there's not access to the internet or high-speed internet,” said one rural lawyer. And in thinking about factors affecting how to connect with rural people, another lawyer mentioned “the obvious one which is the fact that we serve a lot of people in rural communities and there's the whole issue of rural broadband.”

Resources available to support rural service providers are limited. Some of this disparity is attributed to the stronger fundraising apparatus the urban firms have developed. A statewide coordinator of social services explained, “Our urban organizations

*“In more rural communities sometimes there's not access to the internet or high-speed internet.”*

generally receive far more money because they have the ability to hire grant writers and have people who have multiple skills that work for them.” Small rural towns don't see large amounts of locally-based philanthropic activity. As we have mentioned, the rural firms have less ability to recruit professional staff. And for similar reasons, rural firms have less access to pro bono resources (which we will discuss in more detail below). One lawyer with statewide responsibilities told us, “We have an active pro bono list that we work with. For obvious reasons they tend to be a little more successful in more of the urban and surrounding areas.”

Much of the property and agricultural law practice is by its nature concentrated in rural communities. Low-income farmers have a unique set of difficulties in gaining access to the limited legal resources available to them.

Farmers are disproportionately black and brown, and old, and poor. Some of the legal challenges they face are distinctly rural. For example, the combination of low-incomes, limited credit, the prevalence of manufactured housing in rural areas, and predatory high-cost financing has led to a continuing foreclosure crisis, one of the rural lawyers told us. Recurring weather disasters have hit rural areas hard, and many low-income rural people are not insured or adequately insured. One lawyer described her clients' “disputes with the insurance

company that can hold up repairs or prevent repairs, and these clients living in unsafe conditions, and then they repeat – such an impediment to building family wealth, retaining family wealth.” Two of our rural lawyer informants reported that heir property disputes were common in rural areas. Said one, “the property hasn't been properly titled or worked through estate administration, that's a huge problem. And it can be quite complicated and costly cause it's not always a very easy resolution. You have to track down heirs and prepare deeds and maybe file an action to make that happen.”

In the domestic violence practice, we see a mixed picture in the rural areas. On the one hand, two of the domestic violence service providers who operate in those areas told us that victims of domestic violence there have more difficulty finding help. One said, “We know there's a large percentage of folks in the community who haven't heard about us, who are further out in the rural areas.” The other agreed, speaking about who isn't getting help. “I do worry about people that are in the outskirts, the rural areas. I think we may need to look at that.” A third told us

*“The property hasn't been properly titled or worked through state administration, that's a huge problem. And it can be quite complicated and costly cause it's not always a very easy resolution.”*

***“We know there’s a large percentage of folks in the community who haven’t heard about us, who are further out in the rural areas.”***

that even counseling for rural survivors is a challenge, although there is funding for it, because a small town may only support one therapist, forcing them to look farther for counseling services. But that informant also said that, counseling apart, domestic violence crisis services are not less accessible in rural areas than in other areas. “North Carolina is one of the states I would say has done a pretty decent job at making sure all of our services are available in rural communities.” Moreover, she said, funding for those services, provided by the Governor’s Crime Commission, has seen its allocation formulae adjusted to account for some of the difficult and costly challenges unique to rural communities.

### ***Financial Resources***

We began by observing that financial resources available to fund legal services are inadequate in amount. We asked our informants to describe their organizations’ funding sources, and to comment on what shortfalls they see. We didn’t set out to compile a comprehensive report on legal services funding, but we can provide here a summary of the main sources of financial support and some of the important

implications of the financial structures that have evolved in North Carolina. Our key finding was summarized by a statewide legal administrator, who said, “The access to justice gap has increased, if only because of the massive cuts in funding to our legal services organizations over the past fifteen years, at the federal and state level.” Another experienced legal services lawyer told us that over the years, she had “been through several reductions where we had to lay off staff, because we couldn’t afford to pay people. And when you do that, you are not able to represent as many people that qualify for your services.” As we will see in the discussion of remedies below, more of our informants called for the reversal of state funding cuts than any other suggested remedy. One regional legal services director told us, “We don’t have core funding. Core funding went away when the state basically defunded a lot of programs.”

The LSC furnishes the largest part of legal services funding, but with restrictions, including those making undocumented persons ineligible for assistance and those prohibiting some kinds of litigation and advocacy work. These restrictions have reshaped the whole structure of legal

***“The access to justice gap has increased, if only because of the massive cuts in funding to our legal services organizations over the past fifteen years.”***

services in North Carolina. Those who do receive LSC funding cannot offer those services, leaving a big gap. But other organizations have given up or declined to receive LSC funding, and some of those have grown into leading providers in their regions. The result is a bifurcated system of legal services delivery, with services varying from place to place and, as one non-LSC-funded lawyer put it, “nobody is really funded for statewide scope.”

LSC is not the only government funder that imposes restrictions on service to immigrants, and several of our informants told us they have received or are seeking private funds specifically to get out from under government restrictions. A director of a statewide social services agency told us, “We’ve talked a lot about the desire to shift away from solely government-funded to try to secure more private donor and foundation-based funding, and that’s because we’ve identified in many places the need to do work that is not allowed by the government grant funding, including a lot more work for and on behalf of our immigrant communities and also some work that might actually be characterized as partisan in nature.” But such alternative funding regimes are not without restrictions of their own. One lawyer observed that agencies that accept LSC restrictions are able to allocate funds in relatively unrestricted fashion to other areas. “They can put that money into any of their practice areas. They can move it around and they can make internal decisions about it.” The private grants under which he operates, on the

*“You don’t want the tail to wag the dog in terms of chasing funding and then having to do maybe work that wouldn’t otherwise be a priority.”*

other hand, are often highly restricted. “About 80 percent of our funding is grants and probably three quarters of the grants are restricted to a particular practice area, either a client group, a type of case problem we’re solving and also maybe geography.” Another lawyer related her organization’s move toward more private rather than restrictive government funding, finding similar issues in the private foundation arena. “The management of that becomes a little cumbersome, because you are trying to make sure that the work and the funding match up. You don’t want the tail to wag the dog in terms of chasing funding and then having to do maybe work that wouldn’t otherwise be a priority.”

Our informants identified a myriad of government funding sources, making up a patchwork, to use the word mentioned by several of them. One most prominently mentioned was the Governor’s Crime Commission, allocating funding to agencies under the Violence Against Women Act and the Victims of Crime Act, supporting not only but primarily services to victims of domestic violence and sexual assault. Others include the Older American’s Act, the Developmental Disabilities Assistance and Bill of Rights Act of 1975, the United States Refugee Act of 1980, the Agricultural

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said one lawyer, “we just don't have  
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multiple grants.”***

Improvement Act of 2018 (the Farm Bill), and numerous other federal, state and local government grants. Several of the organizations we talked to, including two legal firms, said they received no government funds at all, relying instead on foundation and other private funding sources. These are numerous, though restrictive in many cases, and often short-lived. In addition, three of our informants – those engaged in issue litigation -- mentioned attorneys’ fee awards as an important source of funding, and one charges nominal fees to clients exceeding income limits.

Stability of funding emerged as a key theme in our conversations about financial resources. Depending on the program, some agencies that rely on government funding can achieve a modicum of stability (for example those funded through LSC, the Protection and Advocacy System, and the Governor’s Crime Commission). Of the organizations that rely on private grants and donations, several reported having good long-term, cooperative relationships with key foundation funders, but in general reliance on private funds is an unpredictable

way of life. “So that's one of our challenges,” said one lawyer, “we just don't have a stable core source of unrestricted funding, and every year we’re patching together all of these multiple grants, and some grants are coming and some grants are going.” Even the stability of LSC funding was questioned by some informants. The magnitude of LSC funding is not increasing as fast as the needs, said one lawyer, and the program itself “is under siege because of the political winds that are blowing through Washington.” A legal services lawyer we talked to put it another way, saying continued LSC funding is not guaranteed, with “people in Washington threatening to end it every year.” The Interest on Lawyers’ Trust Accounts program (IOLTA) was identified by several legal services agencies as their most, or one of their most, important sources of funding. But economic forces are threatening to undermine the stability of that as well. Referring to the COVID-19 crisis, a lawyer with knowledge of the program told us “this a bad storm for IOLTA.” Not only have falling interest rates reduced income available to IOLTA, but “the decline in economic activity means there are fewer deals being done, and on top of that the investments that IOLTA has made ... the interest rates on all those [interest bearing accounts] have fallen.”

### *Pro Bono Resources*

We have explored at length the gap between the need for legal services and the resources available to support legal services. In measuring available resources, we have focused on funding provided directly to agencies by governments, foundations and

individual donors. But in our conversations about resources, our informants spoke again and again about the private bar as an additional resource available to support legal services.

The numbers suggest this is a rich resource. A statewide administrator told us there are 15,000 lawyers available to contribute volunteer hours in one way or another, and she believes all lawyers want to contribute. “Lawyers come out of law school with the understanding that serving is part of our profession, and that they have an obligation and they also usually have interest in serving.” Legal services firms have their own local networks of private lawyers available to lend help. “We have about a thousand lawyers in the ... metro area, who participate with us in pro bono work,” said one lawyer. Another said, “we have a great volunteer base of more than 300 volunteer attorneys that help us take cases, and provide advice to leverage and enhance our reach as an organization.” None of the others mentioned numbers of these magnitudes, but many said they have “some,” even if not many and even if available only for some things and not others.

***“Lawyers come out of law school with the understanding that serving is part of our profession, and that they have an obligation and they also usually have interest in serving.”***

Pro bono services take several forms. The large retail legal services firms use volunteer local lawyers to take individual cases. Firms that specialize in litigation often partner with larger firms. A lawyer with a one of these firms told us that “in almost all of our complex civil litigation cases, we have pro bono counsel in private law firms.” The larger the firm, she said, the more likely the partner firm will not only contribute time but will bear the costs as well. “We can call on large firms to participate in our litigation,” said another. The building of relationships between legal service firms and private law firms can help secure these resources. A third litigation lawyer described it this way: “There have been numerous law firms in our community ... and they’re always ready to assist us ... there are definitely law firms that if we went to them, they would say ‘you know what, this is important, this matters, let’s figure this out.’” In addition to individual and appellate cases, bar associations also organize pro bono projects on their own initiative, including clinics, preparation of form documents, and call-in legal consultation services.

In light of the amount of unmet needs, which we have discussed, we asked our informants, can pro bono resources be marshaled to help meet these needs? All agreed this is an essential resource, but there was disagreement about whether more can or should be done. One of the private lawyers we spoke to about this said yes, “there are a lot more resources out there that aren’t being tapped into for various reasons, and it makes me optimistic

because I feel like if we can get those attorneys engaged, you know the private bar can contribute more to meeting the legal needs of these low-income North Carolinians.” A legal services lawyer said she hopes so. “I think it's great that North Carolina is aspirational that people do pro bono work, and we rely on our pro bono attorneys so much, but I wish that there was more buy-in across the board to actually provide those services so that we are able to do more.” But the question whether those lawyers can get engaged was the subject of much discussion. The lawyer with a thousand-member network acknowledged that a much smaller “core” of volunteers do most of the work. To a question whether the response from private lawyers has been adequate, one of the litigators who works with larger firms said yes. “I don't think that it's the answer.... I think they've stepped up in many ways when we've asked them to, including you know on large cases that they've co-counseled with us, so yes I think it has been adequate.”

The difficulty in expanding these resources isn't a lack of willingness, it is a lack of expertise. Lawyers in private practice make their living in their chosen field, but as one legal services lawyer pointed out, “most of our volunteers are doing volunteer work outside of their practice area, because the work we do you can't make a living doing.” So often, when confronted with a volunteer opportunity, according to one private lawyer, “they would always say I don't know how to handle those cases. I'm not comfortable doing things I don't know in

areas where I don't have any experience.” They are willing, but, said the statewide administrator, “they don't ever want to provide service that undermines the client's needs, obviously, and they don't want to do less than great work – for any client, paying or otherwise.” And some kinds of work, private lawyers just won't do. Recalling the discussion above of underserved practice areas, one of those kinds of work is family law. Said one legal services lawyer, “We have found that the hardest pro bono work to recruit people for is custody because you're signing on for a year plus and the cases are very time-consuming and very demanding.” Said another, discussing pro bono volunteers in the family law practice, “The larger point about custody cases being very difficult to recruit for is definitely true. It's one of the real unmet legal needs as I see it across the whole state.”

So, training lawyers is a big part of the pro bono system. Whether that is worth doing was a subject of some different perspectives. A legal services lawyer suggested it was a normal part of doing business. “We generally teach people how to do one kind of case, and they do it for a while and they want to do a different kind and we teach them how to do that.” But the kind of resources legal services firms have to devote to training makes it a controversial subject.

*“It is very time consuming and inefficient to train lawyers to do pro bono.”*

One private lawyer who described herself as “a huge advocate for pro bono,” also acknowledged the difficulty. “It is very time consuming and inefficient to train lawyers to do pro bono.” Not every legal services firm uses private volunteers, she said, because “it requires a lot of work to train them and then go back and fix their mistakes to be completely honest.”

Some private law firms are more committed to pro bono work than others, and lawyers in those firms think the pool could be expanded if other firms followed their methods. We spoke to the pro bono coordinator of a large regional firm about the unusually high percentage of lawyers in her firm who participate in pro bono work. The firm encourages all lawyers to contribute, she said, “because I think that’s really important not only to meet the need but also to have that attorney exposed to the difference you can make in doing pro bono work.” The firm promotes a culture of service, and it tracks pro bono hours for individual and firmwide targets, just as if it were another line of business. Another private lawyer described her firm’s approach in the same terms: culture and metrics. “With pro bono reporting I have seen my law firm start to really think about first of all to encourage people to report their hours and then to get hours. So I think the voluntary reporting process has helped move that needle.”

We asked our informants whether mandatory pro bono service could be a solution to this question about tapping into the resource. Again, the responses were

mixed. One staff lawyer of a social services agency spoke in favor. “I would like to see the state move toward mandatory pro bono hours instead of just aspirational, I think that would make a huge impact. Even if they did something like I’ve seen in other states where if you can’t do it then you provide the dollar contribution.” A private lawyer with extensive pro bono experience also supported it, but with doubts about its feasibility. “If you’re calculating support amongst lawyers for a mandatory pro bono involvement, count me in, but I just don’t think the State Bar Council’s going to take that action, because that’s pretty drastic.” He would however, he said, support a plan to offer law school debt reductions in exchange for pro bono service. “I think it’s a great idea,” he said. But the majority of our informants oppose mandatory measures. “I think North Carolina lawyers are not going to love a mandatory rule,” said another of the private lawyers we spoke to. Another respondent expressed opposition, saying “there’s good arguments on both sides. Personally, it’s not something that I’d be interested in our state adopting.”

### *Leveraging Non-Lawyers*

We asked our informants if the resources they do have could be extended through greater reliance on non-lawyers to carry out some elements of legal services work. All of the law firms use paralegals, and several said they would like to hire more, but in addition to paralegals, our informants mentioned a variety of other non-lawyers, including local social service agency staff, social workers, navigators, advocates, housing counselors,

***“I’ve spent a good amount of time going to other organizations just to explain to them what our services are.”***

land tenure specialists, agricultural mediators, victim witness assistants, law students and volunteers.

Local social services agency staff are important in this respect, because increasingly the partnerships between legal and social service providers are integral to the service delivery structure. They refer clients to each other, but more than that, they have to be knowledgeable about each other’s services, and make the delivery of services a team effort. We were told that the system works better when the referring agencies know more about legal services. One lawyer explained, “We offer some training to our community partners about what does it look like to talk about legal services with your clients ... I’ve spent a good amount of time going to other organizations just to explain to them what our services are.” Another lawyer, referring to local agencies that offer emergency rent assistance, told us, “We train the crisis screeners to recognize these cases and send them to us.”

Criminal justice personnel can be leveraged in this way. Outcomes in domestic violence cases are improved, for example, when court officials learn to understand such cases and be less hostile to victims. One informant, a practitioner in the field, told us “there was a

push to get a lot of these judges trained. And when these judges were trained, understood the dynamics of domestic violence, understood victims even... some of the worst adversaries became some of the cheerleaders.” Another lawyer said it was an efficient use of resources to train prison staff to screen for those who might be eligible for expungement or driver’s license restoration, rather than sending large pools to the law firm for screening. A lawyer with a domestic violence agency told us they train the police. “We work very closely with our police department, to try to have more trainings about domestic violence, and they do a lethality assessment when they go out to a domestic violence call, they can make referrals directly to us.”

Social workers make up another group of non-lawyers that can help rationalize the delivery of legal services, according to our informants. The delivery of legal services is inherently linked to all the syndromes of poverty, and the ability to connect a client to needed social services. “A lot of what we do is social work, with referrals, information, and helping to connect people to as many services they might need,” said one lawyer. Another said lawyers should work closely with social workers, rather than try to be

***“A lawyer’s skill is not necessarily conducive to providing social work. It’s time consuming, it’s a different skill set.”***

social workers themselves. “A lawyer’s skill is not necessarily conducive to providing social work. It’s time consuming, it’s a different skill set. It’s an important skill set, and so many of our clients need those kinds of services.” But some firms do have social workers on staff. One lawyer with previous social work training said her firm hires social work students to provide support to clients, and in addition, she said, “we have one actual full time social worker for our domestic violence team, because the need is so great and to have that with our attorneys is important.” Another lawyer we spoke to told us her firm also uses social work students, “to help with and do some of the information and referral work and what ends up being the social work aspect of the legal work. Sometimes that’s a part of a case that lawyers are not really equipped to handle.”

Advocates and navigators can do much of the work that lawyers sometimes are called on to do. Those terms can refer to any lay person who advocates for a client’s interest or helps a client navigate through a legal or regulatory process. The navigator model was advanced at the time of the Affordable Care Act, as we were told by one of our informants. “All of a sudden there was an opportunity to connect people to health insurance, who have never had it before. So, the first hurdle is helping to educate the population that they have this benefit, that they are entitled to this. And then ... you have to have the people to help them navigate it.” The model applies to Medicaid, too. “You have a family that has no idea what their rights are under Medicaid regulation,”

said one of our informants, “and they have no idea how to actually get the services that they’re entitled to.” Trained housing counselors can assist in eviction and foreclosure cases. A rural property lawyer told us that they have worked closely with disaster experts, who work on the front lines, “particularly after Hurricane Florence.... We do get referrals from them as well, when they identify legal issues or legal claims, they try to get them to us.” The disaster workers who stepped up after Hurricane Florence were mentioned by another of our informants. “They were amazingly helpful in organizing client paperwork and helping clients understand next-steps.”

A lawyer who works with people with disabilities said, “advocates do work, under the supervision of lawyers, often having to do investigating abuse and neglect.” Advocates can accompany clients to courthouses to help them file *pro se* or in representing themselves in court, and to ensure referrals to lawyers get made when necessary. A provider of trauma-informed social services said, “there should be someone legally explaining to that victim ... their rights.” An immigration lawyer told us that they use advocates for a variety of purposes, for transportation, to help people understand their rights, to do organizing in communities, and “providing volunteer hours to the community-based organizations that are just trying to help people with their everyday situations.”

*“Just having an advocate, even if it’s not a lawyer, just being knowledgeable about the law and helping families understand that from a navigation standpoint, we’ve seen great successes.”*

We also heard about several specialized kinds of navigators. One of our informants, a practitioner in the children’s rights sector, told us they use advocates. “We do have a volunteer program for most of the issues that face these children, just having an advocate, even if it’s not a lawyer, just being knowledgeable about the law and helping families understand that from a navigation standpoint, we’ve seen great successes.” Victim assistants are state-certified providers of support services to victims of violent crime. Their use in sexual assault cases was endorsed by one of our informants, a provider of services to victims of sexual assault – although for her, in light of, in her view, the low priority given to these cases in the North Carolina justice system, “navigating the system is part of the problem, but actually getting the services within the system is the bigger issue for us.” And one of our informants in the rural property law practice has made use of specialized land tenure experts and mediators certified under programs of the Department of Agriculture.

### *The Last Twenty Years*

Twenty years have passed since the last comprehensive statewide legal needs assessment in North Carolina, twenty years of sweeping change. We asked our informants to talk about how access to legal services has gotten better or worse in that time. “I think it’s a mixture of both,” one lawyer told us, summarizing the reactions of many. Our informants said the resources available to support legal services had expanded substantially over the twenty years, but the need has expanded even more. Said one lawyer, “our capacity has increased but the population has increased faster.” Said another, “We’ve grown significantly .... What is happening at the same time unfortunately is that the need continues to grow right along with our response.”

The agencies and law firms have grown in size. “I would say better because there’s more resources,” said one lawyer. “The number of folks we are able to serve,” a nonprofit director said, “our agency staff has doubled in recent years, so we are doing better insofar as expanding our services and expanding our staff to carry out our mission.” But, she said, “It’s still not enough.” Despite the growth in services, said another lawyer, “we still are not at the level that we need to be in order to make a substantial difference within our community. So, it’s a mixture to me.” But some were simply discouraged by the growing needs and challenges. In some areas, one lawyer said, “Absolutely not, no improvement, maybe even some backslide.”

Said another, “I don't think we've significantly changed the pool of resources available to folks.”

In addition to growth in size and resources, the improvement most often reported to us was in the number of agencies and firms now, and the dramatic growth in the effectiveness of their partnerships. As we have discussed throughout this report, law firms look to social services agencies to be intermediaries. “The rise of community-based organizations has been huge,” one lawyer told us. “They are just so helpful for us to connect with clients and for clients to trust us because they trust the organizations.” Said another, “The agencies are at least communicating with each other, working with each other, that kind of deal.” Said a third, “The collaborative spirit among the legal services community has only been enhanced and I think that's a really, really good thing. We work together to support our clients, we work together to educate the client community and community members more generally and I think we also work together and to find ways to support each other to get resources. I think that is fantastic.” Another said this interdependence extends to the relationships between legal services firms, and between them and private lawyers. “We work more collaboratively with other legal services providers in North Carolina probably than we did twenty years ago. I think [we] have a good relationship with the private bar that has grown since then.”

*“The rise of community-based organizations has been huge. They are just so helpful for us to connect with clients and for clients to trust us because they trust the organizations.”*

Lawyers working in two specialized practice areas reported twenty-year trends unique to those areas. In the domestic violence and sexual assault practices, the improvement in service delivery was largely due to a dramatic improvement in social attitudes. “Absolutely,” said one practitioner, “I think there’s been a huge improvement, just some of the recognition about the impact of domestic violence.” Said another, “I do think there is more awareness. I think the *Me Too* movement was huge and definitely, you know, helped folks kind of name things that have been going on obviously forever but hadn't been talked about or at least in the same way.” Not only society at large but lawyers have developed their awareness. “I think also there's more understanding now probably about the impact of trauma about things,” we were told, “ideas of resiliency and really trying to incorporate that within the legal practice.”

But greater awareness has brought more need. In the old days, said one lawyer, “we had less sexual assault victims come forward. I don't believe we had less people being sexually assaulted, but I believe the level of service that we were able to provide

was different because we had fewer clients.” Said another, “And now agencies have far more clients and the resources didn't keep up with that.”

The other practice area with a unique experience is immigration, which was caught in a vice between rapid growth in immigration and severe tightening of legal restrictions on immigration. One expert in the field told us, “There's more of a challenge now for our clients as they're seeking to access these services. There's more fear within the community right now, which I think is increasing that barrier that is always there to seek help. Then once people are working to seek help, it's significantly more difficult to qualify for immigration relief.” The shift in national immigration policy, said another, “has completely shattered how us practitioners have been able to manage our cases.”

The situation with immigration policy, while unique in some ways, has seen parallels in almost every policy arena over the twenty years, and this has worsened the outlook for legal services across the board. “I guess I would have to say it's gotten worse,” said one experienced lawyer, “and that the financial constraints for lower-income people are just more pronounced. I mean they continue to get harder; I think.” Another lawyer, who has worked in the field over all these years, agreed. “In lots of ways the government safety net has gotten significantly shredded on state levels. The benefits are smaller, eligibility is more constrained, there are more complications that are attached to lots of different

*“I think that there are still so many challenges that our clients face, that I don't know that I want to say it's gotten worse, but I think poverty is poverty, and poverty is pretty entrenched.”*

program requirements, immigration status requirements, prior criminal records, time limits. Just harder and harder for people to get help from the safety net, and more and more technical. There's just more sort of work for us to do. The erosion of the employment income of the low-income people against inflation, particularly in housing and healthcare costs.” Another lawyer said it came down to underlying systemic issues, something we have heard often throughout our interview research. “I think that there are still so many challenges that our clients face,” she said, “that I don't know that I want to say it's gotten worse, but I think poverty is poverty, and poverty is pretty entrenched.”

### *Interviewee Recommended Policy Changes*

After all the discussions of needs, shortfalls, barriers and resources, we asked our informants to tell us what changes they would want to see happen at the local, state or federal level that would contribute to a more effective fulfillment of legal needs in North Carolina. We heard a great number of recommendations, ranging from sweeping systemic change to modest tinkering with

regulations, but all were thoughtful and constructive. We will summarize them here, under three broad topic categories: structural change, funding, and regulatory reform.

### Structural Changes

As we said at the beginning of this report, the problems of poverty, oppression and inequality have always been there in the background of our inquiry, and when we asked this question, not surprisingly some of our informants said that steps should be taken to eliminate poverty, oppression and inequality. In discussing these background issues, one lawyer said, “I’m talking now about things like access to ... early childhood education, and distribution of food, food security, and basic human need that are so unequally distributed in our society in general.” Indeed, some legal services firms – those that do not rely on LSC funding – consider advocacy on these underlying political, social and economic issues to be an integral part of their business. One lawyer told us that in addition to big-issue litigation, system advocacy informs even their day-to-day work, calling on their lawyers “even in the individual cases to sort of recognize where the systemic problems lurk.”

Practitioners in a variety of fields identified for us where sweeping changes are required in order to address the unmet legal needs they see in their areas. A lawyer specializing in domestic violence said that by the time the cases come to her, it is too late to do anything other than crisis management, but “to really and truly accomplish the mission of

*“It is often missed, just how much the benefit to everyone is when we meet the needs of our community's most vulnerable.”*

ending domestic violence, it's really much more about distribution of resources across the span of a person's life as opposed to just once they become a victim of domestic violence.” Another lawyer who works with women in crisis suggested that long term solutions that make change in the lives of poor people will require “more awareness of how these systems like mass incarceration, school-to-prison pipeline, keep the wheel turning so to speak.” In a similar vein, another lawyer pointed to the crisis in housing. “It is often missed,” she said, “just how much the benefit to everyone is when we meet the needs of our community's most vulnerable. I think housing is a huge need ... as far as where there could be improvement and across the board just access to affordable housing.” And a provider of general legal services advocated for “any policies surrounding social determinants of health” – a perspective that looks to the systemic problems underlying many of the legal problems encountered by her clients. “It’s rooted in some of the work we’re already doing as it relates to health access, transportation, quality housing, communities of opportunity, social determinants of health, anything as it relates to improving the outcome of all people.” A housing lawyer we spoke to called for increased minimum wage and other steps to

***“We fight evictions one after another after another after another, because income doesn’t match housing costs, ultimately, and you can’t fix that by fighting evictions.”***

increase incomes. Continuing the theme of underlying problems, he pointed out, “we fight evictions one after another after another after another, because income doesn’t match housing costs, ultimately, and you can’t fix that by fighting evictions.”

### **Need for Funding**

As we have indicated, increased funding and the reinstatement of funding cuts were mentioned by many of our informants. Short of sweeping systemic change, funding is the key issue in explaining and remedying the shortfall in legal services in North Carolina. “More funding for legal services in general!” was the way one lawyer put it – speaking for most. “There needs to be additional funding for legal aid,” said another. A third, referring to the changes that she would like to see happen, pointed to inadequate financial resources. “Advocating for funding opportunities for non-profits would be extremely helpful,” she said. “Whatever we can do to just keep our doors open and keep serving people, it’s what we’re here for.”

Reductions in funding in recent years were an important theme in our discussions. In answer to our question about change, we were told, “restoring state funding for legal services would be huge.” It goes to the core

of the legal services mission, said one of the lawyers. “It would be great if we were able to have the lawyers that are needed to represent all the poor people that we represent. So, get that state funding reinstated.” Some comments were specifically directed to the restrictions imposed by LSC funding, which we have discussed in this report. Said one of the lawyers whose organization stopped taking LSC funding years ago, “I would like to see more organizations serving the immigrant population. At the federal level it would be great if their restrictions on use of LSC funds would be eased.” A community-based provider of social services to immigrants told us, “There has to be more of those organizations that are helping the most vulnerable,” she said and, referring to the legal services organizations in particular, “take off the restrictions for the undocumented.”

Others advocated for the funds they do have to be more flexible. One of the participants we spoke to, discussing the fragmented and fragile system of grant funding, lamented the lack of core funding – the kind of financial support that can be used to cover

***“It would be great if we were able to have the lawyers that are needed to represent all the poor people that we represent. So, get that state funding reinstated.”***

the basic organizational and administrative costs of operating any nonprofit. He said it was essential “for our agency to have some core funding that was flexible within the different types of work we get.” A provider of services to women in crisis said part of the solution has to be “more flexible funds, to be able, if a client needs a car fixed, we can help with that, or the client needs a babysitter or something so they can go to court, you know, we could help with that. Just the little expenses that can really prohibit folks from participating.” The funding prescriptions offered by our informants focused on legal services, of course, but in recognition that the legal issues faced by their clients are issues of poverty, they focused also on human needs more broadly.

### Regulatory Changes

Our informants work in many different practice areas and their varied suggestions for regulatory changes reflected that. We will summarize the main themes here.

Medicaid expansion was mentioned in several responses. “Medicaid expansion just seems like a no-brainer to me,” said one legal services lawyer. “Access to healthcare is a big one in my book,” said another. “If our lawmakers expanded Medicaid, some of our services for getting people qualified for Medicaid, we wouldn't need to do that. They would just qualify by virtue of income and then we can focus on some of the other things.” And a third, acknowledging that our question raised issues beyond the immediate concerns of the law practice, said

*“If our lawmakers expanded Medicaid, some of our services for getting people qualified for Medicaid, we wouldn't need to do that.”*

“As far as policy recommendations maybe outside of our work, you know, Medicaid access for all. We do navigator work and we do see a lot of people who do not qualify for the Affordable Care Act because North Carolina had not expanded Medicaid, so just knowing that their clients have no income and no access to health, you know it's hard to deal with sometimes.”

In another case that ranged far from strictly legal issues, but in the interest of “just trying to get ahead of poverty, where and when we can,” one of our informants called for the earned income tax credit to be reinstated at the state level. “The most effective anti-poverty measure for kids,” in her view. Another legal services lawyer agreed. “We had a state earned income credit that the legislature eliminated while they were cutting income taxes for high income families. It was just a choice to move income from low-income working people to high income people. I'd like to see that kind of thing fixed.” That same lawyer also urged an increase in the minimum wage, and reform of the unemployment insurance system in North Carolina. “We have the stingiest unemployment insurance program in the country. Less than a tenth of unemployed people in the state receive any assistance.

***“The earned income tax credit is the most effective anti-poverty measure for kids.”***

And the ones who do receive shorter and lower benefits than any other state. So, I think there are a lot of things that could be fixed for low-income people.”

The domestic violence sector, just as it was an important topic throughout our discussions, gave rise to a number of regulatory recommendations. One practitioner urged that domestic violence protective orders be issued for longer periods; that courts should be able to award child support and housing allowances as well as the protective orders; that custody disputes should be integrated with the 50B process; that unmarried same-sex couple should be eligible to receive Chapter 50B protection; and that local law enforcement should provide more support to the U-visa system. She said, “We have a lot of law enforcement ... who will say, ‘we will no longer engage in a U-visa, so we will no longer assist the victims,’ and it's very arbitrary, it's not based on anything other than probably anti-immigrant sentiment.”

Another practitioner in the domestic violence area called for reform of the campus sexual assault system. “North Carolina is one of the few states that says that if you're in a state-supported school and accused of sexual assault, you have the right to an attorney, but that is only for the accused, not for the person who's filing the claim on a college campus. So that's a pretty

broken system in our opinion from an advocacy standpoint.”

Several proposals in the property arena were put forward. One lawyer offered two suggestions: the expansion of the property tax reduction available to disabled and elderly homeowners – “there are folks that lose their home to property tax foreclosures and for very modest sums as well” – and liberalization of the bankruptcy rules to permit restructuring of the mortgage on a primary residence. Another lawyer who works in rural communities urged expansion of Department of Agricultural rules that would allow low-resource farmers to have more access to credit and conservation programs, and she called for the adoption in North Carolina of the Uniform Partition of Heirs Property Act, which has been enacted in neighboring states but not yet introduced in North Carolina. This, she said, would be “to the benefit of heirs property farmers, their access to programs of the USDA that they have been historically locked out of for over a hundred years.”

Several informants recommended that Self-Serve Center inaugurated in Mecklenburg County be expanded to other counties. One said, “Electronic access to the courthouses, while it will directly serve the court system and lawyers, I think it will also make the

***“There are folks that lose their home to property tax foreclosures and for very modest sums as well.”***

court system better accessible for the public if only to make the court system more efficient and allow more access to more people.” The other called it “empowering” to low-income people who, for the reasons discussed in this report, are forced to proceed *pro se*. Other technological remedies were suggested by a lawyer who works primarily with elderly people. Many of clients, as we have described above, are homebound or in facilities, and would benefit greatly from remote court and administrative hearings, and a system for remote notarizations. Since the onset of the COVID-19 crisis, she pointed out, everyone stands to benefit from these sorts of measures.

We heard several recommendations for improvements in the administration of justice. One lawyer who works in the domestic violence practice expressed great concerns, explaining, “Sometimes our judges feel overworked and over-burdened, particularly in domestic violence and family court.... Domestic violence court in Mecklenburg County runs a 9 a.m. and a 1:30 session Monday through Friday. A lot of times in that courtroom the cases are getting continued and continued because the judges don't have time to hear all the cases and we know that particularly for victims of domestic violence are particularly challenging.” And beyond the volume of cases, domestic violence lawyers also repeatedly called for more training, more empathy and more understanding of claimants on the part of court personnel. The same issue was identified by another lawyer

in relation to *pro se* litigants. When asked this question, her first wish was that “judges would treat *pro se* litigants with more respect than they do now, unfortunately. A lot of them feel like *pro se* litigants are a burden on the system.”

In the immigration setting, court reform figured prominently. As her first priority, one practitioner in that field recommended that “immigration courts should become like bankruptcy courts, they’re independent courts not beholden or run by the Department of Justice. I think that would greatly change the neutral arbiter role they’re supposed to hold as opposed to being an extension of DHS.” In addition, she said, we should have “better judges, more qualified judges, more qualified trial attorneys that work for DHS and just more kind guidelines,” not in existence solely for the purpose of deporting people.

***“Sometimes our judges feel  
overworked and over-burdened,  
particularly in domestic violence and  
family court....”***

### Focus Group Findings

Each focus group drew its members from a defined geographic region. One group covered the Morganton/Rutherfordton area, one covered the Piedmont Triad, one covered the New Bern/Greenville/Wilson area, and one drew from the city of New Bern only. We also conducted several supplemental interviews with legal services clients who could not join any of the groups, to expand on the issues we encountered. Four additional focus groups were conducted by Equal Access to Justice Commission staff. These drew from geographic regions covering the Goldsboro, Rocky Mount, Roanoke Rapids/Murfreesboro/Ahoskie and Boone/Wilkesboro areas, respectively. Participants numbered fifty-seven in all.

The focus group members were legal services lawyers, people who work for nonprofit organizations that deliver services in the community, and people who have been legal services clients or who have struggled to find affordable legal help. Depending on the makeup of the group, we asked questions about the legal services people need, whether the available services are adequate to meet people's needs, the reasons for gaps in services and the obstacles people face in gaining access to services; and we asked people to tell us about their experiences dealing with legal problems and struggling to find affordable legal help.

Focus groups were conducted under a rule of confidentiality. Participants were assured

that their comments would not be reported in a manner that would identify the person speaking. Focus groups lasted an hour to an hour and a half; supplemental interviews lasted about a half hour. All focus groups were conducted using the Zoom video conferencing software, except supplemental one-on-one interviews, which were by telephone.

Organizations represented in the focus groups included providers of legal services, agencies specializing in immigration, housing, employment, domestic violence and women's services, councils of governments, rescue ministries and community development agencies. Clients were referred by domestic violence and housing services agencies and legal services firms.

In this report, we will describe what we have learned. As we will show in detail in the following pages, we have found that low-income North Carolinians struggle to gain access to effective legal services that they can afford. The organizations that deliver low- and no-cost legal services are doing an excellent job with the resources they have to work with – excellent in service to clients and excellent in reaching as many people as they can. But they operate within painful constraints. They can't reach all those who need help.

We did not seek to break new ground in this phase. We used what we learned in earlier

***“It’s impossible, honestly, to meet the needs of everyone who needs our services. I think there’s absolutely not enough free legal services to go around.”***

phases of our research to study more closely the themes that had emerged. In many instances, our findings served to confirm what we learned in earlier phases of our research, and in other cases, we were able to gain a deeper understanding of the subject or to see it from new angles. In still others, we discovered important new information about how legal services are delivered and what people think about them.

Not surprisingly, we confirmed that legal services are limited, that some practice areas and some populations are particularly underserved, that significant barriers in areas of language, transportation, child care and technology make it harder for some people to take advantage even of the help that is available.

We came to appreciate even more than before the disadvantages faced by rural people in getting legal help. We learned that, perhaps more than we understood, people’s lack of information about legal services, and their mistrust of institutions, were serious obstacles to access. We saw increasing frustration, especially in small towns, over the shortage of lower-cost and pro bono legal services. And, we got a better look at the multiplicity and creativity of community

partnerships, and their importance in leveraging limited financial, legal and social services resources.

Finally, this phase of our research introduced clients’ perspectives, and the perspectives of community advocates who work the most closely with clients in law offices and in court. This allowed us a better view into the lived experience of legal services consumers and gave us important new information about the effectiveness of legal services delivery and about the crisis conditions in which much of it takes place.

### *Limited Services*

We again asked our participants whether they thought there were enough legal services to reach everyone who needs help. We again heard in decisive terms that there are not. One lawyer working in a small-town legal services office in eastern North Carolina told us, “It’s impossible, honestly, to meet the needs of everyone who qualifies for our services and needs our services. I think there’s absolutely not enough free legal services to go around.” Said a leader of a community services agency in the Triad area, “I don’t think there are enough legal services for the individuals that our agency serves.” A housing lawyer, describing a situation not unique to the housing practice, said, “What ends up happening is that there are a lot of tenants who we could help, if we could simply get to their cases.”

The limits are felt in all aspects of the practice. Legal services offices have been shuttered in some smaller communities,

stretching the remaining resources too thin. One lawyer told us what it was like to work in one of the surviving offices. “In my office there are, including me, eight attorneys and three paralegals, but we serve eleven counties. So, that's not even one attorney per county.” A housing authority official said tenants often had to wait for a lawyer from a distant town to visit. A housing counselor said he had many occasions in his work when he would like to refer a client to legal services. “We definitely have referred folks to Legal Aid. One of the challenges is, of course, there isn't an actual local place for folks to go.”

Lawyers said they feel forced at times to make uncomfortable decisions about which client to represent, choosing from those who may be equally eligible for services and whose cases may be equally deserving. “It's not because they don't need our services and it's not because we don't think they have a meritorious case,” explained one lawyer, saying a client may be turned down simply on the basis that the lawyers judged that client more capable of representing themselves.

***“In my office there are, including me, eight attorneys and three paralegals, but we serve eleven counties. So, that's not even one attorney per county.”***

The twin crises of pandemic and economic decline are worsening the impact. “The number of people in poverty has grown,” said a community development worker, creating more demand for a service that is not expanding to meet it, and threatening, she said, to bring things to a “breaking point.” Mass unemployment, she added, could soon lead to mass foreclosure and eviction, and the strain on hospitals is accompanied by a growing need for services relating to benefits, estates and guardianship. We heard notes of fear and desperation. “Nowhere to turn,” one participant said, and an unhappy tenant told us, “That’s why we got homeless people out here. They’re being turned down for these helps ... I know a lot of situations where people go and apply for help and they just don’t get it.”

### *Underserved Practice Areas*

“Some areas of legal need are not covered in our area, only specific areas are offered and funded,” said a poverty worker in western North Carolina who serves local residents in need of food, clothing, shelter and, sometimes, legal help. This echoed what we have heard often in the earlier phases of our research, that even taking into account an overall shortage of legal resources, some key areas are underserved.

Our earlier finding, that child custody and other family law matters were among the most urgent needs, was confirmed in remarkable fashion, our participants

returning to the subject again and again. These repeated mentions came from domestic violence service providers (there was an average of one representative from that sector in each focus groups), but by no means only from them. “We see a lot of requests for support with child custody and with divorces,” said one. Her organization tries to provide financial support, but, she said, “I think we have enough funds to do, like, two custody cases. And when we’re serving upwards of five hundred or more clients a year, two custody cases is not much.” Said another, referring to women coping with family trauma and instability, “Their children are obviously a concern and a priority to them, and they want to keep them safe, and those custody actions are not always covered.” A theme of disappointment emerged from discussions of legal services firms and the expectations people have of them. One western North Carolina participant mentioned Legal Aid, saying, “they only accept a few referrals.” Another, from the eastern part of the state, said something similar. “Legal Aid will not help with child custody. There are no resources if you can’t afford it.”

As happens when a needed resource is scarce, the result is a market distortion that drains resources elsewhere. As one service provider explained to us, women seeking custody have sometimes filed for domestic violence protective orders, as “a kind of backdoor way” of obtaining custody. This is counterproductive. “If they come in and file a 50B because, really, the judge sees through that, they’re trying to get emergency

custody instead of going to the emergency custody procedure, because they don’t have access to representation, you know that judge is going to throw out that 50B, and then, if that victim ever has to present in front of that judge again, then that trust is eroded and the judge is a little less likely to hear that.”

But in addition to the custody deficit we have discussed in this and in an earlier report, we heard in our focus groups about a surprising number of other areas that our participants considered underserved. These included mundane problems that have outsized importance in people’s lives. Traffic court was one example, where legal assistance could make a big difference. One participant spoke about finding ways “to help the men and women we serve to get them out of simple traffic issues and pay off fines, so they can start driving again, cause that’s another issue. You know, all of a sudden you get several tickets for driving without insurance, you know, just small things like that, and those can add up, and with a lawyer you can kinda navigate that process.” Expunctions was another area that received several mentions. “Expunctions is a huge piece,” said one participant. “One need

***“I think we have enough funds to do, like, two custody cases. And when we’re serving upwards of five hundred or more clients a year, two custody cases is not much.”***

that I see a lot in the population that I work with is assistance with expunction,” said another, saying she’s seen clients unable to secure housing because of even minor or inaccurate criminal records. But except for an occasional clinic, this isn’t an area that legal service providers have been able to make a priority.

Help with wills, clearing up land titles in heir property and intestacy situations, seniors experiencing financial and physical abuse, all kinds of tenants’ rights cases including such obvious things as foreclosures and evictions but also routine but exasperating problems such as the withholding of security deposits. Guardianship, both of elders and of children, came up more than once. Parents needing representation navigating the education system for special needs children was also mentioned, echoing comments we heard in earlier phases of our work.

Of course, the dearth of immigration law services, especially in rural areas, was discussed. “I don’t have a lot of immigration attorneys that are in our service area,” said one participant. Said another, a provider of services to women and families, “I do think the immigrant population is one of the largest portions of the community that’s underserved in the court system.”

Not all of these shortages are as critical as those in the areas of custody and family law, and housing in general, but together they paint a picture of a threadbare system, with stresses almost everywhere you look.

### *Income Eligibility*

When legal resources are limited, they must be rationed. The income limits legal services firms must impose on their prospective clients become more restrictive. One small-town lawyer spoke about “people calling for help that are falling in the middle ground that we can’t help, and they have to go to private attorneys that they can’t afford.” The people experiencing poverty and unemployment are not only those with the lowest incomes; they also include workers and families on the next rung or two of the income ladder, those struggling to find a toehold in the middle class. “You got that in between,” a neighborhood organizer told us, “where they don’t meet the Legal Aid income status but they don’t have enough money to go anyplace else to get it, and those are the ones slipping through the cracks, in my opinion.” These people are caught between two opposing pressures, between limits on eligibility for legal services and a private law market designed, like other private markets, to maximize profit. The result, according to a Triad area poverty worker, is a system that, “based on an inability to pay, and to be able to afford, I think, quality legal services, leaves a lot of people in limbo.”

These rigid income limits have been moderated in some circumstances; we were told. “We’ve increased it a little, because of COVID-19,” one lawyer said. “What grants we get kinda control sometimes what we can accept, as far as income level, but with

*“My divorce lawyer cost like \$2,000, which people that I know think was cheap, but I couldn't get Legal Aid to represent me for my divorce because of my salary, so like there's nothing in the middle, and so I had to pay for my divorce with my credit card.”*

COVID-19 we've been able to expand it a little bit.” In addition, exceptions are made for some categories of cases or of clients. “Some people that are over the income limit, we can help, if they have other factors, like their age,” said a legal services lawyer working in a small town in western North Carolina. Victims of domestic violence can be represented by legal services lawyers, too, regardless of income.

But for the most part, these are rigid limits. We spoke with people who have run up against them. One woman, who was helped by Legal Aid on one occasion and was ineligible on another, told us the story about the time she was ineligible. “My divorce lawyer cost like I think \$2,000, which people that I know think was cheap, but I didn't qualify, I couldn't get Legal Aid to represent me for my divorce because of my salary, so like there's nothing in the middle, and so I had to pay for my divorce with my credit card, but yeah I couldn't get help for Legal Aid.”

Another woman told us, “I was needing a lawyer for a whole two years and wasn't able

to obtain one due to certain stipulations that was told to me, that I didn't fit under the criteria.” As we will discuss further in a later section of this report, people become discouraged, even unreasonably so. This person became convinced that the doors would always be closed to her. “Like, you'll pass one way but you always end up failing, due to some ungodly thing that they can come up with, to keep us from getting assistance.”

### *Barriers to Access*

In our report on key informant interviews, we wrote that the lack of resources was one side of the access to justice equation, what we might call the “supply side,” but that there was a problem on the other side of the equation, the barriers that make it hard for low-income people to connect even with the resources that do exist; this we might refer to as the “demand side.” We described the many barriers, including childcare, time off work, transportation, language and literacy, internet access, health, lack of trust and lack of awareness that help is available. All these issues were brought up again in the focus groups, and several that we hadn't considered were introduced into the dialogue. Together, they make up a nearly impassable terrain of obstacles, and if it is possible, we heard them discussed with even more concern and frustration than in our earlier conversations.

Our participants reported difficulties they or their clients had with transportation and childcare. Child care, one community leader said, is “something that we hear very

frequently, that that's a barrier for people to get help, and that's a barrier for people to maintain employment, because child care costs more than the jobs that they would have, what it would pay." Another service provider said their staff had to devote resources to securing transportation and childcare that should have been devoted to legal services. "Just kind of coordinating transportation to appointments, if they don't have a driver's license, how are they going to get there?" A legal services client told us, "I don't have transportation, so a lot of the work I had to do was by phone," while others, especially since the onset of the pandemic, are forced to do business by email. But, said one service provider, "When you look at a lot of the counties where internet access is a problem, that complicates it for some people." Some give up. "Folks want to walk into an office, they want to see a face. They want to sit down and talk to somebody," one lawyer explained. "And I understand that."

Time off work, especially for legal services clients we spoke to who had court cases, was identified as a steep obstacle. "It's almost impossible," one man said, "because, you know, we got to work, got to pay the bills." Said another, "I also had an issue with work and trying to leave work and they needed me you know like can you come right now and I'd be at work and I can't do that." Taking the time can mean taking vacation time. "I had to take those days," said one of the participants, "and in order to be paid for them, I would have to use my vacation time to get paid for those days so my check

wouldn't be short." Another had the same experience, using vacation time because otherwise, she said, "I couldn't afford it." The court system fails to take into account the hardships faced by litigants, we were told. One plaintiff in a domestic violence protective order proceeding observed, "I understand why women don't have restraining orders, why women do not go to the justice system, because the entire process -- so I had to go to court three times for the domestic violence thing. And I said to them ... I cannot miss three days." A lawyer whose clients face these challenges told us, "The working poor cannot afford to take a minute off the clock."

And, to restate the obvious, cost is a barrier to access. "You have grounds for your rights and you can't obtain them because of money," said a woman who has been through two legal proceedings, one of which she had to pay for herself, two thousand to the lawyer and two thousand for a federal filing fee, "so together it was an outrageous amount of money." Said another, "Lawyers here are very costly!" and, said another, "I couldn't afford it!"

Language barriers, too, were mentioned repeatedly. It is not only Spanish, which many offices can accommodate, but local dialects and indigenous languages less well-known in North Carolina. "It's almost impossible to get interpreters to court that speak those languages," said one court advocate. "It's very unlikely legal office staff have that language capacity," said another, "so it's necessary to bring interpreters with

them.” And, language barriers can extend beyond just the problem of translation and interpretation, to something more profoundly cultural. “I see more of a cultural barrier with them in reaching out to the court system and getting involved in legal services,” said one of our participants about a particular ethnic group. “They’re very private and they do a lot of things within their culture. They kind of have their own system of working things out.”

Cultural and even psychological factors emerged from this round of conversations as more important even than the typical practical problems with transportation and childcare and may be even more intractable. At the foundation, some of our participants think, are syndromes of poverty that make help seem distant and unattainable. “People don’t realize that they either have a right to help, deserve help or,” said one local leader, “they may feel that it doesn’t matter, that nobody is going to help them because they don’t have the money to pay for something, so what difference does it make?” She worried that some people who badly need services “feel that because of their income level, that we won’t see them as deserving of the services.” A poverty worker in a small eastern North Carolina city told us, “They don’t believe that anything is really going to happen for them in a positive light.”

A legal services client, describing her experience and that of many, said, “When you are so down, everything looks dark, I mean, you’re just trying to get up in the morning.” It’s not just that people don’t see

*“People may feel that it doesn’t matter, that nobody is going to help them because they don’t have the money to pay for something, so what difference does it make?”*

the point in talking to lawyers, said one of the clients we spoke with. Sometimes people don’t want to talk to anyone. “They may have shame, or blame, or whatever,” she said, “and not even tell the church people, that ‘I’m in this bad predicament, and I need help. What should I do?’” Another low-income legal services client who volunteers as a housing advocate spoke about what poverty can do to a person. “It’s hard, and it deters, a lot of people don’t know how to fight.”

Feelings of unworthiness are matched, we were told again and again, by feelings of distrust. “A lack of trust of the system and a lack of trust that anything’s going to be done,” said one poverty worker. Some of that is borne of disappointment. “When people call us,” she said, “we always ask what other resources have you tried or what other agencies have you tried. Quite frequently the response that we get back is that ‘you’re the first who’ve ever called us back’. There’s a lack of trust in that.” A legal services lawyer told us this obstacle is hard to overcome even after the client *has* made contact. “We have people that contact our office,” she said. “‘Yes, absolutely you have a defense, absolutely have a case, let’s contact your landlord, let us represent you,’ and

people say no, because they might end up on the street or I might lose.” Sometimes the distrust extends to institutions in general; some people, said a participant who works with families, “aren’t going to talk to us, they’re concerned that we are police or part of the state.”

The trust issue has many dimensions, we found. It can be rooted in race, we were told. “This is a very racially divided area,” said a minister who works with low-income people. “People are very leery about which attorneys to trust because of the divide.” A client of legal services responded to a question about unequal access to justice. “It’s about our race,” she said, “and our income ... Wholeheartedly, I feel it, I feel it to some degree. I’m not going to say, you know, it’s just based on, but to some degree it is, I feel, as an African American and going through them situations, you know ... the outcome will be a lot different.” Asked whether she trusts lawyers, this client said “You can trust them if you’re paying. If you have the money to pay them to do their job, hey, I would trust them ... but if it’s something that’s given free, I don’t trust it.”

***“This is a very racially divided area,” said a minister who works with low-income people. “People are very leery about which attorneys to trust because of the divide.”***

***“Some of them don’t even realize that there is a legal remedy to some of the situations that they find themselves in, and so they become accustomed to saying, ‘OK, this is the way it’s going to be.’”***

There was agreement among our participants that in addition to lack of trust, many prospective consumers of legal services lack awareness of the services that are available. The more we talk to legal and social service professionals, the more serious this problem appears. “There are tons of services that are available,” said one poverty worker. “People just don’t know about it.” Said a neighborhood leader, “They don’t know about Legal Aid, or think they can’t afford it.” The issue extends to all kinds of services, but seems particularly acute when it concerns legal remedies. “Some of them don’t even realize that there is a legal remedy to some of the situations that they find themselves in, and so they become accustomed to saying, ‘OK, this is the way it’s going to be.’” Lawyers told us the same thing. “A lot of tenants,” one said, “when they get an eviction notice, their first thought is not, ‘I should fight this.’” Said another, “Oftentimes it seems as though it’s almost an issue of they don’t realize there may be a legal remedy for the problems that they have, so they don’t know to ask for help.”

The increasing shortage of lawyers makes these issues harder to solve. “In many cases they have defenses that they don’t know about,” said one of the lawyers we spoke to, “because they either don’t think they should talk to a lawyer, or you know, there’s not enough lawyers to talk to them.” Amid cutbacks, with offices closing, legal services firms worry that people will think they’ve gone out of business. “One of the challenges that we have,” said another lawyer, “is how do we get into the community so that we let them know that we are still here.”

### *Low & Pro Bono Resources*

As we have observed in an earlier report, the shortage of free legal services naturally puts pressure on the private bar to fill the gap. The participants in our focus groups discussed at length issues relating to pro bono and low-cost legal services. Some have seen successes in this area. A housing advocate in eastern North Carolina told us about the local lawyers, “They’re very receptive, they will do the pro bono, case by case of course. We’ve not had to step in to absorb any of the financial responsibilities for that, because they will truly do it at a zero rate.” A director of a community organization in western North Carolina described going to local lawyers, “a lot of times, just requesting an attorney to actually engage with our agency, and they do it all the time, on a pro bono basis.” Several representatives of social services agencies said it helps to have lawyers on their boards of directors. “We actually have three practicing attorneys on our Board,” she said,

“we’ve also got several more that we’ve worked with over the years, and developed those relationships.” Said another, “We always keep an attorney on the Board, so they can help us and they can also build those relationships, and find people when we do have a case that’s desperate.”

However, we heard at least as much frustration as satisfaction from the agencies and from legal services lawyers. They have had some help from private lawyers, one said, “but at some point in time, that resource is going to dry up.” A housing activist said he’s received many offers for pro bono assistance, but “then when we come back and say ‘well I think we’ve got the perfect case for you,’ it doesn’t ever seem to be the right time. Everybody is very busy.” A private lawyer who volunteers pro bono hours said more volunteers are needed. Most of the work is done by “the same handful of people,” she lamented, and they are “spread too thin.” But some thought that unlikely. “Sorry,” said one agency director, expressing doubts that many more lawyers will donate their time, “but to some attorneys, money speaks.” And, said a legal services lawyer, “everyone is dealing with their own economic issues during this pandemic.”

The smaller towns struggle the most, though it remains a question whether even the bigger cities are getting enough help. A rural housing counselor suggested that in other places, “they have a rotating group of attorneys” but, he said, “we don’t have that here.” A small-town legal services lawyer

***“We get a lot of calls for pro bono legal services, and we have to explain to them that this is not New York City!”***

said “they’re hard to get” in her county, saying that while there are more volunteer lawyers in larger-population counties, in her part of the state “it kind of dwindles down to essentially nothing unless we beg them.” But we heard similar comments from people in larger-population counties. Said one social service provider in one of the big North Carolina cities, “We get a lot of calls for pro bono legal services, and we have to explain to them that this is not New York City!”

The people we spoke to seemed to be thinking creatively about ways to make legal resources go further. Several envisioned something in the middle, between market rate and free legal services. “Even sliding scale,” said one, “we’ve offered to pay sliding scale, stuff like that.” Another said, in the same vein, it would help “if we had attorneys who would work on a sliding fee scale.” Or a contingent fee might work, said the housing activist, “If there is a judgement in favor of the tenant, then the lawyer might be able to get some of the money. I know that’s a requirement for some private practices, that their lawyers would have to bring in something in order for them to do some sort of low-bono work. But it’s been very difficult.” A woman who had benefitted from free legal services in a domestic violence case told us much more would be

needed. “I think that it’s nice that we have the victims advocate groups and that we do have legal aid available for some issues.” But she said her eastern North Carolina town is impoverished. “And so I think we need more pro bono work, and we need it in a more variety of services and not just this, you know, small sector.”

### *The Role of Non-Lawyers*

We have continued throughout our work on this project to explore the possibilities of leveraging the skills of non-lawyers – paralegals, social workers, advocates, navigators and rank-and-file agency staff members – to extend legal resources. We again found much interest in this subject, but in this round of conversations we saw more awareness and concern than we had seen before about a related question: how to play these roles without inadvertently – and unlawfully – practicing law without a license.

A director of regional senior programs described the quandary her organization faced. She said their program receives many questions from clients about bankruptcy. They try to get local bankruptcy attorneys to help field questions, “but it’s really hard to get a straight answer, and they want them to come in, and pay \$300, and all that stuff.” She would like her staff to be trained to provide this kind of information, but, she said, “you know we’re not supposed to be practicing law.” Others related similar stories, about seeking training in how to provide information about legal matters, and extra training in how not to practice law

while doing it. “It really is a fine line to walk,” said the director of a community organization in eastern North Carolina. “I’ve actually done some training with Legal Aid. They ... provide a little bit of training about that, about what our role is in terms of not giving out legal advice but trying to help people make choices.” A third person said that despite the risks, people in her agency and others like hers are well-suited to the role. “I believe that a qualified, educated person in that role, will be respected, as long as that line’s not crossed,” she said, adding that non-lawyers with that kind of training “would certainly be a tremendous asset for this population.”

The people who do have that kind of training do a lot, we found. A supervisor in the domestic violence field told us, “My advocates are not legal advocates, but they’re the ones who are helping the victims fill out their 50B paperwork, so the crisis is a lot of times addressed immediately.” A housing activist said something similar. “We’re very clear with folks that we are not lawyers but we can call Legal Aid, and help them with the intake process,” and can furnish clients with legal information that isn’t advice but “is just general knowledge that they should have.”

***“it’s really hard to get a straight answer, and they want them to come in, and pay \$300, and all that stuff.”***

We found that our participants were actively seeking new ways to leverage non-legal resources. One housing advocate thought there should be more paralegals, “that legal support that would really help because our organization is just not equipped to handle the number of folks.” A manager in a literacy program said that for her clients, “access to a credit counselor on a face-to-face basis would be huge.” And, an executive director of an agency that works with families hoped her staff could receive more training so that they could in turn train their clients to know the right words and be empowered to make the right choices in life.

### *Community Partnerships*

The focus group format afforded us a window into the community partnerships through which legal and social service professionals work, especially in smaller towns and rural areas where people draw on close acquaintanceships but don’t necessarily have access to the relatively greater wealth and network resources of big cities. “Nobody knows what each county needs more than the people who are in these counties,” said one lawyer, explaining the importance of good working relationships with the other community groups.

The director of an eastern North Carolina organization whose business it is to facilitate community partnerships told us, “The perspective of ‘how does a community successfully reach the population that we are discussing’ is going to be dependent on those strong relationships with partners.”

Not everyone is good at forging these relationships. “We’re familiar with a handful of the larger organizations,” said one staff member, “but I know there are a lot more service providers out there that we’re just unaware of.” But most of the participants agreed on the importance of community partnerships.

Lawyers struggling with limited resources told us they need the community partners, who can play a number of roles. First, they can assist clients who have difficulties dealing with the day-to-day tasks necessary to prosecute legal matters. “We may ask them to help us get the clients documents,” one lawyer told us, “whether scanning and emailing or faxing, because we understand that the clients don’t necessarily have those abilities or, you know, the access to the equipment that they would need.” Second, the agencies can help build trust with the client. “We really rely on our community partners who may have developed that relationship to kinda give us that credibility when they make that referral to us.” Third, the agencies can help lawyers understand what communities need, and help communities understand what lawyers can do. “Our partners tell us what the needs in their community are [and] as part of that partnership I think sometimes ... we can do a better job explaining how maybe we do fit into other areas.” And fourth, the community partners can identify legal issues that clients don’t always see. “Once our partner agencies have a better understanding,” said this lawyer, “enough that you’re able to issue spot, or realize,

*“I called the police on the phone and then I went to the victim advocate offices and I saw the lawyers there virtually so I just had to drive to one place and then to the courtroom and that’s it.”*

well, I am going to meet your immediate needs, but at the same time refer you to Legal Aid because they may have something they can help with.”

Our participants who work with families experiencing trauma told us about their partnerships with law enforcement and the courts. “We’ve spent a lot of time really working closely with our law enforcement,” one agency director said, “so that, people in those populations feel like that they can have immediate access and treated equally.” And, these partnerships are vital to the work of legal services lawyers. Survivors of domestic violence described to us the seamless coordination they saw between the police, the domestic violence agency, the lawyer and the court. One woman told of how the lawyer contacted her after the incident. “They called me, which was very impressive, you know, because when you’re going through this type of stress, I feel like sometimes you’re not aware of your needs, so, to find that I had people out there who called me and said, ‘hey, we want to talk to you. Then I was like, how did you find out? And they were like, the police told them that I might be in need of their services.” Another

described the smooth process made possible by the police, the advocates and the lawyers working together. “I called the police on the phone and then I went to the victim advocate offices and I saw the lawyers there virtually so I just had to drive to one place and then to the courtroom and that's it.”

### *Effectiveness of Service*

Satisfaction with legal services, and people’s assessments of the effectiveness of the services offered, emerged as a theme of the services offered, emerged as a theme of the focus group conversations, a theme that had not been highlighted in our earlier reporting. We heard comments from clients who had already been represented by legal services lawyers, many expressing satisfaction, and a few expressing dissatisfaction. We also heard comments about the difficulties people have in making contact with legal services.

Many of the people whose cases were accepted by legal services firms expressed satisfaction with the services they’d received. By no means can our focus group research be taken as a survey of customer satisfaction, but of the former clients we spoke to, we can say most were favorable in the descriptions they gave of their

***“It doesn’t give you a lot of options in terms of helping clients when, if you’ve referred a person to an agency that wasn’t responsive in the past.”***

experiences. “I’m just really thankful for the legal aid,” said one, adding, “they really made it very, very easy, because they gave me all the advice I need and all the information and everything, which definitely they were a huge help during a very stressful time.” Another said, “They were real supportive.” A third said, “And like I said, they helped me to figure out what I needed, and they facilitated the process. And so, I mean, I had a good experience.” Said another, “I trusted my lawyer, my legal aid lawyer.” Said another, “My legal aid, she was really, really good.” And said another, speaking about preparation for court “I think she was very good and professional and, you know, well informed, and she did a very comprehensive, concise, easy-to-follow directions with me, this is what to expect, this is what you need to do to do your part, and briefed me well.”

Only a few reservations were heard. One client thought her lawyer could have been more zealous in her representation. “And so, I felt like she did her job and I appreciate the job that she did, I didn't have to pay, but I don't feel like she had the time or the resources to fight for me, to fight the fight for what I wanted so I just got, you know, the basic thing ... you know I was like it's better than nothing.”

And one woman whose housing case was not accepted left with an unfavorable opinion of legal services. Though we didn’t ask our participants to rate their experience, she volunteered a rating. “I mean, on a scale

*“I’m just really thankful for the Legal Aid. They really made it very, very easy, because they gave me all the advice I need and all the information and everything, which definitely they were huge help during a very stressful time.”*

of one to ten, okay we’re going to say two and a half.”

But the comments of a woman whose benefits dispute was handled by Legal Aid were more representative of those we heard, if more effusive than most. She received a call back from her Helpline intake, “immediately, it was less than a day ... giving me a little ray of hope.” Her interactions with the lawyer were “just really very clear and concise and setting expectations, the ability to ask questions, it was phenomenal. And just incredible detail, and it gave me hope.” The lawyer “was very good about following up with me, you know, next steps,” she said. “More than satisfactory .... More than a happy customer!” About the Helpline process, she said, contradicting the statements we had heard from other participants as we will see, “It wasn’t hard, no, I would put it on par with CVS, a thousand times better, and I was always treated with respect and dignity.”

Some prospective clients don’t get their cases heard. We were struck by how many of our participants expressed frustration with

the process of referring clients to legal services or making contact with legal services lawyers. A representative comment was made by a community development director working in western North Carolina. “Sometimes we had kind of stopped trying to refer out to legal services because they were not responding to the people that we actually referred to them. So, basically, we were referring them out to this private sector in order to get the assistance that they were looking for, which did cost them more.” A case manager in a health services field told us her clients resisted her efforts to refer them to legal services. “I have had people that didn’t want to be referred because of other experiences they have had in the past,” she said. The reasons varied, in some cases because they’d tried before and “they never called me back,” or because for whatever reason the lawyers didn’t accept them as clients. “I’ve used them before and they didn’t take my case,” said one prospective client. This case manager lamented, “It doesn’t give you a lot of options in terms of helping clients when, if you’ve referred a person to an agency that wasn’t responsive in the past.”

The Legal Aid Helpline was brought up repeatedly, by clients, intermediaries and the lawyers themselves, as an obstacle in the delivery of legal services. A legal services lawyer described this “flawed system,” saying “You’ve got to spend a bunch of time on hold and then once you do that, they call you back and what it comes down to is only the most persistent people actually get a lawyer.” Said another lawyer, “I know for

folks who've tried it or had any feedback, it's really hard because that line gets well over 25,000 calls a year."

According to some of the community workers we spoke to, the problems people have getting through to legal services add to the trust deficits that we have discussed at length. "There are a lot of low-income people that we deal with," said one housing counselor, "that have been disappointed so many times that it's really hard to believe that 800 number is going to come through and solve their problem or that a person outside is going to do it, because they have not in the past." The worries people have about taking time off work are the same ones that make it hard for people to wait a long time on the phone. A community activist told us, "Some of the folks that need the help the most and who have the best cases that could be helped by Legal Aid are the ones who are unable to sit on hold for 75 or 90 minutes and wait, and who are unable to stand by their phones and answer when Legal Aid calls them back, and so their cases may get dropped."

### *Clients Intimidated*

Our participants often mentioned the emotional strain which they or their clients experienced in their interactions with the legal system. "There are so many factors that go into people looking for legal advice," observed an agency director, "the intimidation factor is a big one, too, and we don't often talk about that piece." A woman who had been through a courtroom experience used similar language. "When

you get into the courtroom and you are dealing with the deputies and such, they seem kind of, I don't know, I don't want to say bully-ish, that's a strong word, but intimidating. That's the word."

We spoke earlier about "shame and blame," and it was apparent to us that this is a factor in making people's experiences with the legal system so hard. "Talking about something very personal that you have going on," said one of our participants, makes it all the more difficult to seek legal help. This theme was repeated several times by people who had had legal cases touching, as they often do, on the most private, personal matters. Speaking of the court personnel, one said, "They are not as sympathetic as I would like to think, and I know they have a job to do but sometimes you have to have some humanity along with that job." Said another, "It should have been handled a little differently. It's almost embarrassing to go to courts, and everybody is in there listening." A woman who had been in court seeking a protective order said, "The whole

***"A lot of people don't even go to court and they just try to work it out as best they can. And that's why so many people probably end up dead or in the hospital, paralyzed or whatever because they don't, they're scared to take that step because of, you know, the shaming."***

process made it to me traumatizing, it was a traumatic experience for me, not because of the Legal Aid or because of the advocate. They were more than supportive, but the whole process is, like shaming I think to a woman.” A woman in a similar situation told us, “There’s a shame factor in all of this, when you’re dealing with having to go to court, having everybody listen to your personal details of what you’ve encountered. And it is a shameful type thing.” It would not be surprising to learn that many victims don’t press their claims. This woman added, “A lot of people don’t even go to court and they just try to work it out as best they can. And that’s why so many people probably end up dead or in the hospital, paralyzed or whatever because they don’t, they’re scared to take that step because of, you know, the shaming, and the lack of knowledge of, you know the resources that are out here for them.” One of the participants, asked what she would do to change the system, suggested there might be “a way to like have your case in private instead of in public.”

These factors of fear and intimidation loom large for people who can’t find lawyers to represent them. “I had to go face, you know, these legal people on my own,” said an unhappy woman with a housing case she was compelled to prosecute *pro se*. “I don’t have knowledge of half the words they were saying.” She said she was deterred by fear, and we suspect many others would say the same.

### *Clients in Crisis*

Our participants pointed out that when affluent people seek legal advice, they often do so in calm circumstances, with the ability to, say, make an appointment to see the lawyer next week. Poor people, they said, and people who serve the poor, “deal with crisis and chaos on a daily basis.” This obvious fact has immense implications for the delivery of legal services.

For one thing, it makes it difficult to conduct business in an orderly fashion. “When we get cases in our office,” one legal services lawyer told us, “people are generally in a crisis and there is a quick turnaround. There’s not a lot of time for us to build that trust that’s needed.” A poverty worker who often refers clients to legal services said the same thing. “When people come to us for services, they’re looking for an immediate fix. It’s not like they come and they say, ‘I’ve got thirty days to resolve this issue that I have.’” Managing crises requires more, not fewer, resources than managing orderly situations, so the strain on these systems is excessive. “Normally you’re getting them two hours away from whatever the situation is, so, if you’re trying to assist them, either you stop everything that you’re doing and you

***“When people come to us for services, they’re looking for an immediate fix. It’s not like they come and they say, ‘I’ve got thirty days to resolve this issue that I have.’”***

concentrate on that one individual for the rest of your day, or you have to do what you can immediately resolve and then move onto the next thing that's coming."

A client often doesn't seek help until the crisis hits. "People in crisis do not think ahead," said a poverty worker in rural western North Carolina. A client who arrives with a crisis may simply not have had the time or the knowledge to understand the underlying problems, and it may fall to the service provider to try to figure out what the real problem is. "Sometimes you don't come with the whole problem," a service provider told us, "you just come with the immediate problem, and so we don't get to address all the other things or refer them out to other places that can perhaps help with these issues, cause they don't know." Another community worker said something similar. "There's this building of problems, so we do see a lot of that, and we try to prioritize, help them prioritize, and put out the fires first."

The lawyers may bear the heaviest burden, when clients spend most of their efforts securing food and shelter, neglecting the second-order needs that may be building up. "Legal service is not their forefront," explained a front-line poverty worker. "They want food, clothing, shelter, rental, utility assistance." However urgently people's legal needs may be pressing, they may be the last thing on people's minds.

### *Key Focus Group Findings*

We asked our focus groups participants what changes in policy or procedure they would

make to improve the delivery of legal services in North Carolina. Their suggestions took various forms. Several said they would like to see more clinics and information sessions, where people could get basic questions answered without having to hire a lawyer. The director of a regional council said, "You could do something where you have doctor's hours, or whatever you want to call it, even just quarterly or something like that, and that they can come in and ask the question." A community development director said her organization had tried something like this. "At one time," she said, "we were trying to do workshops that were available on a monthly basis just covering general topics, that people may have some interest in, and I would like to see that to happen on a regular basis." Another local leader told us, "We had the call-a-lawyer thing, with the phone banks in the studio with, like, twenty lawyers there, and it was insanely popular."

We also saw interest in measures that would encourage more low or pro bono service. "I think there should be more programs out there maybe, like, pro bono programs, or rewarding attorneys or something," offered the director of a women's center. This idea of providing incentives to lawyers came up several times. "The legislature could give them a credit, a state credit for however many hours served at such and such a rate," suggested one participant, alert perhaps to the state's antipathy to direct subsidy of legal services. "You know, if nothing more than thirty dollars an hour, or thirty dollar credit, for every fifteen minutes or

something like that they could take against their taxes, reduce their tax liabilities, the state's not really not putting money in their pocket, the state's just keeping from getting a little bit of the money that they might otherwise have gotten."

As an alternative to pro bono solutions, one legal services lawyer thought "low-bono" models were underutilized. "There should definitely be more of these places that are known as being, like sliding scale or even just helping that group that you described where they fall under the poverty guideline."

Right to counsel in civil matters was supported by many participants. "If I'm about to lose my house, or my child's safety and future is in jeopardy, those seem like those should be, kind of basic human rights type things, too," said one, comparing these civil matters to the liberty rights at stake in criminal proceedings. But failing that, she said, "maybe there's some sort of advocacy position in each courthouse that helps people through those things, because you go to the clerk's office, they're not allowed to give you advice, and they'll tell you that." Said another, "I think our constitution should protect us on all those levels, so it's not, the constitution doesn't just protect us from going to jail, it needs to protect us for our happiness and well-being."

But when allowing their imaginations to roam, when pondering the real problems low-income people are dealing with, some of our participants told us, yes, we have to fix the legal services system, but long term, we

have to fix the big "systemic" issues too. "That's a really vast answer," said one, "I mean there's so many systemic issues in our world, you know, the racism, poverty, and patriarchy, and the legal system's not the only one that are affected by these issues." A housing advocate working in eastern North Carolina put it this way. "If the basic needs of housing, clothing, and shelter were addressed on a bigger scale I don't think we would have a lot of that eviction process and we wouldn't have the need for any of these services."

***"If the basic needs of housing, clothing, and shelter were addressed on a bigger scale I don't think we would have a lot of that eviction process and we wouldn't have the need for any of these services."***

## Stakeholder Survey Findings

### *Respondent Characteristics*

An agency-level survey was developed and administered statewide via the internet. The North Carolina Legal Needs Stakeholder Survey had a total of 1,176 participants. More than half (55.4%) of respondents were female, 43.7% male, and less than 1% identified as non-binary, transgender or other. A majority of respondents identified as White (82.2%). The educational attainment of the sample logically skewed toward advanced degrees with almost three quarters (74.4%) having JD or PhD degrees. Fewer than 7% had less than a four-year degree. Median age was between 35-44 with males skewing slightly older than females.

Most stakeholders reported that they work in for-profit legal agencies (44.5%) and governmental agencies (27.9%). A little over one-tenth of the respondents were from non-profit Legal agencies (11.1%). There was also a small percentage of responses from those in “other” non-profits and academic settings. Most respondents identified their profession as lawyer (69.1%) Others included deputy clerk, executive director, mediator, etc. Less than 5% respectively selected other roles such as Magistrate, Judge, Paralegal, Social Service Provide, etc.

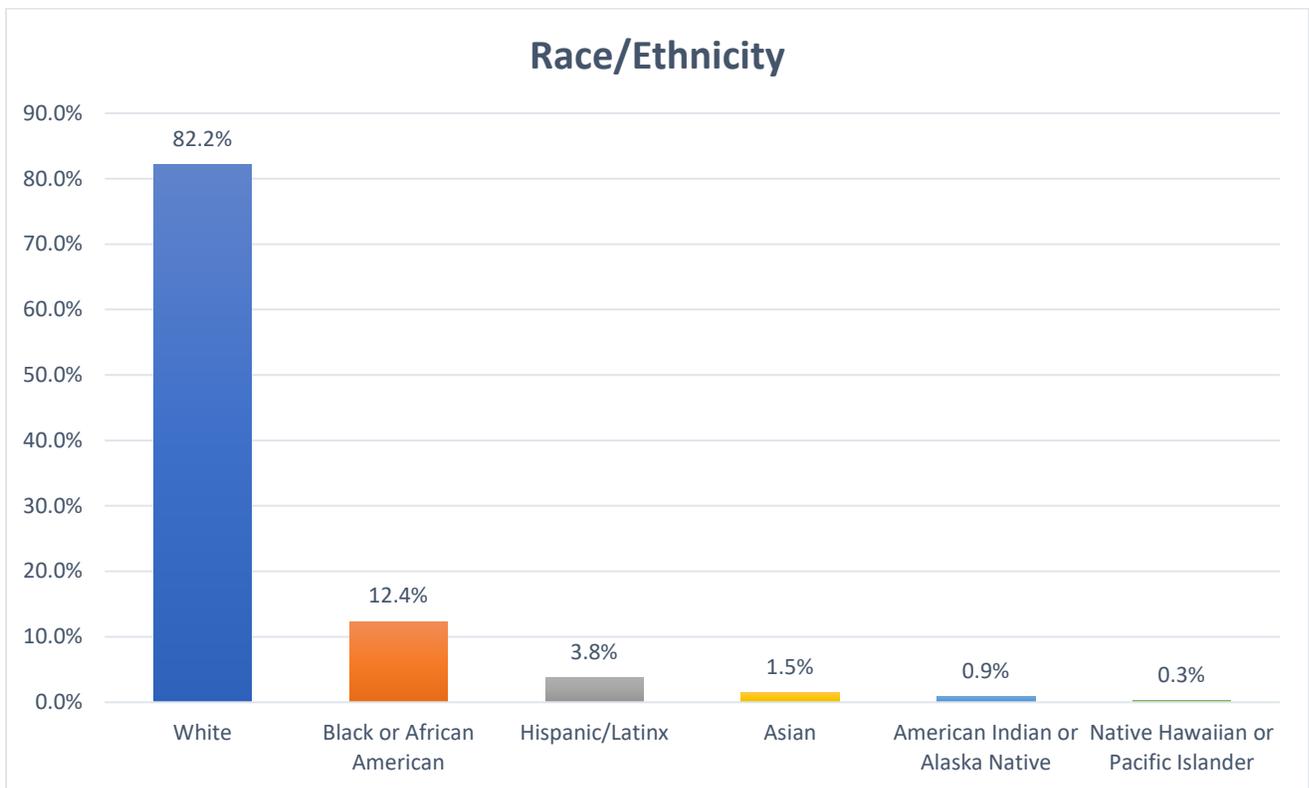


Figure 24 - Race/Ethnicity

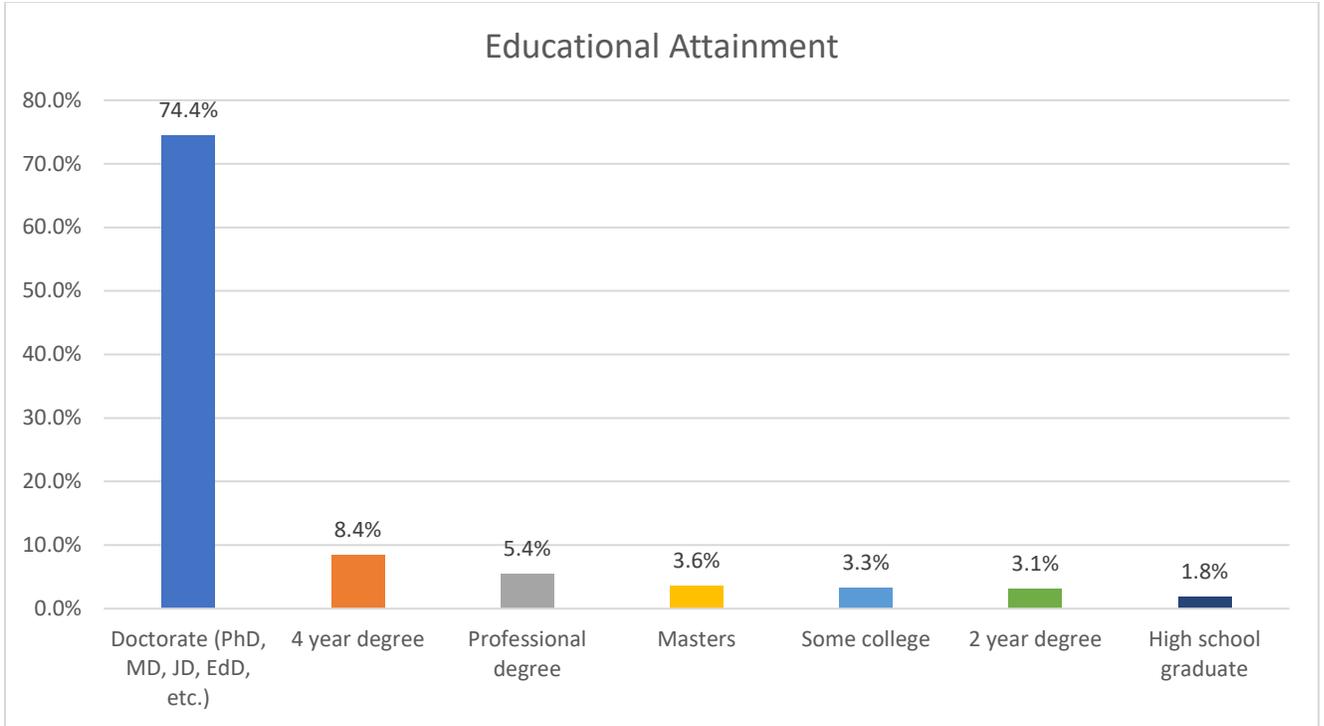


Figure 25 - Educational Attainment

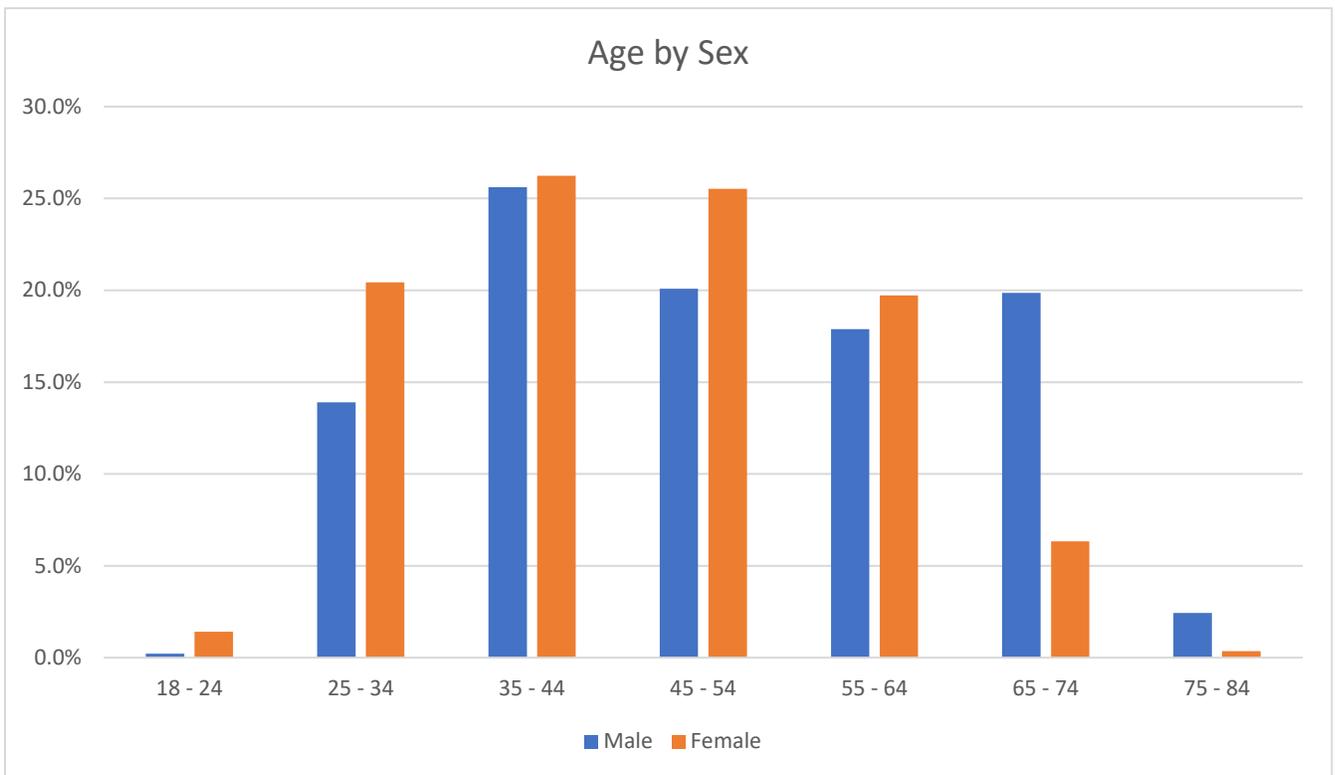


Figure 26 - Age of Respondents by Sex

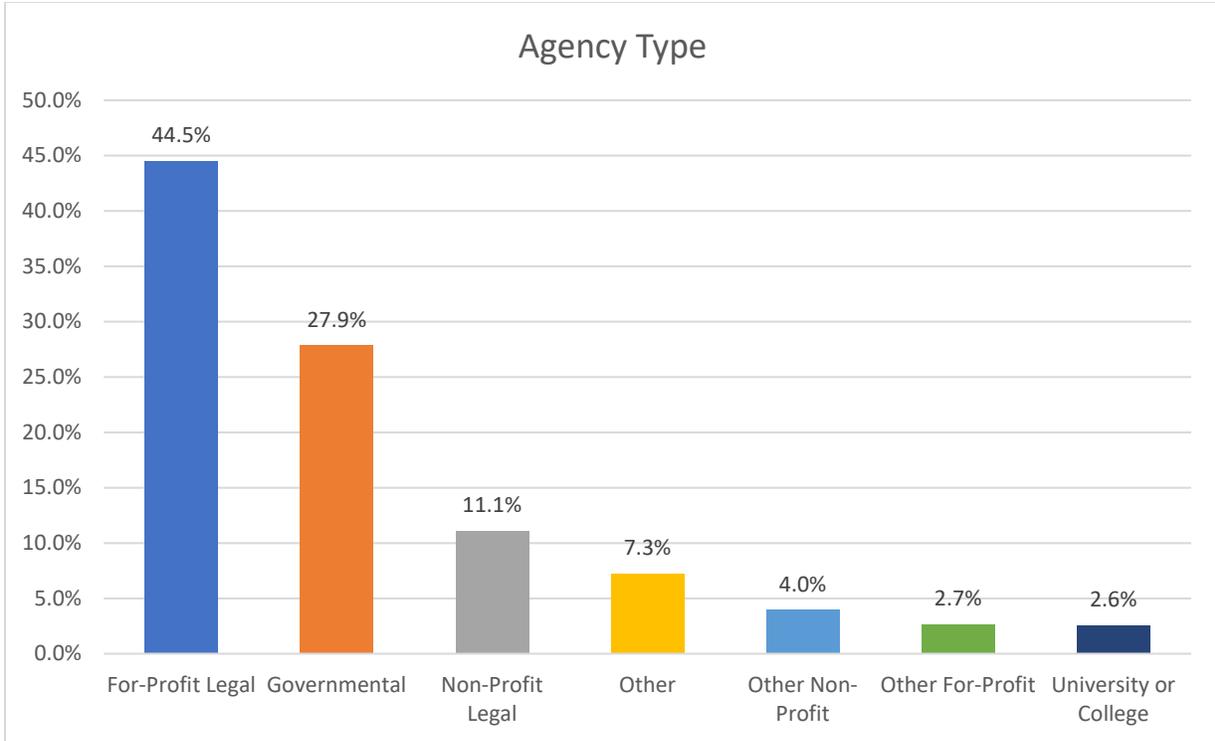


Figure 27 - Agency Type

### Stakeholder Role

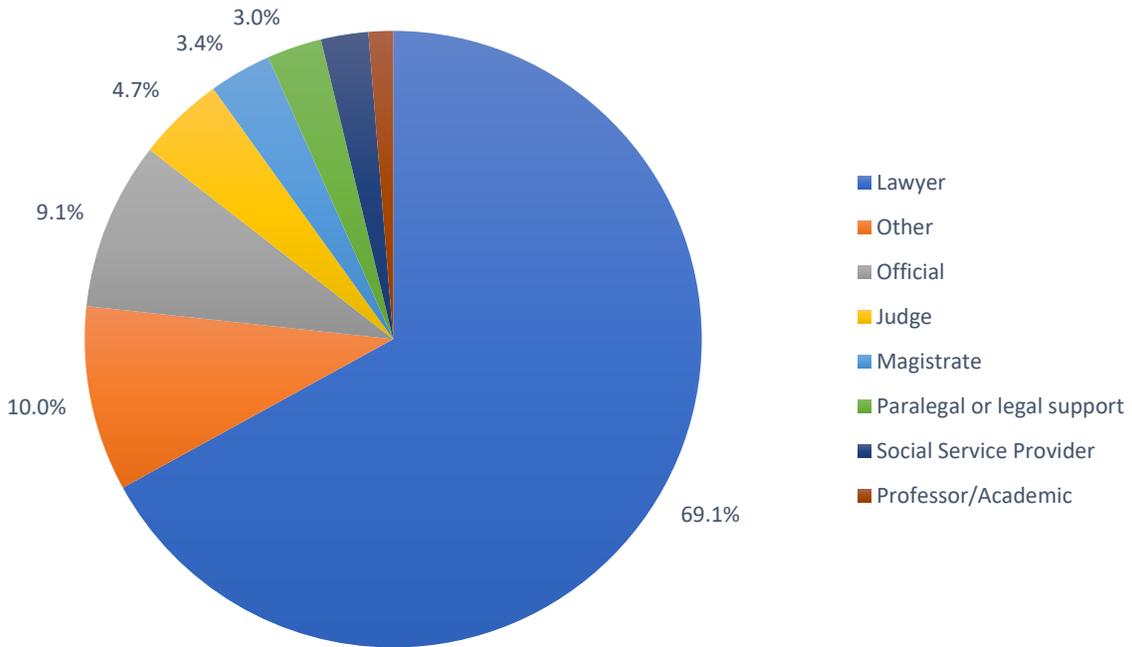


Figure 28 - Stakeholder Role

### Legal Services Provided

In terms of what legal services provided, Advance Directives was the most common (32.7%). Family Legal Services was the second most common legal service (27.5%), The least provided services included veteran or military benefits (7.1%) and environmental legal services (6.1%). Respondents were asked about the legal services they provide as well as what counties they serve. More than one-fifth (22.8%) provide legal services to all the counties in North Carolina while 14.3% serve District 10 (Wake County), 13.7% serve District 26 (Mecklenburg County), and 11.4% serve District 18 (Guilford County).

Regional variations were noted. Legal services were disaggregated by eight geographic regions: Western, Northwest, Southwest, Piedmont-Triad, North Central, Sandhills (South Central), Northeast, and Southeast. (See Appendix H for breakdown)



Figure 29 - Regions of NC

Legal services resources were also disaggregated by urban vs rural counties. For this analysis we followed the United States Department of Agriculture Rural-urban Continuum Codes (2013) which categorize counties into either metropolitan counties or nonmetropolitan counties by total population density. There are 46 counties that are designated as metropolitan counties and 54 nonmetropolitan counties. (see Appendix I - Legal Services by Metropolitan vs. Nonmetropolitan Counties for break down).

Table 7 - Legal Services District Courts & Counties

District Courts	Counties	N	% of Cases
ALL OF NC	All counties	208	22.8%
District 10	Wake	131	14.3%
District 26	Mecklenburg	125	13.7%
District 18	Guilford	82	9.0%
District 21	Forsyth	76	8.3%
District 14	Durham	73	8.0%
District 22A	Alexander and Iredell	70	7.7%
District 11	Harnett, Johnston, and Lee	64	7.0%
District 15B	Chatham and Orange	63	6.9%
District 28	Buncombe	59	6.5%
District 25	Burke, Caldwell, and Catawba	56	6.1%

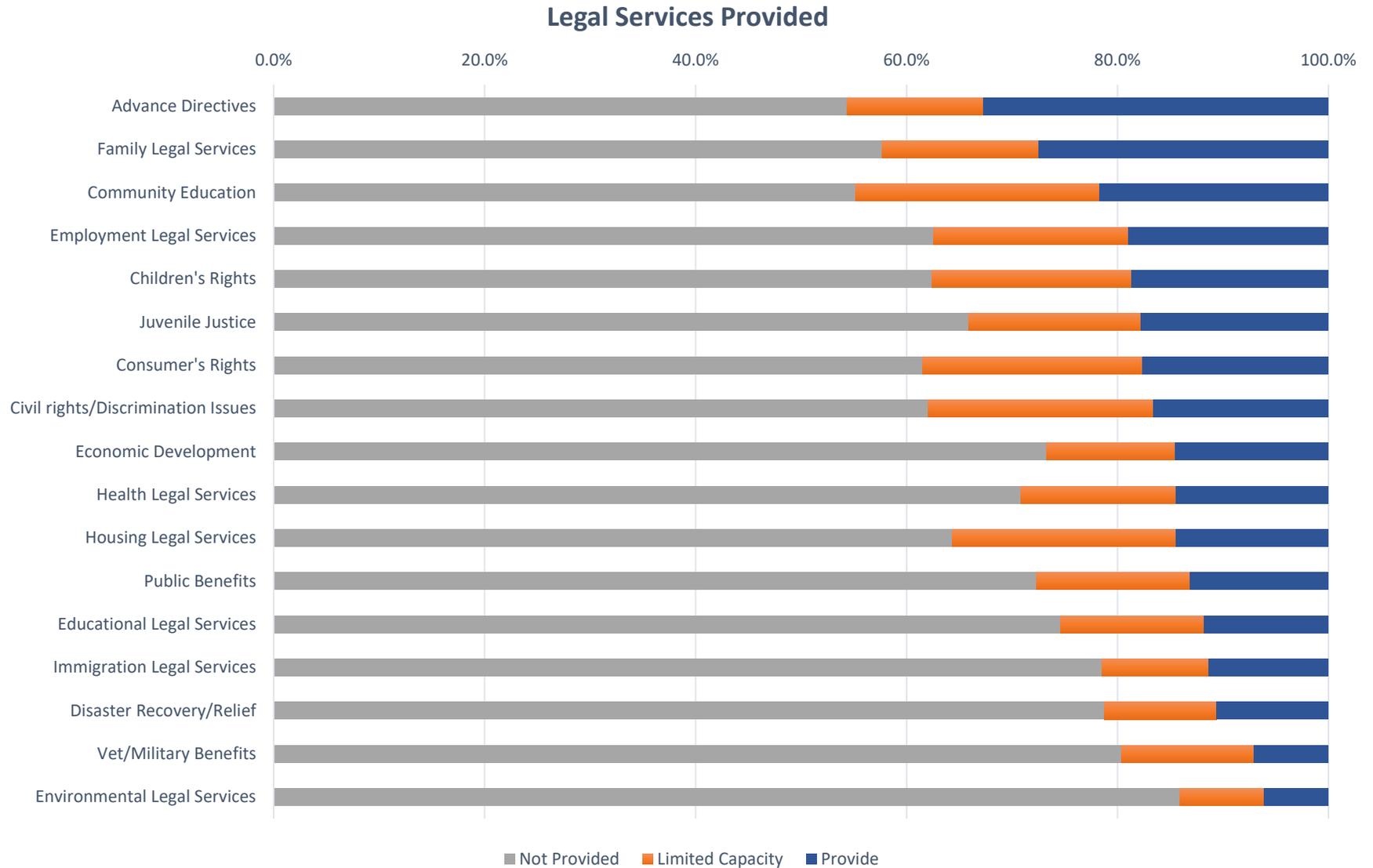


Figure 30 - Legal Services Provided

**Access & Awareness to Services**

(Mean score on 5-point scale; from 1=Strongly Agree to 5=Strongly Disagree)

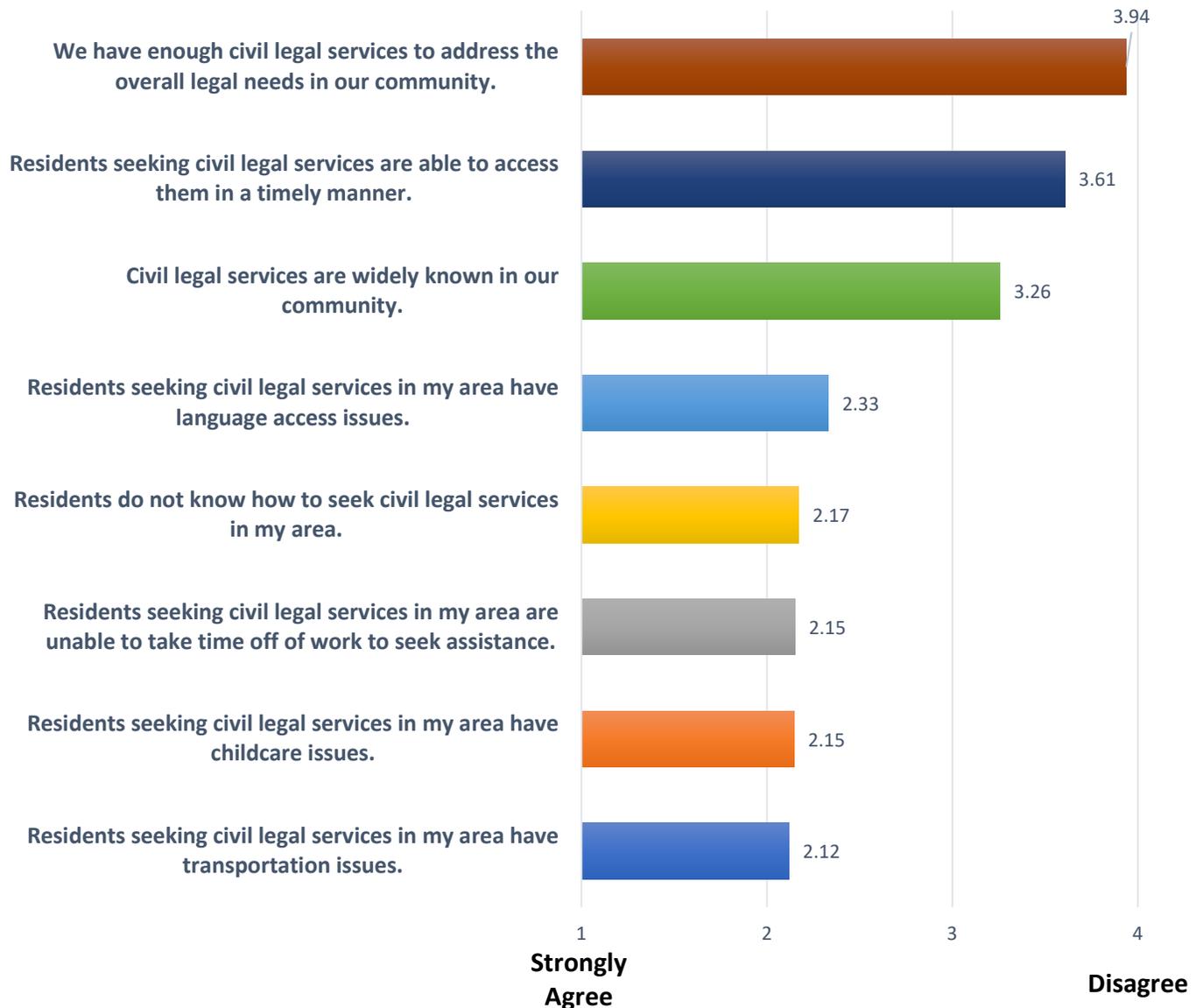


Figure 31 - Access & Awareness to Services

**Access & Awareness of Legal Services**

Stakeholders indicated that there were not enough civil legal services to address need and that residents are not able to access them in a timely manner. One issue was the fact that the public does not know widely of

the services available. Respondents were split over whether language access was an issue. They did however agree that services seekers have transportation issues, childcare issues, and are unable to take time off from work to see services. Moreover, residents do not always know how to seek these services.

## Assessment of Needs

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

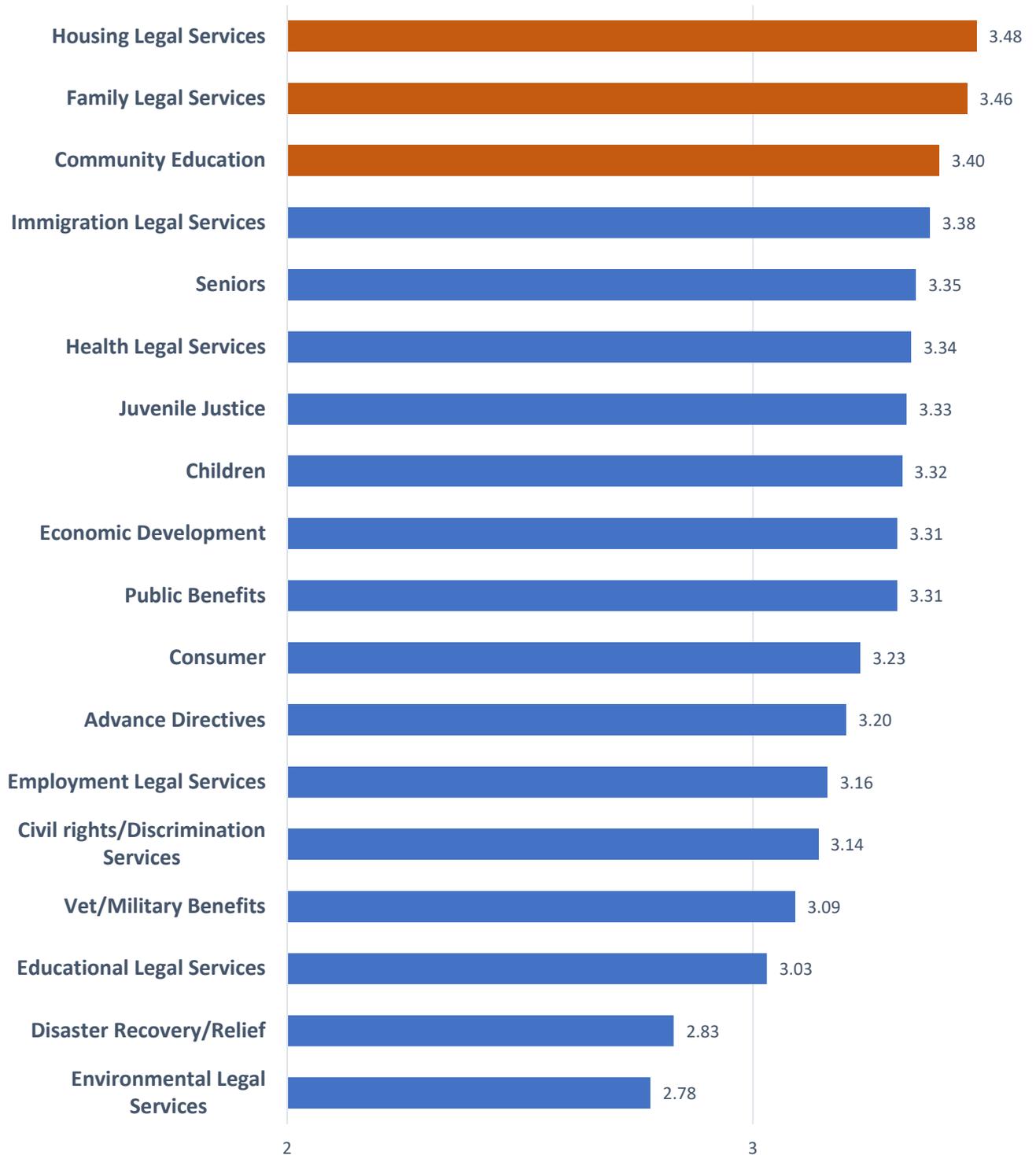


Figure 32 - Assessment of Legal Needs

### *Assessment of Needs*

Assessment on overall civil legal needs was measured on a 4-point Likert-type scale (1= No Need; 2=Minimal Need; 3=Moderate Need; 4=Great Need). The mean score on each civil legal need was used to describe the level of need in general. The respondents revealed that housing and family legal services were the top two categories very closely followed by community education and immigration legal services. Categories of least need were environmental and disaster legal services. Geographic variation in need and by rural vs. urban areas may be found in *Appendix J - Legal Needs by Region* and *Appendix K- Legal Needs by Metropolitan vs. Nonmetropolitan Counties*.

### **Specific Service Categories**

Assessment on individual civil legal needs was conducted on the same 4-point Likert-type scale as before (1= No Need; 2=Minimal Need; 3=Moderate Need; 4=Great Need). Each category of service contained multiple dimensions or sub-classes of issues. We have use stacked bar graphs to visualize this information and have rank ordered responses by need with greatest need on the left of the chart and least need on the right. Figures 34 to 48 will help to visualize this information.

### **Housing Issues for Owners**

Housing legal services has ranked at or near the top of need on all assessment of legal needs. The most commonly filed legal issues for homeowners were foreclosure and

mortgage issues, followed by home repair problems.

### **Housing Issues for Renters**

Housing legal issues for renters were also a top category of need. Areas of importance included affordability issues and rent increases, and threats of eviction. Tenants' rights were also a category of high need. Familial discrimination and illegal evictions were least needed topics for additional assistance.

### **Family Legal Services**

By statewide AOC data and from provider supplied data, we know that family legal services have ranked as a top category on the overall assessment of need. Among the surveyed issues under this category, more than half of respondents indicated a great need for domestic violence services and partner abuse, followed closely by child custody, child visitation, and child support issues. Name change issues and child snatch issues came up as least level of service needs.

### **Immigration & Naturalization**

Legal services for immigration and naturalization ranked high on the overall assessment of legal needs and in interviews and focus groups. All subfields ranked relatively high in need. The most outstanding legal issues were: Deferred Action for Childhood Arrivals (DACA) issues; problems from not having a driver's license; representation at immigration court hearings; and deportation cases.

## Seniors

The most prominent issues for seniors needing additional services were the powers of attorneys and living wills, Medicare/Medicaid issues, and fraud against the elderly. Abuse of the elderly, and guardianship, while still high need, were ranked lowest comparatively.

## Healthcare

Medical-legal issues included a need for addressing Medicaid eligibility issues, addressing Medicaid nursing home benefits, and provision of home and community-based services. Lack of water or hand-washing facilities, lack of adequate bathrooms, and exposure to pesticides were categories where most practitioners saw the least need for additional services.

## Public Benefits

Needed public benefits assistance included problems applying for or receiving social security, disability or social security insurance; and denials of assistance for childcare for work. Less assistance was indicated for popular and well-known programs such as food stamps and the Low-income Home Energy Assistance Program (LIHEAP).

## Income Maintenance

Another set of public benefits regarding income maintenance was queried separately. The most common legal service needs were unemployment compensation, Social Security Disability Income (SSDI), and food stamps. Least frequent areas of service

need were Old Age Pension (OAP) and trouble receiving Earned Income Tax Credit (EITC).

## Consumers' Rights

Respondents indicated that the greatest needs for consumer legal programs were for collection agency abuse, student loan debt, and creditor harassment. Unsatisfactory or defective goods, wage garnishments, and denied banking services were least among areas of need.

## Wills & Estates

All four areas of wills and estates ranked within a few percentage points of each other in terms of need. They included: estate planning; probate; household members had problem with will or estate of deceased person; and unspecified legal problems with will or estate and were ranked in that order.

## Estate Planning

- Will
- Power of attorney
- Healthcare directives
- HIPAA releases
- Estate tax plans
- Asset protection
- Electronic assets
- Special considerations

### **Employment Legal Services**

More than 90% of respondents agreed that there was moderate to great need in their areas for addressing employed issues related to criminal records and issues of unemployment benefits. Least needed services included assistance in collecting pension benefits owed and professional license that had been suspended or revoked.

### **Civil Rights/Discrimination**

Civil rights and discrimination related needs included more services for those facing discrimination due to race or ethnicity. Related was high need for legal services for discrimination due to criminal record or police misconduct due to discrimination. Need was consistently high throughout all categories of civil rights cases. Lowest ranked, yet still showing moderate to great need from more than 55% of respondents were: discrimination against disabled person (e.g., lost or denied job, no access to building, etc.); discrimination complaints at work; and sexual orientation discrimination in adoption or child custody.

### **Vet/Military Benefits**

Denial of veteran's benefits was the greatest area of legal need indicated by respondents while discharge status was the least needed service.

### **Education Legal Services**

More than 70% of respondents agreed that there was moderate to great need in their areas for addressing Individual Education Program (IEP) issues, school enrollment for homeless youth, or issues of youth being turned down for special education program needed to address learning disability or other mental or emotional issues. Need was consistently high throughout all categories of educational legal cases. The lowest ranked categories still showed moderate to great need from more than 60% of respondents included: unfair suspension or expulsion from school and child placed in special education program that was felt not right for them.

### **Disability Benefits**

Survey respondents also recognized that there is moderate to great need (over 78%) for legal services for cases where disability benefits were denied, reduced, or terminated; for Social Security Disability Insurance (SSDI) claims; and for mental illness or commitment hearings. Ranked lowest were need for services for those who are unable to gain access due to disability, those denied or removed from housing due to disability, and those unable to use government service due to disability.



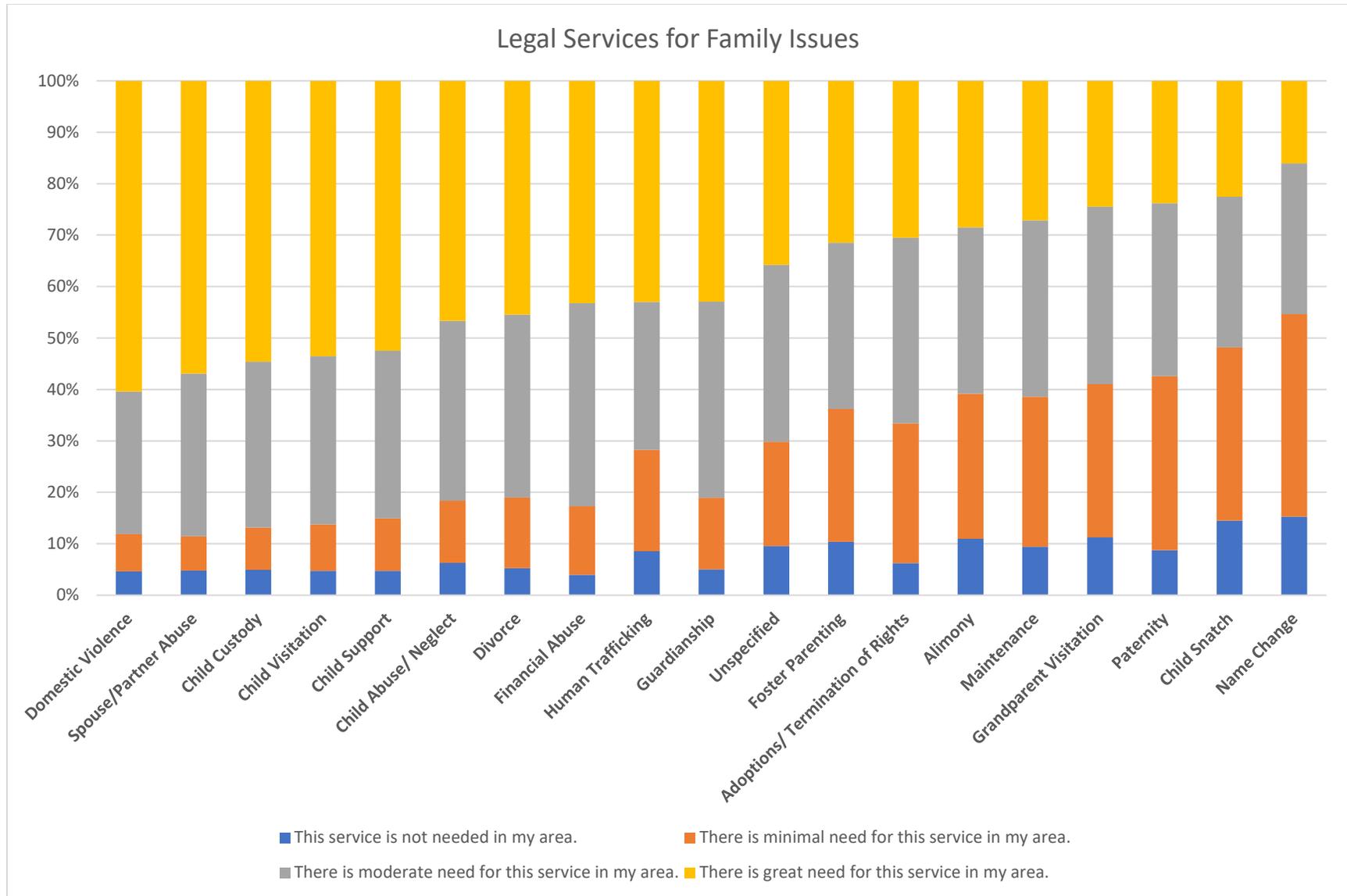


Figure 33 - Legal Services for Family Issues

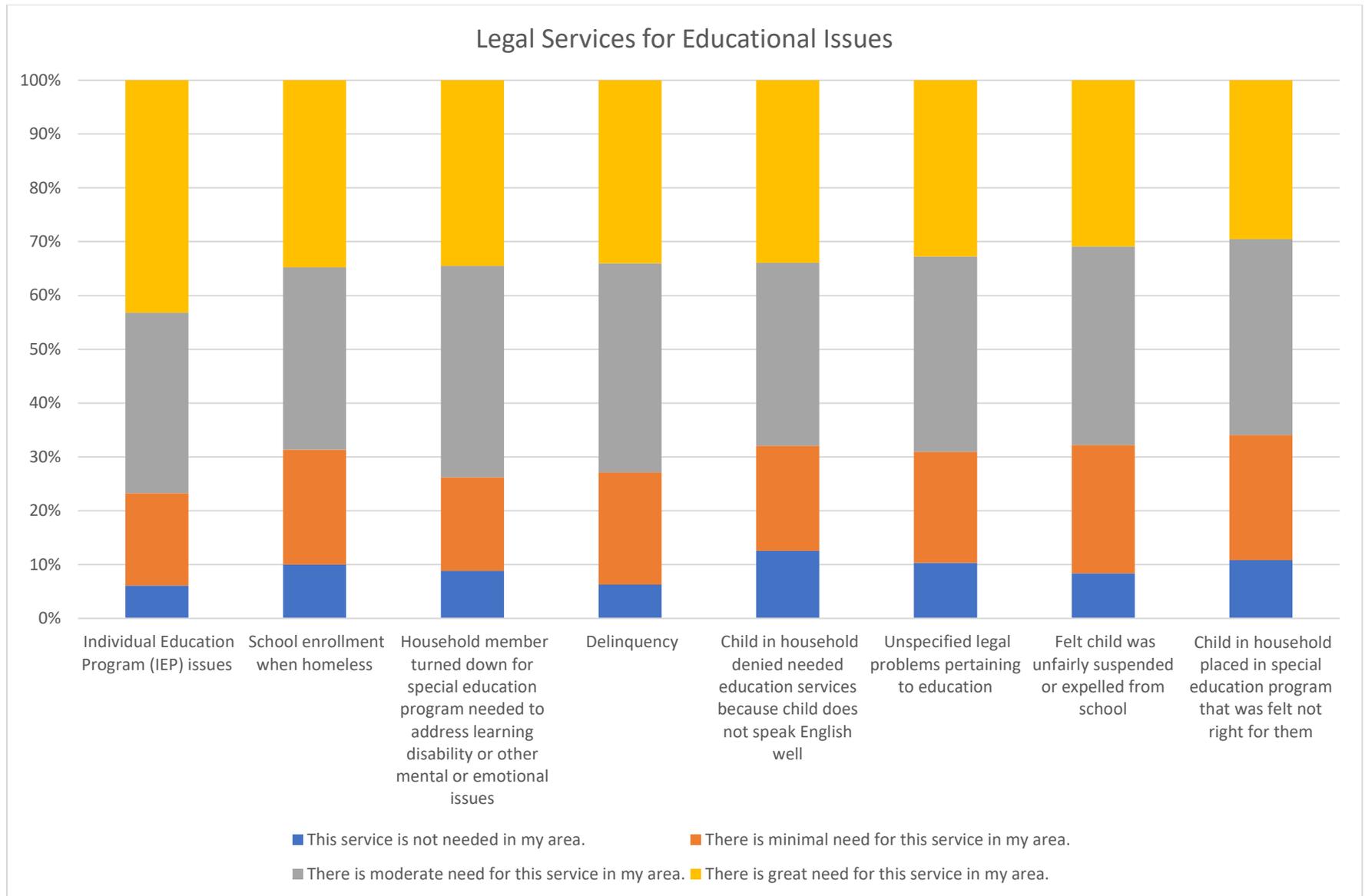


Figure 34 - Legal Services for Educational Issues

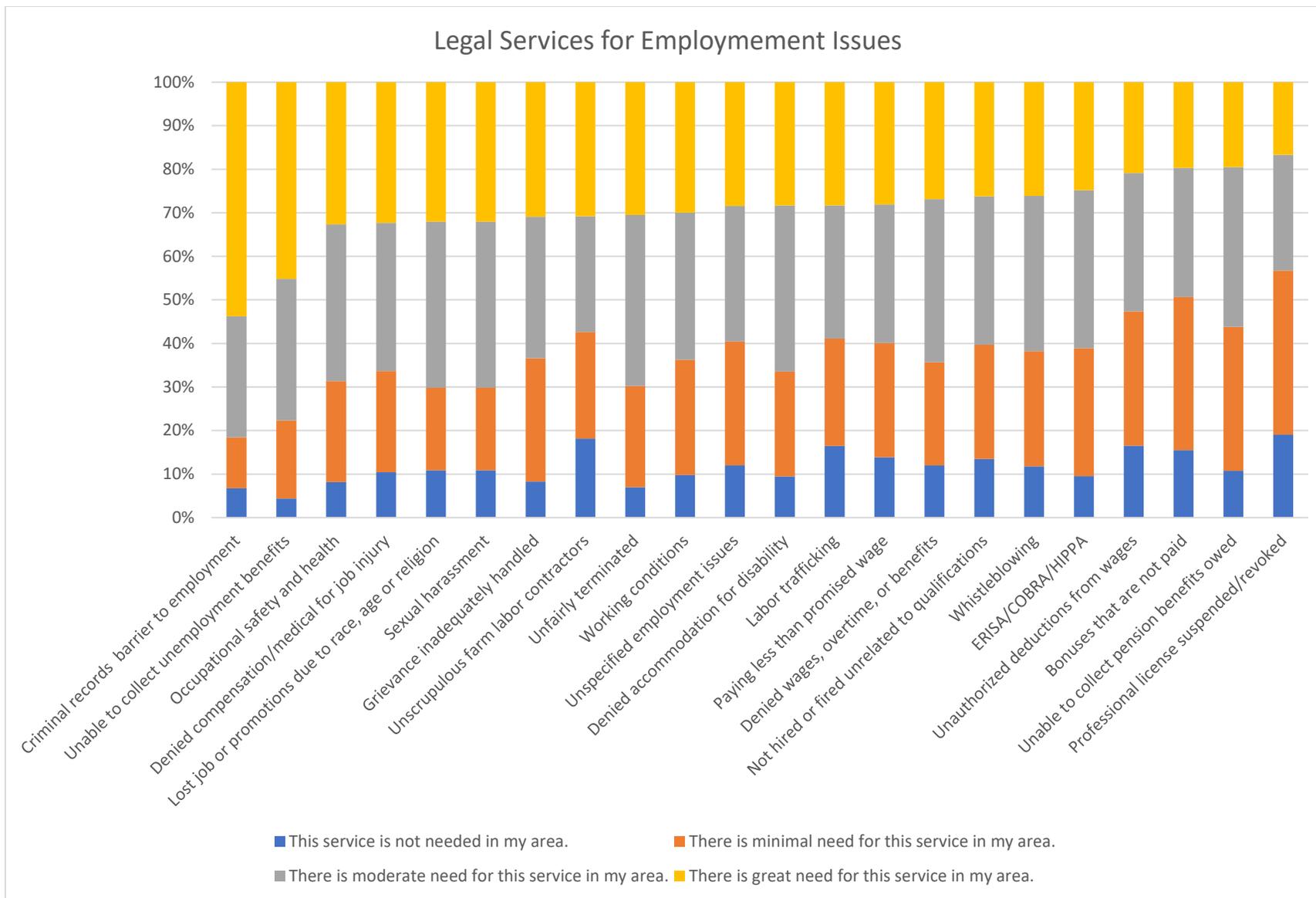


Figure 35 - Legal Services for Work-related Issues

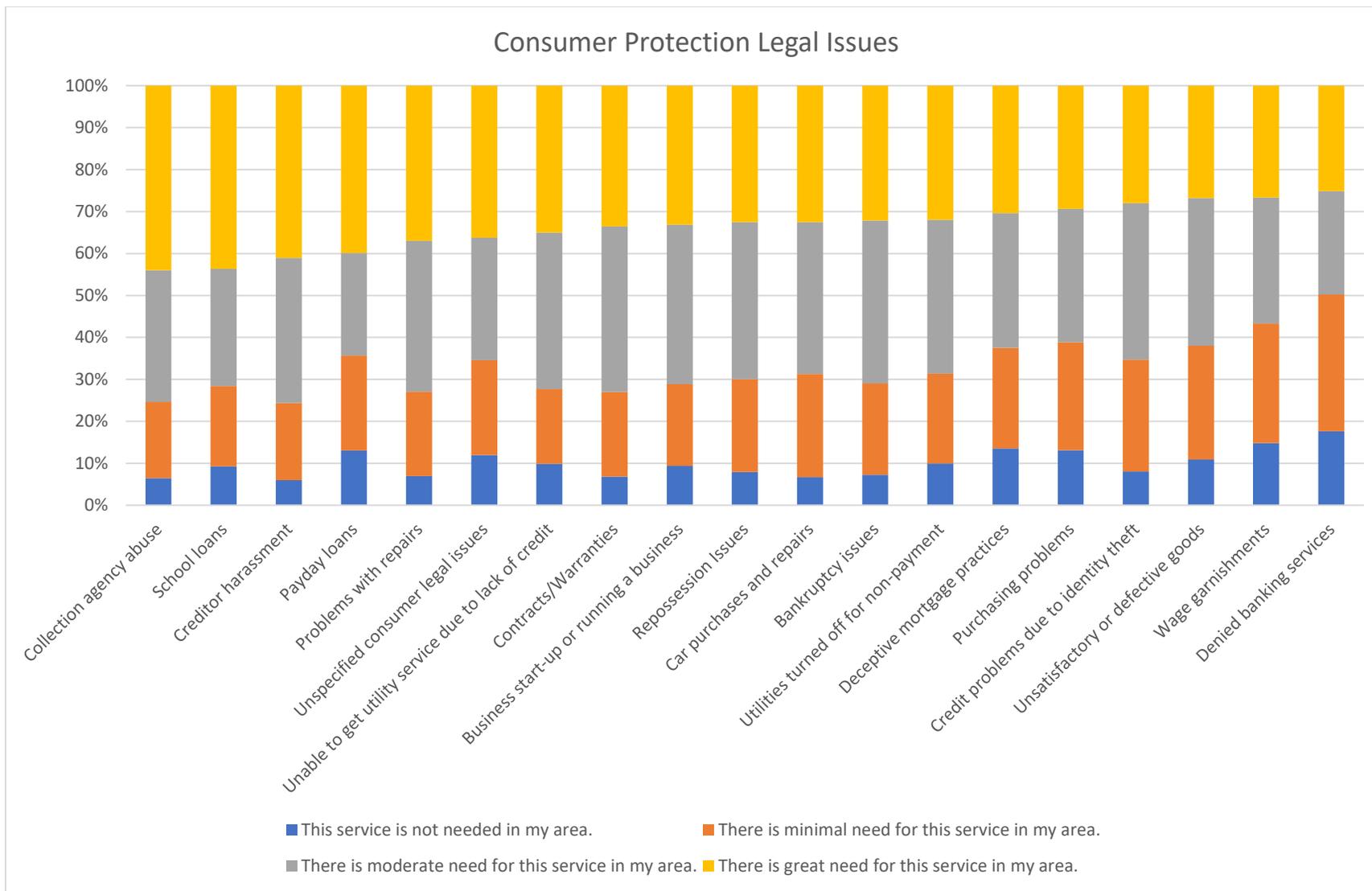


Figure 36 - Legal Services for Educational Issues

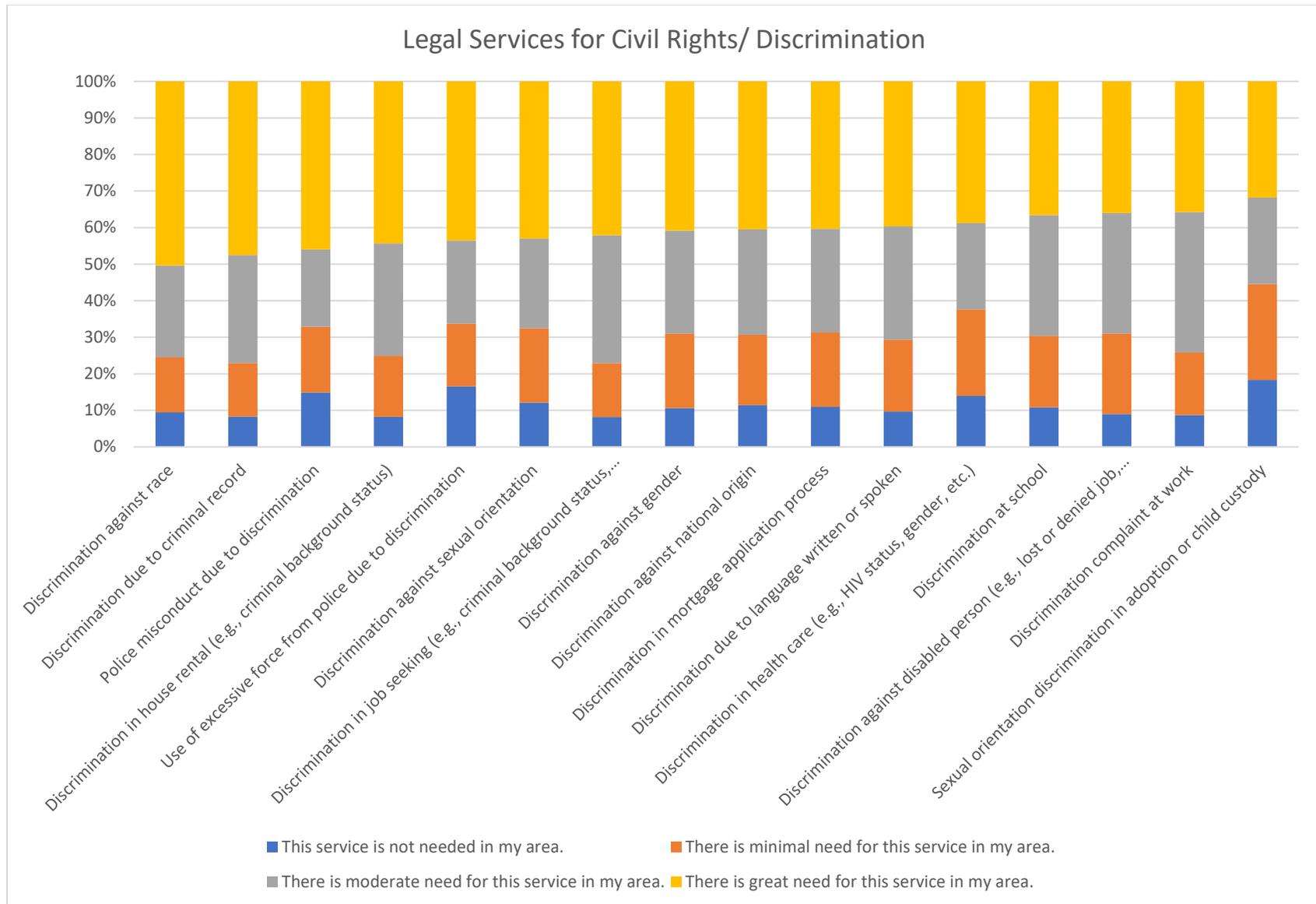


Figure 37 - Legal Services for Civil Rights

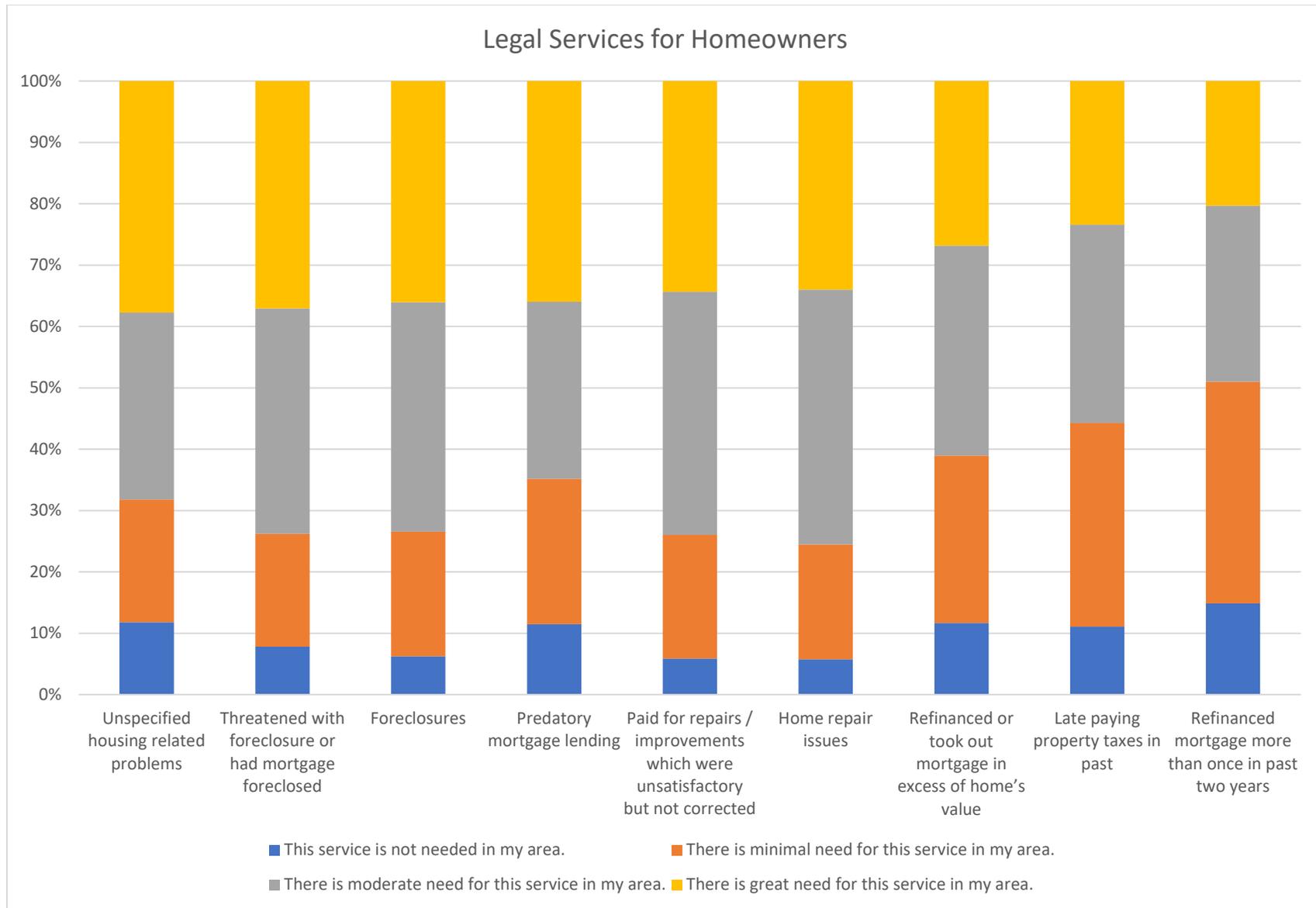


Figure 38 - Legal Services for Homeowners

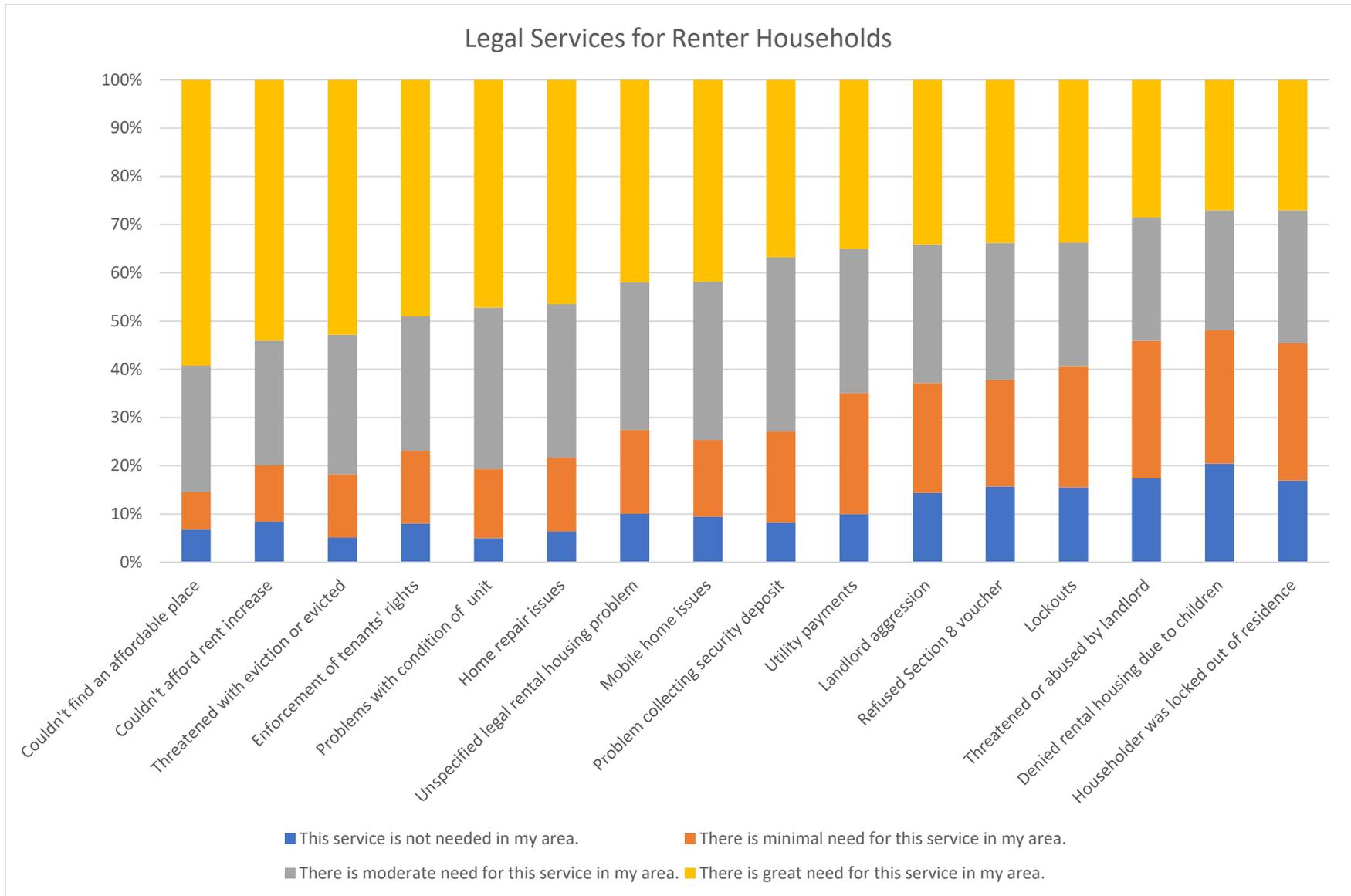


Figure 39 - Legal Services for Renter Households

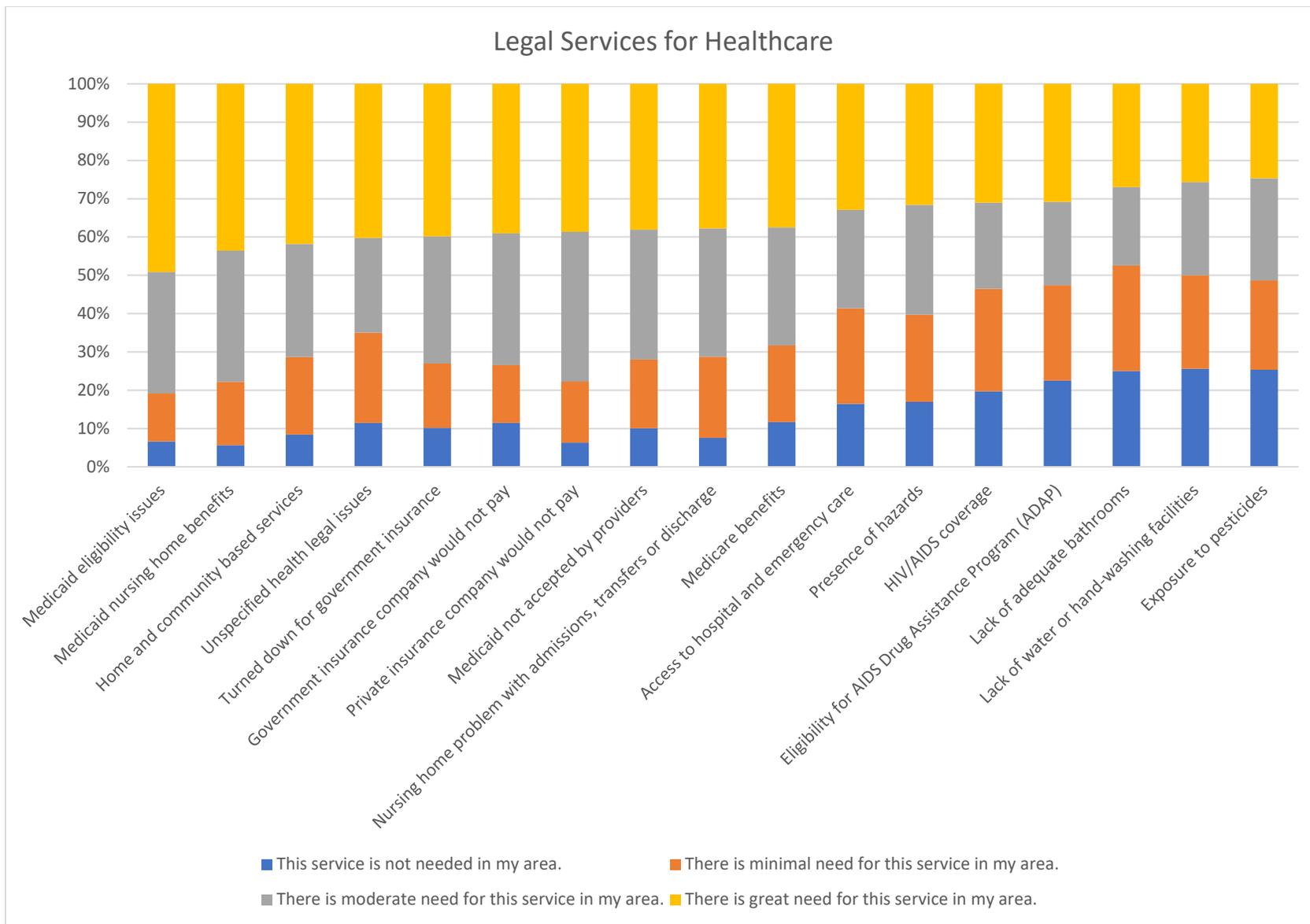


Figure 40 - Legal Services for Healthcare

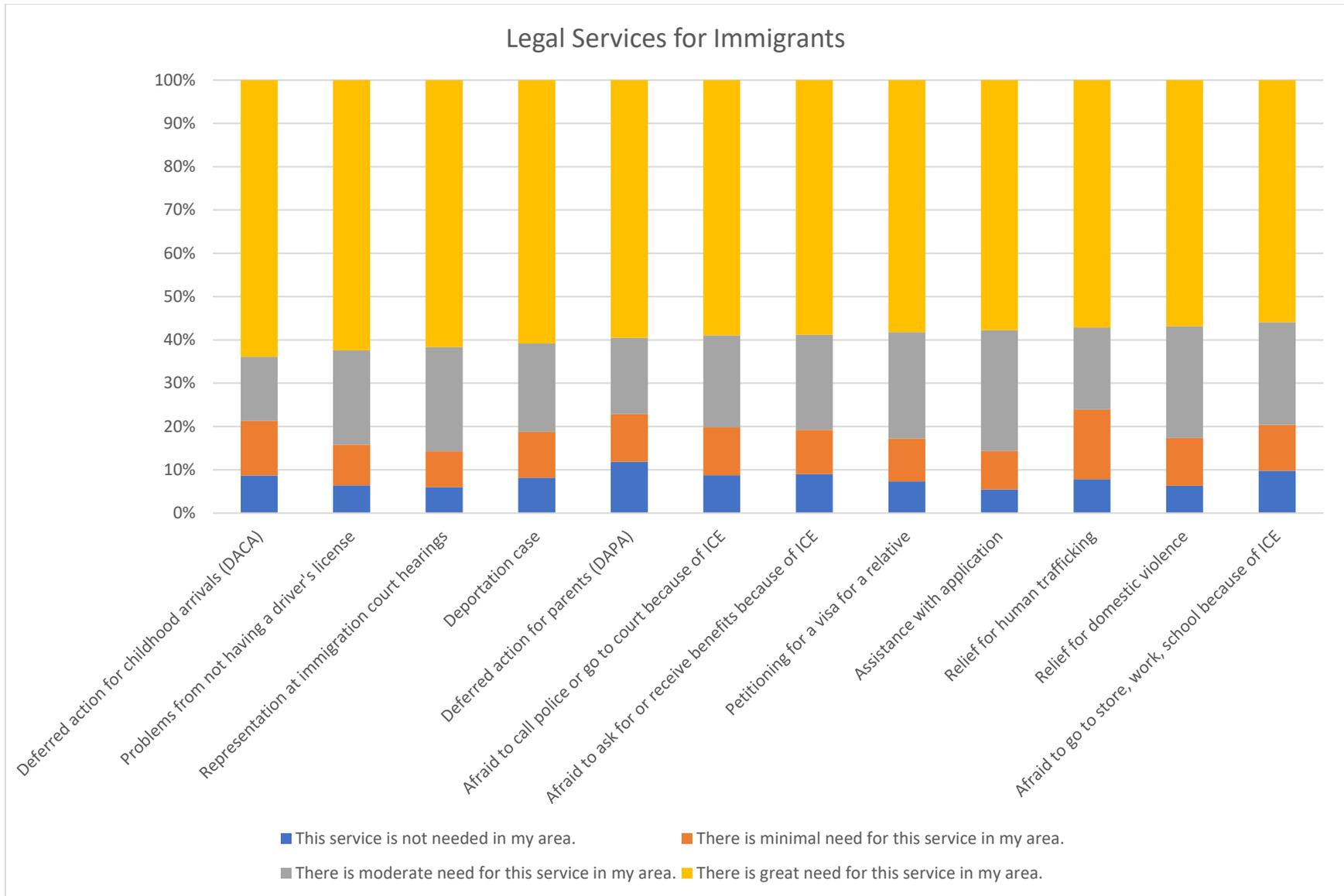


Figure 41 - Legal Services for Immigrants

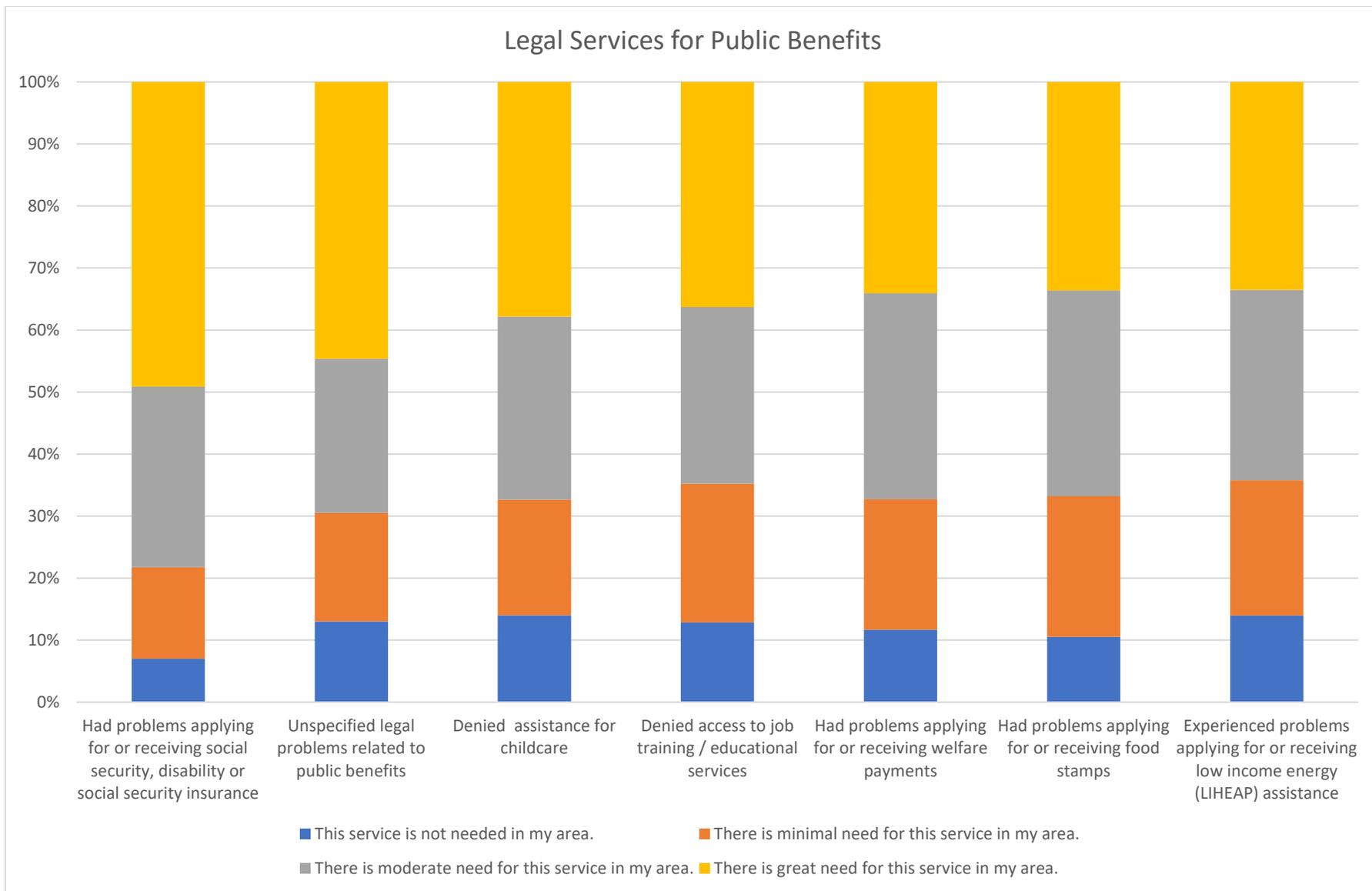


Figure 42 - Legal Services for Public Benefits

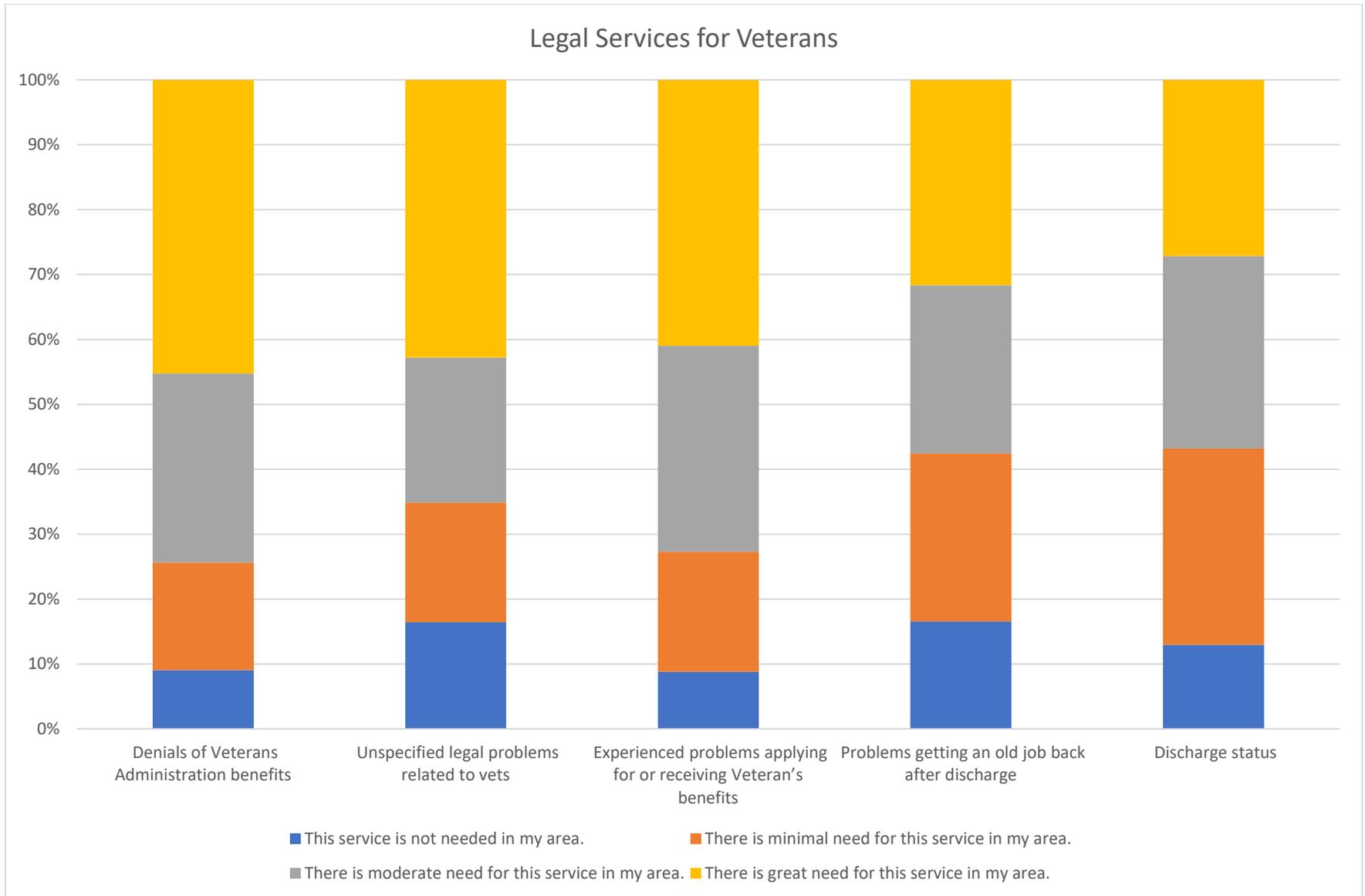


Figure 43 - Legal Services for Veterans

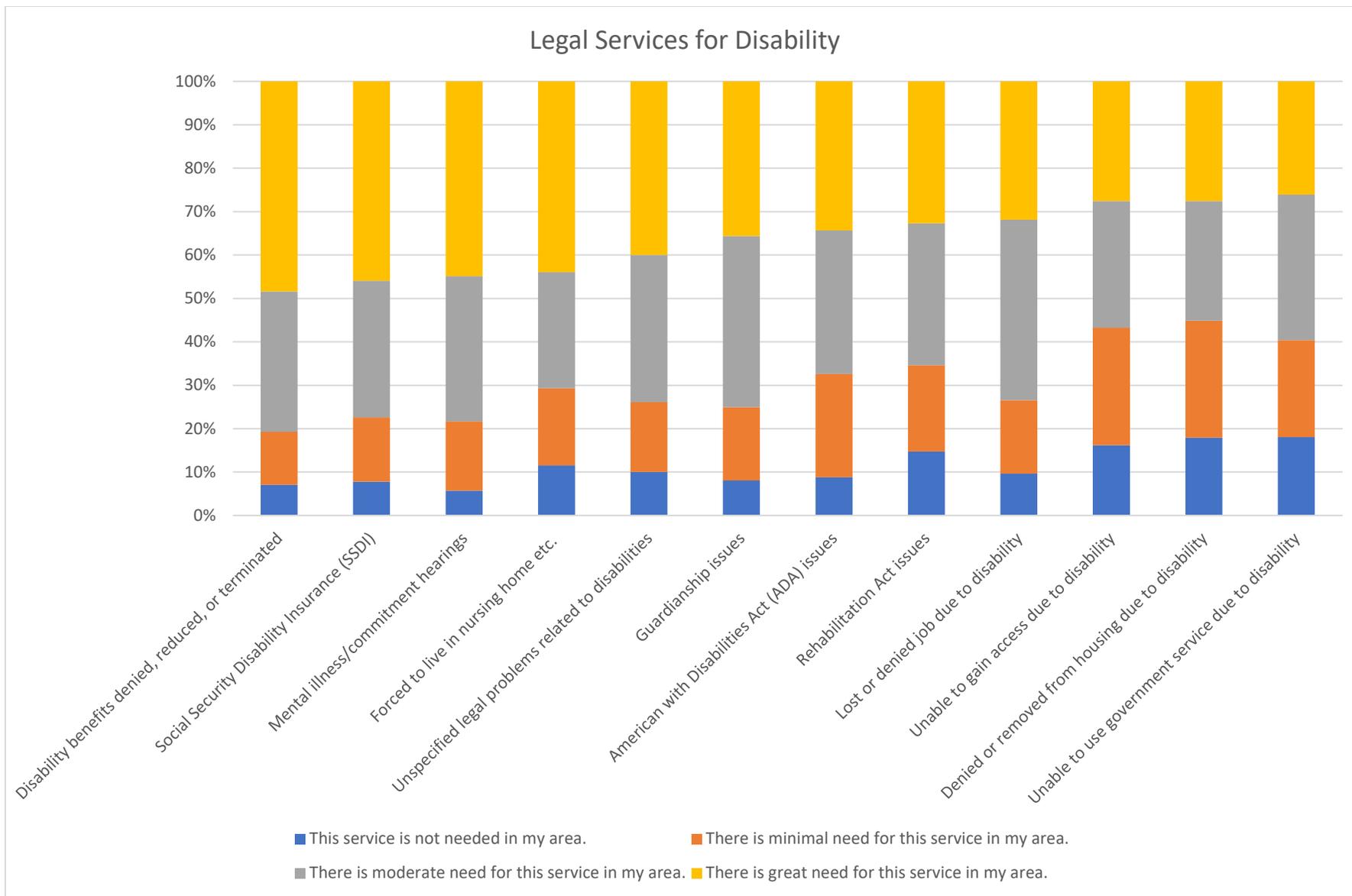


Figure 44 - Legal Services for Disability

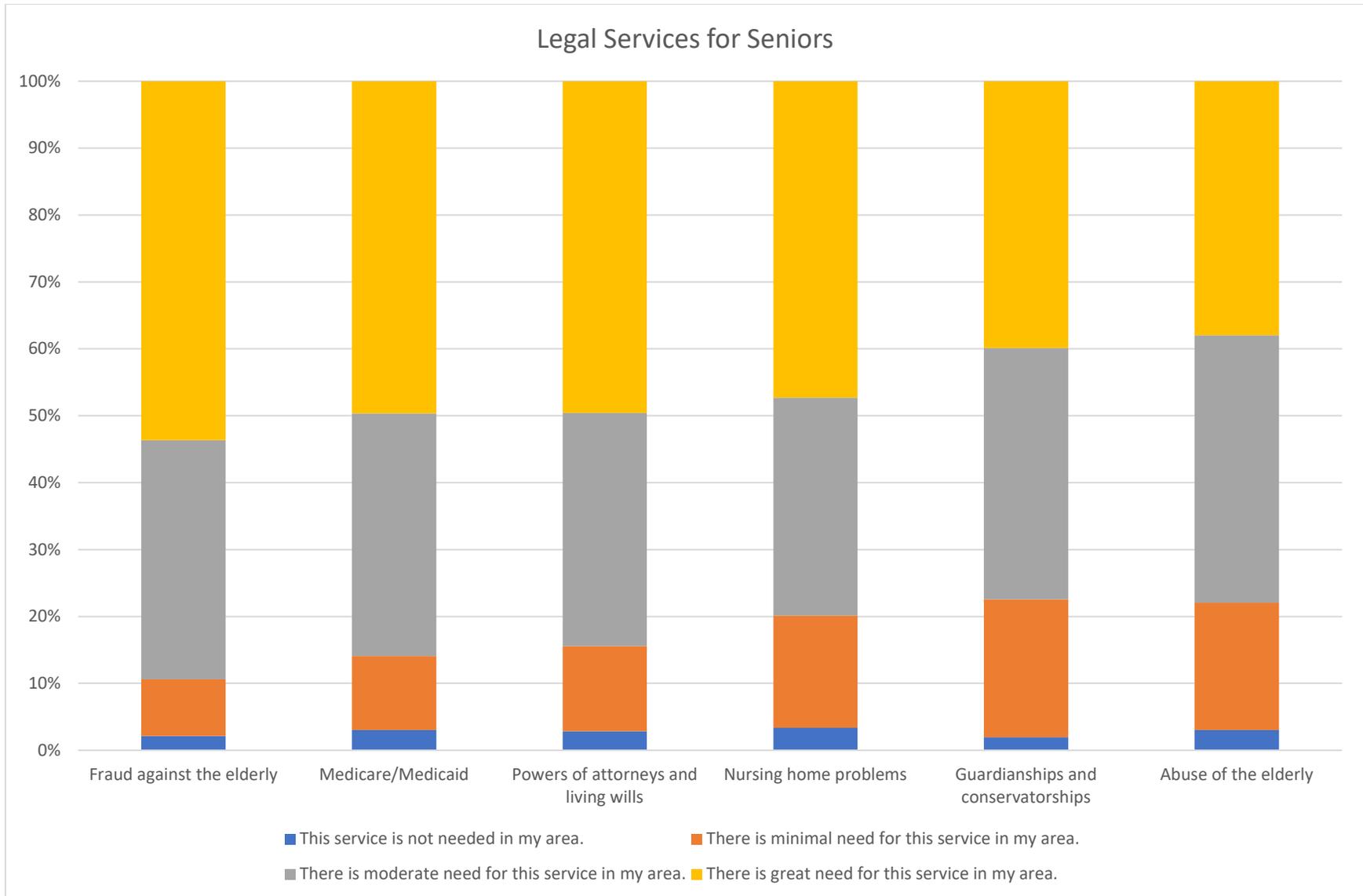


Figure 45 - Legal Services for Seniors

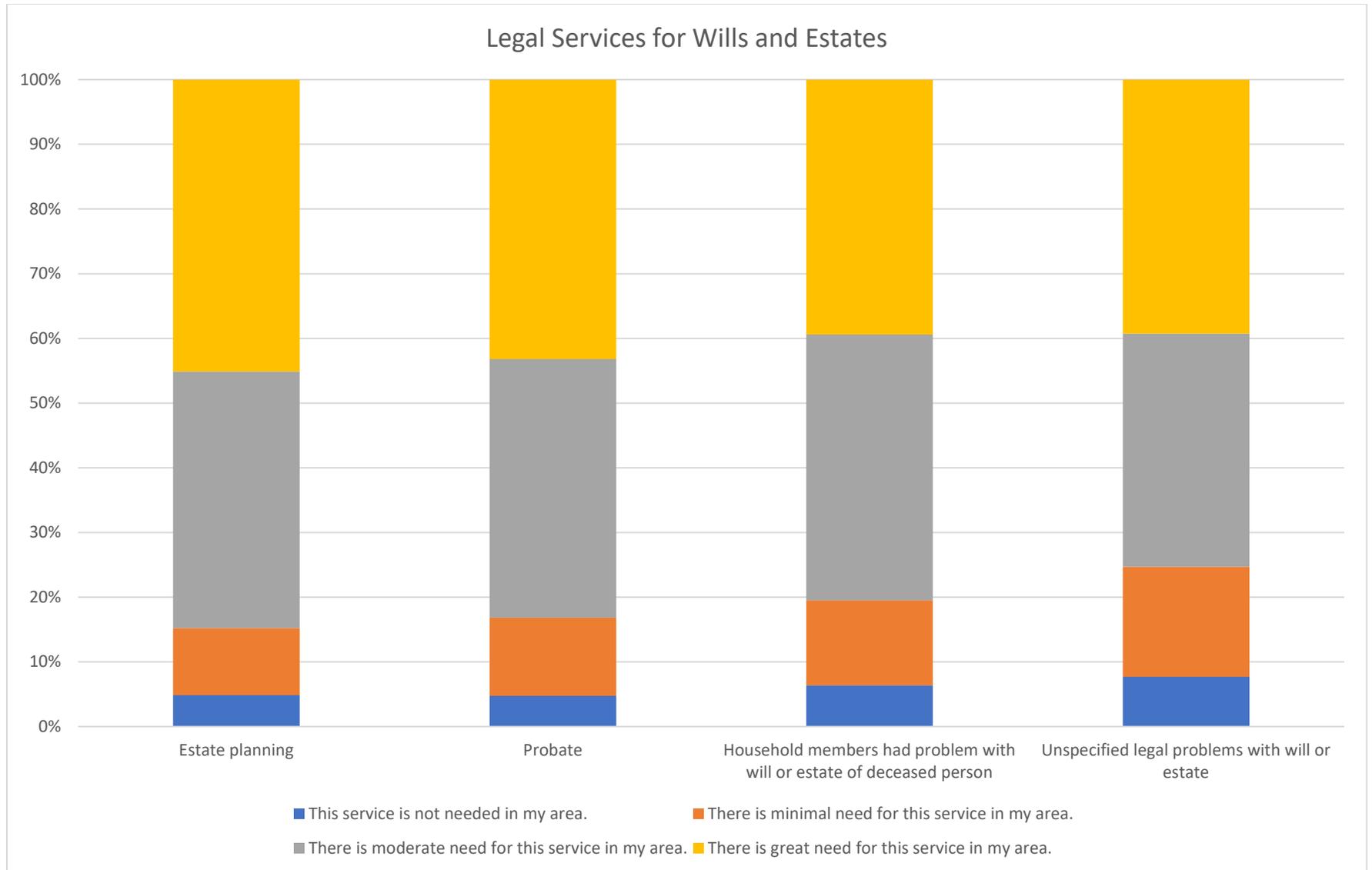


Figure 46 - Legal Services for Wills and Estates

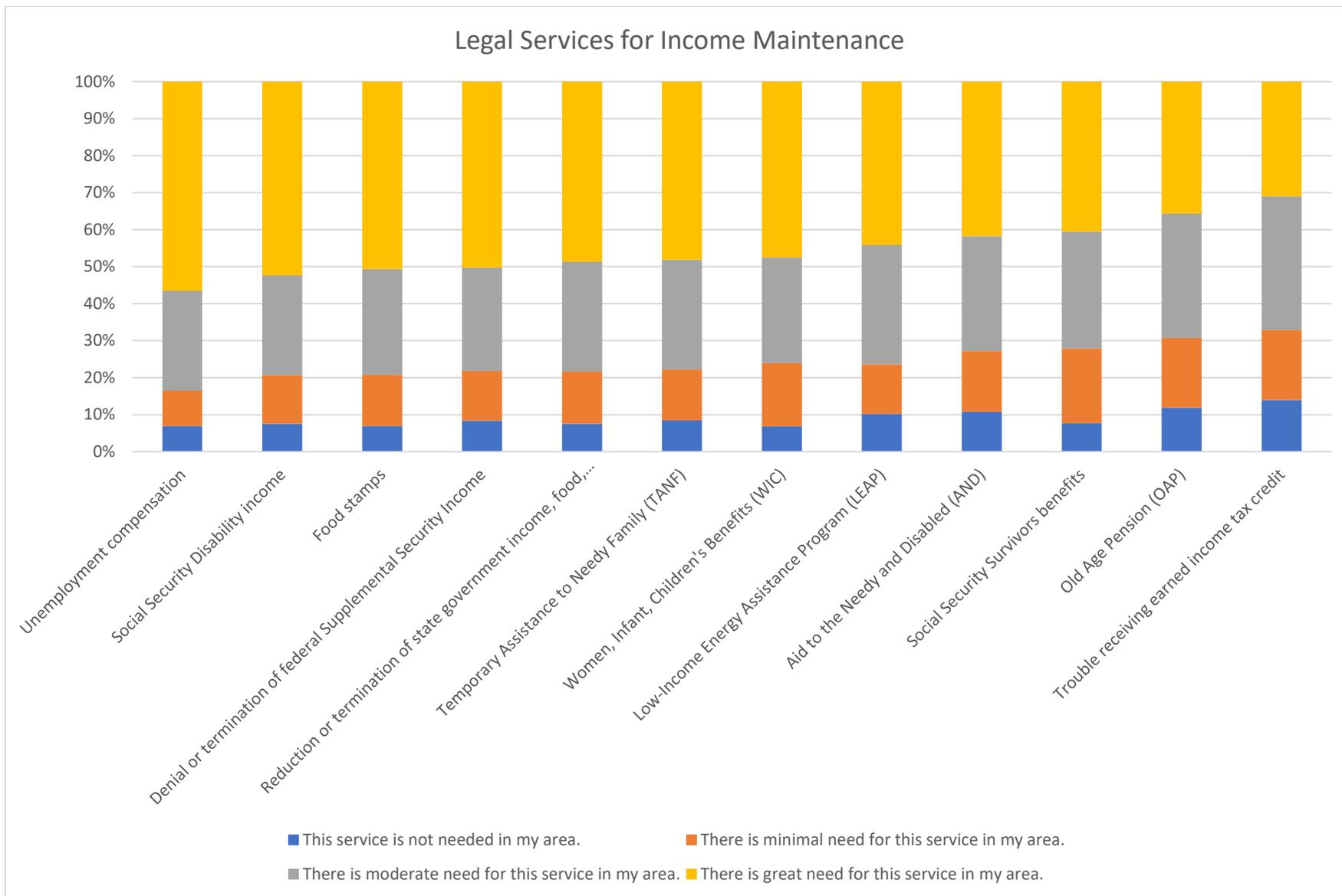


Figure 47 - Legal Services for Income Maintenance

### *Gap between Legal Services & Needs*

Given the overall assessment of needs and what legal services stakeholders can provide, it is worthwhile to explore whether there are any gaps between services needed and services provided and how large the gaps can be for each legal service. For the simplicity of this research purpose, the assessment of needs have been recoded with "Minimal Need", "Moderate Need", and "Great Need" as "Need"; and the legal services stakeholders can "Provide" and "Provide with limited capacity" have been regrouped as "Provide."

### Gap by Agency Types

From the figures that follow we can see that respondents from governmental agencies indicated the least gap in need vs provision of services in the areas of advance directives and employment legal services. The greatest gap in need was for juvenile justice legal services. Respondents from non-profit legal agencies indicate meeting the need for legal services for advance directives and environmental services. The greatest gap in need was for educational legal services. Respondents from for-profit legal agencies indicated fulfilling community needs for children's rights and the greatest gap in need was for family legal services. Respondents from other non-profit legal agencies indicated no gap in need for advance directives but insufficient provisions for public benefits. Respondents from other for-profit legal agencies said that there was sufficient provision for economic development and children's rights. However,

they indicated a gap in legal services for community education. Finally, respondents from the academic sector indicated a gap in need for juvenile justice legal services.

### Gap by Geographic Regions

A similar analysis was conducted by region. In all regions it was clear that the provision of advanced directives is close to or meeting the needs of the community. On the other hand, all regions reported that the need for immigration legal services by far is greater than the supply of services.

**Legal Services Needed vs. Provided**  
 (Governmental Agencies)

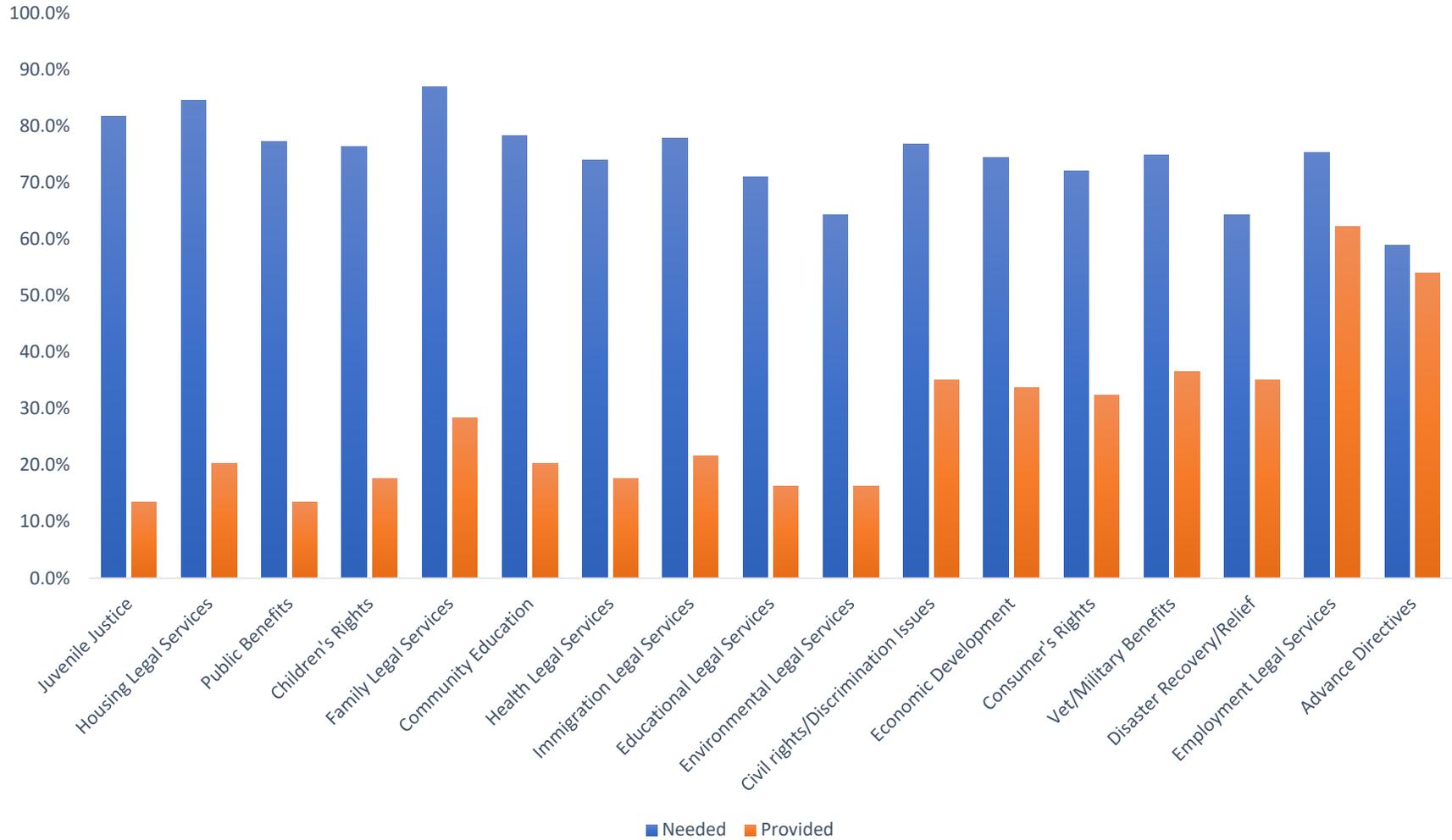


Figure 48 - Services Gap (Governmental)

**Legal Services Needed vs. Provided**  
 (Non-Profit Legal)

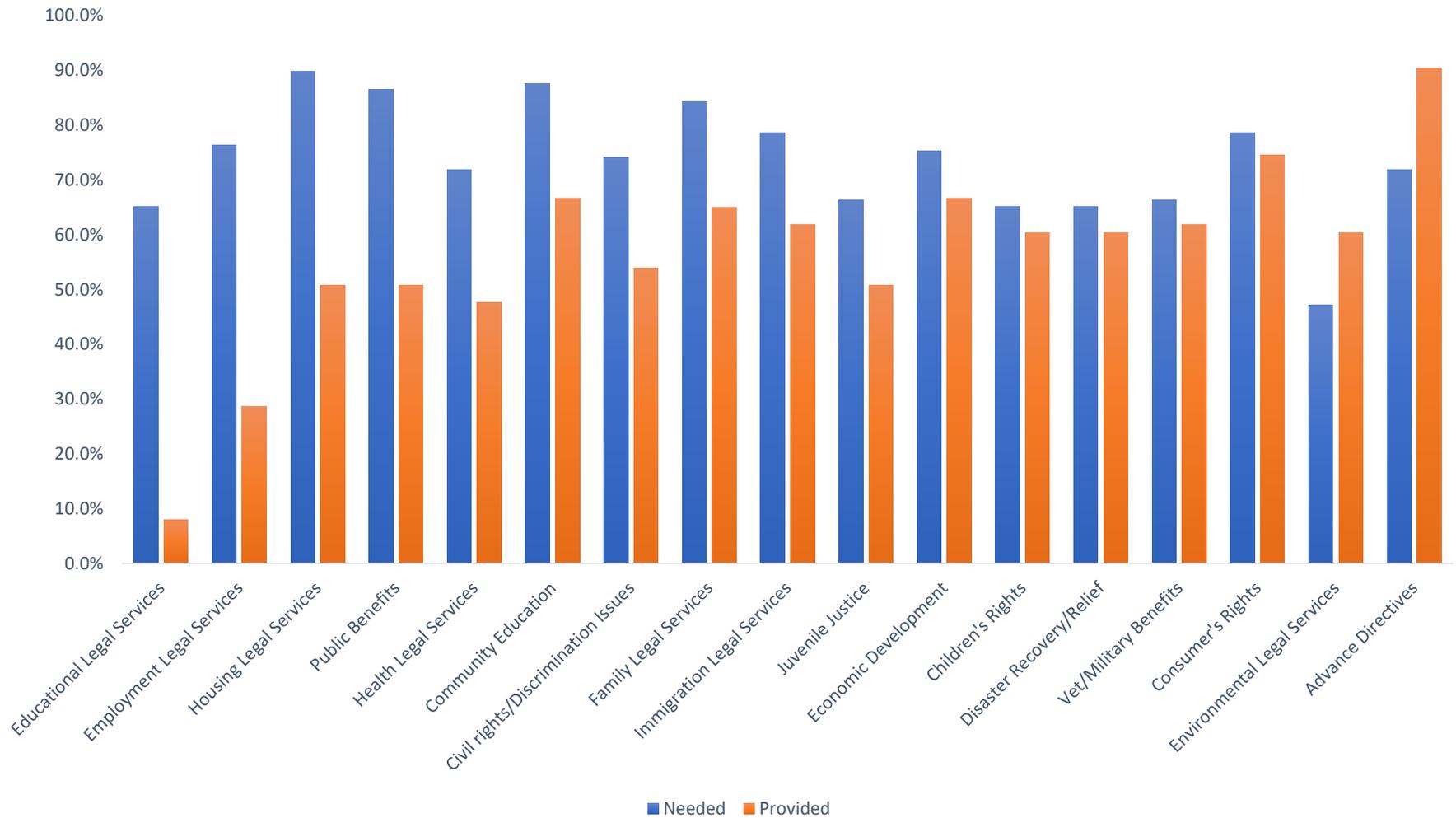


Figure 49 - Services Gap (Non-Profit Legal)

**Legal Services Needed vs. Provided**  
(For-Profit Legal)

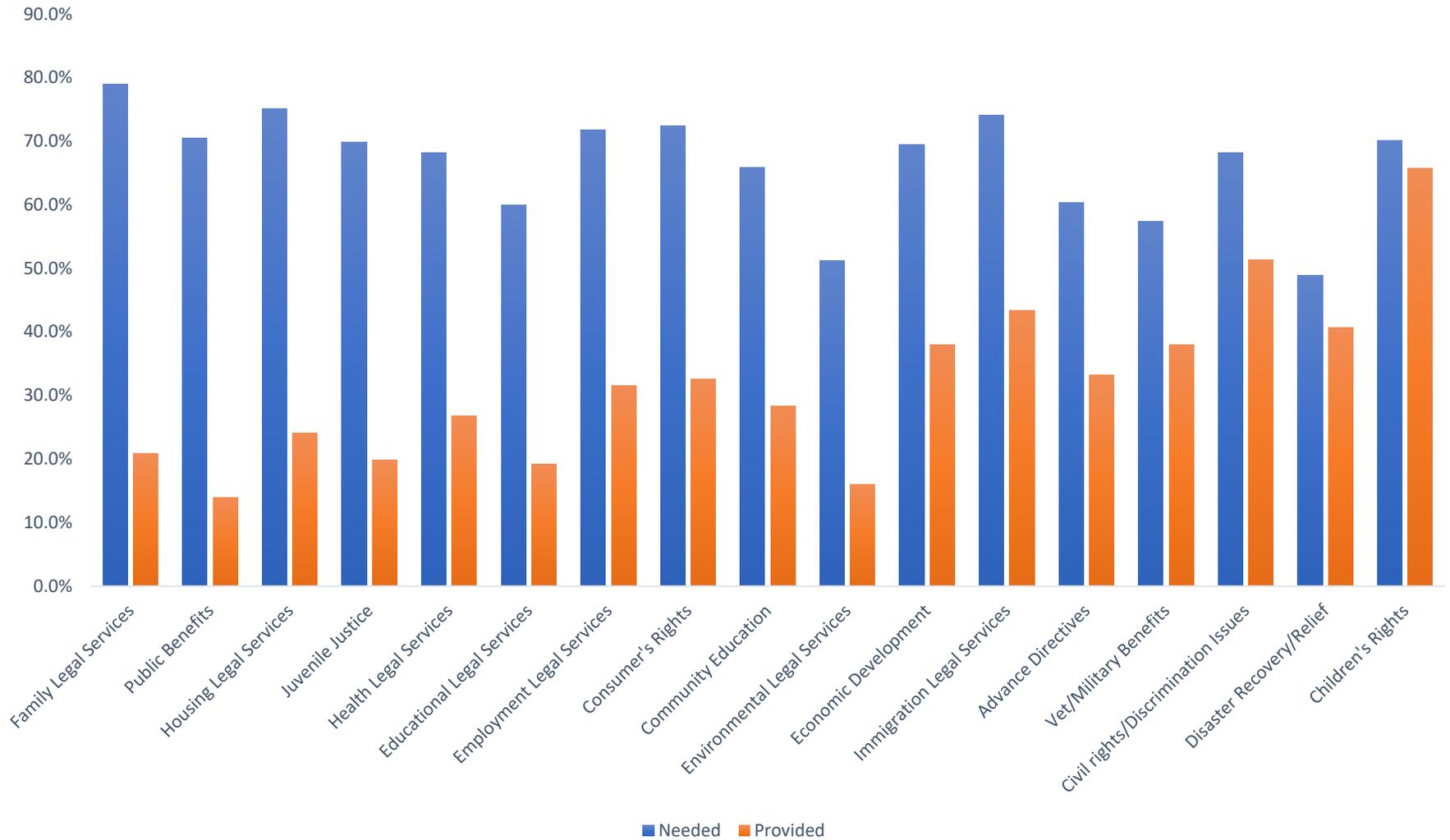


Figure 50 - Services Gap (For-Profit Legal)

**Legal Services Needed vs. Provided**  
 (Other Non-Profit)

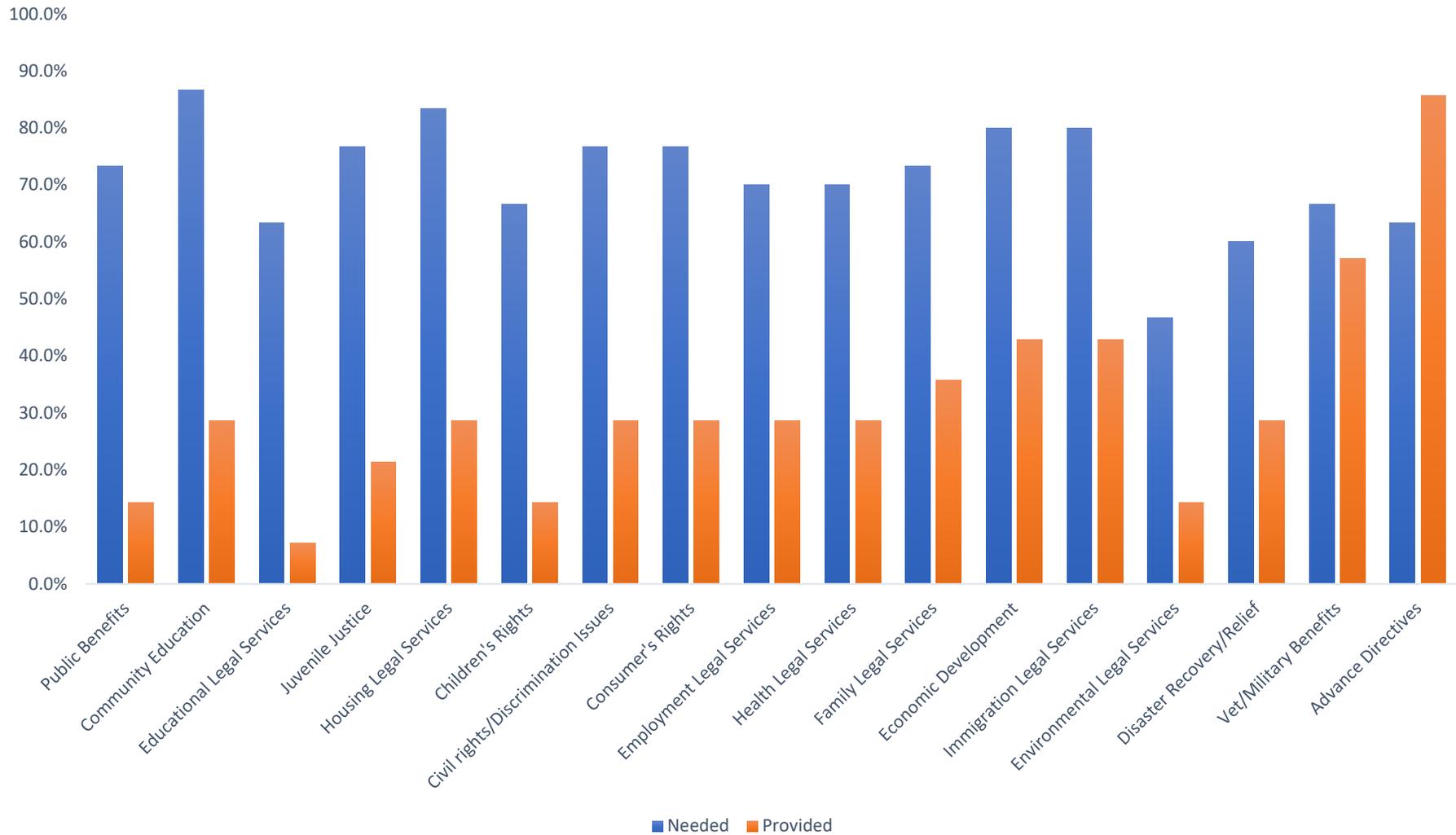


Figure 51 - Services Gap (Other Non-Profit)

**Legal Services Needed vs. Provided**  
 (Other For-Profit)

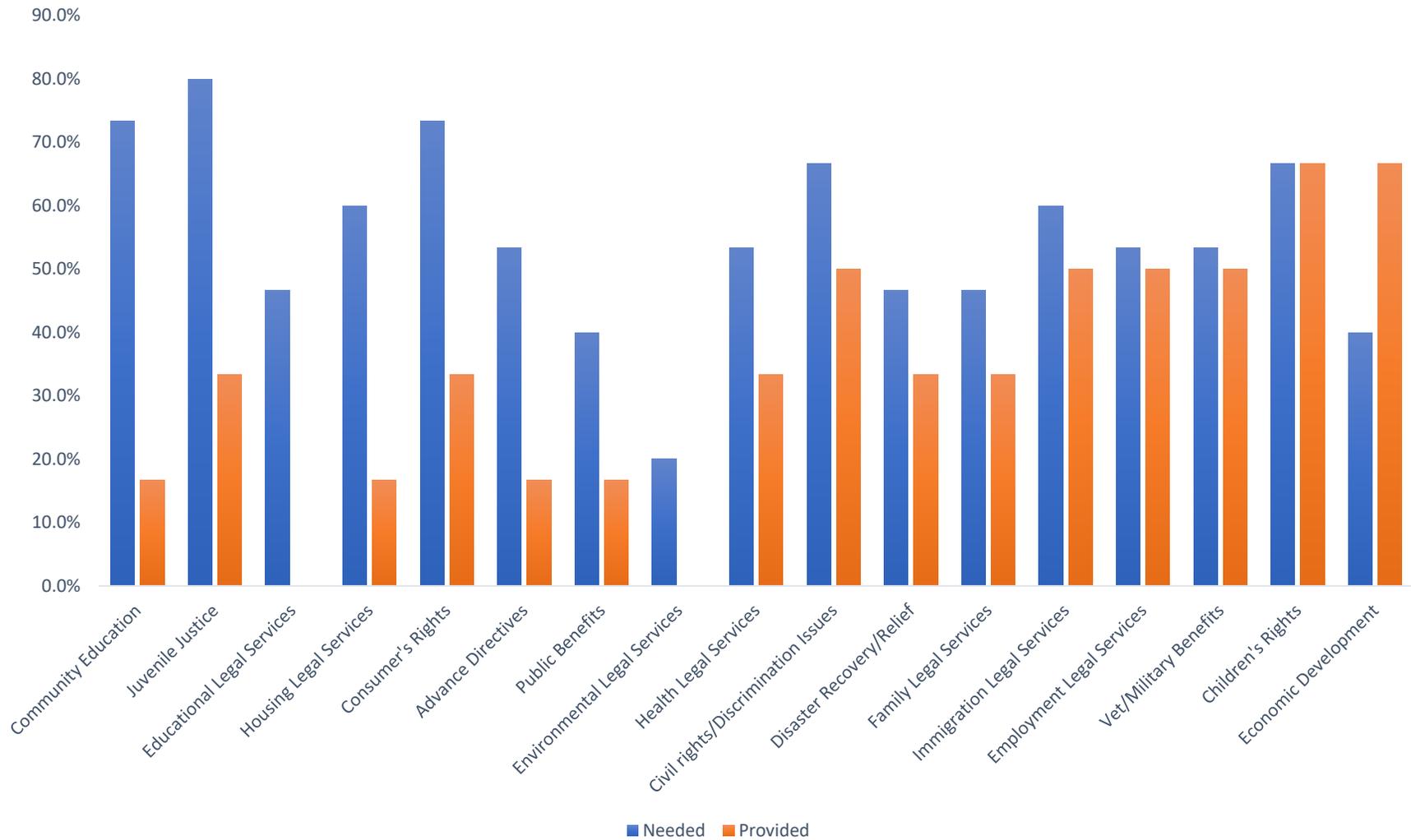
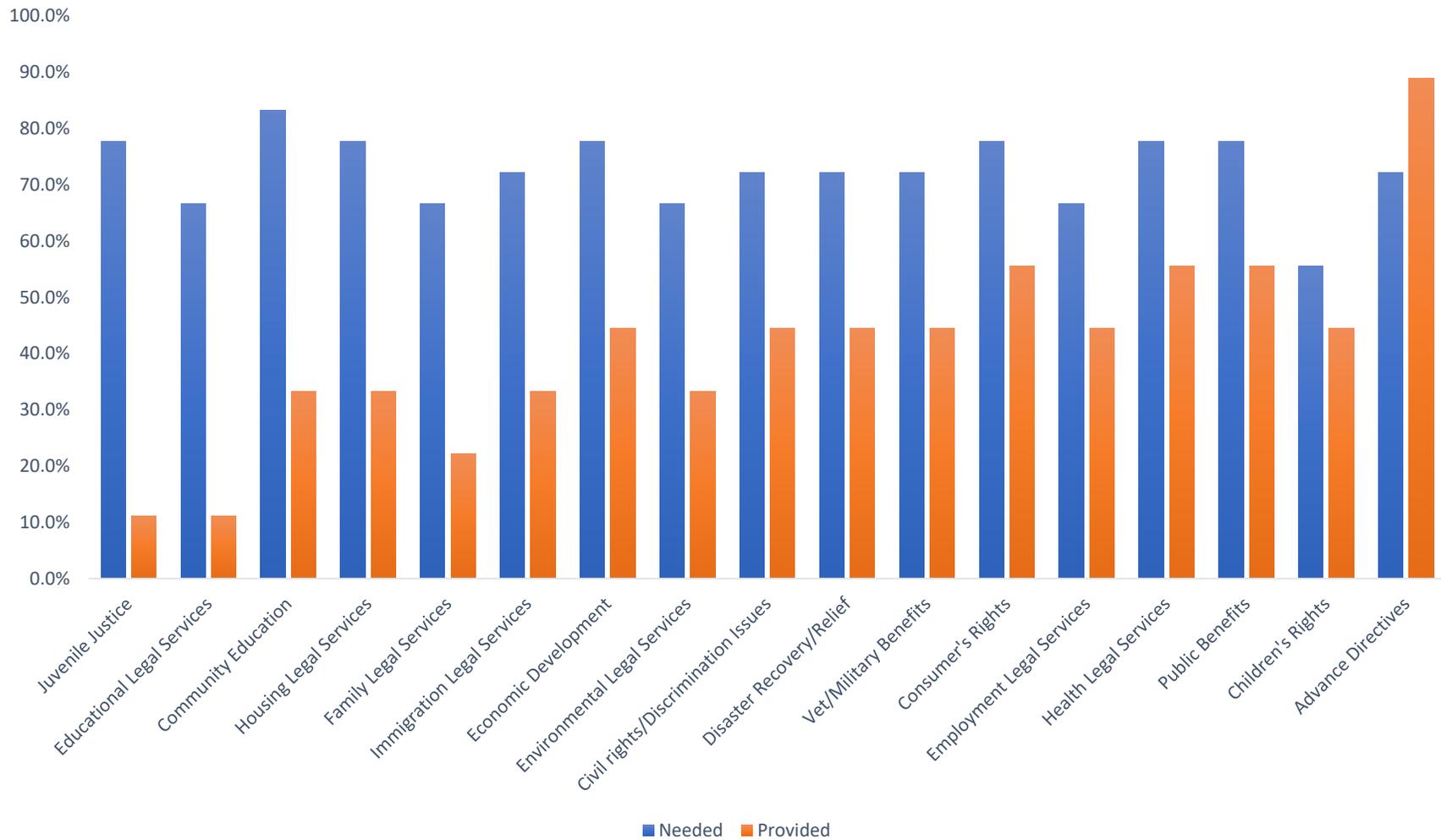


Figure 52 - Services Gap (Other For-Profit)

**Legal Services Needed vs. Provided**  
 (University or College)



**Legal Services Needed vs. Provided**  
 (Western Region)

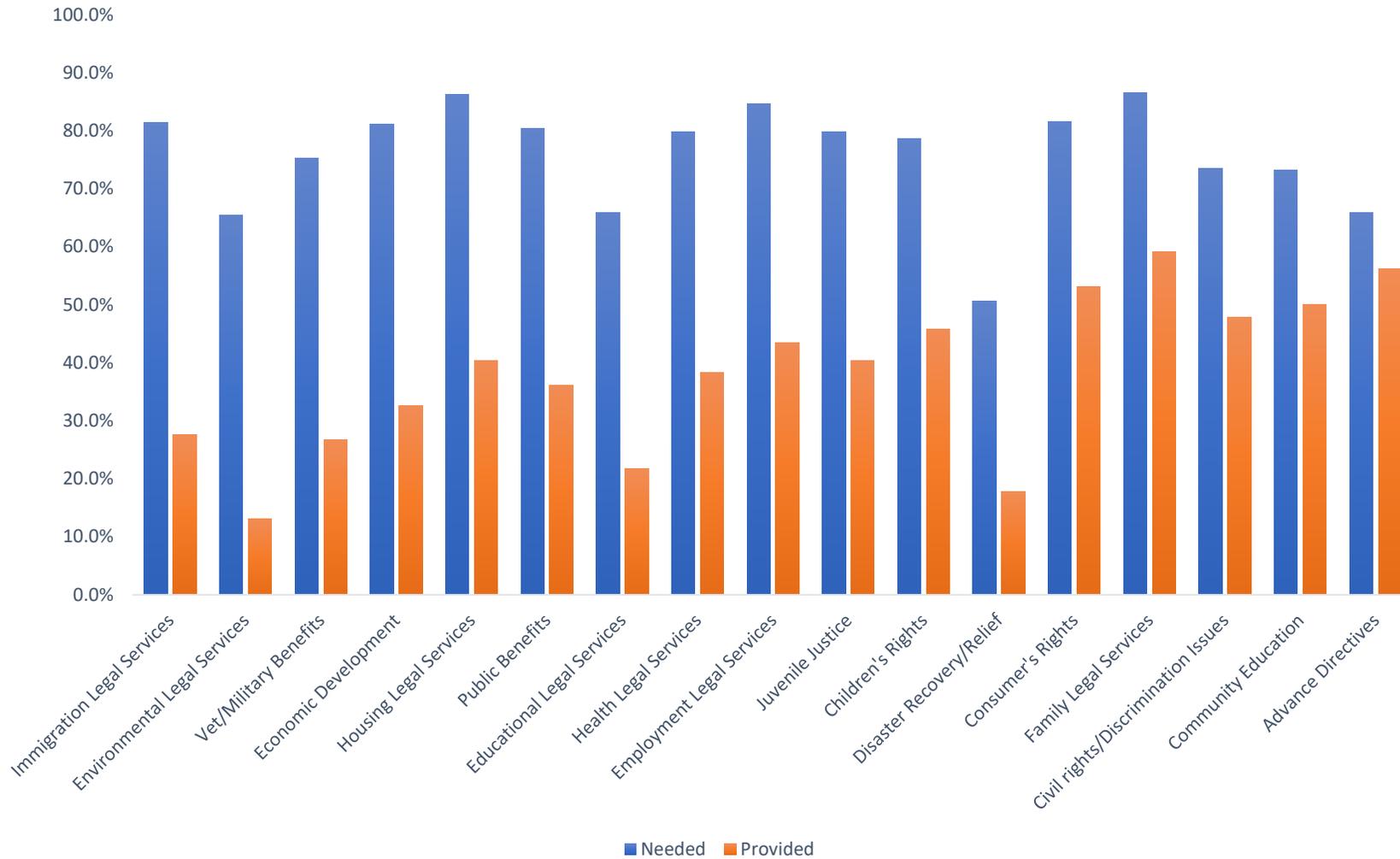


Figure 53 - Services Gap Western Region

**Legal Services Needed vs. Provided**  
 (North Central Region)

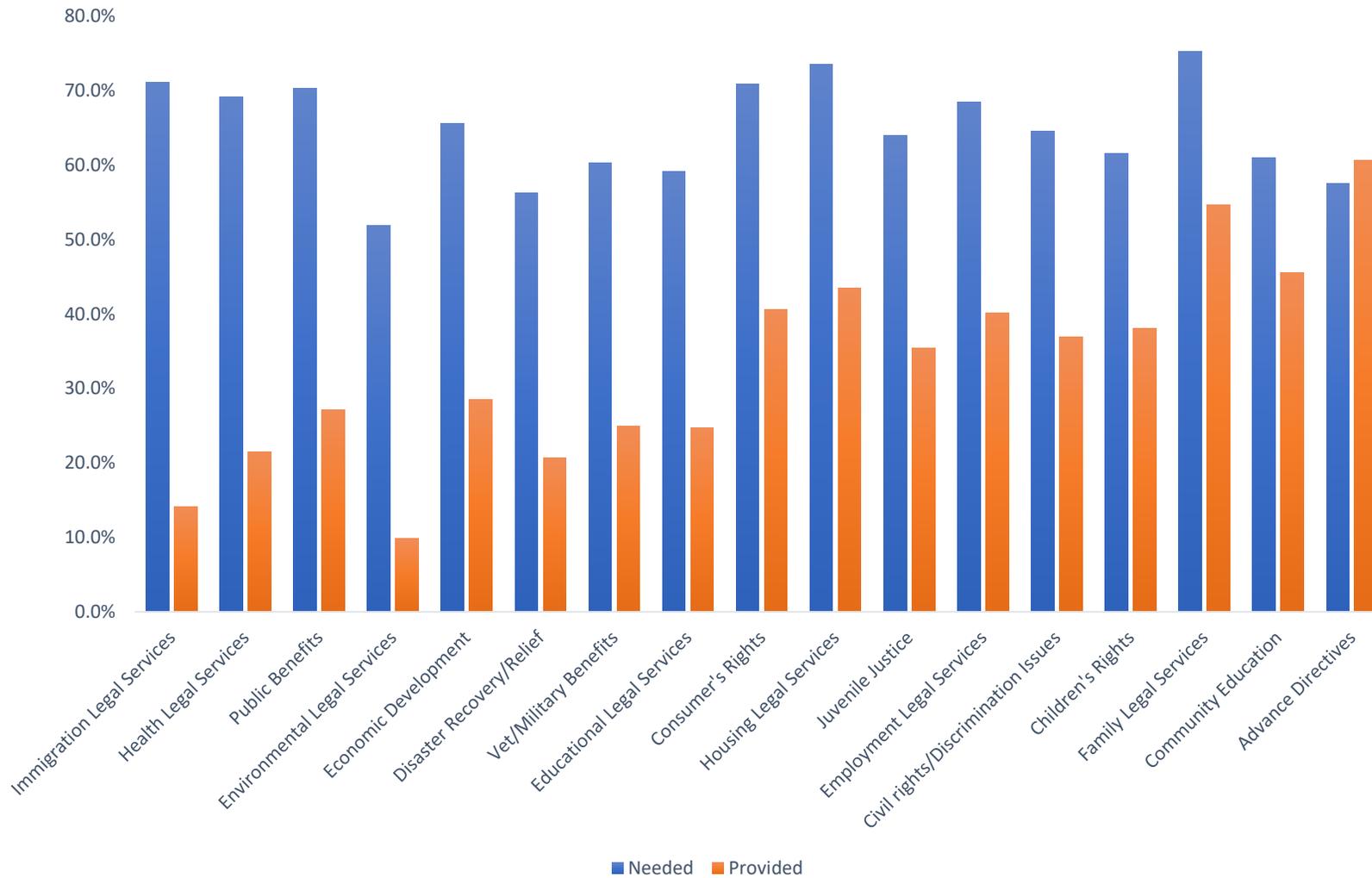


Figure 54 - Services Gap North Central Region

**Legal Services Needed vs. Provided**  
 (Northeast Region)

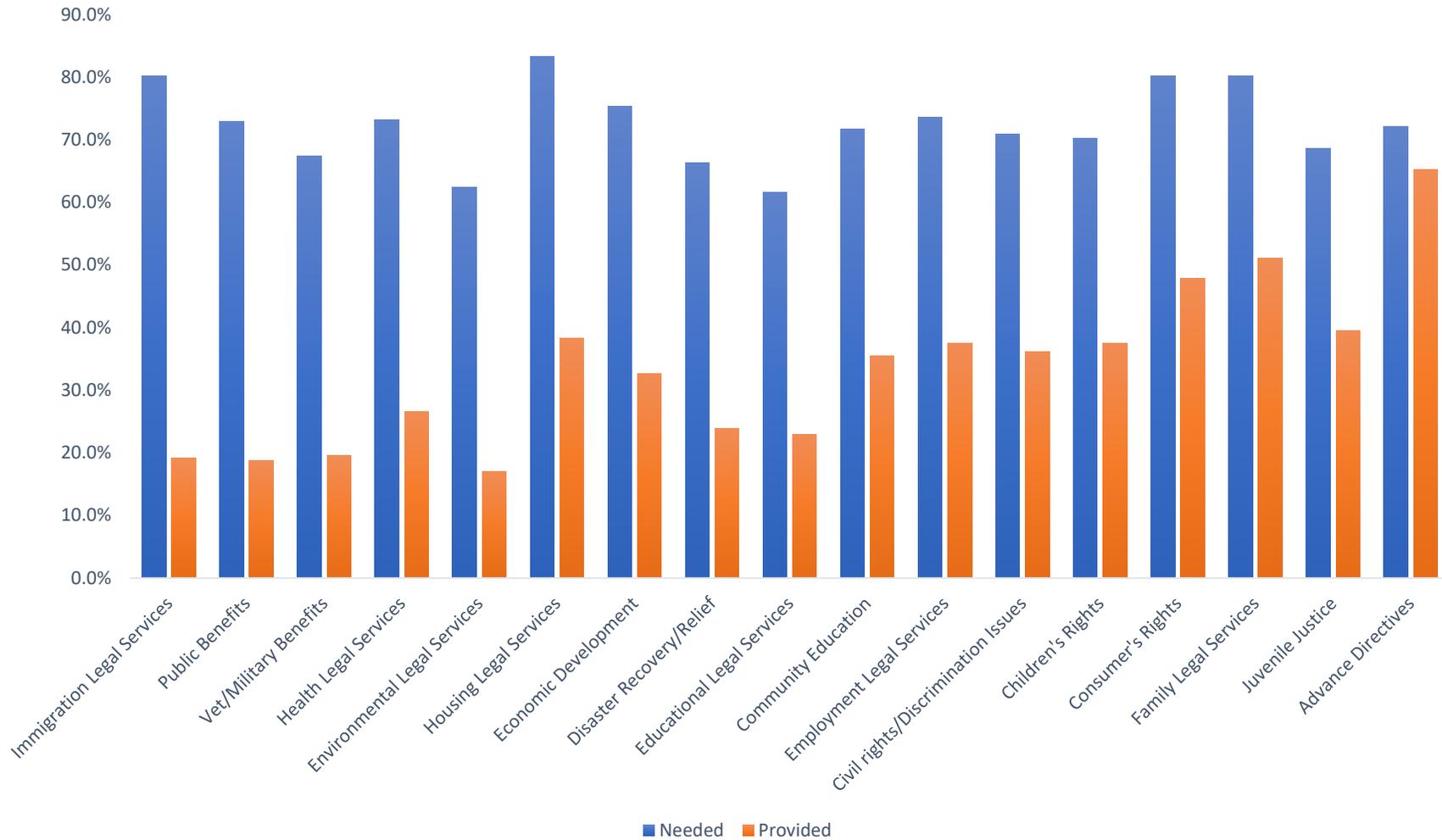


Figure 55 - Services Gap Northeast Region

**Legal Services Needed vs. Provided**  
 (Northwest Region)

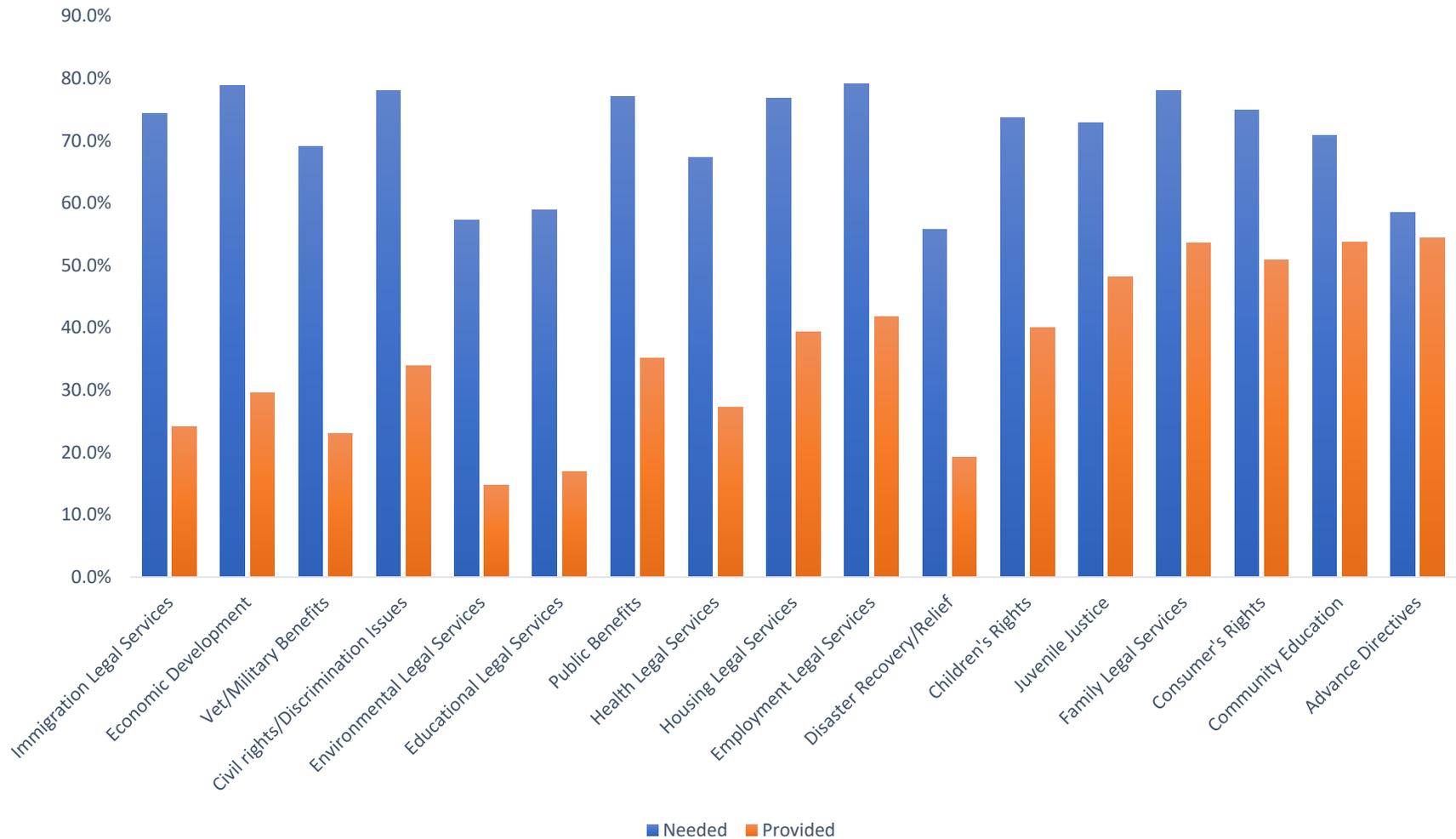


Figure 56 - Services Gap Northwest Region

**Legal Services Needed vs. Provided**  
 (Piedmont-Triad Region)

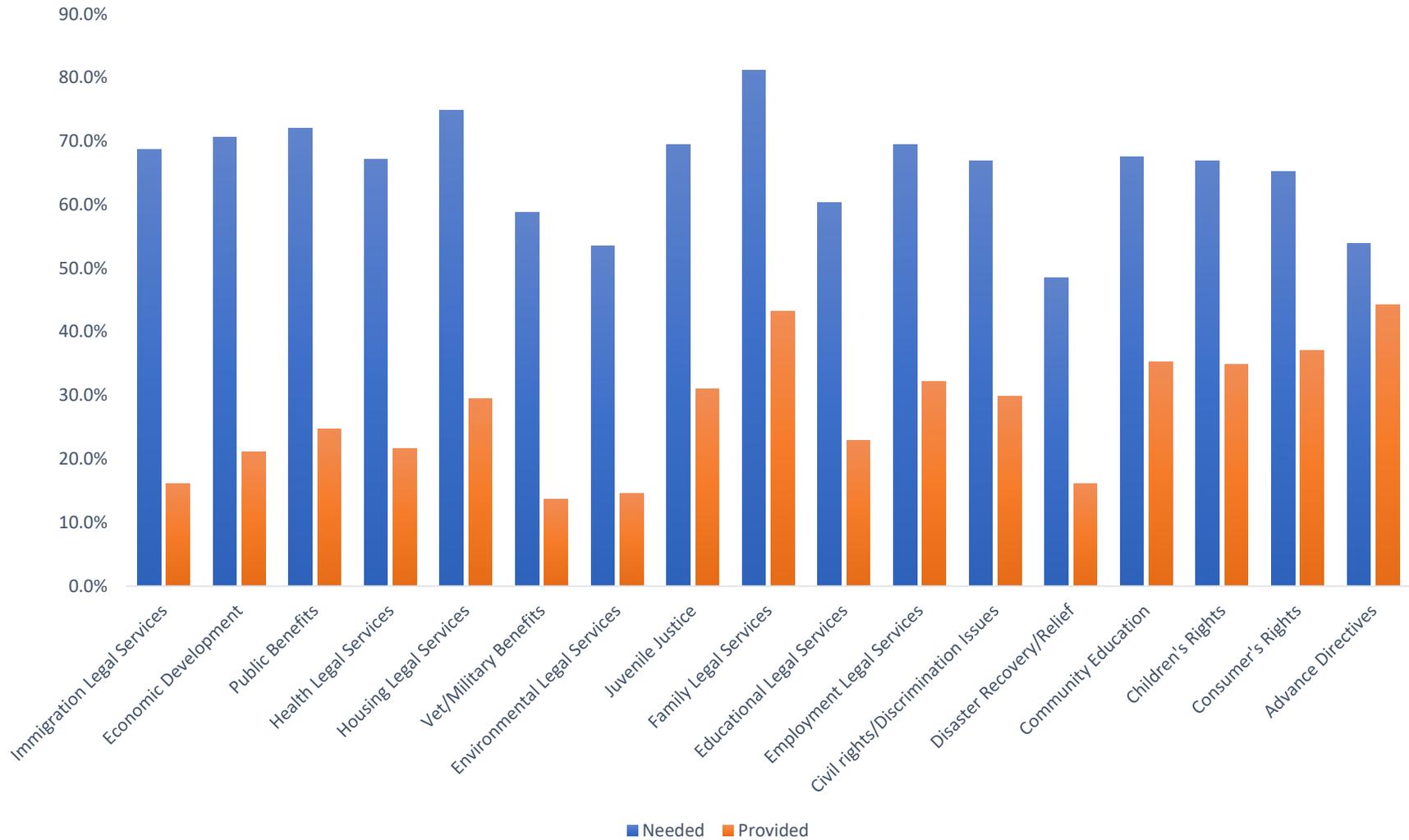


Figure 57 - Services Gap Piedmont Region

**Legal Services Needed vs. Provided**  
 (Sandhills Region)

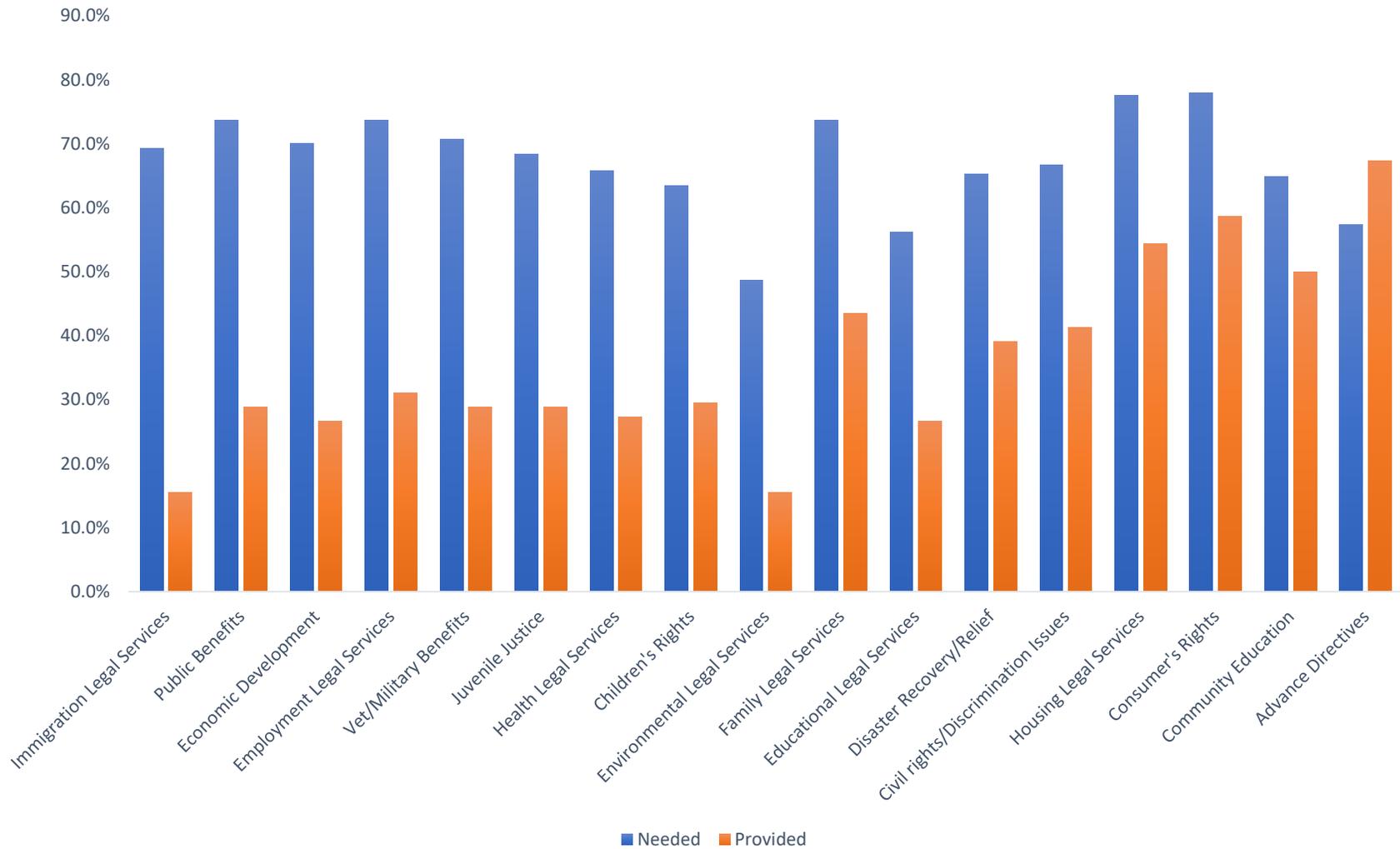


Figure 58 - Services Gap Sandhills Region

**Legal Services Needed vs. Provided**  
 (Southeast Region)

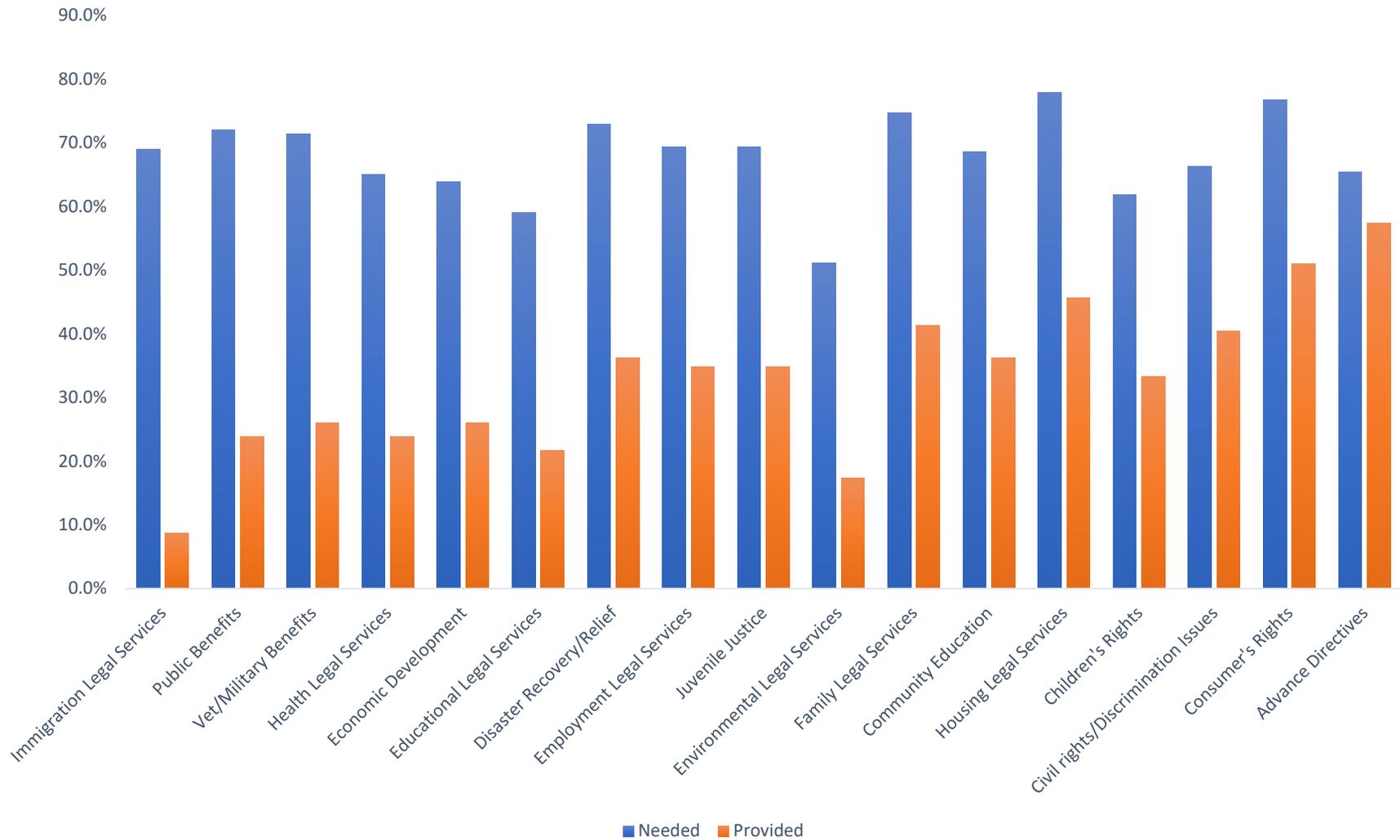


Figure 59 - Services Gap Southeast Region

**Legal Services Needed vs. Provided**  
 (Southwestern Region)

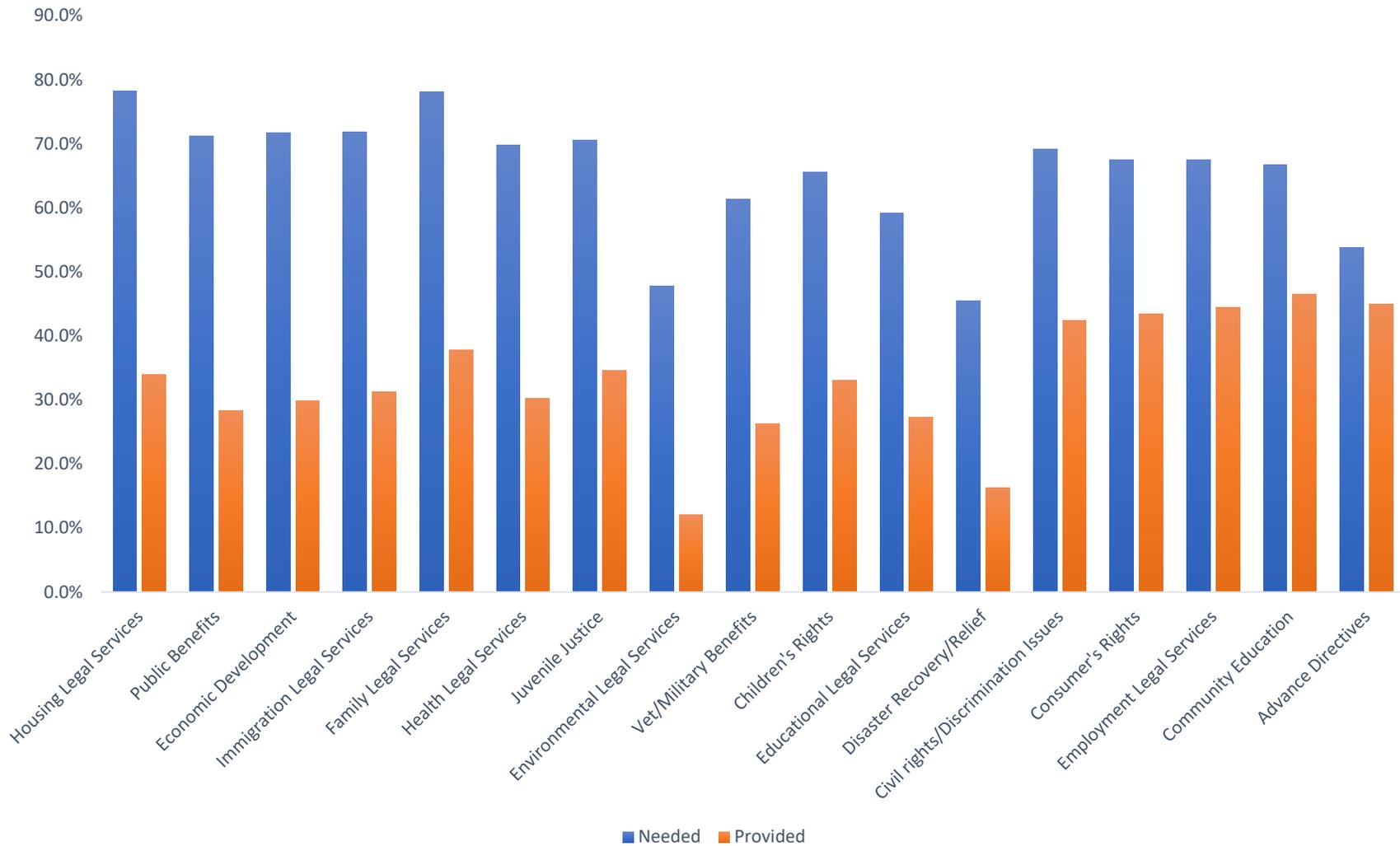


Figure 60 - Services Gap Southwestern Region

***COVID-19 Impact for Civil Legal Services***

In normal conditions, prior to the COVID-19 pandemic, stakeholders preferred in-person visit (84.4%), phone calls (81.3%), and email exchanges (74.0%) as their primary approaches to assist clients. About half of stakeholders chose traditional postal mails (48.3%) as their primary method. Self-help

website (15.3%), video conferencing, and other remote internet means were least preferred. Stakeholders acknowledged that COVID-19 has brought at least minimal impact to their legal services. Housing, employment, and discrimination legal services have become the top three categories experiencing an increased need during this unprecedented time period.

**Preferred Method of Assistance**

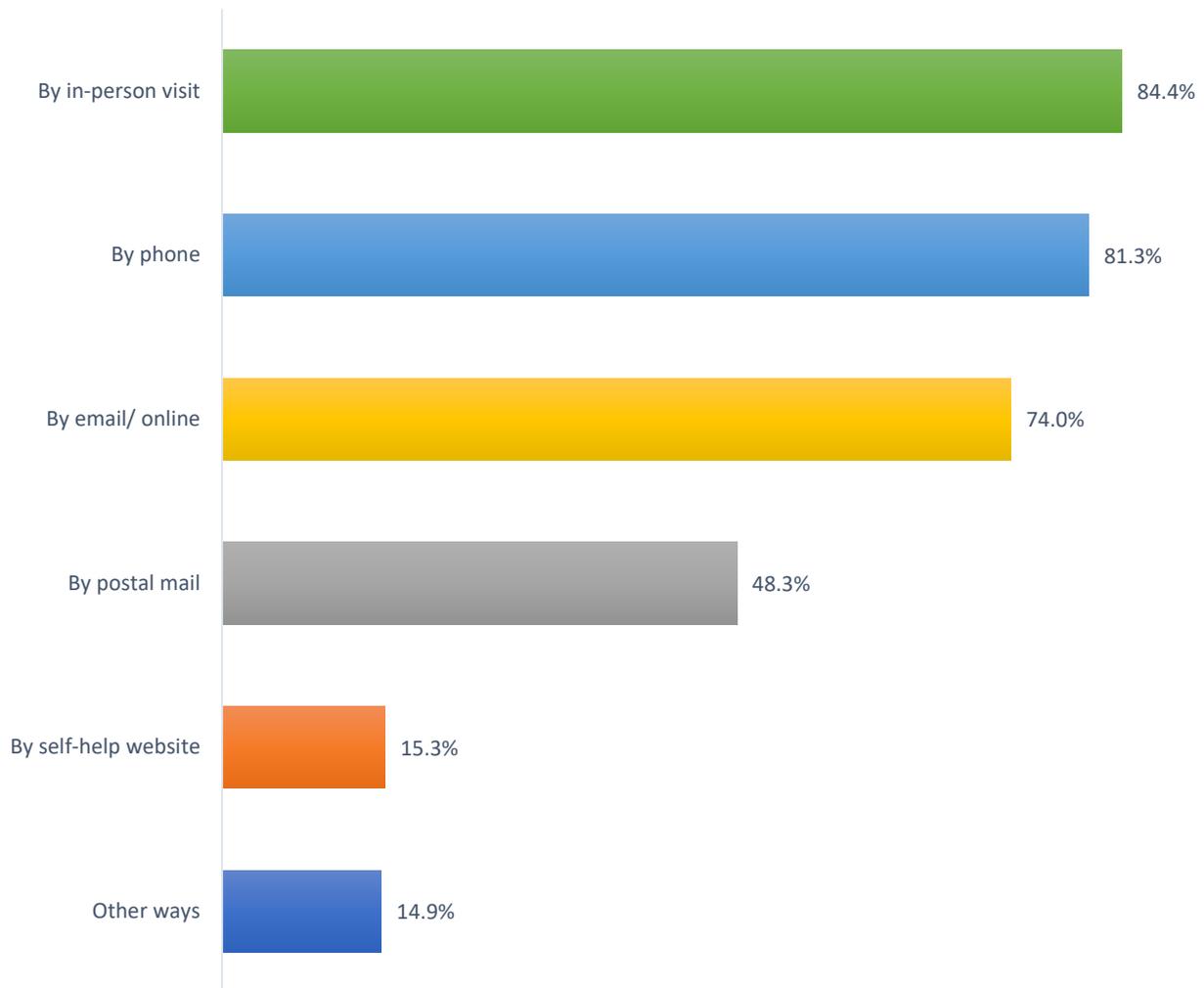


Figure 61 - Client Preferred Methods of Assistance Prior to COVID-19

COVID-19 Impact on Legal Needs

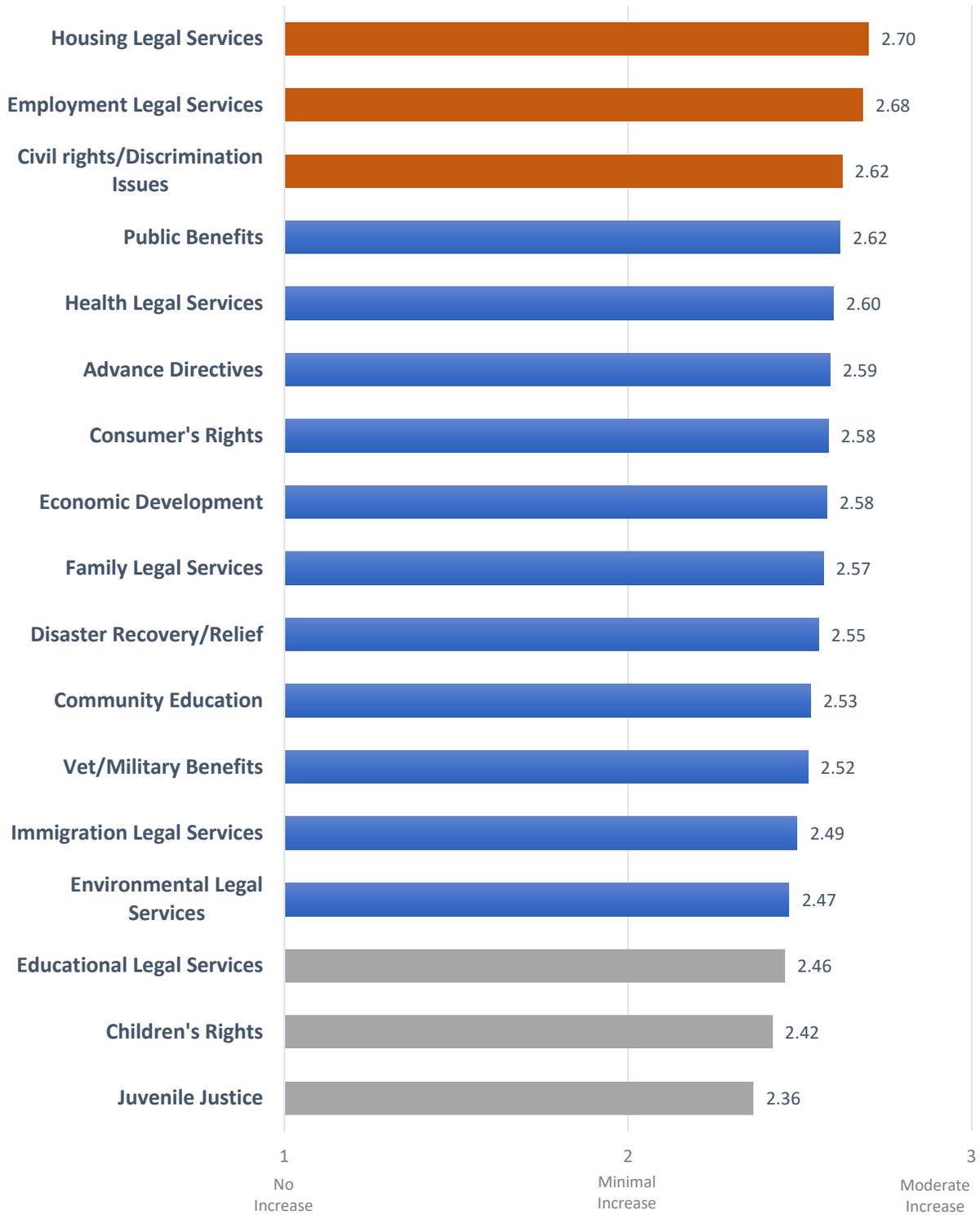


Figure 62 - COVID-19 Impact on Legal Services

### *Adapting to COVID-19*

#### Increased Need

As one of the 268 write-in responses to a question on the impact of COVID-19 explains, “the pandemic has not impacted the need as much as it has exposed it.” Unemployment claims, housing assistance including foreclosures and eviction, and other issues related to loss of income during the pandemic were clear. Also, respondents said there was an increase in child custody and domestic violence cases and more people concerned about wills and advance directives. One response indicated the seriousness of the need, “Our biggest worry is the looming housing/ eviction/ foreclosure crisis. Without state and or governmental support, this has the potential to be absolutely catastrophic. In addition, we are seeing an increase in the need for family services (custody, divorce, etc.) and the added stressors are increasing issues with domestic violence. Income and economic insecurity lead to food insecurity and potential homelessness. We have a crisis heading our way.”

#### Social Distancing

As a result of social distancing mandates and public health precautions, many offices were closed or only partly staffed. “We initially implemented a staggered shift work schedule with our office split into an A shift and a B shift. We alternated every day. This proved insufficient as courthouse operations ramped back up to full. We have introduced extensive barriers and distancing which has

complicated communicating with clients in person. The public has expressed frustration over the protective measures. We have shouldered job duties previously managed by DSS and Attorneys' Office staff as their access to the courthouse has been limited to the hallways. In this way, our workload has increased, which has required us to abandon the shift schedule and has left us vulnerable to entire departments quarantining. We had just such a scare recently that nearly put the entire civil department on quarantine.”

#### Reliance on Technology

Most legal providers were working remotely noting a greater reliance on technology, “utilizing non-traditional ways of meeting and interacting with clients such as conducting meetings via zoom; sharing critical information and updates via mass emails to clients, on our website and social media channels; meeting with clients with strict safety measures in place; hosting weekly Facebook Live conversations on topics relevant to clients as a means of community education and engagement.” Many respondents noted that the digital divide leaves many without resources as a result. “Outreach has become more important as our access to the people we have developed relationships with through daily interaction has effectively ceased, but we do not have sufficient infrastructure or understanding of that to adequately address or adapt.” One participant suggested more reliance on non-lawyers, “cross-training advocates to help with issues related to unemployment and health insurance.”

### *Stakeholder Input*

#### Local Success Stories

Survey respondents were asked to identify programs and efforts in their area that were successful or effective as it related to the current provision of civil legal services. There were 227 write-in responses provided. Key themes that emerged from review of these responses included: new programs, strong providers, effective partnership, and improvements in court training. The Charlotte Center for Legal Advocacy, Pisgah Legal Services, Financial Protection Law Center, Safe Alliance, Safe on Seven, Council For Children's Rights, Legal Aid, and Call-4-All programs were all held up as providing competent, effective, and accessible legal services providing quality representation. It was noted that in some communities the level of networking between provider agencies and stakeholders was strong. One respondent noted, "partnerships between legal services organizations around issues can be powerfully effective. Several respondents noted the improving efficiency of the courts and accessibility of the clerk of the court in their areas. In particular, one participant noted that training of court personnel has resulted in improvements in "treating people seeking justice as whole people with human dignity." Locally new programs were pointed out such as "a private law firm opened up that is partially grant funded to offer low cost legal services to this community."

#### Reducing Discriminatory Practices

Survey respondents were asked to identify things their offices were doing to specifically address clear evidence of a violation of civil rights or discrimination. There were 339 write-in responses provided. Responses were split between those who do not handle civil rights or discrimination claims (most of whom said they would refer these cases to others) and those for whom this is a part of their every-day practice. Referrals frequently mentioned the ACLU, Pisgah Legal Services, North Carolina Bar Association Lawyer Referral Service, Legal Aid of NC and the Justice Center, NC Office of Administrative Hearings. For those who represent civil rights claims many discussed working with local jurisdictions on Fair Housing issues, pursuing litigation under Individuals with Disabilities Education Act, the Fair Labor Standards Act, or with the Equal Employment Opportunity Commission. Others interpreted this question to mean what they are doing internal to their practice to improve civil rights and discrimination in the practice of law. These respondents referenced diversity training with employees, diversity and inclusion committees or task forces, and creating a "culture that is aware of individual and organizational rights and obligations."

#### Resources Needs & Improvements

Nearly 300 write-in responses were provided for suggesting for improvement in the way legal services are being currently provided in order to reduce discriminatory practices. Clear in all responses was a need for

expansion of legal services including more staff, more financial resources, more partner organization, more training and education for all, more translators and interpreters, right to council policies, stronger laws that are equally enforce to protect all classes being discriminated against, police reform, consumer education and awareness, more individuals from under-represented groups hired in legal organizations, simplification of the legal process, better accessibility and readability of contracts and legal documents, etc. A few of the stand-out statements include:

- *I believe the following would improve things: (1) doing more to educate government employees on the laws so that they aren't inadvertently discriminating; (2) hold government agencies and employees accountable by increasing transparency, initiating review boards, backing away from qualified immunity and requiring private insurance for those in high-risk categories; (3) establish more non-profit legal aid programs to serve rural communities.*
- *Right to counsel in certain civil legal matters, more funding for enforcement of consumer and civil rights, stronger whistleblower protections*
- *Part of policing reform or defunding ought to be arranging for "legal observers" to be on call to respond to situations where violations of constitutional rights or*

*discrimination might be an issue, i.e. at protests, at voting precincts, in courtrooms, in schools, in UNC System disciplinary processes, etc. One strike termination policy for law enforcement officers and any discriminatory actions or use of excessive force determined by an outside finder of fact. AOC or the Chief Justice's Professionalism Committee should have a full-time crew of judicial observers in courtrooms all over the state to get a better sense of where discrimination may be having an effect on court operations in ways local officials may have become blind.*

- *I believe consumer education is the best way to deter discrimination. Many times, the public does not have knowledge of the agencies in place to help them. In addition, it would be advantageous to have a list of attorneys that are willing to do free consultations or pro bono work. As it is, we are prohibited from recommending specific attorneys to customers who may be in need, as it may pose a conflict of interest. I would like to see some type of policy, where we could refer people who have great evidence of the need for legal services. In some complex cases, legal aid cannot assist them.*
- *More robust policies for hiring and employing people of color, women, foreign nationals, and members of*

*the LGBTQ+ community in legal organizations to better reflect the community, create more inclusive practices from within, and strengthen legal teams to provide better representation for clients.*

- *Most of the problems I see result in discrimination against mid to low-income people. The legal system is too complex to navigate effectively without an attorney, but attorneys are expensive. Streamlining court processes and services, as well as online filings and records searches would reduce cost and save legal fees for all clients. Video-based calendar calls and hearings would reduce wasted attorney time, reduce fees for clients, and reduce time lost at work for clients. Increased conflict resolution programs both in the community and the court system would eliminate most issues before court time and attorney's fees become necessary.*
- *Make more legal documents plain English, which means teaching lawyers to write in plain English. We often use the federal government's plain English guidance documents to help with that. We also use the WORD readability statistics feature along with the federal guidance (grade level 9-12 for the general*

*public, minimum 40 score of the readability level, below 25% passive sentences). Change all legal requirements for ALL CAPS language anywhere, given what I understand to be the studies showing that it decreases understanding. Amend laws to require plain English contracts, and especially opt-ins and privacy provisions in online contracts.*

- *Training receptionists and screeners on nondiscrimination practices Ensuring firm policies treat clients equally (e.g., require retainers for everyone, or for everyone with whom the firm has not previously done business, rather than individual decisions that may be biased)*
- *Within our organization, we could expand our reach and serve more people by better utilizing legal assistants, paralegals, and non-attorney advocates. We could also benefit from automating interview processes in routine matters. I.e., for clients who we have agreed to represent and who are able, having them provide facts and locate records through a questionnaire or a guided interactive video process.*

## Client Survey Findings

### *Respondent Characteristics*

A total of 708 responses were recorded from potential, current, or past clients of civil legal services across the state. Recruitment for this online survey included posts on social media of various non-profits and legal service providers, newspaper and media stories covering the efforts to recruit participants, direct emails to client serving organizations, and direct emails from Legal Aid of NC to over 7,500 past clients. An incentive sweepstakes was offered to respondents. The responses were geographically representative of the state (see Figure below). The average time to complete the survey was 7.9 minutes (median).

Most respondents were female (82.9%) with males representing 16.7% of responses and less than 1.0% identifying as transsexual, non-binary, or other sex. A simple majority (61%) of respondents were non-white.

African Americans represented 47.6% of responses, while other non-whites were 8.2%, American Indians were 2.3%, and Asians 1.3%. Two-fifths (40.1%) of respondents identified as white. Only 4 responses were recorded as using the Spanish version of the survey.

More than a third (35.3%) of respondents indicated they work full time while 16.3% are part time employed and 23.3% are unemployed and looking for work. About one-in-seven (15.8%) said they were disabled, 45 respondents (6.8%) were retired, and 34 (5.2%) were students. Three-quarters (75.2%) of respondents indicated that they have health coverage. Only 25 (4.1%) self-identified as military veterans. Incomes were skewed to the lower end with 84.6% of respondents below the NC median income. In fact, 49.6% reported incomes below \$20,000 and 30.0% between \$20,000 and \$40,000.

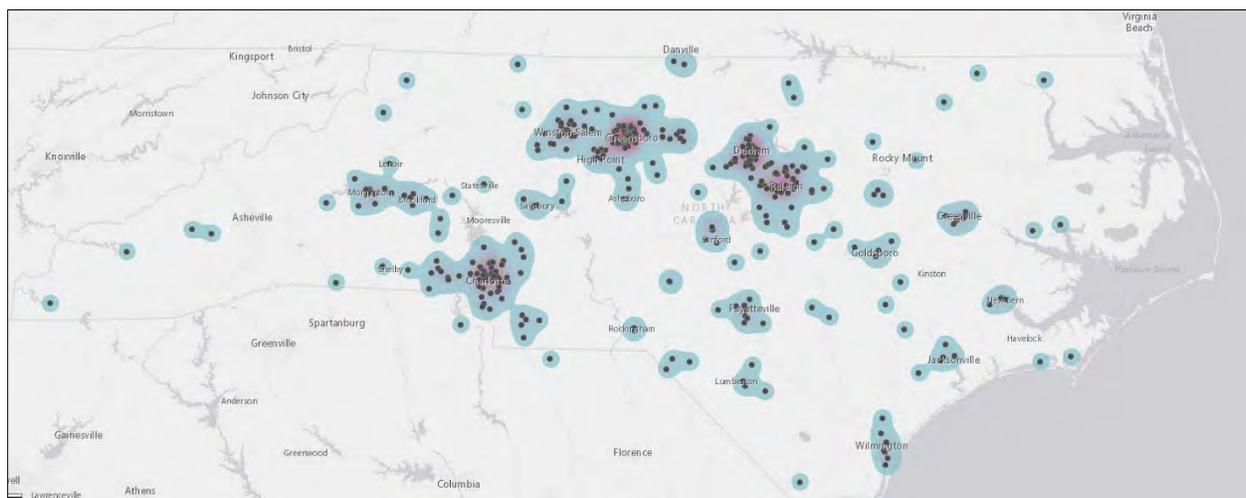


Figure 63 – Geolocation of Respondents by IP Address

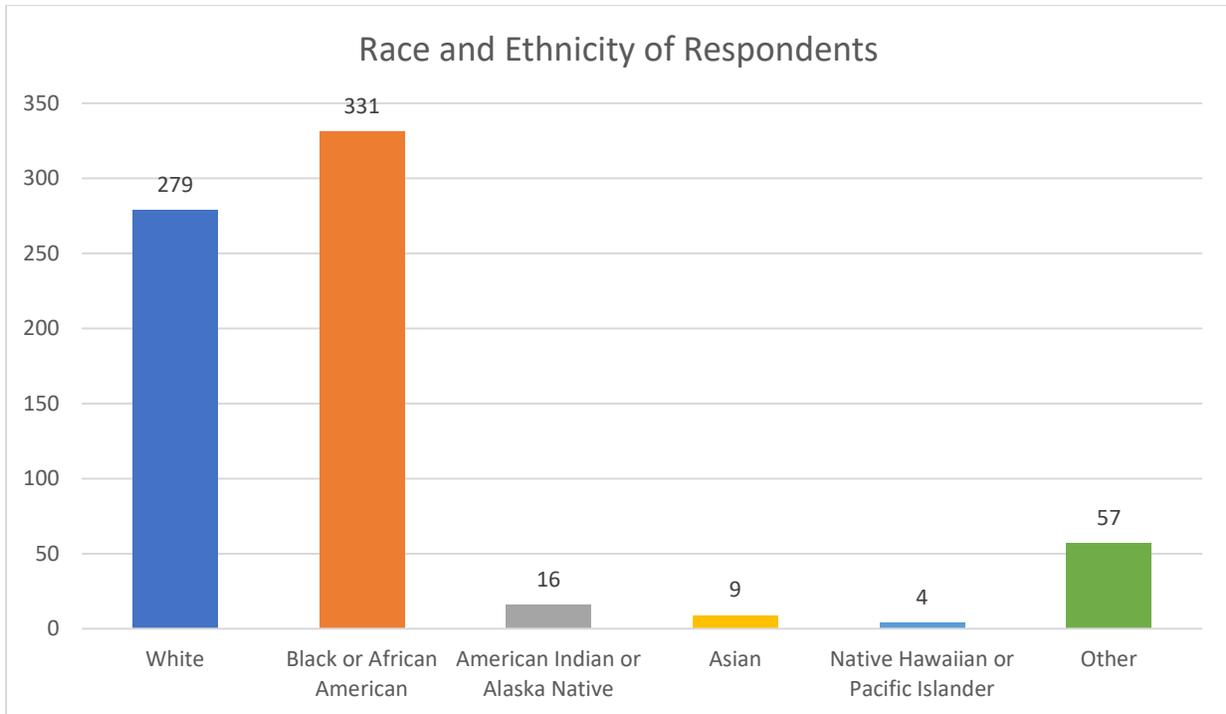


Figure 64 – Race and Ethnicity of Client Survey Respondents

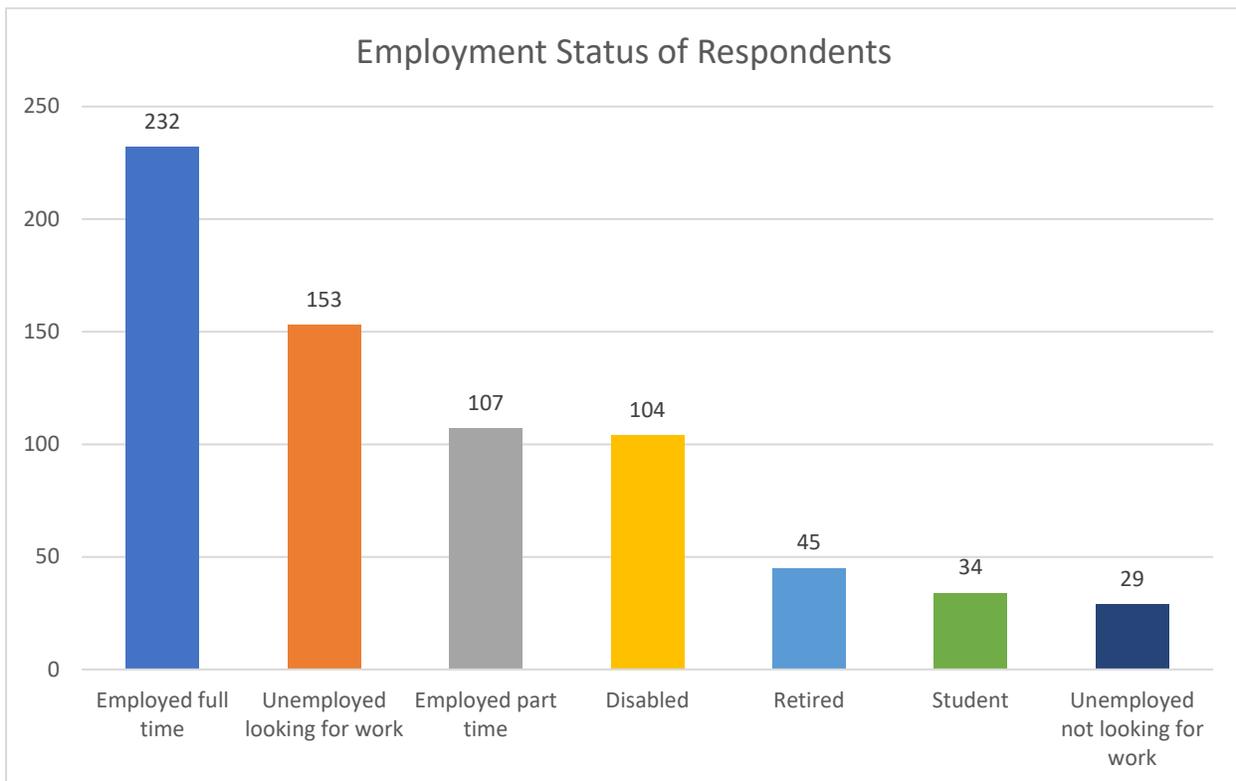


Figure 65 -Employment Status of Client Survey Respondents

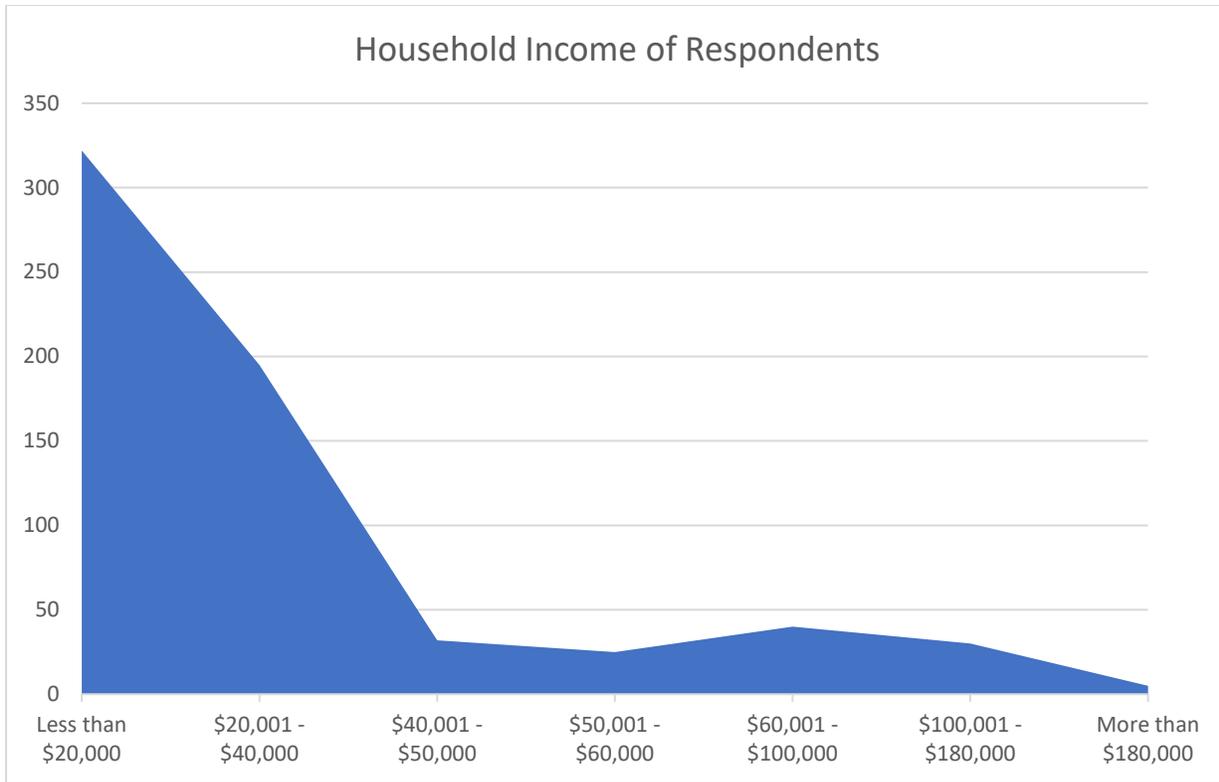


Figure 66- Income of Client Survey Respondents

### Trust in Lawyers

Respondents were asked to rate on a sliding scale from 0 (no trust) to 100 (total trust) their level of trust in lawyers. The average level of trust (mean) was 63.63. The highest trust was seen among those with high incomes. Notably military veterans as a group had the lowest levels of trust in lawyers. The raw scores for trust in lawyers was recoded into a five-point scale from very low trust to very high trust. Standard deviations were used for binning or break points. Thus, “Low Trust” is one standard deviation below the mean of “Moderate Trust” and “Very Low Trust” is two standard deviations below the mean.

Table 8 - Level of Trust in Lawyers

Group	Mean
White	64.74
Non-white	62.75
Males	65.28
Females	63.43
Veteran	57.59
Non-Veteran	64.27
Less than \$20,000	64.49
\$20,001 - \$40,000	60.38
\$40,001 - \$50,000	59.00
\$50,001 - \$60,000	66.89
\$60,001 - \$100,000	64.70
\$100,001 - \$180,000	71.48
More than \$180,000	81.33

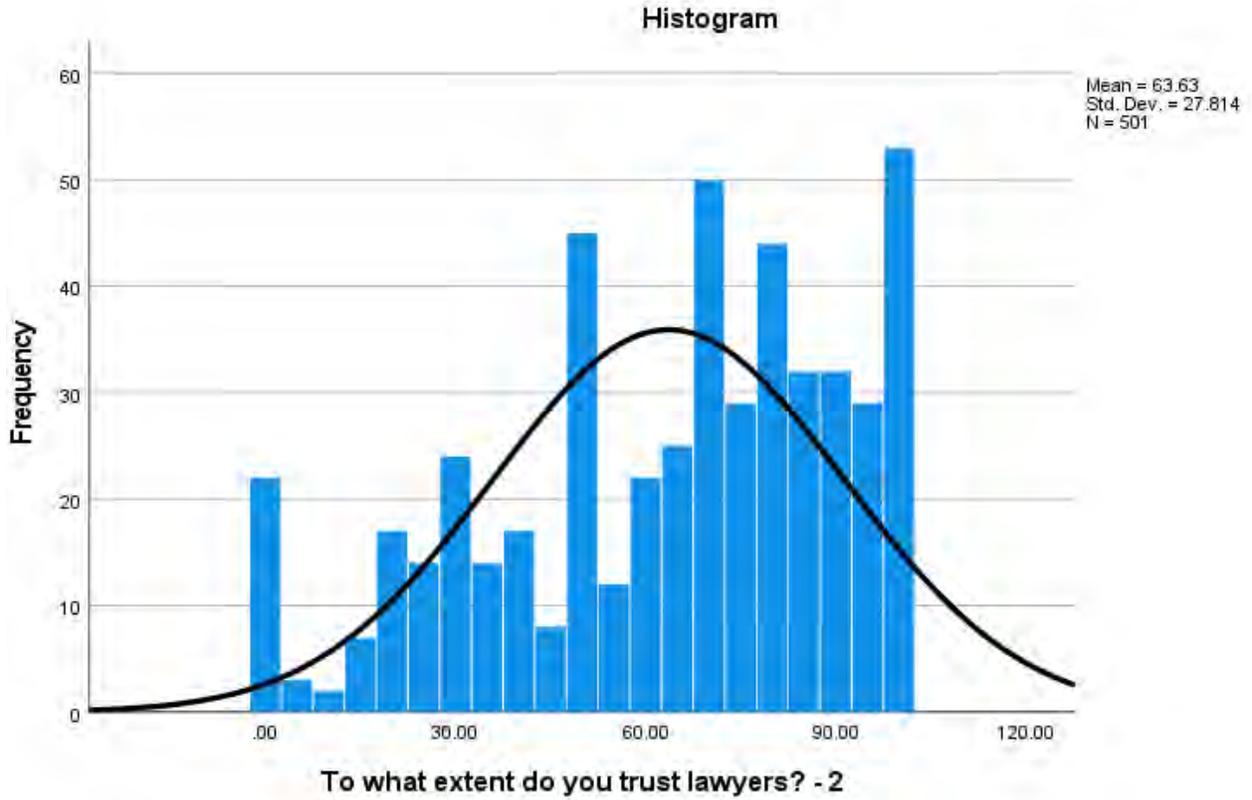


Figure 67 - Level of Trust (Histogram - Raw Scores)

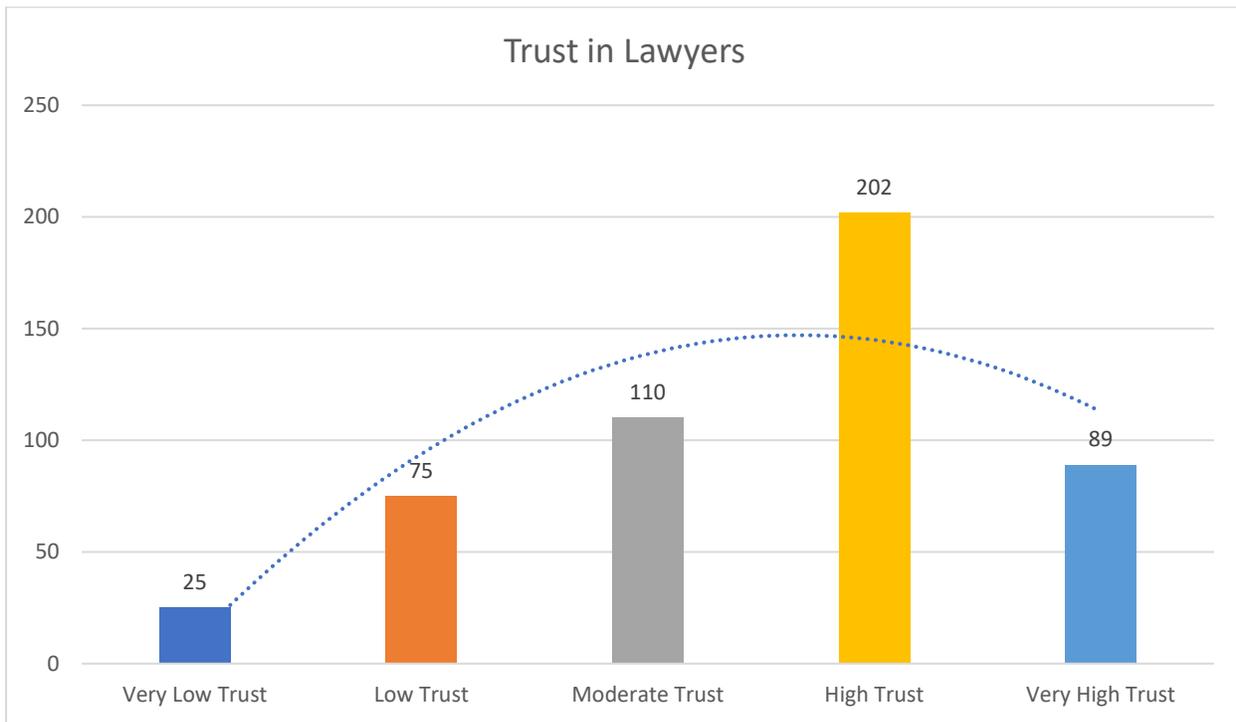


Figure 68 - Trust Recoded to Five-Point Scale (Std Deviations)

### *Experience with Civil Legal Services*

Respondents were asked whether they had sought any civil legal services in the last five years. 10.0% of respondents had not needed any of the services listed in that time frame and 11.4% needed legal assistance but did not seek help. Of services utilized, we see Housing Services like foreclosure, evictions, property taxes, discrimination, denied housing, or landlord issues as the most frequent (46.1% of responses). This was followed by Family Legal Services (21.4%) which includes divorce, child custody, domestic violence, human trafficking, alimony/child support, etc. Least utilized were Immigration Legal Services (2.5%) including assistance with naturalization application, visa for relative, deportation, human trafficking, and issues with ICE; as well as Military Veteran Benefits (2.1%) applying for veteran's benefits (like post-discharge employment, denial of benefits, etc.). These low response categories may be more a result of survey (few foreign-born respondents) and lack of trust in lawyers felt by veterans (noted in previous section).

Legal services were disaggregated by race/minority status, income, and other characteristics of the respondents. There was a clear difference by rate. More than half of African American respondents had used Housing Related Services as compared with 37.7% of white respondents. Meanwhile 24.2% of white respondents had used civil legal providers for Advance Directives compared with only 8.3% of African American respondents. The

breakdown by race has been simplified to white/non-white for purposes of visualization.

By income, we see another clear distinction between service seeking among those at or above the median income. Those below the median were more likely to seek Housing Legal Services, Family Legal Services, Disability Legal Services, and Public Benefit assistance, than those at/above the median income. Higher income service seekers were more likely to seek assistance with Advance Directives than lower-income respondents. Likewise, those with the higher incomes were less likely to need services at all: 30.1% said they never needed any of the civil legal services listed.

Only a few differences were noted by sex with more female respondents seeking Family Legal Services (23.6%, compared with 10.3% of male respondents). Females were also more likely to seek Housing Legal Services (48.0%, compared with 35.6% of males).



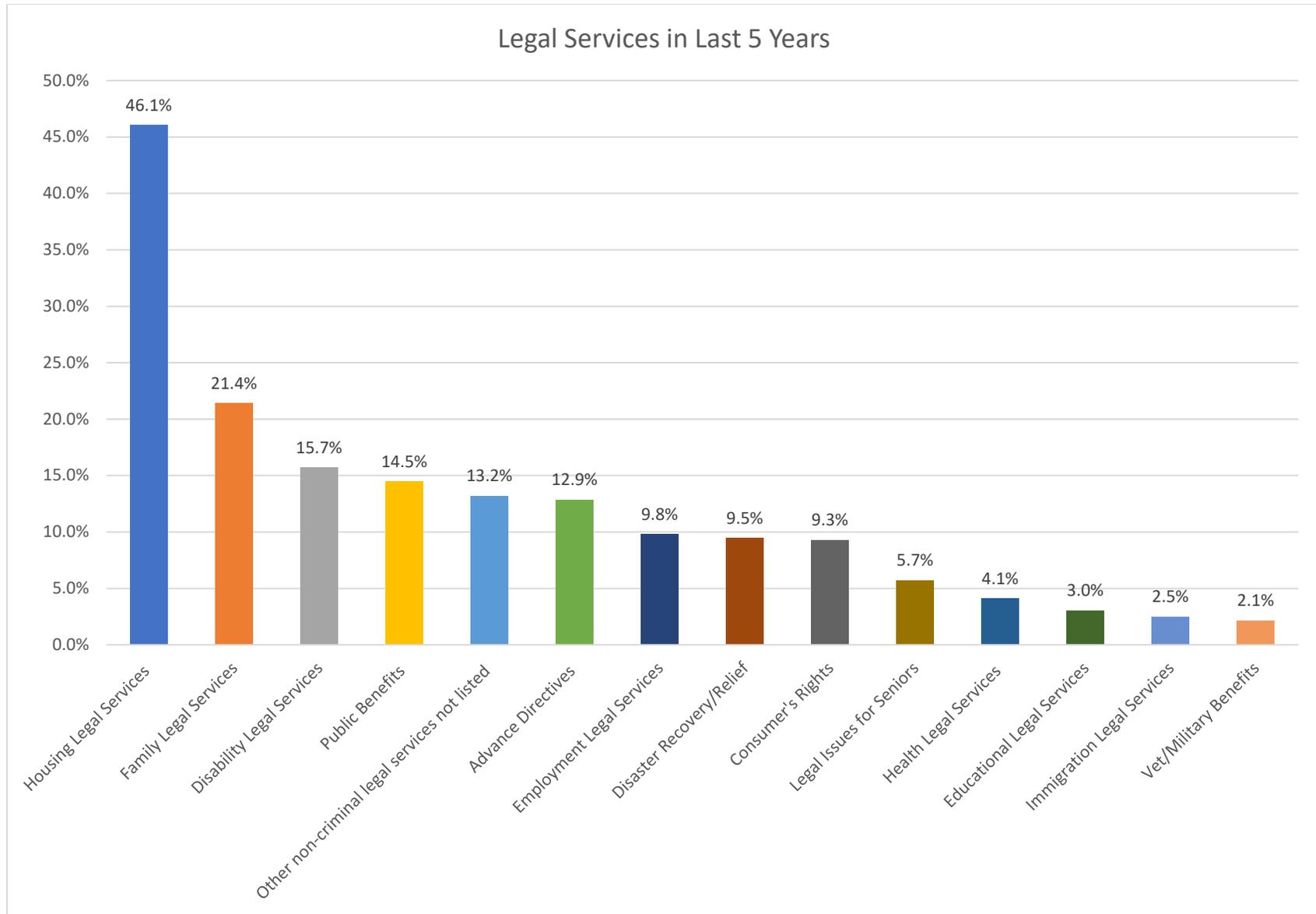


Figure 69 – Legal Services Utilized in Last 5 Years by Survey Respondents

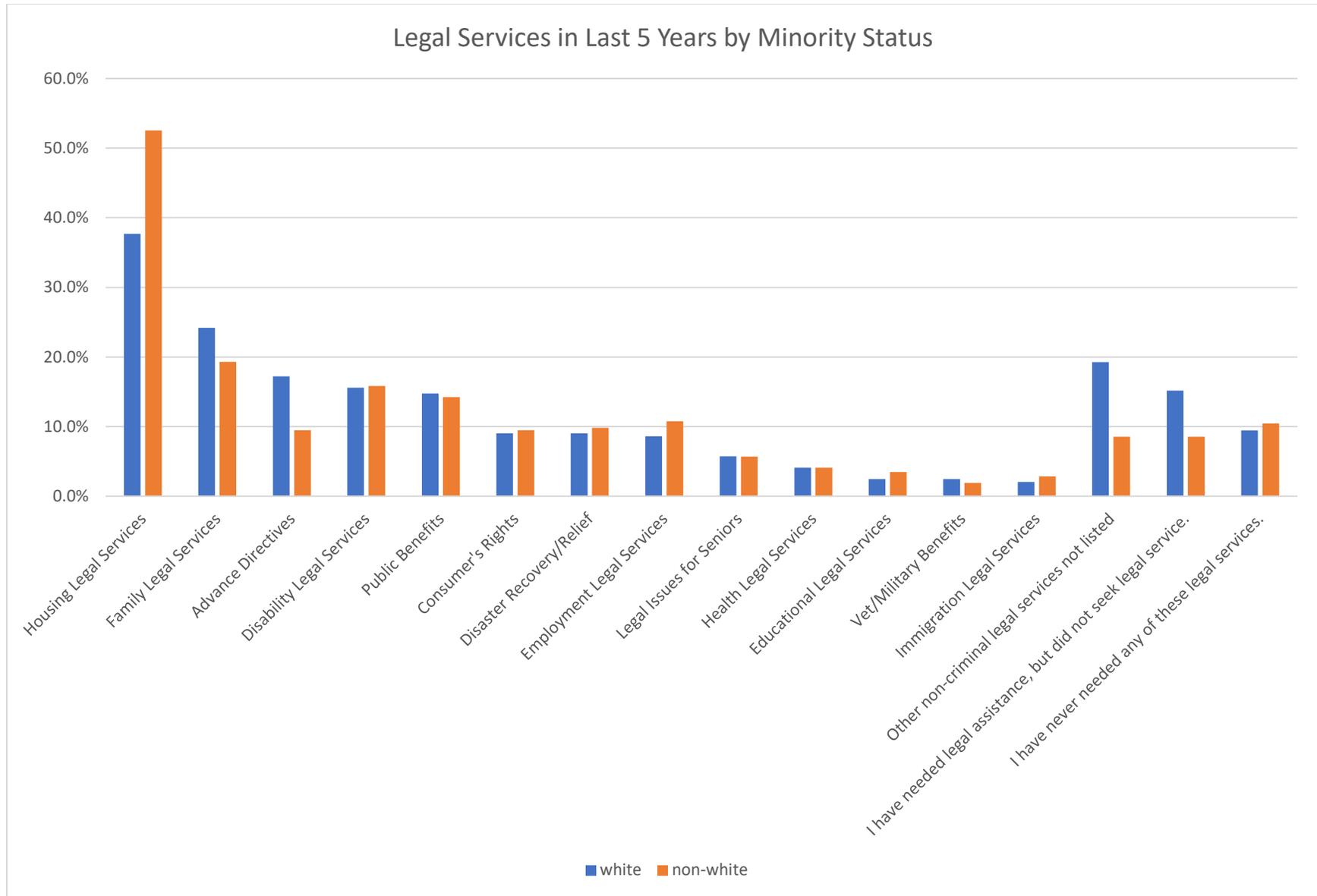


Figure 70 – Legal Services Utilized in Last 5 Years by Minority Status

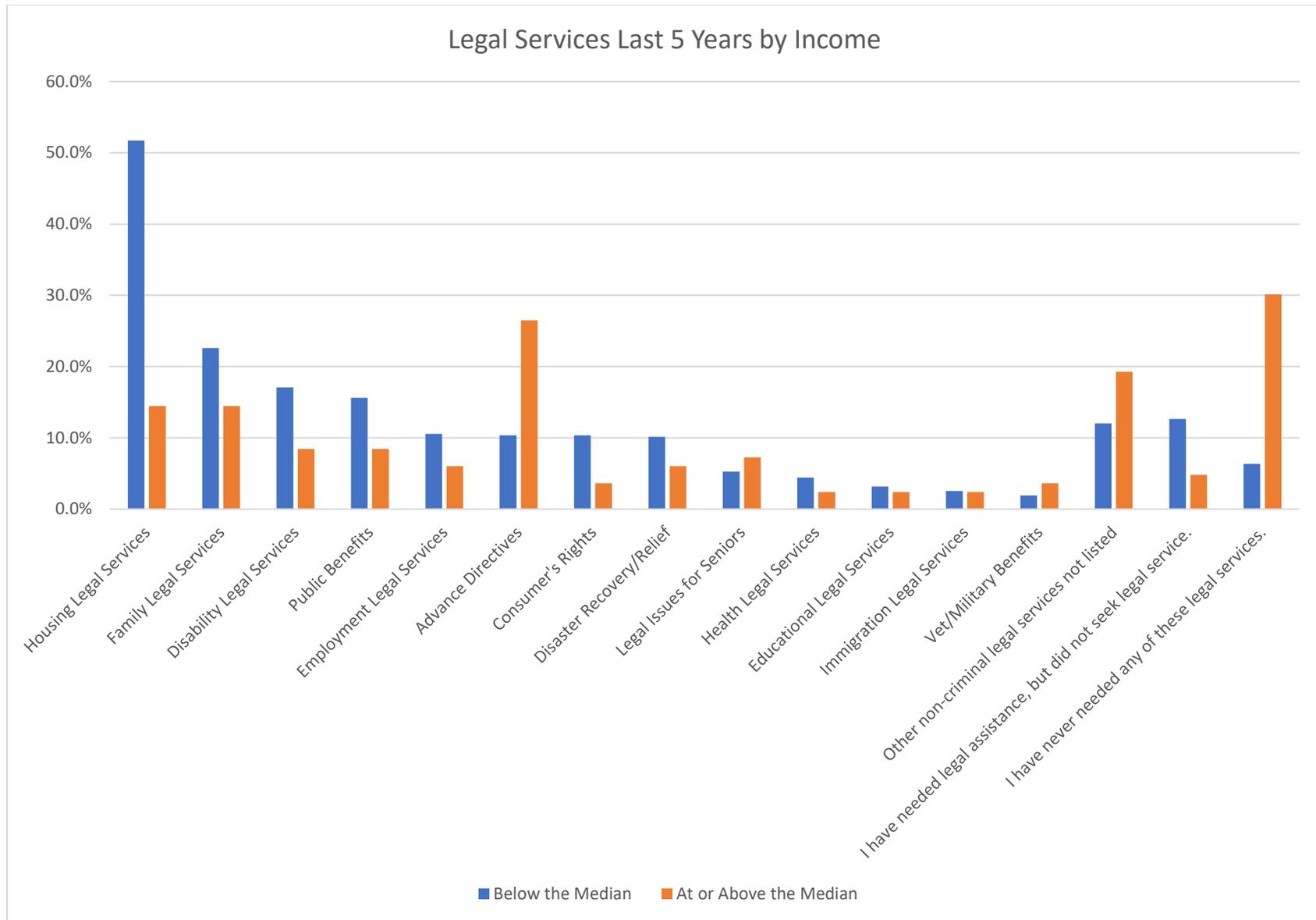


Figure 71 – Legal Services Utilized in Last 5 Years by Income

***Civil Legal Needs***

Client respondents were asked which in a list of legal services they anticipated needing in the next few years. They were allowed to select multiple choices. Interestingly, while very few have used Immigration Legal Services in the last five years, 86.5% of respondents said they or their family members anticipate needing this service. Similarly, legal services for Military Veteran Benefits was used by 2.1% of respondents, but 84.7% of respondents said that they or their family members anticipate needing this service. Three-quarters of respondents (76.7%) said they or their family would need Educational Legal Services in the future.

Differences were noted by race. While 89.5% of white respondents said that Immigration Legal Services were their top category for need, 84.0% of non-white said this was a need. Importantly when disaggregated further we see that only 68.7% of African

Americans listed Immigration as a legal need. There was a 10% gap or more between white and non-white respondents on the needs for Educational Legal Services (89.0% white, 70.5% non-white), Family Legal Services (72.0% white, 61.6% non-white), Disaster Recovery (64.5% white, 51.9% non-white), and Housing Legal Services (58.0% white, 46.4% non-white).

Income differences by need were also quite clear. Those below the median income were more likely to need assistance with Advanced Directives (54.0% compared with 25.4%) and Legal Issues for Seniors (71.8% compared with 62.7%). Those at or above the median income were more likely to indicate need for Consumer's Rights (88.1% to 58.5%), Disaster Recovery (79.7% compared with 54.3%), Family Legal Services (84.8% compared with 63.3%), and Housing Legal Services (83.1% compared with 46.8%).

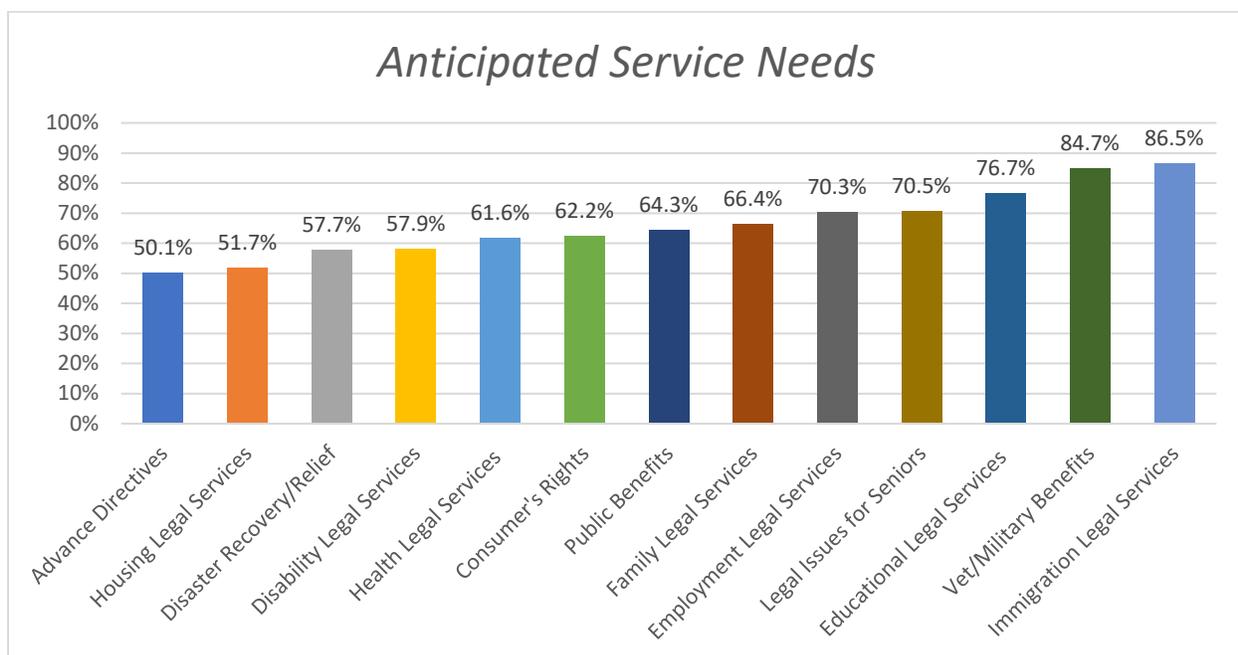


Figure 72 - Anticipated Service Needs

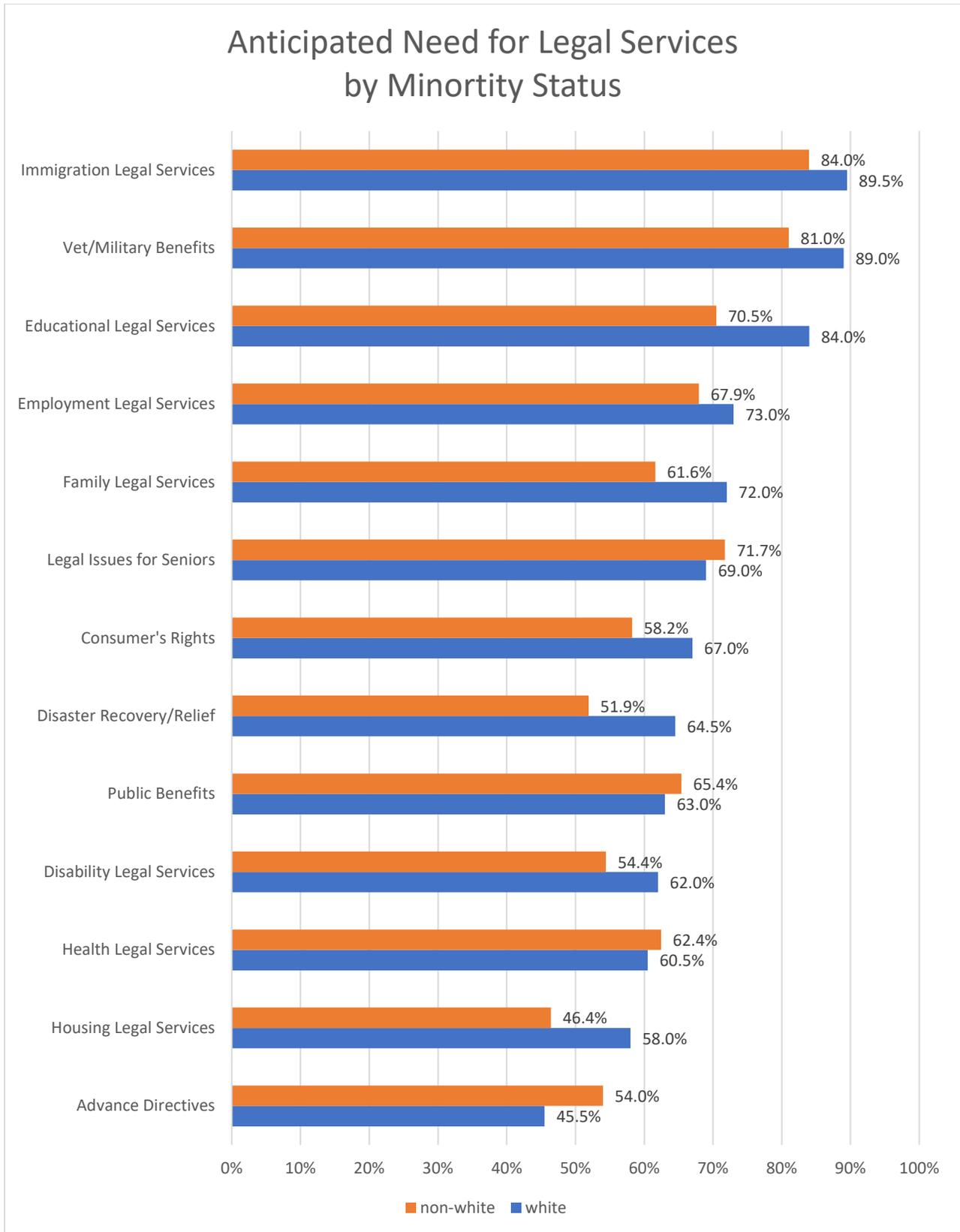


Figure 73 - Anticipated Need for Legal Services by Minority Status

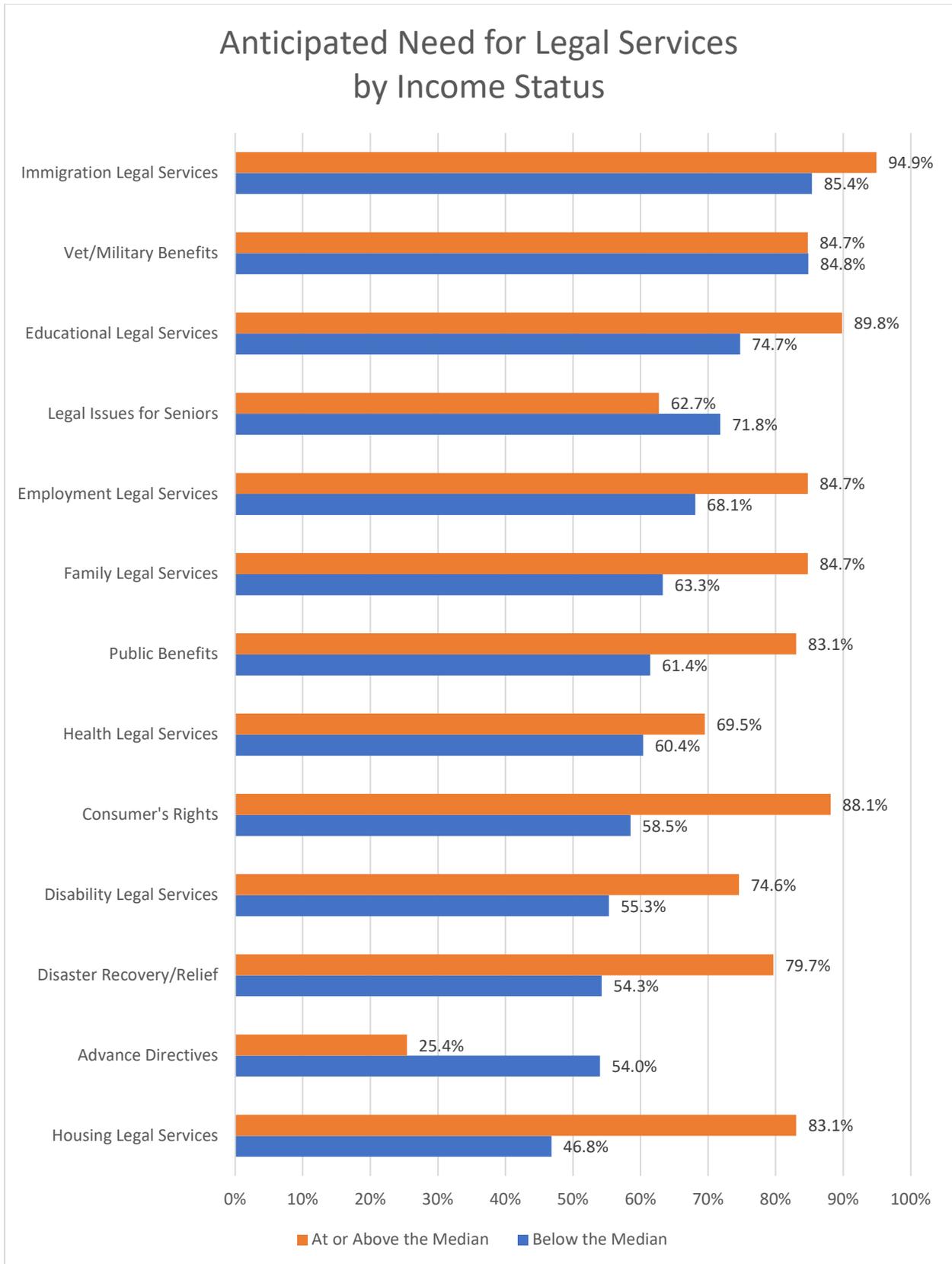


Figure 74 - Anticipated Need for Legal Services by Income

***Seeking Legal Assistance***

Client respondents were asked how they would go about getting legal advice if they needed to. The most frequent response was to call an organization that provides free civil legal services (57.7%) followed by looking online for a legal self-help website (50.1%). Least often, respondents said they would get a self-help book on the matter (5.1%) or call the district court (6.6%).

Differences in ways to get legal advice were noted by race, income, and level of trust. Non-white respondents were more likely to call an organization that provides free civil legal services (60.3% compared to 54.2%), look online for a legal self-help website (52.3% compared to 47.5%), and call 211 (16.7% compared to 7.9%). White respondents were more likely than non-whites to call an attorney (43.8% compared

to 38.7%), call or visit another social service agency (15.0% compared to 12.9%), or say they don't know (14.2% compared to 10.8%). Those with incomes at or above the median income were more likely to say call an attorney (73.7% compared to 35.5%) or ask a friend (55.3% compared to 32.6%). Respondents with incomes below the median were more likely to call an organization that provides free civil legal services (61.6% compared to 34.2%).

Trust in lawyers was an element as well in who to call or how to look for assistance. Respondents with low levels of trust in lawyers were more likely to look online or call an organization that provides free civil legal services. Respondents with high levels of trust in lawyers were more likely to call civil legal services first then look online.

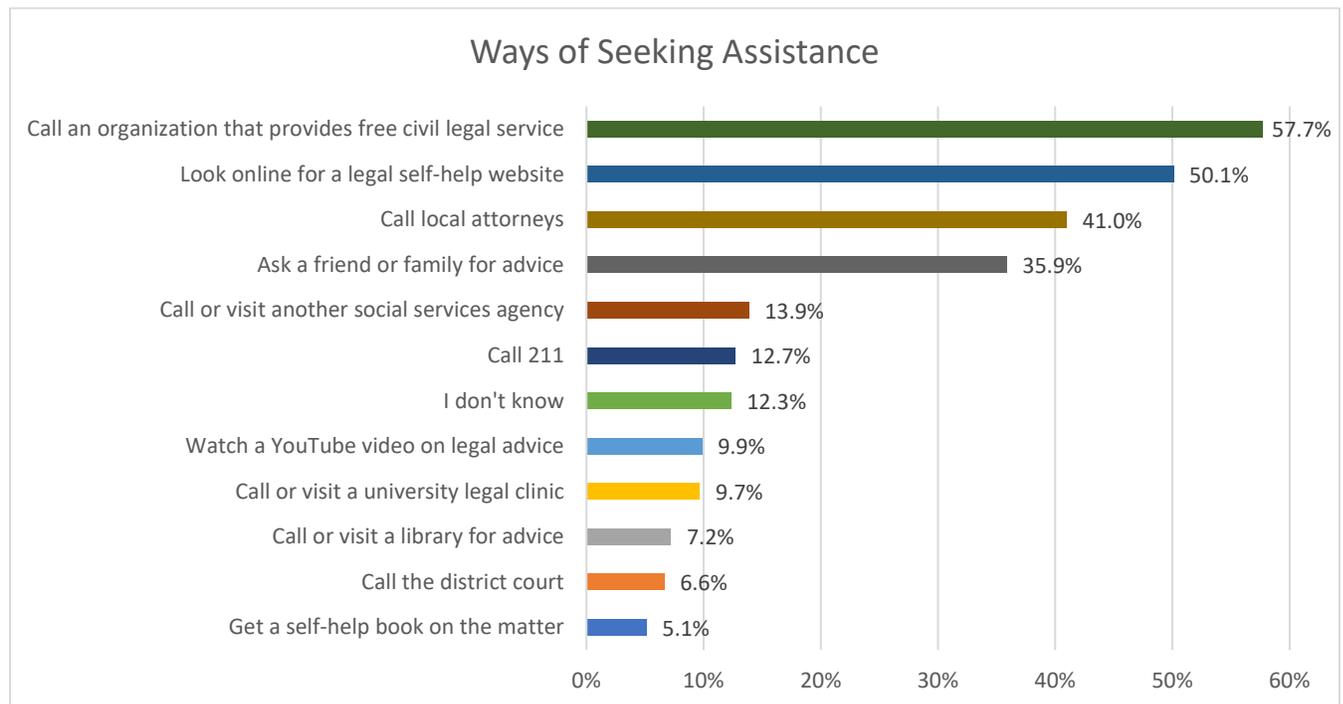


Figure 75 - Ways of Seeking Assistance

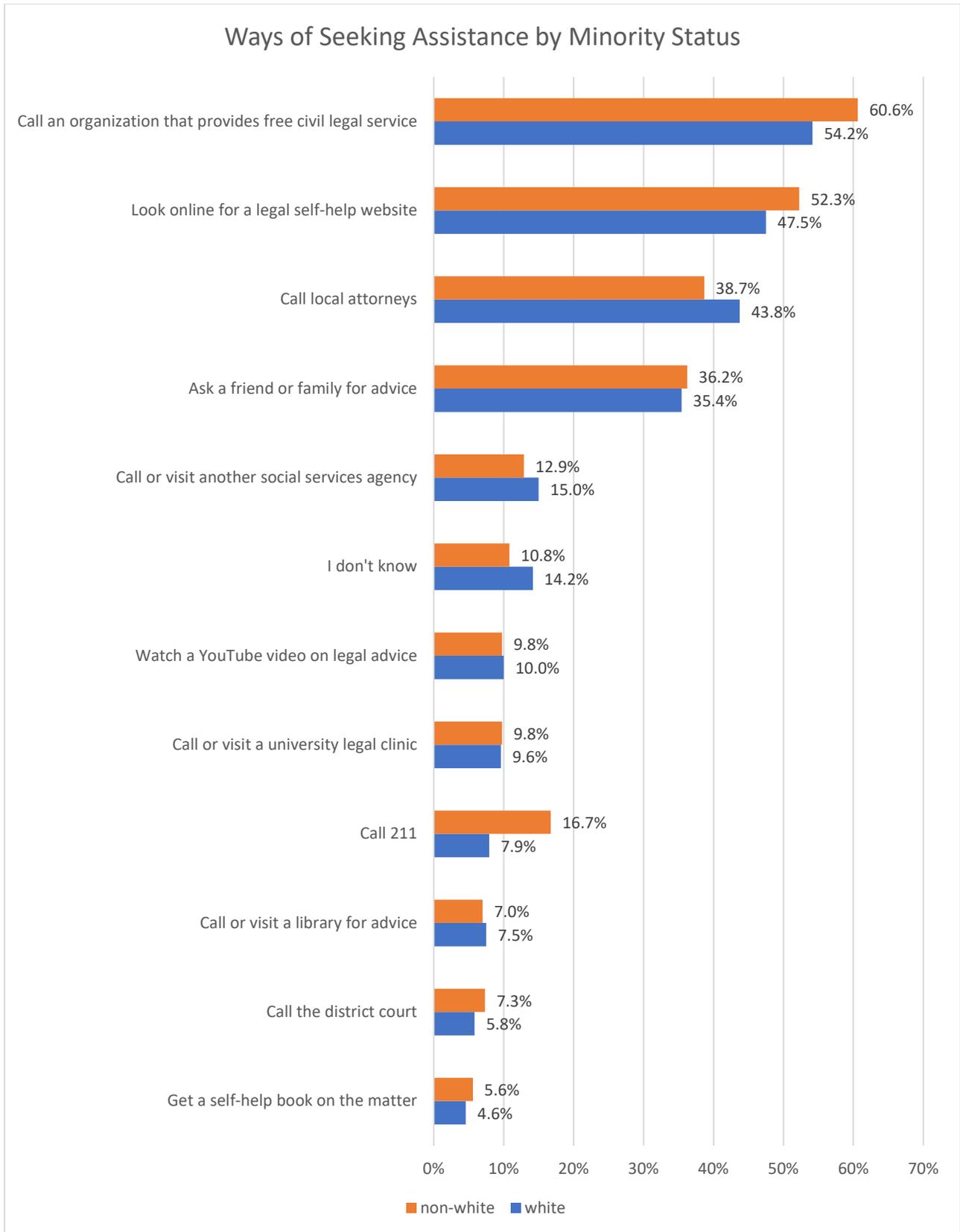


Figure 76 - Ways of Seeking Assistance by Minority Status

### Ways of Seeking Assistance by Income

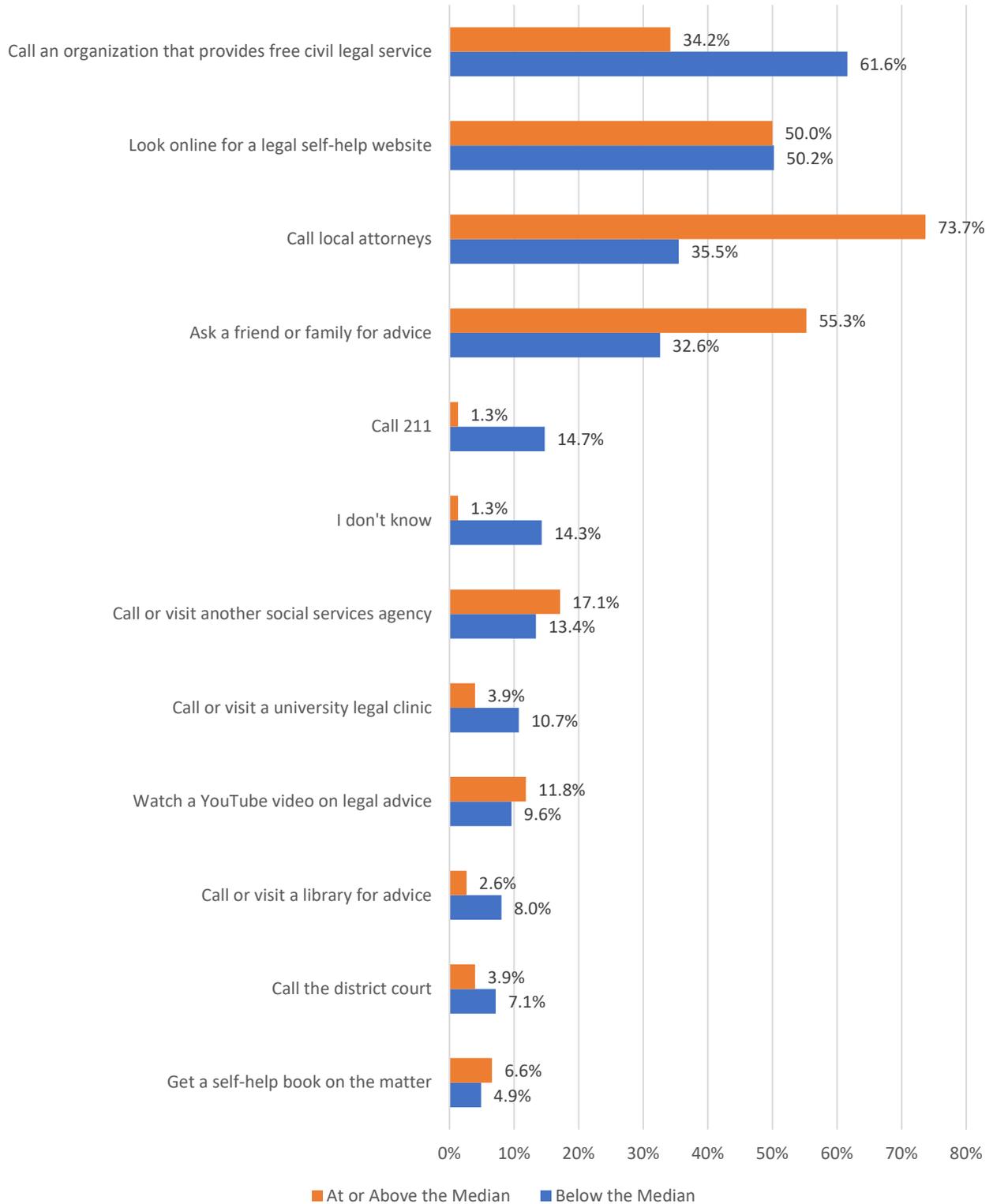


Figure 77 - Ways of Seeking Assistance by Income

### Ways of Seeking Assistance by Level of Trust

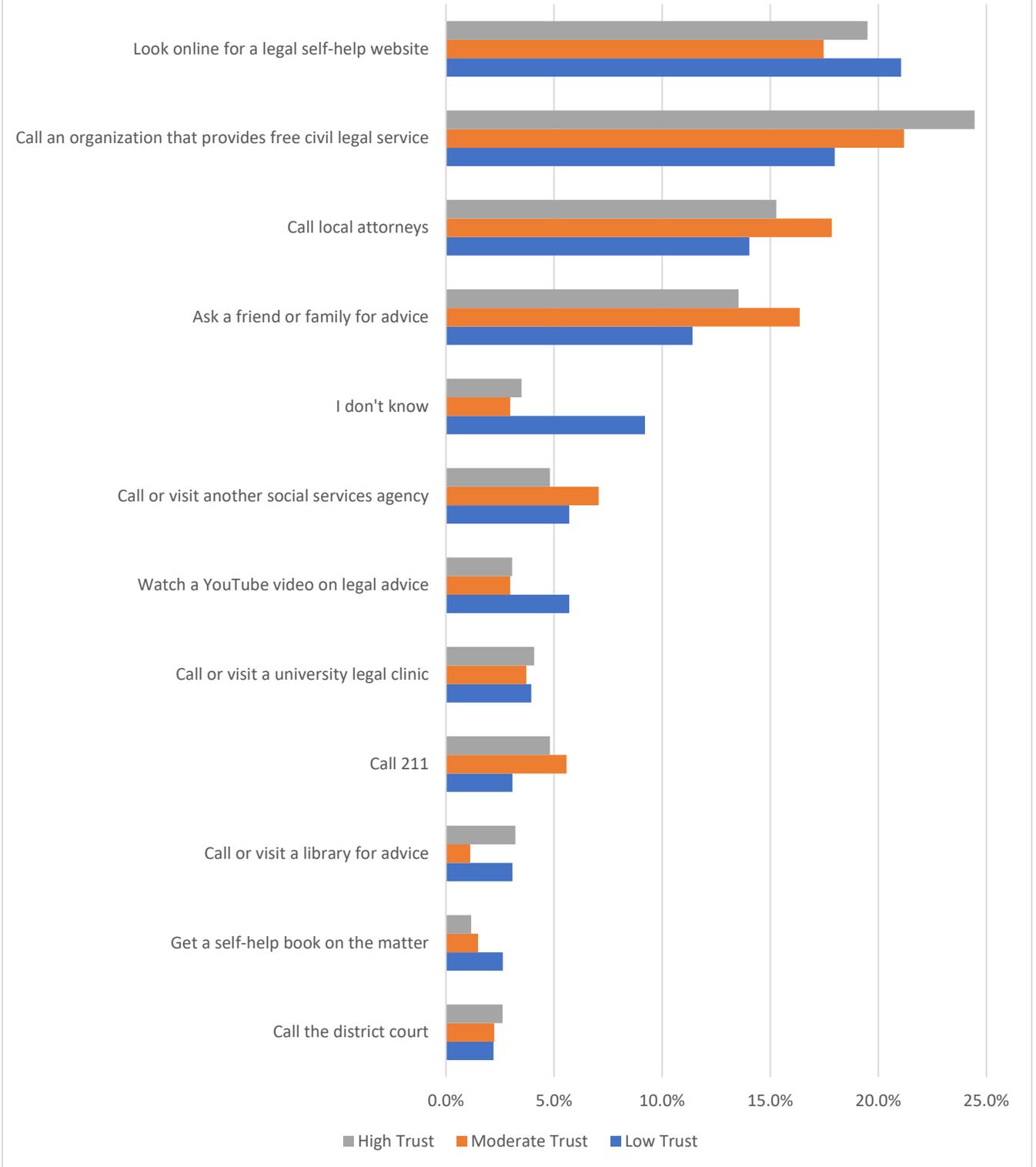


Figure 78 - Ways of Seeking Assistance by Level of Trust

***Barriers to Service***

Client respondents were asked what were the most important reasons that would prevent them from seeking legal assistance. Overwhelmingly the most frequent barrier was cost (91.2%). The next most common

issue was the lengthy process of legal proceedings (25.5%), followed by feeling like their case would be very unimportant for a lawyer (16.3%). These issues were consistent across race, income, and level of trust.

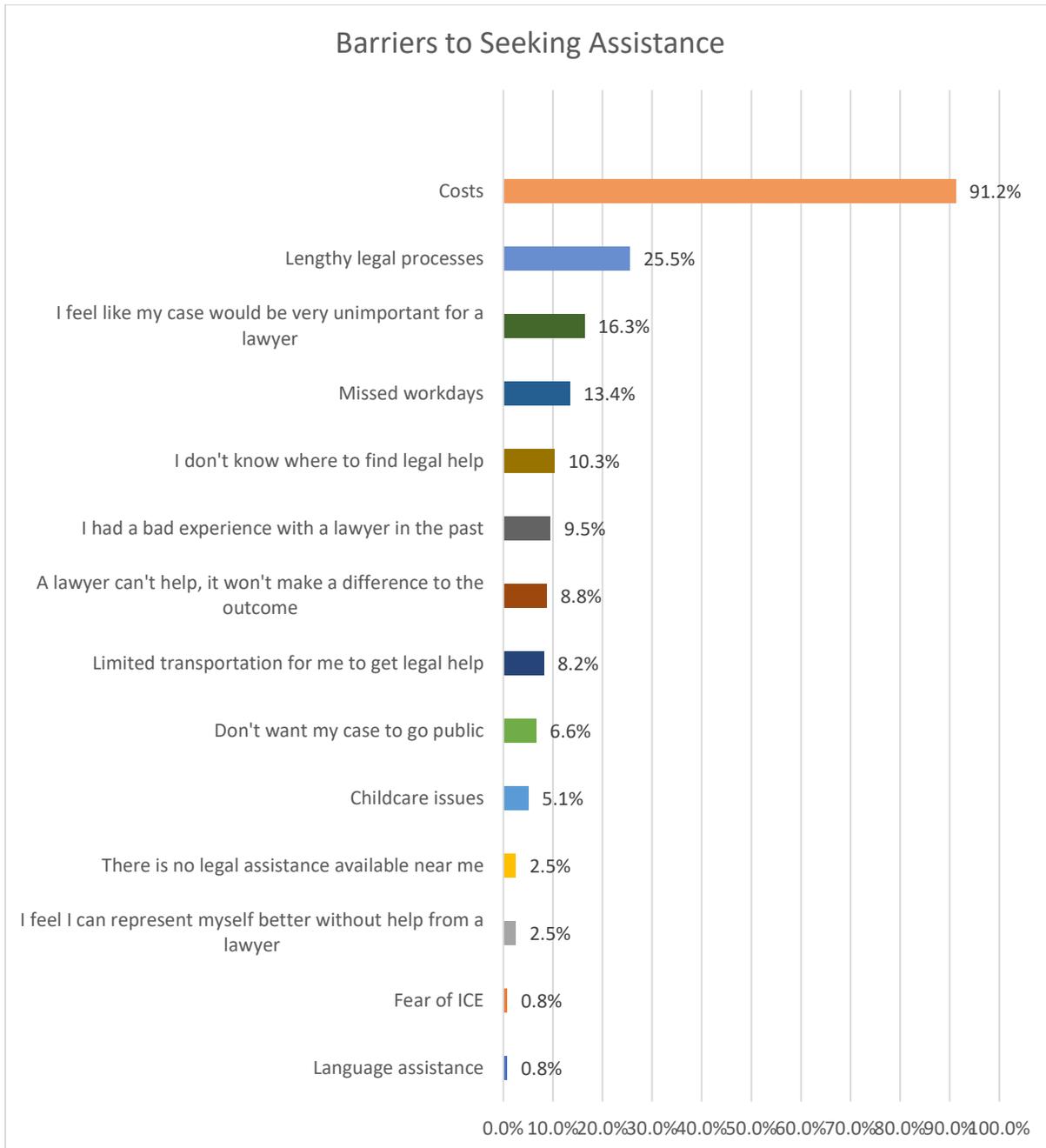


Figure 79 - Barriers to Seeking Assistance

### Barriers to Seeking Assistance by Minority Status

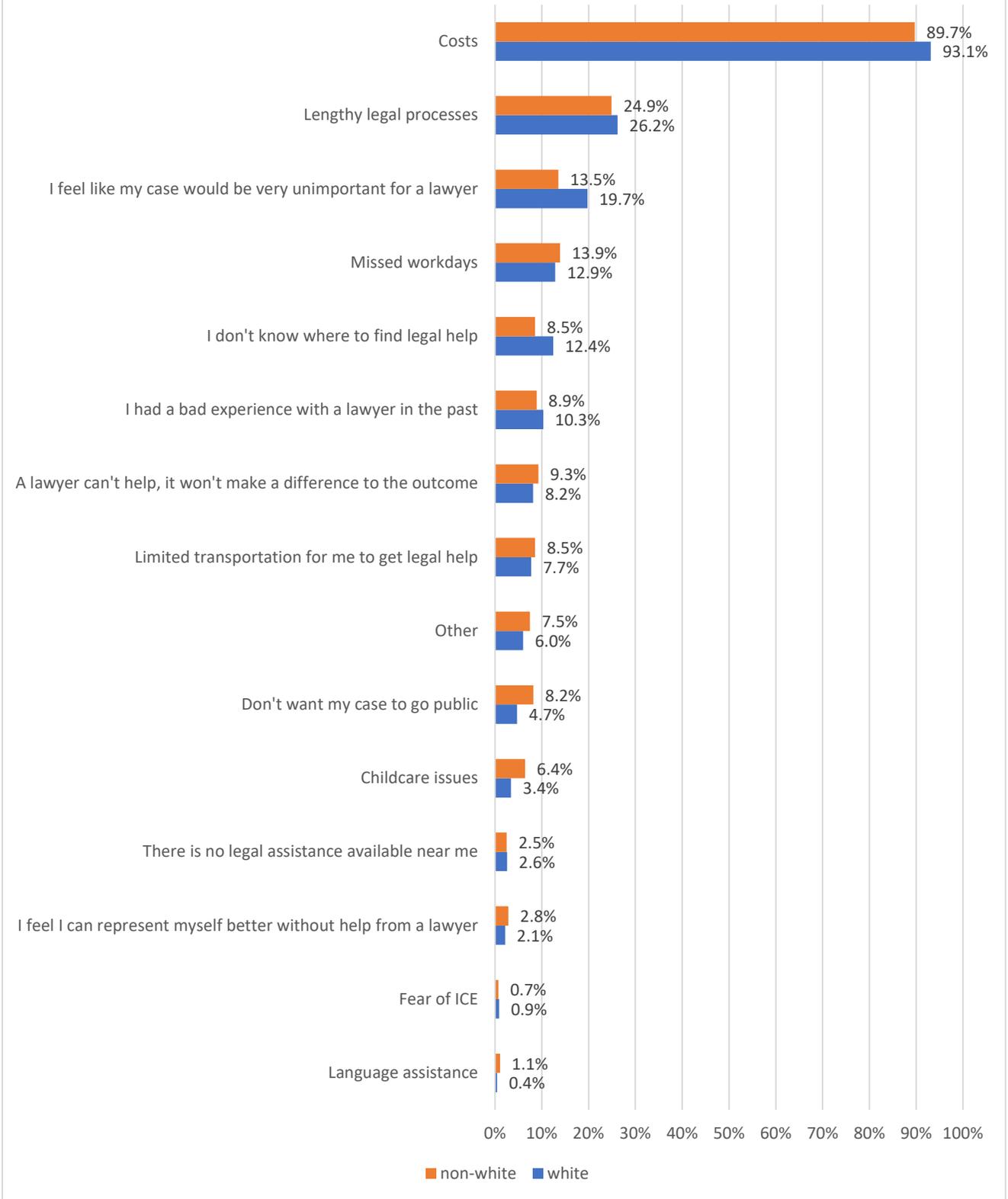


Figure 80 - Barriers to Seeking Assistance by Minority Status

### Barriers to Seeking Assistance by Income

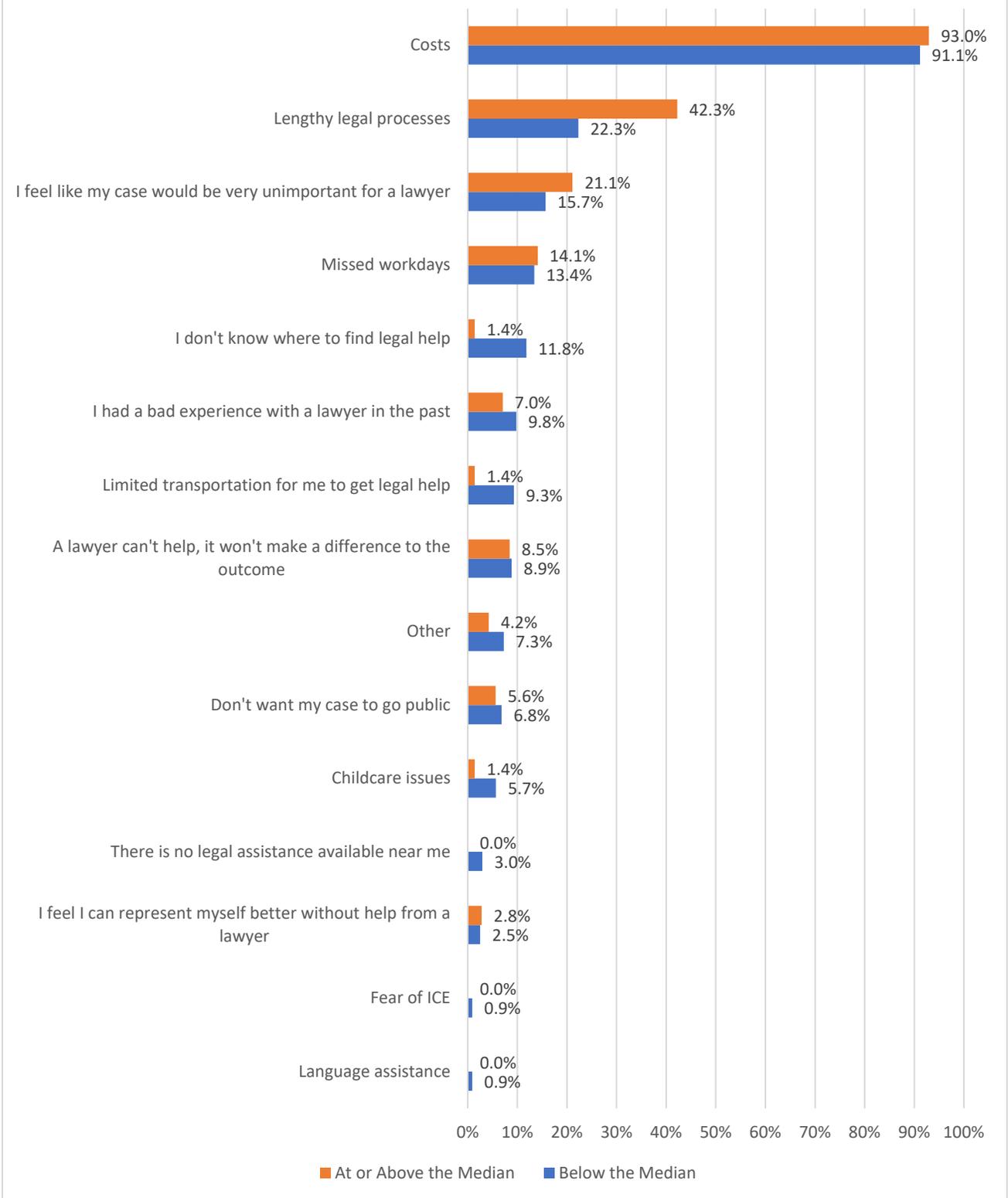


Figure 81 - Barriers to Seeking Assistance by Income

### *Client Respondent Input*

#### Barriers to Seeking Assistance

In write-in responses, client respondents discussed seeking legal assistance for issues with collections, child custody, landlord/tenant issues, bankruptcy, unemployment, expunction, immigration assistance, benefits issues, and disabilities settlements. Perceived cost and lack of funds prevented many from pursuing assistance. Others said they didn't know how to go about searching, were embarrassed or felt shame, were distrustful of the system, or that they had reached out and received no response.

- *Too expensive and the attorneys didn't want to take a chance. I tried to sue another attorney about 8 years ago and no one would take the case even though the Department of Insurance for the attorney approved my claim.*
- *I needed legal assistance with an issue I was facing at work. I believed that a major company in my city was treating employees unfairly with wages and creating a hostile work environment, I wasn't able to get legal assistance because I didn't think any law firm in my city would be interested and I didn't have the money to fight the company legally.*
- *Not qualified even though I have no income and have had hip replacement surgery and a knee surgery I have a fulltime job but am*

*on medical leave and am not receiving any money*

- *I was assigned to a lawyer, they never followed through.*
- *Unsure about the process in getting assistance. Too confusing.*

#### Outcomes & Issues

Most write-in respondents noted positive outcomes from their experiences with civil legal providers in North Carolina. However, some said there were communications issues and long wait times on assistance hotlines. A few standout examples include:

- *The phone wait times were immense. Once I got through the response was quick and the assistance was great! I was having a hard time with the property manager and had to go to court. They lost because I was still paying rent, it was just late. The lawyers didn't have to help me in court, but them contacting the property manager and their advice was so helpful.*
- *I sought legal assistance for a last will and testament, durable power of attorney, and medical power of attorney. I found assistance through Legal Aid of North Carolina. The assistance that I received was thorough, professional, and very helpful. My will, durable power of attorney, and medical power of attorney were completed, witnessed, and signed and Legal Aid provided*

*me duplicate copies to share with pertinent parties involved.*

- *I used legal aid for assistance with an unemployment benefits appeal from my employer. I was referred by a friend of mine who worked with legal aid of WV. Legal aid of NC was amazing and supportive. They were very quick to respond to any questions and very thorough in their preparation for my hearing. I had 2 attorneys with me during the hearing who were actively listening and communicating, and I was able to win my appeal.*
- *My most recent experience seeking legal aid was good, in the beginning I wasn't sure if I could trust them I wasn't sure if they would really see that I needed their help, or if they'd look at me like I'm just another check. I needed assistance with a court case for an eviction, lucky I found them on Google and I read the reviews nobody said anything bad but they didn't say anything good either so I had to see it for myself. I called them for two weeks straight and finally received an email and a phone back the following week on a Tuesday I spoke with a lady and long story short they helped me out I was able to stay in my home and make a payment arrangement.*
- *I was in a domestic violence with my husband and the WSPD made me*

*leave when we was in lockdown from the pandemic. I went to a motel with two kids and my only income is disability. Of course, I couldn't afford monthly payments. I called legal aid after staying there for 30 days and did have mail coming there. The lawyer I spoke with knew exactly what to do. I am forever grateful.*

- *The lawyer I got for disability only got me a partial settlement, which I feel is very unfair after all I had been put through. Now I'm just stuck with whatever she thought she could hurry up and get at the time. I also need legal assistance with the pain management center I went to that caused me a lifetime of issues I don't know how to deal with.*
- *I was charged and the charges were dismissed. I need to have my record expunged. I found legal aid by searching the web for an attorney. The assistance I received was extremely helpful, they were able to complete the paperwork, send it to me and I was able to send it to the courts to have my record cleared. The process was quick, easy and very helpful.*

## Appendix A- Key Informant Script



### North Carolina Statewide Legal Needs Assessment 2020 Key Informant Interview Script

Date: \_\_\_\_\_

Person Interviewed: \_\_\_\_\_

Organization: \_\_\_\_\_

Good Morning/Afternoon/Evening. My name is \_\_\_\_\_, with the North Carolina Statewide Legal Needs Assessment Project Team. Am I speaking with \_\_\_\_\_?

I work for the UNCG Center for Housing and Community Studies. Our partners on the Legal Needs Assessment Team -- the North Carolina Equal Access to Justice Commission and the North Carolina State Bar -- have asked us to conduct interviews of experts and leaders with knowledge and experience in the field of delivery of legal services to low-income North Carolinians. You should have received an email from me a few days ago confirming the schedule for this interview. Is this still a good time to talk, or would you prefer that I call back at another time?

If not a good time, note call back time and date here:

If yes, proceed:

Great, thank you for taking the time to answer our questions. Your participation is critical to our effort to provide a complete and accurate understanding of the state of legal services delivery in North Carolina.

Please be assured that this interview is confidential. Your answers will not be used for any reason other than for purposes of this assessment, only aggregate responses are reported, and no response will be identified with any specific respondent.

I will be recording this interview. Is this OK with you? Thank you. Please give me a moment to prepare the recorder.

**1. How would you describe your organization's role in the delivery of legal services to low-income residents of North Carolina?**

- **What is the geographic area in which you operate?**
- **What is your principal subject matter area (e.g., housing, immigration)?**

**2. What are your responsibilities within your organization?**

**3. Are the services you provide getting to the people who need them?**

- **If not, is it because you lack the resources to get services to everyone who needs them?**
- **Or are there needed services that you just don't or can't provide?**

**4. Where you see gaps in service, what are the important factors in determining who gets served and who does not?**

- **Cost?**
- **Lack of awareness of available services?**
- **Are there particular populations or communities left unserved or underserved?**

**5. How do you decide which cases to take?**

- **Do you have a protocol for triaging or prioritizing cases?**
- **How meritorious does a case have to be?**
- **Do you have a written triage policy?**
- **If you don't handle that type of case, what procedure do you follow?**
- **If a client needs social rather than legal services do you try to make that referral?**

**6. What resources does your organization depend on the most to support the services you provide? Are they enough, and if not, how big is the shortfall?**

**7. What are the other obstacles to effective service delivery in your area?**

- **Transportation?**
- **Taking time off work?**
- **Childcare?**
- **Behavioral health issues?**
- **Other issues?**

**8. Over the last twenty years, what changes, positive or negative, have there been in the ability of your organization, and others like yours, to meet the needs for civil legal services in your region?**

**9. What changes would you want to see happen at the local, state or federal level, that would contribute to a more effective fulfillment of legal needs in your area?**

**10. Are there ways that non-lawyers can participate in providing legal services?**

- **Expanded roles for paralegals?**
- **Expanded ability of clients to file lawsuits *pro se*?**

**11. Should right to counsel be considered in civil cases? In cases concerning shelter, sustenance, safety, health, child custody?**

**12. Who are your most important community partners and collaborators? Are these effective collaborations?**

**13. You're the expert in this field. Have we asked the right questions? Are there ones we should have asked but haven't?**

## Appendix B- Stakeholders Focus Group Script



### North Carolina Statewide Legal Needs Assessment 2020 Focus Group Guide – Stakeholders

Date: \_\_\_\_\_  
Start Time: \_\_\_\_\_  
Focus Group Facilitator: \_\_\_\_\_  
Recorder: \_\_\_\_\_  
Group Participants (first names only):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

#### Pre-Discussion Activities:

1. Greet participants.
2. Place name cards / distribute name tags.
3. Set up recording device and test.

#### Moderator Instructions

These questions should be modified as needed to maintain the natural flow of the conversation and to explore topics which arise in the course of the focus group. The script below is a general guide to direct the conversation. Probes should be revised as needed to encourage elaboration of answers. If a participant goes off topic, but is providing useful content, continue probing as needed then redirect to the original script. If off topic conversation does not appear relevant, a casual redirect

to the original script should be made. Notes of the most salient points should be made by the recorder during interviews. Notes will be used to help PIs in reviewing the Focus Group while awaiting transcriptions.

### **Statement of Purpose and Introductions**

Good evening. My name is Stephen Sills. I am the Director of the UNCG Center for Housing and Community Studies. We thank all of you for joining us today. Before we begin, I'd like to explain to you the purpose of tonight's gathering. Our goal tonight is to learn about you and your organizations, the places where you do your work, about your role in delivery or in being consumers of legal services, and about ways in which improvements in the legal services system might improve people's lives.

We will be asking you a few questions. There are no right or wrong answers to the questions we will ask. We want to hear from everyone who has something to say. Consider this a chance to make your voice heard. Everyone's opinion will be valued and respected.

What you say in this room stays in this room. We may use what you say, but no statements will be linked to your name. We are recording the discussion just to be sure that we don't miss any important comments. The recording is for our records only. It will not be available to groups or individuals outside of the evaluation team, and the tape will be erased once our reports are completed. We will produce a report as well as transcripts of today's group, but we will not link any names or other identifying items to comments contained in the report. We also ask each of you not to share what others have said. It's OK to tell people the general comments that were made, but please do not use anyone's name.

### **Introduction**

#### **BEGIN RECORDING**

We'd like to take a few minutes for people to introduce themselves. First let me introduce Bruce Rich, who is a researcher at the UNCG Center for Housing and Community Studies. He is a graduate student in Public Administration at UNCG, and was a practicing lawyer in New York City for over twenty years. He will help to facilitate the focus group today.

Now, let's go around the room and have each of you briefly introduce yourself using your first name only. Tell us a little about yourself, and something about the work of your organization and how it relates to the topics to be discussed today.

1. Describe your organization's role in the delivery of legal services to low-income residents of North Carolina, whether in direct delivery of services or as intermediaries facilitating your clients' access to legal services.
2. What kinds of legal services do low-income residents in your area need the most?
3. What are the gaps in service that you see?
4. What factors determine who gets served and who does not?
  - Cost?
  - Lack of awareness of available services?
  - Race, gender, age, disability, geography?)
5. What are the obstacles to effective service delivery in your area?
  - Funding?
  - Transportation?
  - Time off from work?
  - Behavioral health issues?
  - Other?
6. What changes would you want to see happen at the local, state or federal level, that would contribute to a more effective fulfillment of legal needs in your area?
7. You're the experts in the field. Are we asking the right questions? Are there others that you would like to talk about?

Thank you for taking the time to talk with us this today. Your comments have been extremely helpful to us. Please remember to keep in confidence the things we have discussed today. It's OK to tell people the general nature of our discussion but please don't use anyone's name. Thank you.

**TURN OFF RECORDER**

End Time: \_\_\_\_\_

## Appendix C- Client Focus Group Script



### North Carolina Statewide Legal Needs Assessment 2020 Focus Group Guide – Clients

Date: \_\_\_\_\_  
Start Time: \_\_\_\_\_  
Focus Group Facilitator: \_\_\_\_\_  
Recorder: \_\_\_\_\_  
Group Participants (first names only):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

#### Pre-Discussion Activities:

1. Greet participants.
2. Place name cards / distribute name tags.
3. Set up recording device and test.

#### Moderator Instructions

These questions should be modified as needed to maintain the natural flow of the conversation and to explore topics which arise in the course of the focus group. The script below is a general guide to direct the conversation. Probes should be revised as needed to encourage elaboration of answers. If a participant goes off topic, but is providing useful content, continue probing as needed then redirect to the original script. If off topic conversation does not appear relevant, a casual redirect to the original script should be made. Notes of the most salient points should be made by the

recorder during interviews. Notes will be used to help PIs in reviewing the Focus Group while awaiting transcriptions.

### **Statement of Purpose and Introductions**

Good evening. My name is Stephen Sills. I am the Director of the UNCG Center for Housing and Community Studies. We thank all of you for joining us today. Before we begin, I'd like to explain to you the purpose of tonight's gathering. Our goal tonight is to learn a little about the places where you live and your backgrounds, about what experiences you have had in seeking and receiving legal services in the past, and about ways in which improvements in the legal services system might improve people's lives.

We will be asking you a few questions. There are no right or wrong answers to the questions we will ask. We want to hear from everyone who has something to say. Consider this a chance to make your voice heard. Everyone's opinion will be valued and respected.

Keep in mind that we will be discussing civil legal services, not criminal. And remember, if you have consulted a lawyer, don't reveal any specifics that were meant to be confidential between you and the lawyer. You can share general information about the case, and information that other people (e.g. landlords, ex-wives) already know. Just use care with secrets and confidential matters that only the lawyer should know about.

What you say in this room stays in this room. We may use what you say, but no statements will be linked to your name. We are recording the discussion just to be sure that we don't miss any important comments. The recording is for our records only. It will not be available to groups or individuals outside of the evaluation team, and the tape will be erased once our reports are completed. We will produce a report as well as transcripts of today's group, but we will not link any names or other identifying items to comments contained in the report. We also ask each of you not to share what others have said. It's OK to tell people the general comments that were made, but please do not use anyone's name.

### **Introduction**

#### **BEGIN RECORDING**

We'd like to take a few minutes for people to introduce themselves. First let me introduce Bruce Rich, who is a researcher at the UNCG Center for Housing and Community Studies. He is a graduate student in Public Administration at UNCG, and was a practicing lawyer in New York City for over twenty years. He will help to facilitate the focus group today.

Now, let's go around the room and have each of you briefly introduce yourself using your first name only. Tell us a little about yourself, and something about your life experience that led you to our group today.

### **Your Personal Experiences**

1. Tell us about a time recently when you had a legal problem or needed a lawyer.
  - What kind of dispute or problem did you have? (Housing matter; social security or disability or other benefits; divorce or child custody; estate of a loved one who passed away; domestic violence.)
  - Were you able to find the right lawyer to handle your case? Was it a private lawyer, a clinic, Legal Aid?
  - Did you achieve a satisfactory resolution of your case?
  - Did the lawyer charge a fee? If so, was it affordable?
2. Have you had a time when you needed a lawyer but could not afford one?
  - What did you do?
3. Have you ever had to represent yourself in court?
  - What did you do?
  - What was the outcome?

### **Legal Services in Your Area**

4. Shifting from your personal experience to the situation in your community, do you think there are adequate legal services available to people where you live?
  - Where you see gaps in service, do you think cost is an important factor in determining who gets served and who does not?
  - What services are available?
  - Race, gender, age, disability or the neighborhood you live in?

5. Do you trust lawyers to fight for you?

- Why or why not?

### Conclusion

6. Was there anything that we missed that you would like to talk about?

Thank you for taking the time to talk with us this today. Your comments have been extremely helpful to us. Please remember to keep in confidence the things we have discussed today. It's OK to tell people the general nature of our discussion but please don't use anyone's name. Thank you.

**TURN OFF RECORDER**

End Time: \_\_\_\_\_

## Appendix D- Stakeholder Survey Instrument

### Legal Needs Stakeholder Survey

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#### Start of Block: Instructions

##### Q1

This survey will help the NC Equal Access to Justice Commission better understand the civil legal issues facing low-income residents in your community.

A legal needs assessment is a process used by organizations to determine priorities, make improvements, or allocate resources. It will be used to determine gaps between the legal concerns and needs of low-income communities and civil legal assets across the state. It is an opportunity for you to provide your feedback and opinions and to identify barriers that low-income people face in accessing services. The process will inform priorities for NC Equal Access to Justice Commission, civil legal service providers, and other agencies interested in improving access to civil legal services. Results may be useful in determining how to allocate scarce resources and staffing.

Your comments will be confidential. Only the UNCG Evaluation Team (Dr. Stephen Sills, Dr. Kenneth Gruber, and Dr. Haiyang Su) will have access to individual survey results. Answers will be aggregated and reported without attribution to individuals or organizations.

The survey will take approximately 20 minutes to complete. Thank you for your assistance in completing this survey.

If you have any questions or concerns. Please email Dr. Su at [h\\_su2@uncg.edu](mailto:h_su2@uncg.edu)

##### Q2 What is your highest educational attainment?

- Less than high school
  - High school graduate
  - Some college
  - 2 year degree
  - 4 year degree
  - Professional degree
  - Masters
  - Doctorate (PhD, MD, JD, EdD, etc.)
- 

##### Q3 How do you identify?

- Male
- Female
- Non-binary
- Trans
- Other \_\_\_\_\_

Q4 What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85 or older

Q5 How do you identify (select all that apply) ?

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Hispanic/Latinx
- Other (Please Specify) \_\_\_\_\_

Q6 What kind of agency do you work for?

- Governmental
- Non-Profit Legal
- For-Profit Legal
- Other Non-Profit
- Other For-Profit
- University or College
- Other (Please Specify) \_\_\_\_\_

Q7 In a few short sentences, how would you describe the services of your organization?

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Q8 How would you best describe your role?

- Social Service Provider
- Lawyer
- Paralegal or legal support
- Professor/ Academic
- Magistrate
- Judge
- Other Court Official
- Other (Please specify below) \_\_\_\_\_

Q9 What NC counties do you serve.

ALL OF NC	Forsyth	Orange
Alamance	Franklin	Pamlico
Alexander	Gaston	Pasquotank
Alleghany	Gates	Pender
Anson	Graham	Perquimans
Ashe	Granville	Person
Avery	Greene	Pitt
Beaufort	Guilford	Polk
Bertie	Halifax	Randolph
Bladen	Harnett	Richmond
Brunswick	Haywood	Robeson
Buncombe	Henderson	Rockingham
Burke	Hertford	Rowan
Cabarrus	Hoke	Rutherford
Caldwell	Hyde	Sampson
Camden	Iredell	Scotland
Carteret	Jackson	Stanly
Caswell	Johnston	Stokes
Catawba	Jones	Surry
Chatham	Lee	Swain
Cherokee	Lenoir	Transylvania
Chowan	Lincoln	Tyrrell
Clay	McDowell	Union
Cleveland	Macon	Vance
Columbus	Madison	Wake
Craven	Martin	Warren
Cumberland	Mecklenburg	Washington
Currituck	Mitchell	Watauga
Dare	Montgomery	Wayne
Davidson	Moore	Wilkes
Davie	Nash	Wilson
Duplin	New Hanover	Yadkin
Durham	Northampton	Yancey
Edgecombe	Onslow	

Q10 Please assess the overall level of need for each of the following civil legal services in your area.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Community Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advance Directives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors' Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile Justice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disaster Recovery/Relief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vet/Military Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil rights/Discrimination Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 In this next section, we would like to ask you about the need for legal services for *family issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Divorce related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disputes involving child support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abuse problems involving spouse, boyfriend, girlfriend, parent or other household member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dispute over child visitation rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child custody dispute with parent or others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need of guardianship of a child, elderly or disabled person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member suffered from abuse or taken advantage of financially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dispute over maintenance pay(s) or distribution of pensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems relating to establishment of paternity of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems related to adoptions or termination of parent rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grandparent visitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Name change issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child snatch cases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accusation of child abuse, neglect, or dependency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with serving as foster parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty collecting alimony payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified family law issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 In this next section, we would like to ask you about the need for legal services for *education issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Felt child was unfairly suspended or expelled from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member turned down for special education program needed to address learning disability or other mental or emotional issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child in household placed in special education program that was felt not right for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child in household denied needed education services because child does not speak English well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delinquency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School enrollment when homeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual Education Program (IEP) issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal problems pertaining to education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 In this next section, we would like to ask you about the need for legal services for *employment issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Household member unable to collect unemployment benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member unable to collect pension benefits owed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member lost job or promotions due to race, age or religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unscrupulous farm labor contractors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employers paying less than promised wage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonuses that are not paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unauthorized deductions from wages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal records as a barrier to employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERISA/COBRA/HIPPA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational safety and health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whistleblowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer denied wages, overtime, or benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labor trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unfairly terminated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grievance inadequately handled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied compensation/medical/vocational services for job injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied accommodation for disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional license suspended/revoked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not hired or fired unrelated to qualifications or job performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified employment issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 In this next section, we would like to ask you about the need for legal services for *consumers' rights issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Creditor harassment / threatened with court orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilities turned off for non-payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unable to get utility service due to lack of credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repossession Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection agency abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bankruptcy issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wage garnishments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems with repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracts/Warranties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unresolved issues with unsatisfactory or defective goods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credit problems due to identity theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car purchases and repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied banking services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deceptive mortgage practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business start-up or running a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payday loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified consumer legal issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q15** In this next section, we would like to ask you about the need for legal services for *civil rights/discrimination issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Discrimination at school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in job seeking (e.g., criminal background status, race, gender, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination complaint at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in house rental (e.g., criminal background status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in mortgage application process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in health care (e.g., HIV status, gender, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation discrimination in adoption or child custody	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination against race	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination against gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination against sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination against disabled person (e.g., lost or denied job, no access to building, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination against national origin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination due to criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination due to language written or spoken	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police misconduct due to discrimination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of excessive force from police due to discrimination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 What is your office doing to specifically address legal issues in which there is clear evidence of a violation of civil rights or discrimination? (Please provide specific examples below)

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Q17 What are some areas of improvement in the way legal services are being currently provided that could be improved to reduce discriminatory practices?

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Q18 In this next section, we would like to ask you about the need for legal services for *homeowner housing issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Paid for repairs / improvements which were unsatisfactory but not corrected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Late paying property taxes in past	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Threatened with foreclosure or had mortgage foreclosed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refinanced or took out mortgage in excess of home's value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refinanced mortgage more than once in past two years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreclosures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predatory mortgage lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified housing related problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 In this next section, we would like to ask you about the need for legal services for *renters housing issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Had problems with condition of rented unit, mice, lead paint etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Threatened with eviction or evicted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem collecting security deposit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied rental housing due to children under 18 in household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household threatened or physically abused by landlord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denied rental housing because landlord refused Section 8 voucher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Householder was locked out of residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile home issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lockouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of tenants' rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Couldn't find an affordable place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Couldn't afford rent increase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landlord aggression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal rental housing problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q20 In this next section, we would like to ask you about the need for legal services for *healthcare issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Having trouble applying to or being eligible for Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Could not get health care because Medicaid not accepted by providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid nursing home benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turned down for government insurance program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government insurance company would not pay for covered expenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private insurance company would not pay for covered expenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nursing home problem with admissions, transfers or discharge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access to hospital and emergency care	<input type="radio"/>				
HIV/AIDS coverage	<input type="radio"/>				
Eligibility for AIDS Drug Assistance Program (ADAP)	<input type="radio"/>				
Home and community based services	<input type="radio"/>				
Had problems applying for or receiving Medicare benefits	<input type="radio"/>				
Exposure to pesticides	<input type="radio"/>				
Lack of adequate bathrooms	<input type="radio"/>				
Lack of water or hand-washing facilities	<input type="radio"/>				
Presence of hazards	<input type="radio"/>				
Unspecified health legal issues	<input type="radio"/>				

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Page Break

Q21 In this next section, we would like to ask you about the need for legal services for *immigration and naturalization issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Assistance with application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representation at immigration court hearings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petitioning for a visa for a relative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relief for domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relief for human trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deportation case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems from not having a driver's license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid to go to store, work, school because of ICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid to call police or go to court because of ICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afraid to ask for or receive benefits because of ICE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deferred action for childhood arrivals (DACA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deferred action for parents of Americans and Lawful Permanent Residents (DAPA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q22 In this next section, we would like to ask you about the need for legal services for *public benefits issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Had problems applying for or receiving food stamps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had problems applying for or receiving welfare payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had problems applying for or receiving social security, disability or social security insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experienced problems applying for or receiving low income energy (LIHEAP) assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member denied access to job training / educational services necessary to obtain work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member denied government assistance in paying for childcare necessary to obtain or keep job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal problems related to public benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Public Benefits

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Start of Block: Vet/Military Benefits

Q23 In this next section, we would like to ask you about the need for legal services for *vet/military issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Discharge status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experienced problems applying for or receiving Veteran's benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denials of Veterans Administration benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems getting an old job back after discharge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal problems related to vets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q24 In this next section, we would like to ask you about the need for legal services for *disability benefits issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Household member lost or denied job due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member unable to gain access to business or government building due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member denied or removed from housing due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member unable to use government service due to disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household member forced to live in nursing home etc. because they could not get services to stay in own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Security Disability Insurance (SSDI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guardianship issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
American with Disabilities Act (ADA) issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rehabilitation Act issues in non-employment context	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental illness/commitment hearings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability benefits denied, reduced, or terminated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal problems related to disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Disability Benefits

Start of Block: Seniors

Q25 In this next section, we would like to ask you about the need for legal services for *seniors issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Abuse of the elderly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fraud against the elderly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guardianships and conservatorships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nursing home problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicare/Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Powers of attorneys and living wills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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End of Block: Seniors

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Start of Block: Wills and Estates

Q26 In this next section, we would like to ask you about the need for legal services for *wills and estates issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Estate planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Probate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household members had problem with will or estate of deceased person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unspecified legal problems with will or estate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break

Q27 In this next section, we would like to ask you about the need for legal services for *income maintenance issues* in the area you serve.

	I do not know enough to provide an assessment of the need.	This service is <b>not</b> needed in my area.	There is <b>minimal</b> need for this service in my area.	There is <b>moderate</b> need for this service in my area.	There is <b>great</b> need for this service in my area.
Temporary Assistance to Needy Family (TANF)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food stamps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women, Infant, Children's Benefits (WIC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unemployment compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Old Age Pension (OAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aid to the Needy and Disabled (AND)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-Income Energy Assistance Program (LEAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble receiving earned income tax credit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction or termination of state government income, food, disability or housing benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denial or termination of federal Supplemental Security Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Security Disability income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Security Survivors benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Income Maintenance

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Start of Block: Legal Needs Assessment Questions for Stakeholders

Q28 Which of the following legal services does your organization provide?

	We do not provide this service.	We provide this service, but with limited capacity.	We provide this service.
Community Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advance Directives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile Justice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disaster Recovery/Relief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vet/Military Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil rights/Discrimination Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q29 Do you provide other legal services?

- NA - We do not provide any legal services.
- We provide other legal services.

*Skip To: Q32 If Do you provide other legal services? = NA - We do not provide any legal services.*

Q30 How do you assist clients with their civil legal needs in normal conditions?

- By phone
- By email/ online
- By postal mail
- By in-person visit
- By self-help website
- Other ways (please explain) \_\_\_\_\_

*Display This Question:*

*If Do you provide other legal services? = We provide other legal services.*

Q31 What other legal services do you provide? List as many as possible.

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Q32 How strongly do you agree or disagree with the following statements

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Civil legal services are widely known in our community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have enough civil legal services to address the overall legal needs in our community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents seeking civil legal services are able to access them in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents seeking civil legal services in my area have transportation issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents seeking civil legal services in my area have language access issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents seeking civil legal services in my area have childcare issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents seeking civil legal services in my area are unable to take time off of work to seek assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents do not know how to seek civil legal services in my area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q33 In your opinion, what resources are needed to better provide civil legal services to your community?

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Q51

What is going well in your area? What is most effective about the current provision of civil legal services?

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Q52 This next section pertains to legal needs that may have resulted as a result of COVID19.

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Q54 The COVID-19 global pandemic has seriously impacted low-income Americans. In what ways has the COVID-19 epidemic impacted the **need** for civil legal services in your geographic area?

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Q56 Has your agency or firm experienced an increase in service requests or referrals for any of the following issues since the COVID-19 outbreak?

	<b>No COVID related increase</b>	<b>Minimal increase related to COVID</b>	<b>Moderate increase related to COVID</b>	<b>Great increase related to COVID</b>	<b>Not Applicable or Don't Know</b>
Community Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advance Directives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer's Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile Justice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disaster Recovery/Relief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vet/Military Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil rights/Discrimination Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q58 In what ways have you had to **adapt or change** the way you deliver these services as a result of COVID19?

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Q60 What is your office doing to specifically address legal issues that have arisen due to COVID-19?  
(Please provide specific examples below)

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Page Break

Q34 Is there anything else you would like to tell us about civil legal services, legal needs, or the community in which you live?

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End of Block: Legal Needs Assessment Questions for Stakeholders

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## Appendix E- Client Survey Instrument

## Appendix F- Annualized Rates of Civil Case Loads by Population for NC Counties

County	POP 2017	Cases	Rate for Cases	Rate for Major Civil Legal Issues							Rate for Courts		Rate for Case Disposition		
				Collection on Account	Summary Ejection	Divorce	Custody	Domestic Violence	Foreclosure	Guardian ship	District	Superior	Dismissal	Trial by Judge	Trial by Jury
Alamance	157,844	26,062	330.2	40.6	170.3	34.8	17.9	45.1	32.9	7.2	124.9	1.3	72.6	32.1	0.05
Alexander	37,159	3,585	193.0	35.3	46.3	25.2	12.9	31.1	31.2	7.4	113.2	0.1	37.9	18.7	0.27
Alleghany	10,935	1,500	274.3	32.7	35.8	42.8	23.4	41.5	33.7	8.8	157.1	0.9	34.6	85.8	-
Anson	25,531	2,760	216.2	27.3	94.2	25.5	10.7	28.7	29.8	3.5	95.5	0.5	49.0	24.8	0.31
Ashe	26,833	2,529	188.5	31.8	28.0	39.1	12.7	30.2	32.8	12.0	117.3	0.4	40.2	54.6	0.07
Avery	17,535	1,785	203.6	30.3	19.7	33.8	15.4	22.4	129.0	4.1	102.1	2.2	39.9	13.6	0.11
Beaufort	47,316	5,209	220.2	11.4	72.4	37.6	15.6	29.4	32.9	8.3	111.1	1.0	48.8	42.6	0.21
Bertie	19,913	1,862	187.0	34.2	70.4	24.3	7.8	20.4	18.1	3.6	88.3	0.6	32.6	43.9	-
Bladen	34,130	4,132	242.1	46.4	76.5	31.2	13.3	29.5	26.0	7.4	133.9	1.1	32.2	63.9	-
Brunswick	122,586	13,963	227.8	38.0	52.7	25.0	19.4	53.8	54.3	2.8	133.5	1.0	62.8	50.5	0.03
Buncombe	252,268	33,844	268.3	39.9	89.2	43.5	16.6	38.6	16.9	6.0	154.4	1.4	66.7	81.5	-
Burke	88,898	10,202	229.5	37.9	62.2	35.4	22.3	32.4	19.7	6.9	133.5	0.5	35.6	64.0	0.04
Cabarrus	196,716	32,982	335.3	44.2	158.7	30.2	19.8	33.7	38.9	4.8	140.5	1.0	96.0	57.0	0.09
Caldwell	81,805	10,645	260.3	45.2	86.3	33.0	17.6	36.7	38.4	5.6	139.6	1.2	64.1	36.8	0.12
Camden	10,336	868	168.0	39.9	35.2	25.2	20.1	10.1	47.0	3.7	94.0	0.8	33.7	42.0	-
Carteret	68,699	7,795	226.9	39.2	54.5	33.8	22.7	35.5	42.8	7.7	133.5	1.1	49.0	36.1	0.23
Caswell	22,833	2,153	188.6	45.1	36.5	19.1	11.4	21.8	40.6	9.0	104.8	1.9	38.2	42.3	0.09
Catawba	156,182	19,559	250.5	6.3	108.8	34.3	23.0	32.8	34.9	5.3	107.8	2.3	45.8	51.1	0.09
Chatham	68,364	5,017	146.8	24.7	36.5	23.0	12.8	19.2	22.8	4.0	85.7	0.8	32.5	26.1	-
Cherokee	27,463	3,900	284.0	44.0	47.2	42.2	20.5	64.0	40.7	7.4	197.4	0.9	78.9	57.3	0.07
Chowan	14,370	1,203	167.4	32.0	48.6	27.1	15.3	11.3	28.5	2.6	85.5	1.3	34.1	31.7	1.25
Clay	10,753	1,328	247.0	36.3	50.0	36.8	24.7	39.8	48.0	7.4	149.9	1.7	42.0	44.3	0.19
Cleveland	97,038	16,473	339.5	32.8	149.7	36.2	18.6	52.0	35.6	6.9	155.5	0.7	80.7	43.1	0.04
Columbus	56,589	6,687	236.3	47.0	63.3	32.8	19.1	34.9	33.6	3.5	142.6	1.9	61.2	41.0	0.28
Craven	103,374	12,934	250.2	40.1	110.7	34.2	17.5	7.8	43.6	5.9	101.2	0.9	49.7	45.1	0.04

County	POP 2017	Cases	Rate for Cases	Rate for Major Civil Legal Issues						Rate for Courts		Rate for Case Disposition			
				Collection on Account	Summary Ejectment	Divorce	Custody	Domestic Violence	Foreclosure	Guardian ship	District	Superior	Dismissal	Trial by Judge	Trial by Jury
Cumberland	332,766	84,386	507.2	34.3	275.1	58.4	25.7	65.2	61.2	5.5	184.3	1.0	119.1	72.6	0.08
Currituck	25,247	2,539	201.1	21.2	37.5	33.1	26.5	25.3	67.7	5.2	110.4	1.0	42.5	49.4	-
Dare	35,412	4,488	253.5	34.3	46.7	42.0	18.7	17.6	131.0	5.4	112.9	2.4	32.0	59.1	0.62
Davidson	164,118	24,910	303.6	45.8	112.7	34.8	20.8	52.3	37.0	7.0	153.4	0.8	61.7	44.8	0.09
Davie	41,766	3,806	182.3	41.0	42.2	29.6	18.8	20.1	32.7	4.0	109.1	1.4	35.7	26.1	0.67
Duplin	59,350	4,518	152.2	32.7	48.7	28.0	10.4	8.9	25.5	3.3	80.5	0.8	25.5	35.6	0.03
Durham	300,865	73,607	489.3	26.6	337.5	30.7	14.8	36.4	31.0	5.7	123.1	0.7	159.0	36.4	0.02
Edgecombe	54,032	19,469	720.6	40.1	567.5	26.5	11.7	28.6	42.2	3.3	120.0	0.6	161.1	48.3	0.04
Forsyth	368,362	83,651	454.2	48.2	281.3	32.7	16.4	34.4	44.5	5.8	133.0	1.4	125.3	30.6	0.03
Franklin	63,866	7,224	226.2	40.9	75.8	30.7	14.6	26.4	38.2	4.5	113.7	0.8	33.7	36.5	0.03
Gaston	214,049	45,973	429.6	50.7	221.0	38.1	20.3	49.5	40.6	5.8	170.7	1.5	128.4	26.4	0.04
Gates	11,601	1,039	179.1	40.2	29.0	27.1	17.1	27.2	50.9	2.9	113.3	0.7	42.9	10.9	-
Graham	8,607	1,038	241.2	29.5	26.7	44.4	23.7	73.7	21.1	7.7	181.9	0.5	71.8	57.6	0.70
Granville	58,503	7,958	272.1	37.9	106.0	27.9	12.4	46.7	34.9	7.6	128.7	0.8	73.4	41.9	0.07
Greene	21,059	1,631	154.9	26.9	47.2	31.1	8.2	13.5	30.8	4.2	78.8	1.1	19.4	40.5	0.09
Guilford	517,197	124,643	482.0	33.3	320.3	32.5	16.7	44.7	42.8	3.6	125.2	1.5	144.2	32.4	0.05
Halifax	52,300	7,882	301.4	47.8	119.3	31.8	17.1	35.9	33.6	6.1	148.3	1.0	67.0	38.0	0.19
Harnett	128,753	17,076	265.3	36.5	87.2	38.3	20.3	38.1	42.3	3.3	143.7	1.0	68.0	19.2	0.02
Haywood	59,854	7,532	251.7	41.8	75.6	43.2	20.4	25.1	32.6	6.3	142.3	1.2	21.7	93.1	0.03
Henderson	112,156	13,215	235.7	32.3	54.3	32.9	19.2	50.2	23.2	7.8	152.5	0.6	40.7	98.4	0.04
Hertford	24,262	2,482	204.6	34.4	79.3	25.9	9.2	25.4	31.4	3.5	96.0	0.6	33.5	45.8	0.33
Hoke	52,571	6,932	263.7	38.3	113.1	19.4	12.4	24.1	66.5	3.8	101.5	0.5	59.0	29.3	0.11
Hyde	5,507	304	110.4	23.6	15.6	13.1	4.7	18.2	26.1	5.1	66.5	1.1	34.9	16.0	-
Iredell	169,798	18,971	223.5	0.7	101.8	34.1	19.8	29.0	35.0	3.7	90.2	1.3	40.2	45.4	0.01
Jackson	41,725	6,230	298.6	34.0	53.1	25.1	15.1	45.0	160.9	3.8	139.0	7.2	79.0	33.3	0.81
Johnston	186,308	25,065	269.1	40.0	83.3	39.1	21.6	35.2	39.4	4.0	149.9	1.1	74.4	48.9	0.02
Jones	9,776	3,997	817.7	47.3	53.2	632.8	13.5	28.2	56.3	5.9	719.9	2.5	57.5	34.8	-

County	POP 2017	Cases	Rate for Cases	Rate for Major Civil Legal Issues						Rate for Courts		Rate for Case Disposition			
				Collection on Account	Summary Ejectment	Divorce	Custody	Domestic Violence	Foreclosure	Guardian ship	District	Superior	Dismissal	Trial by Judge	Trial by Jury
Lee	59,805	8,048	269.1	34.7	110.5	40.4	20.6	30.1	32.9	3.8	130.2	0.9	55.4	68.5	0.07
Lenoir	57,934	12,862	444.0	43.0	293.0	36.7	15.9	16.7	37.2	4.7	118.0	1.9	107.3	37.6	0.10
Lincoln	80,504	9,315	231.4	45.0	63.6	33.5	22.0	33.3	32.2	3.3	139.6	1.2	52.9	25.7	0.12
Macon	34,160	4,326	253.3	35.0	46.6	38.1	17.3	76.8	46.1	6.3	164.9	2.9	80.4	61.2	-
Madison	21,347	2,095	196.3	37.9	34.4	34.6	19.5	27.6	24.7	10.0	124.2	1.2	45.3	43.3	0.47
Martin	23,227	2,815	242.4	45.0	106.8	29.4	9.0	15.8	36.5	4.5	102.4	1.0	48.5	33.3	-
McDowell	45,069	6,172	273.9	35.1	57.8	41.1	22.2	67.3	19.0	6.7	183.6	0.5	68.7	19.7	0.04
Mecklenburg	1,034,290	254,246	491.6	39.5	299.4	47.3	23.1	33.6	41.0	4.2	158.0	2.2	169.5	33.5	0.01
Mitchell	15,155	1,296	171.0	29.8	35.1	26.3	14.3	28.6	31.5	6.6	101.6	0.3	42.1	36.7	0.26
Montgomery	27,445	2,587	188.5	33.6	57.6	33.3	11.1	25.8	23.7	3.3	105.2	3.1	30.4	33.7	0.07
Moore	94,191	8,549	181.5	24.2	42.3	32.6	18.3	27.7	29.3	3.9	112.2	0.9	20.9	76.7	0.11
Nash	94,125	32,388	688.2	46.3	526.6	34.8	16.6	25.6	40.0	4.1	129.1	1.2	160.5	28.8	0.02
New Hanover	219,866	36,319	330.4	29.4	149.3	40.4	20.9	42.9	31.0	5.3	149.7	2.2	103.2	40.6	0.07
Northampton	20,426	1,755	171.8	33.0	58.4	14.2	9.7	20.7	18.5	6.0	81.2	0.6	33.0	30.9	-
Onslow	192,685	33,118	343.8	32.1	113.2	70.9	26.8	40.5	78.0	3.0	178.5	0.7	54.1	57.4	0.01
Orange	141,812	11,781	166.1	17.8	73.1	24.6	15.2	20.1	12.3	2.3	76.6	0.7	45.0	9.9	0.04
Pamlico	12,803	1,097	171.4	32.3	25.5	41.1	14.5	11.6	38.7	9.5	99.5	0.3	23.4	6.6	0.16
Pasquotank	39,546	7,103	359.2	47.6	155.3	40.5	21.0	33.8	59.8	4.5	157.6	0.8	57.2	75.1	-
Pender	57,630	6,218	215.8	35.8	48.5	24.1	18.5	33.7	42.2	4.8	128.5	1.3	25.0	59.3	0.56
Perquimans	13,506	1,350	199.9	41.9	54.3	28.1	12.9	12.0	37.5	4.7	97.1	1.2	42.4	26.1	0.74
Person	39,240	5,289	269.6	36.5	82.4	29.8	16.9	47.3	40.7	8.9	144.3	0.7	42.7	54.5	0.10
Pitt	176,484	37,529	425.3	33.7	291.9	32.4	12.3	20.4	33.3	4.8	103.2	1.2	123.3	22.9	0.05
Polk	20,434	1,604	157.0	29.2	25.4	25.4	12.3	24.9	24.0	12.0	94.3	0.8	22.5	48.6	0.29
Randolph	142,827	18,080	253.2	41.7	92.0	30.8	19.1	39.5	33.8	3.3	133.2	0.7	42.4	82.5	0.08
Richmond	45,447	6,639	292.2	33.5	122.6	35.6	13.1	42.4	30.9	5.9	138.1	0.9	83.3	30.2	0.18
Robeson	134,187	21,057	313.8	35.0	143.7	29.8	29.9	46.1	25.0	3.9	149.5	0.9	71.9	51.9	0.06
Rockingham	91,566	15,392	336.2	47.1	102.0	62.9	21.1	46.0	44.5	7.4	192.9	0.8	66.2	42.2	0.02

County	POP 2017	Cases	Rate for Cases	Rate for Major Civil Legal Issues						Rate for Courts		Rate for Case Disposition			
				Collection on Account	Summary Ejectment	Divorce	Custody	Domestic Violence	Foreclosure	Guardian ship	District	Superior	Dismissal	Trial by Judge	Trial by Jury
Rowan	138,940	22,474	323.5	43.9	136.7	31.2	19.9	44.5	41.7	3.7	153.1	0.7	79.6	36.3	0.03
Rutherford	66,523	8,862	266.4	34.7	76.8	38.3	18.0	49.5	57.5	5.9	145.2	0.8	33.7	83.4	0.06
Sampson	63,664	7,034	221.0	45.0	73.7	29.4	19.6	22.9	31.8	3.4	119.8	1.7	33.3	43.2	0.53
Scotland	35,445	5,004	282.4	36.5	126.4	24.8	12.4	40.6	32.9	4.8	127.1	0.5	67.9	32.0	-
Stanly	60,875	6,446	211.8	36.8	61.5	32.8	21.1	25.7	29.2	3.5	124.1	0.7	26.5	75.8	0.13
Stokes	46,124	5,019	217.6	42.5	34.5	29.9	14.7	42.7	37.8	5.8	149.2	0.4	57.8	44.5	-
Surry	72,315	9,544	264.0	38.9	50.8	40.4	17.8	61.8	28.7	6.6	183.2	0.9	77.0	73.8	0.41
Swain	14,208	1,447	203.7	48.6	27.4	30.4	12.8	47.9	24.9	5.9	144.3	2.7	55.2	53.6	-
Transylvania	33,291	3,750	225.3	32.7	54.8	30.8	18.5	43.7	25.7	7.4	139.1	0.8	30.3	82.2	0.36
Tyrrell	4,090	345	168.7	30.8	42.1	28.4	19.1	16.1	18.6	6.8	106.1	1.5	35.2	36.7	-
Union	222,095	22,119	199.2	38.7	54.0	23.5	15.3	27.4	32.5	5.1	110.4	1.4	37.9	59.1	0.05
Vance	44,420	12,045	542.3	32.3	353.2	30.4	13.9	62.8	37.1	3.2	161.4	0.5	141.8	53.8	0.09
Wake	1,023,811	159,689	312.0	40.3	165.1	32.1	14.7	33.1	25.5	4.9	113.3	3.4	111.9	39.0	0.01
Warren	20,190	2,165	214.5	33.4	83.3	22.5	7.8	28.3	34.9	4.4	97.1	1.5	38.2	41.6	-
Washington	12,331	1,426	231.3	34.1	110.1	26.9	12.0	18.5	30.7	3.9	92.8	1.0	21.7	45.1	-
Watauga	53,421	3,934	147.3	20.5	42.4	24.7	12.2	22.2	26.1	2.2	83.6	0.8	27.6	39.4	-
Wayne	124,496	19,650	315.7	35.4	162.4	38.3	16.4	20.4	33.9	5.8	120.3	0.9	68.8	39.2	0.02
Wilkes	68,525	8,279	241.6	36.8	55.5	37.2	20.8	44.1	25.9	6.7	157.7	0.6	20.6	109.0	0.18
Wilson	81,379	20,621	506.8	43.4	345.9	38.0	18.2	21.4	38.2	5.3	124.4	3.5	87.2	56.4	0.02
Yadkin	37,825	3,849	203.5	35.7	39.7	42.8	19.5	32.5	28.6	6.1	135.0	1.1	34.5	48.8	0.21
Yancey	17,605	1,532	174.0	31.9	23.2	46.9	14.5	22.3	36.6	5.1	114.6	0.1	32.7	26.0	0.23
<b>Total/Avg</b>	10,052,564	1,703,807	<b>339.0</b>	<b>36.7</b>	<b>169.2</b>	<b>36.9</b>	<b>18.4</b>	<b>36.4</b>	<b>37.5</b>	<b>5.0</b>	<b>134.9</b>	<b>1.5</b>	<b>90.6</b>	<b>44.7</b>	<b>0.07</b>

## Appendix G- NC Civil Legal Services

<p><b>Charlotte Center for Legal Advocacy</b></p>	<p>Charlotte Center for Legal Advocacy provides people in need in the Charlotte region with information, advice and advocacy in public benefits, access to health care, consumer protection, housing, immigration, tax assistance and more. Our mission is to pursue justice for those in need. Our vision is to build a just community, where all people are treated fairly and have access to legal representation to meet their basic human needs of safety, economic security and stability. Learn more at: <a href="http://charlottelegaladvocacy.org">charlottelegaladvocacy.org</a>.</p>
<p><b>Children’s Law Center of Central North Carolina</b></p>	<p>The Children’s Law Center of Central North Carolina represents children aged 0-18 in high conflict custody cases, domestic violence cases in which temporary custody is an issue, and in education issues. They accept all judicial appointments regardless of client’s ability to pay; and do not charge fees for Chapter 50B domestic violence cases. Sliding scale fees are charged for child custody and educational issues.</p>
<p><b>Council for Children’s Rights</b></p>	<p>The Council for Children’s Rights serves children in crisis in the areas of mental health, special education, juvenile justice, and child welfare. Specifically, the Council is court-appointed to serve children on the following types of cases: as the public defender for all children in Mecklenburg County aged 6-18 who are alleged to be delinquent, for children who have been committed to a psychiatric hospital or treatment facility due to mental health issues; as the best interest attorney for children in custody cases; and for children with disabilities in need of special education representation.</p>
<p><b>Disability Rights NC</b></p>	<p>Disability Rights North Carolina (DRNC) is the only organization dedicated to advancing and defending the rights of people with all types of disabilities, of all ages, statewide. DRNC advocates using a wide array of legal and other strategies, from information and referral to systemic litigation. DRNC’s areas of practice include education, housing, health and mental health care, community access and supports, voting rights, and monitoring and investigating abuse and neglect in facilities, such as psychiatric hospitals, developmental centers, prisons, jails and schools. DRNC is a 501(c)(3) nonprofit and the federally mandated protection &amp; advocacy organization in NC.</p>
<p><b>Financial Protection Law Center</b></p>	<p>The Financial Protection Law Center advocates for low income, disabled and elderly home owners to protect against predatory financial practices, to help avoid mortgage and property tax foreclosures or mobile home repossessions and to preserve family home equity. We often represent clients in bankruptcy and state court cases. The Law Center generally focuses on clients living in</p>

	southeastern North Carolina and especially New Hanover, Brunswick, Columbus, Bladen, Sampson, Duplin, Onslow, and Jones Counties.
<b>Forward Justice</b>	Forward Justice is a nonpartisan law, policy, and strategy center dedicated to advancing racial, social, and economic justice in the US South. Forward Justice serves as a strategic partner for nonprofit organizations, coalitions, and networks at the forefront of movements organizing for a more just, equitable, and free South.
<b>Justice Matters, Inc.</b>	Justice Matters provides preventive and restorative legal services to low-income individuals, specializing in trauma-informed immigration and family law services that protect children and help survivors of human trafficking and other traumas rebuild their lives. Justice Matters is located in Durham and serves clients throughout North Carolina; case types vary by county.
<b>Land Loss Prevention Project</b>	The North Carolina Association of Black Lawyers Land Loss Prevention Project (LLPP) is a non-profit law firm that assists low-resourced individuals and families statewide by providing direct legal representation, technical assistance, and education to protect their homes, land, farms, and rural livelihoods from loss or diminution. The LLPP has two operational units: Litigation Unit (LT) and the Sustainable Development and Environment Unit (SDE). The LT handles legal matters such as: agricultural; environmental; real property; consumer protection; estate planning; civil rights; zoning; bankruptcy to prevent foreclosures; and business law services. The SDE supports sustainable development, environmental equity, and policy innovation.
<b>Legal Aid of North Carolina</b>	Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity. Legal Aid of North Carolina protects families and victims of violence; saves homes and prevents homelessness; protects consumer rights, income and economic opportunity; and defends civil rights and the rights of workers. LANC provides these and other services across the entire state of North Carolina.
<b>NC Justice Center</b>	The NC Justice Center’s mission is to eliminate poverty in North Carolina by ensuring that every household in the state has access to the resources, services, and fair treatment it needs to achieve economic security. The NC Justice Center provides legal assistance to North Carolinians with low incomes in carefully targeted cases in the areas of consumer law, housing, immigrant rights, access to health care, public education, and workers’ rights.

<p><b>NC Prisoners Legal Services</b></p>	<p>NC Prisoners Legal Services is a nonprofit law firm dedicated to ensuring access to the courts for people incarcerated in North Carolina state prisons. NCPLS attorneys work to advocate for safe, humane, and constitutional prison conditions.</p>
<p><b>Pisgah Legal Services</b></p>	<p>Pisgah Legal Services is committed to equal justice for all people, and helps low-income people with a wide range of civil legal matters in Western North Carolina, particularly Avery, Buncombe, Henderson, Jackson, Macon, Madison, Mitchell, Polk, Rutherford, Transylvania, and Yancey Counties. Pisgah Legal Services provides immigration law services in these eleven counties and in Burke, Cherokee, Clay, Graham, Haywood, McDowell, and Swain Counties. Pisgah Legal Services also offers non-legal services for consumers seeking help in enrolling in Affordable Care Act health insurance plans, in obtaining Earned Income Tax Credits in tax filings, and as part of a consortium serving as the state’s Medicaid Ombudsman.</p>
<p><b>Southern Coalition for Social Justice</b></p>	<p>Southern Coalition for Social Justice partners with communities of color and economically disadvantaged communities in the South to defend and advance their political, social, and economic rights through the combination of legal advocacy, research, organizing, and communications.</p>

## Appendix H- Legal Services by Region



Figure 82 - Regions of NC

### Legal Services Provided (Western Region)

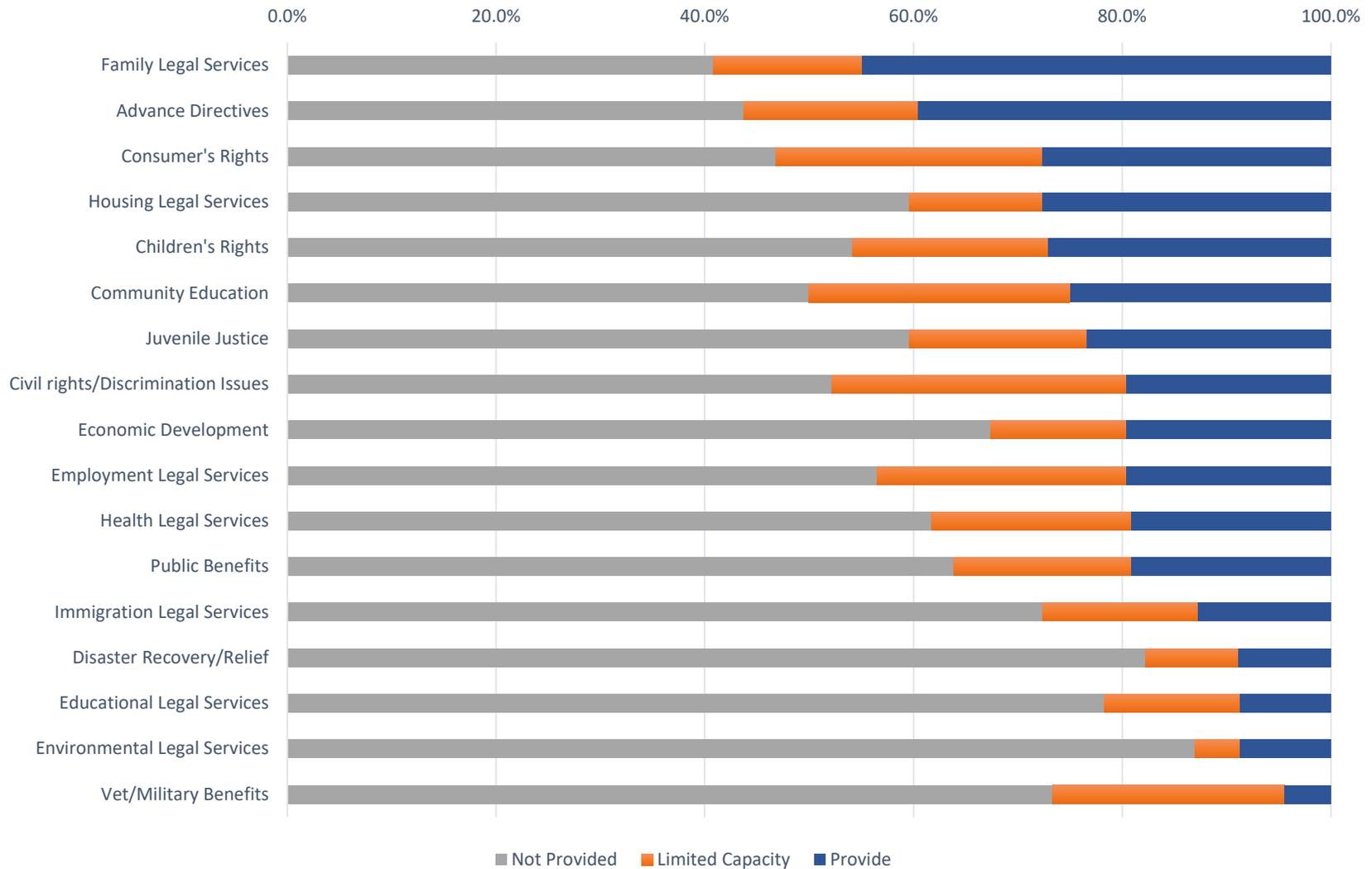


Figure 83 - Legal Services Provided in Western Region

### Legal Services Provided (Northwest Region)

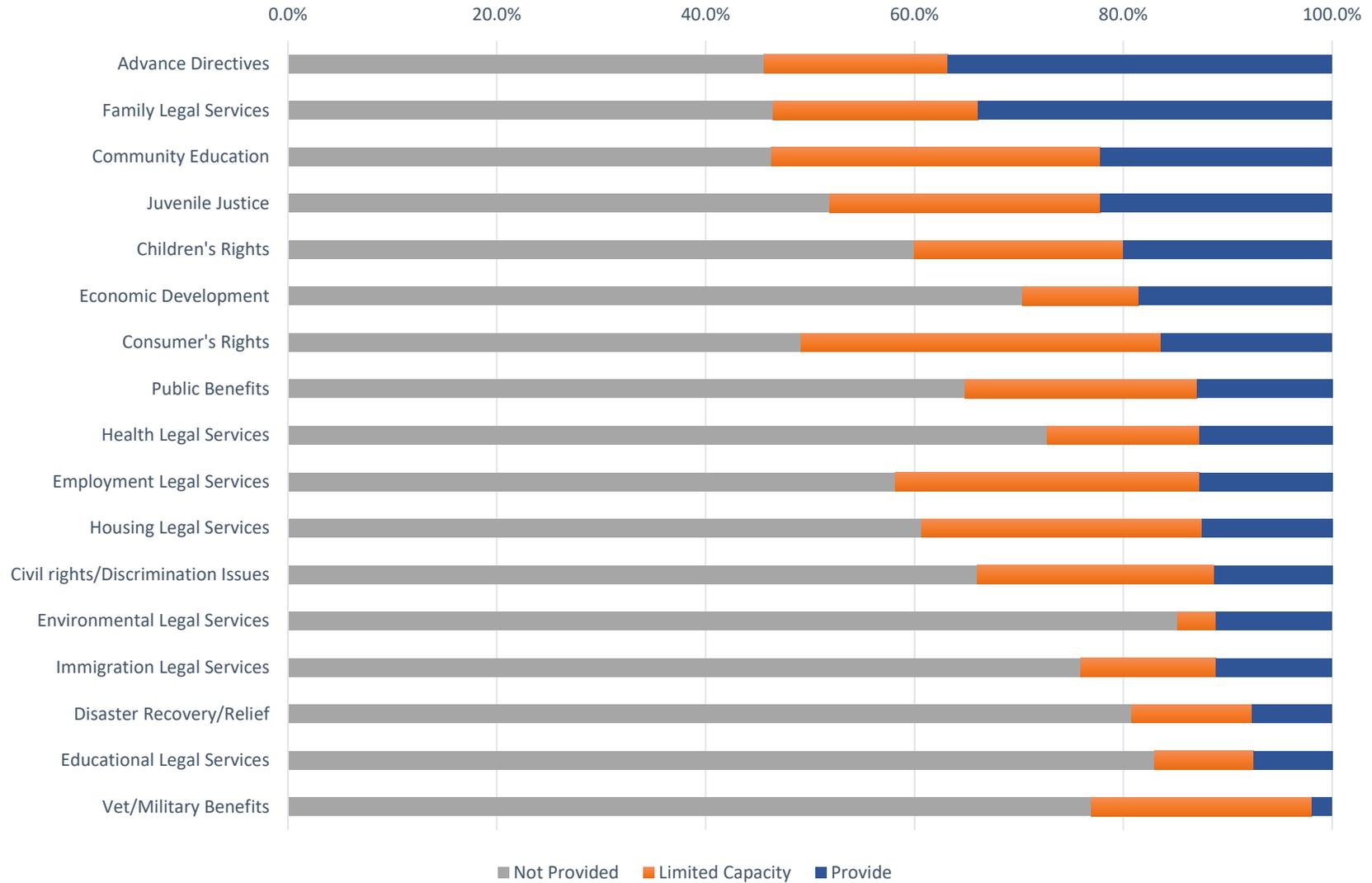


Figure 84 - Legal Services Provided in Northwest Region

### Legal Services Provided (Southwestern Region)

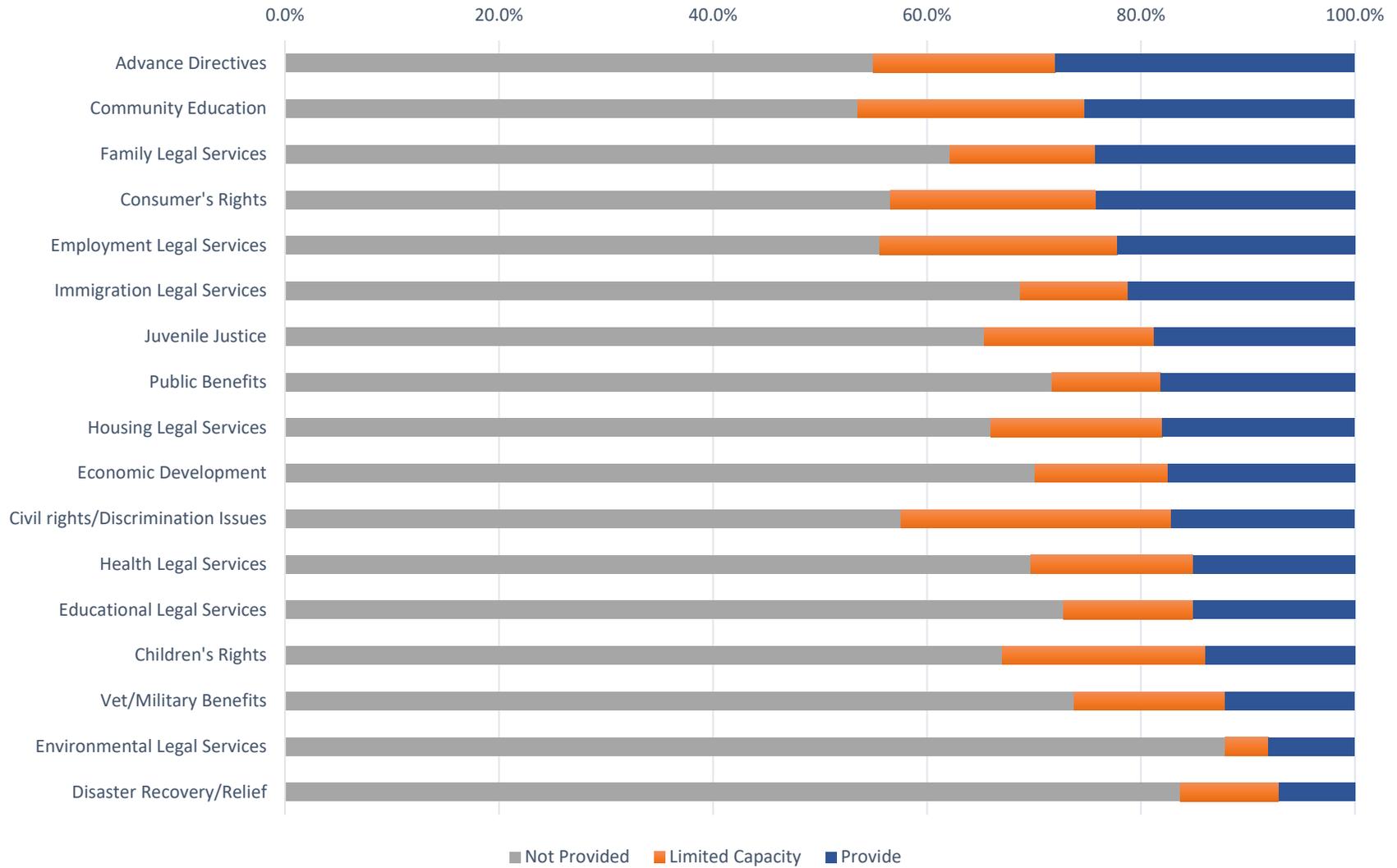


Figure 85 - Legal Services Provided in Southwestern Region

### Legal Services Provided (Piedmont-Triad Region)

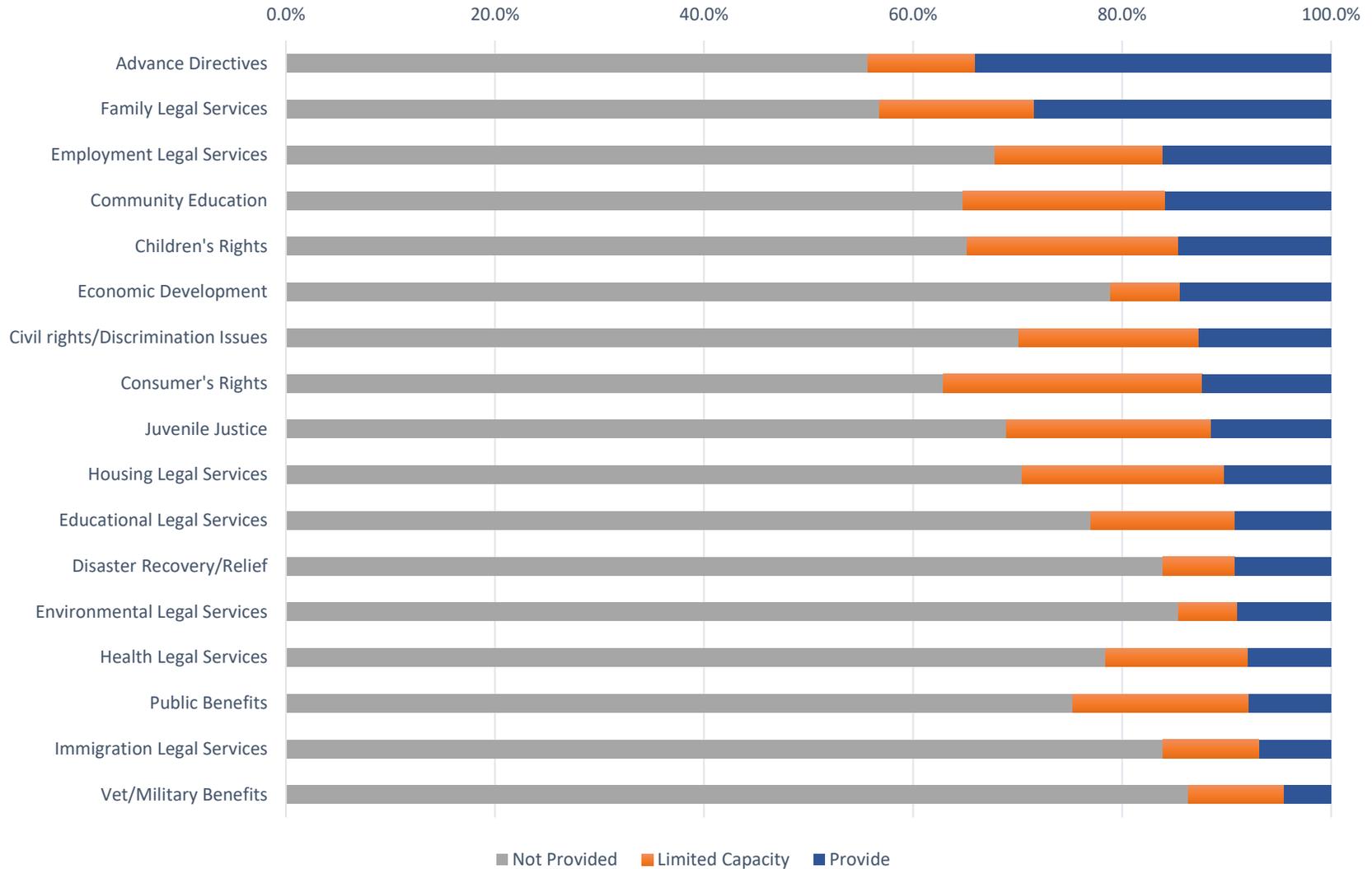


Figure 86 - Legal Services Provided in Piedmont-Triad Region

### Legal Services Provided (North Central Region)

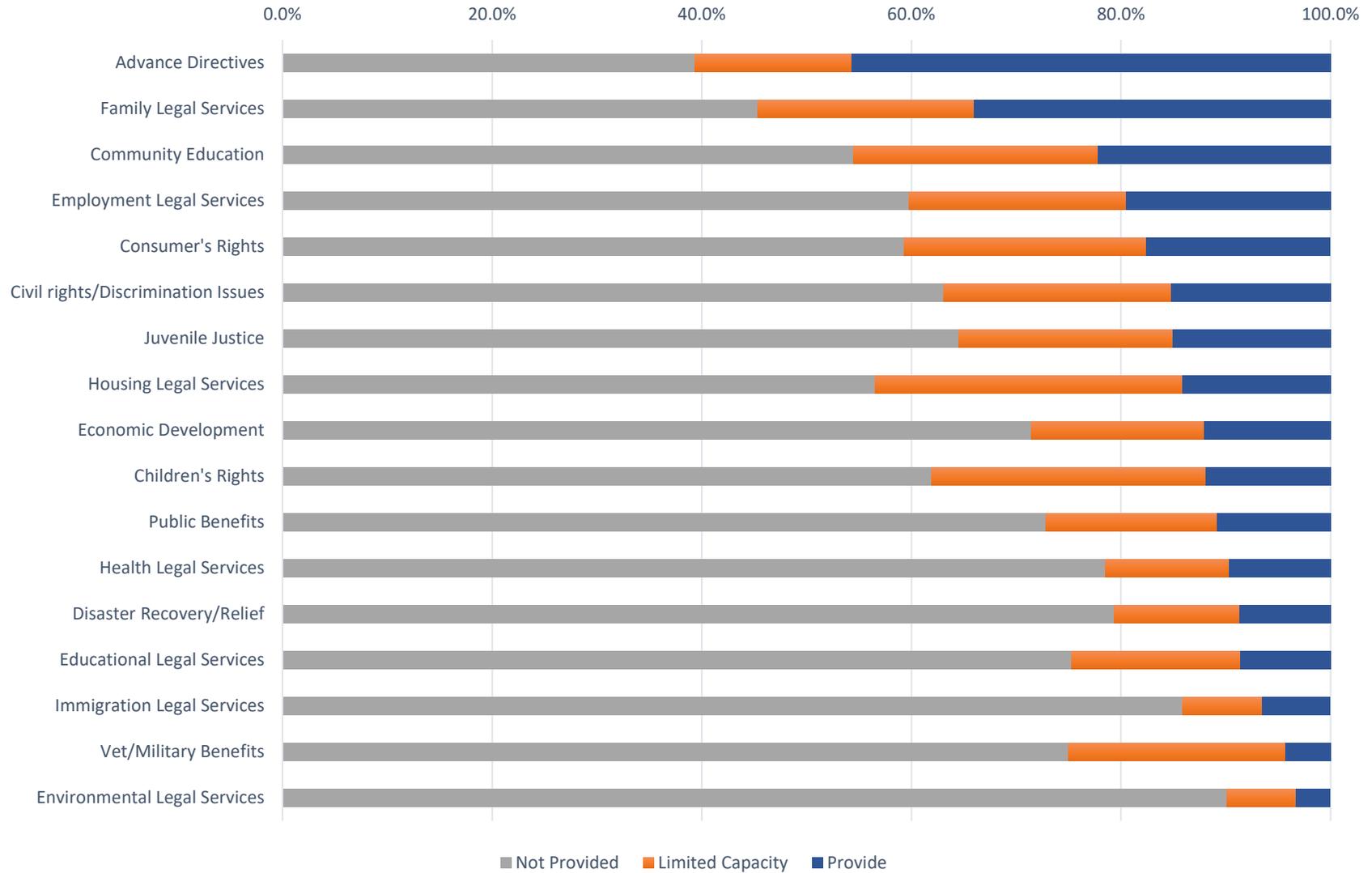


Figure 87 - Legal Services Provided in North Central Region

### Legal Services Provided (Sandhills Region)

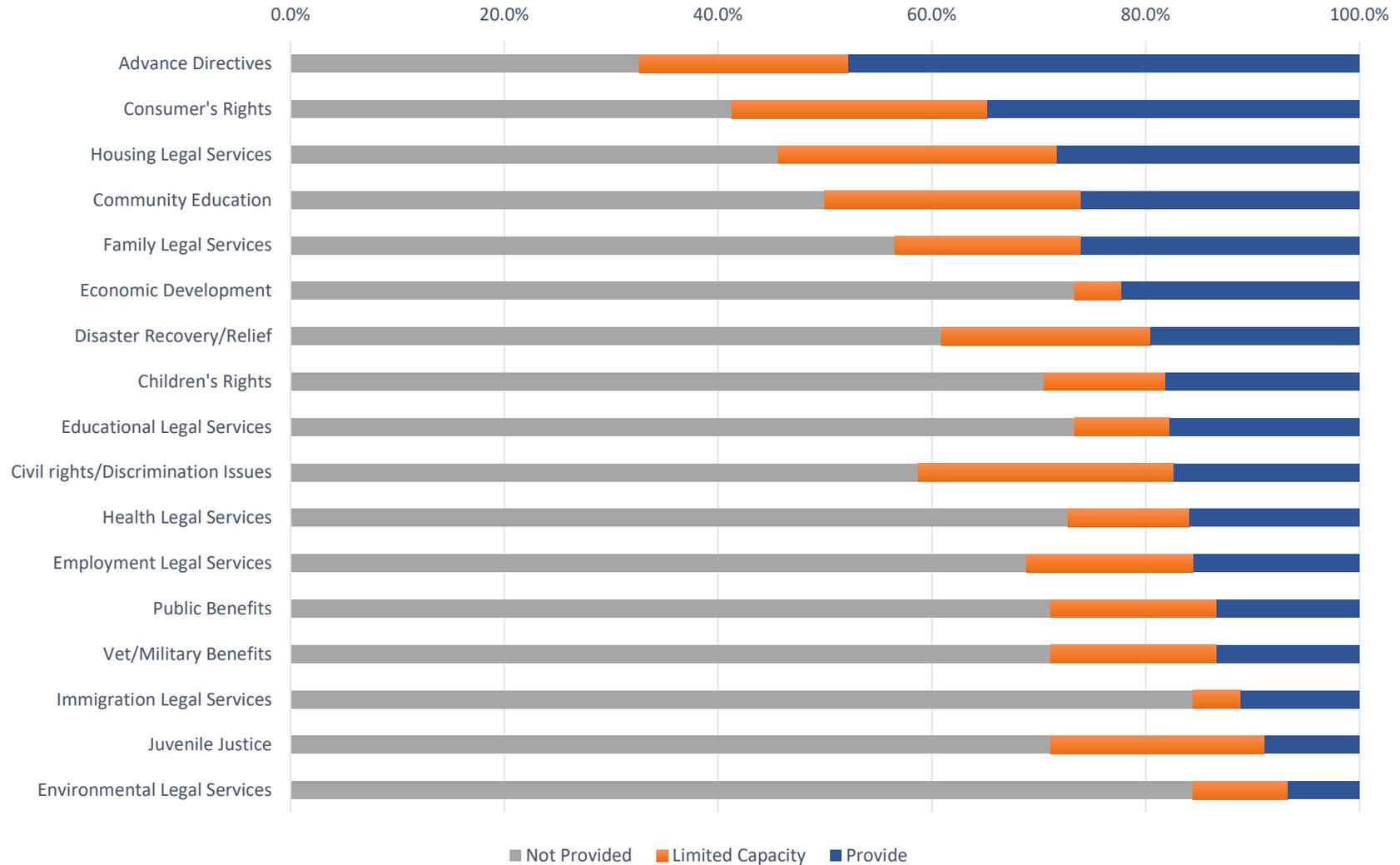


Figure 88 - Legal Services Provided in Sandhills Region

### Legal Services Provided (Northeast Region)

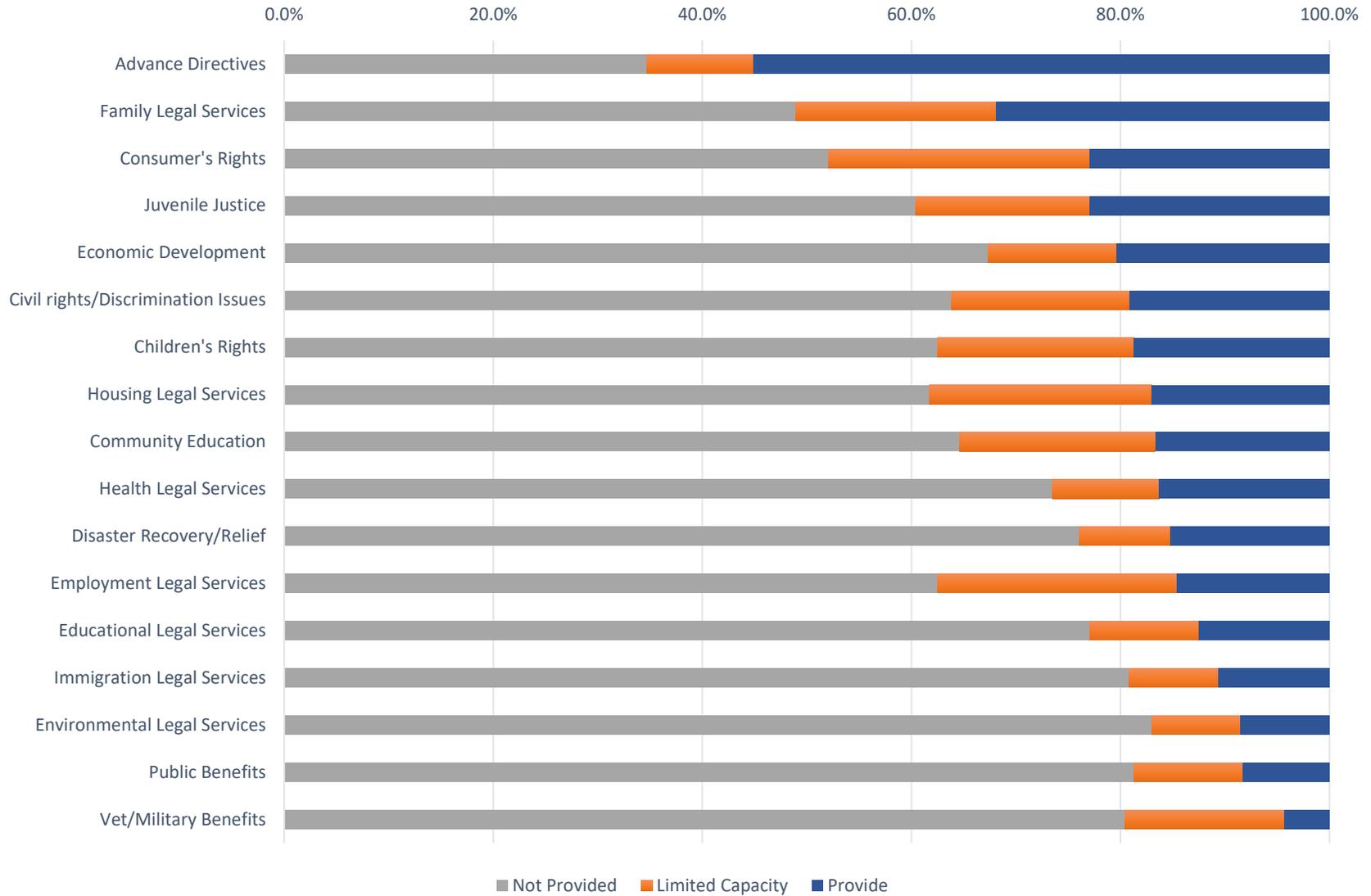


Figure 89 - Legal Services Provided in Northeast Region

### Legal Services Provided (Southeast Region)

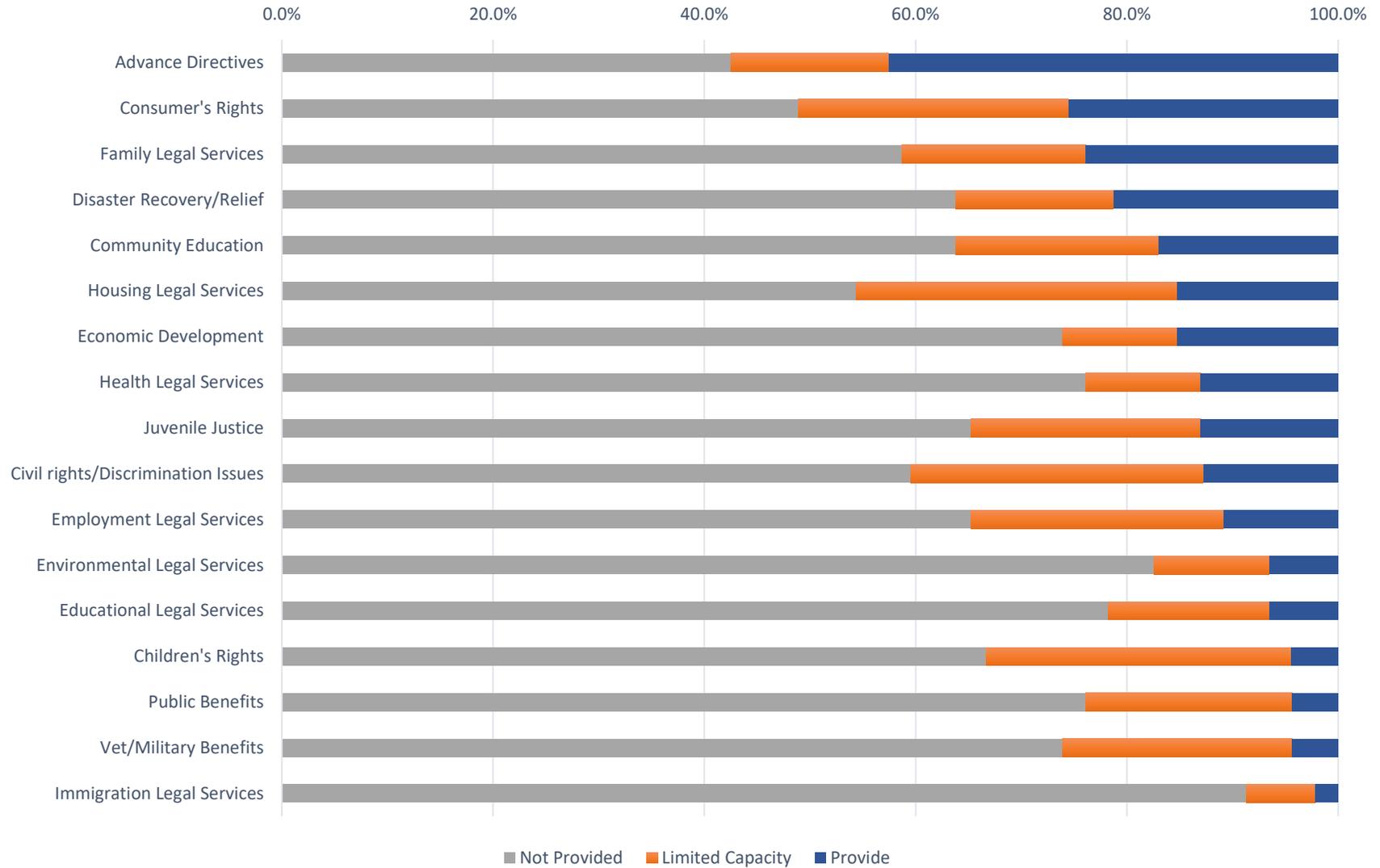


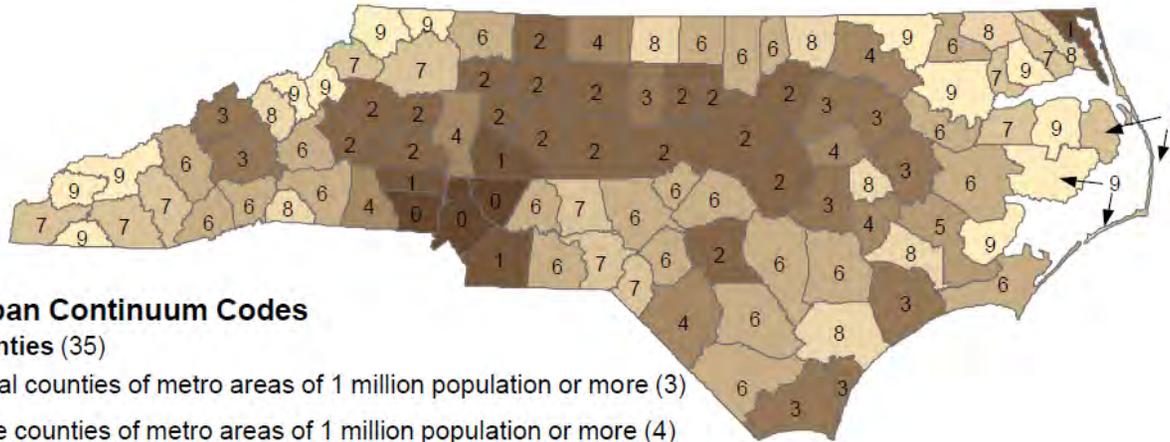
Figure 90 Legal Services Provided in Southeast Region

## Appendix I- Legal Services by Metropolitan vs. Nonmetropolitan Counties

Table 9 - USDA Metropolitan vs. Nonmetropolitan Counties

Category	Level	Description
<b>Metropolitan Counties</b>	1	Counties in metro areas of 1 million population or more
	2	Counties in metro areas of 250,000 to 1 million population
	3	Counties in metro areas of fewer than 250,000 population
<b>Nonmetropolitan Counties</b>	4	Urban population of 20,000 or more, adjacent to a metro area
	5	Urban population of 20,000 or more, not adjacent to a metro area
	6	Urban population of 2,500 to 19,999, adjacent to a metro area
	7	Urban population of 2,500 to 19,999, not adjacent to a metro area
	8	Completely rural or less than 2,500 urban population, adjacent to a metro area
	9	Completely rural or less than 2,500 urban population, not adjacent to a metro area

## North Carolina's Rural-Urban Continuum



### Rural-Urban Continuum Codes

#### Metro Counties (35)

- 0 Central counties of metro areas of 1 million population or more (3)
- 1 Fringe counties of metro areas of 1 million population or more (4)
- 2 Counties in metro areas of 250,000 to 1 million population (18)
- 3 Counties in metro areas of fewer than 250,000 population (10)

#### Nonmetro Counties (65)

- 4 Urban population of 20,000 or more, adjacent to a metro area (7)
- 5 Urban population of 20,000 or more, not adjacent to a metro area (1)
- 6 Urban population of 2,500 to 19,999, adjacent to a metro area (23)
- 7 Urban population of 2,500 to 19,999, not adjacent to a metro area (12)
- 8 Completely rural or less than 2,500 urban population, adjacent to a metro area (9)
- 9 Completely rural or less than 2,500 urban population, not adjacent to a metro area (13)

Data Source: USDA Economic Research Service  
<http://www.ers.usda.gov/Briefing/Rurality/ruralurbcon/>

Center for Health Services Research and Development  
 East Carolina University

Figure 91 - Rural-Urban Continuum Codes North Carolina

### NC Counties by RUCC (2013)

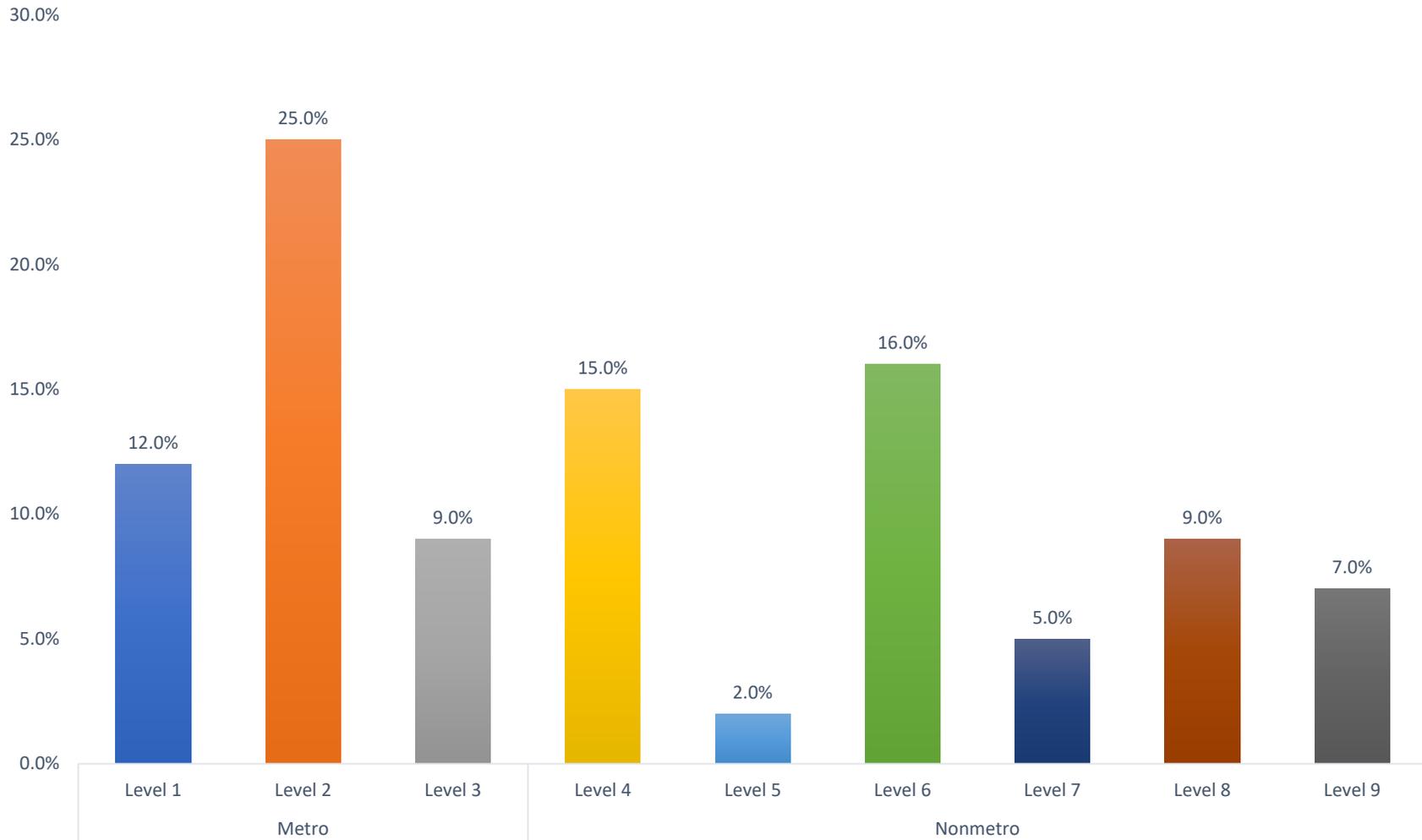


Figure 92 – NC Counties Coded by Rural-Urban Continuum Codes

### Legal Services Provided (Level 1 Metro)

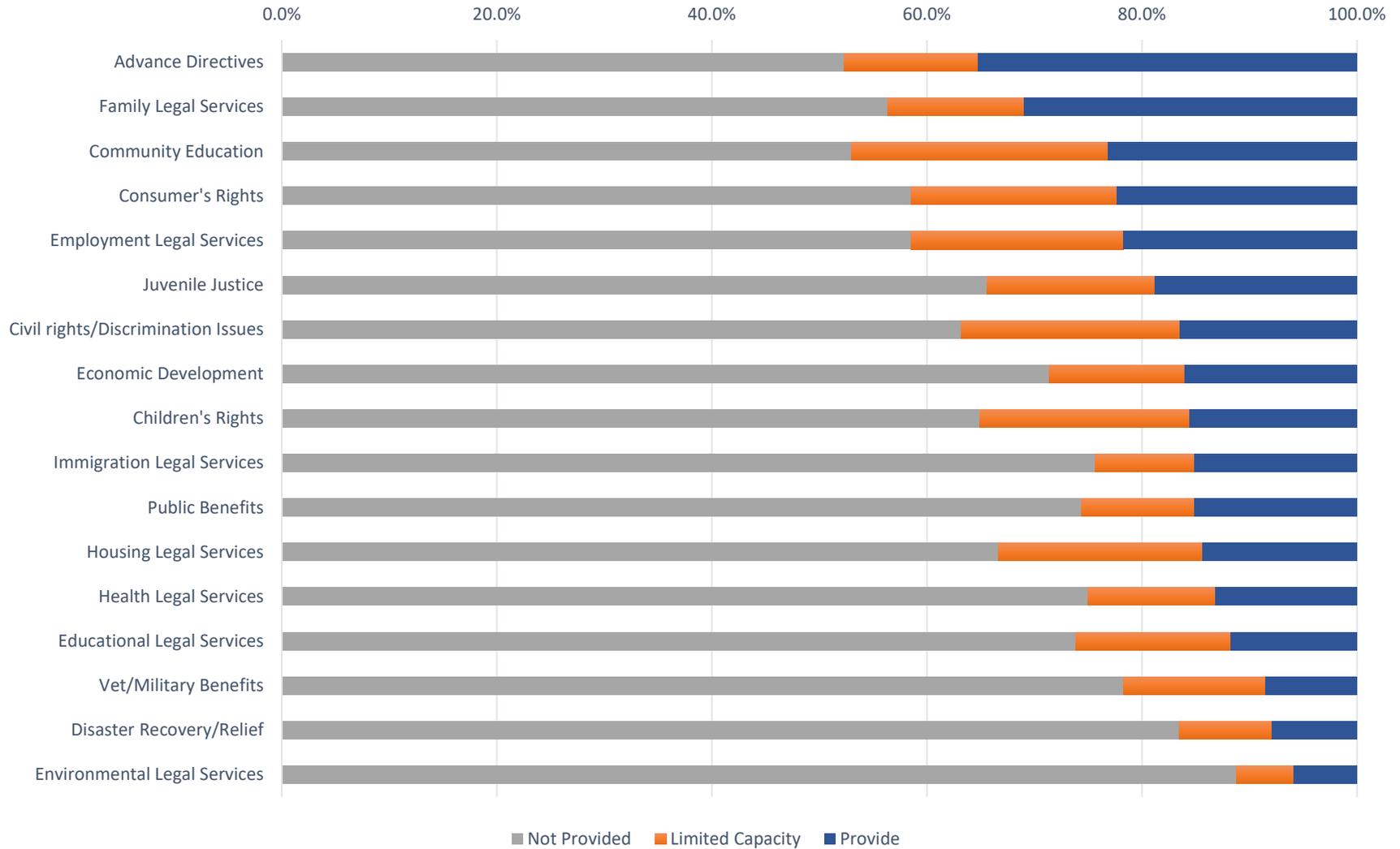


Figure 93 - Metro (Level 1) Legal Services Provided

### Legal Services Provided (Level 2 Metro)

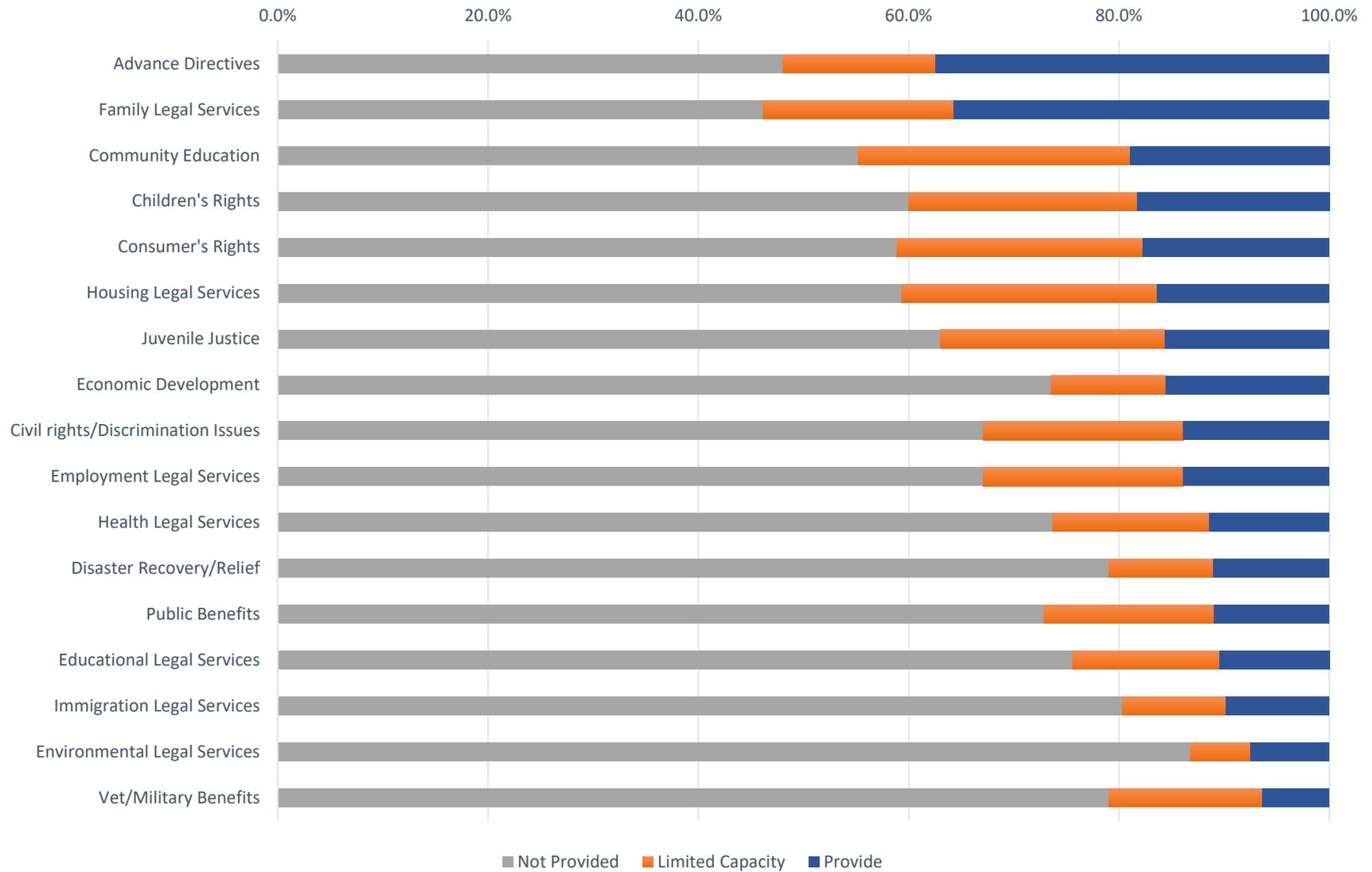


Figure 94 - Metro (Level 2) Legal Services Provided

### Legal Services Provided (Level 3 Metro)

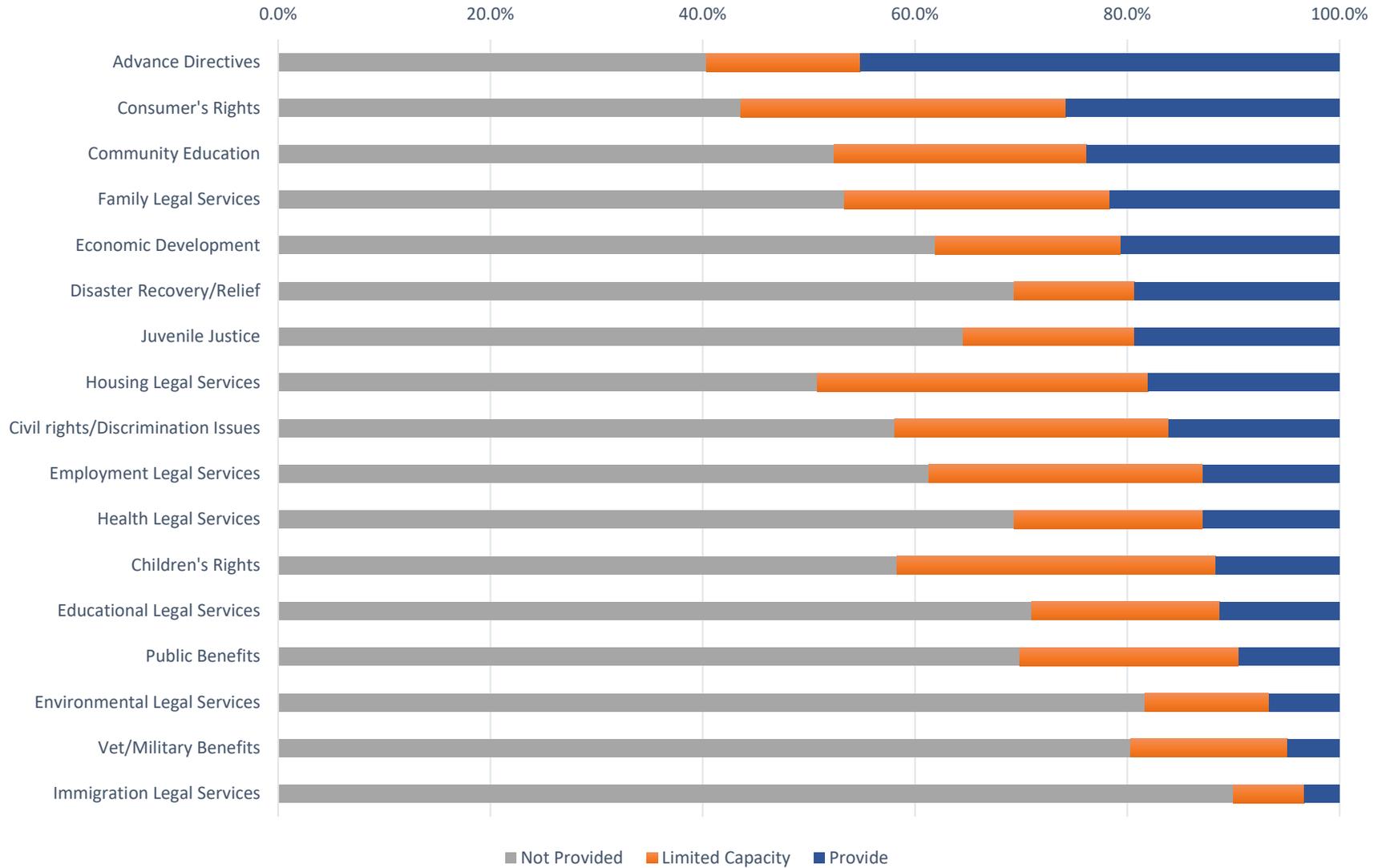


Figure 95 - Metro (Level 3) Legal Services Provided

### Legal Services Provided (Level 4 Nonmetro)

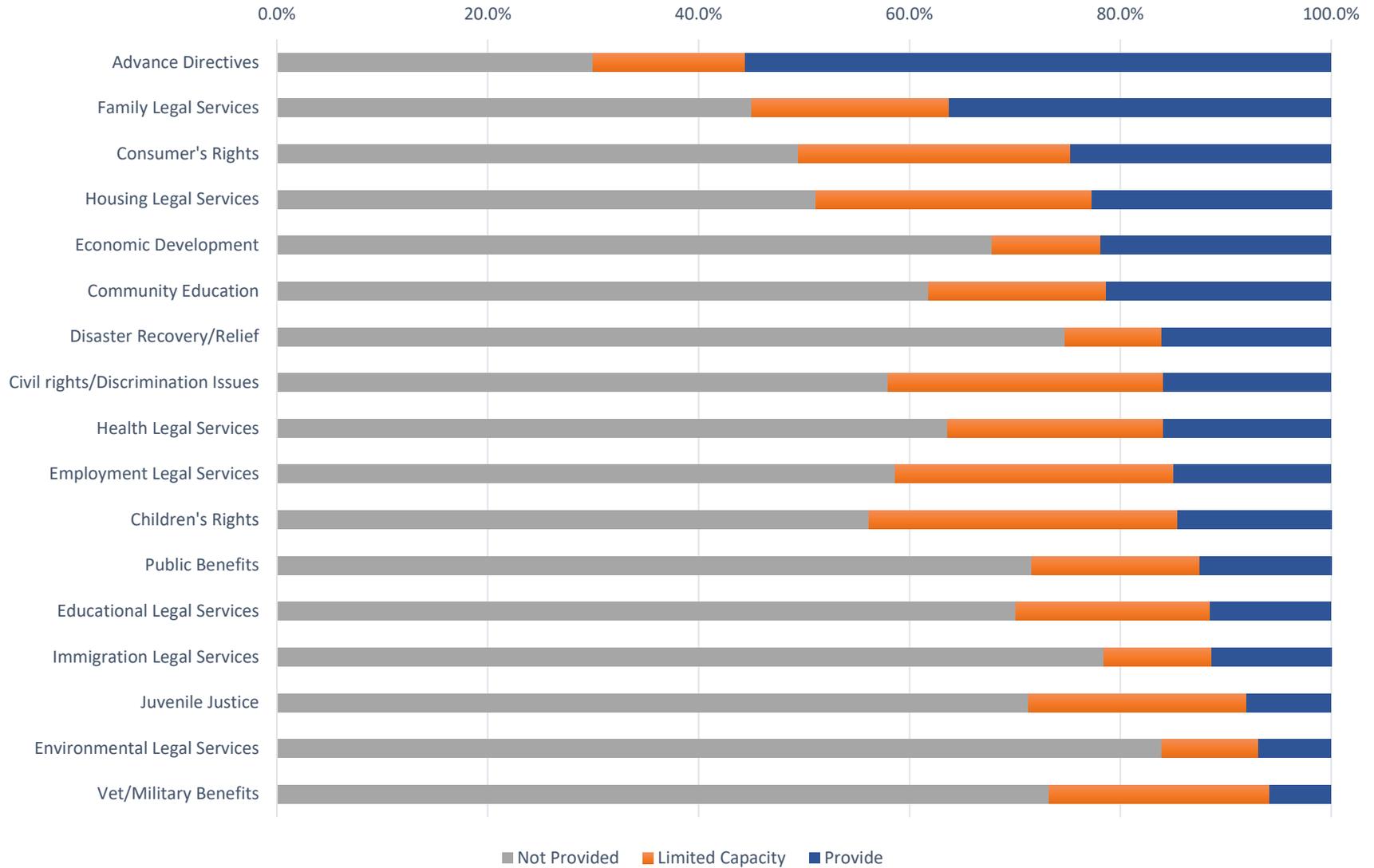


Figure 96 - Nonmetro (Level 4) Legal Services Provided

### Legal Services Provided (Level 5 Nonmetro)

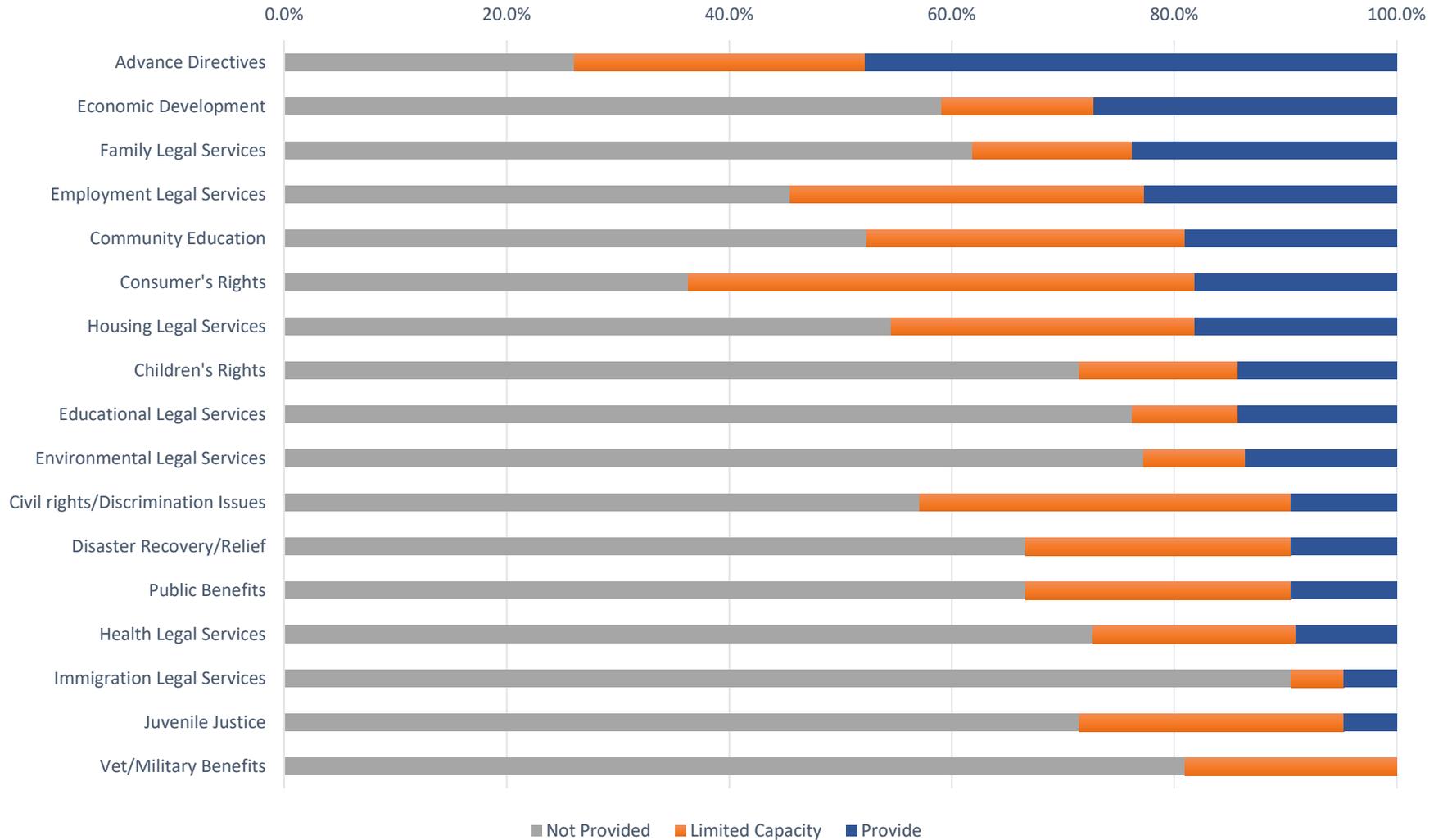


Figure 97 - Nonmetro (Level 5) Legal Services Provided

### Legal Services Provided (Level 6 Nonmetro)

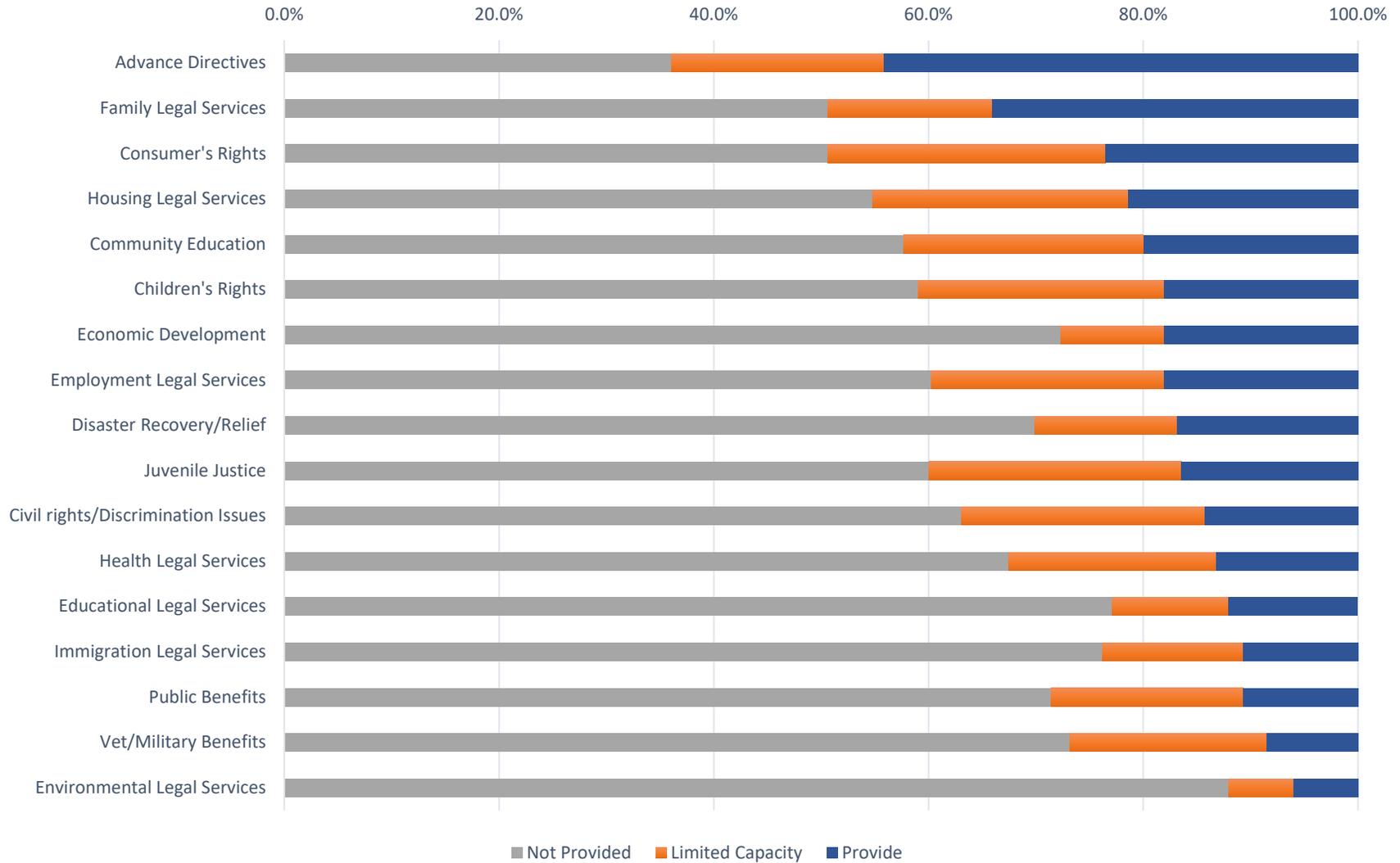


Figure 98 - Nonmetro (Level 6) Legal Services Provided

## Legal Services Provided (Level 7 Nonmetro)

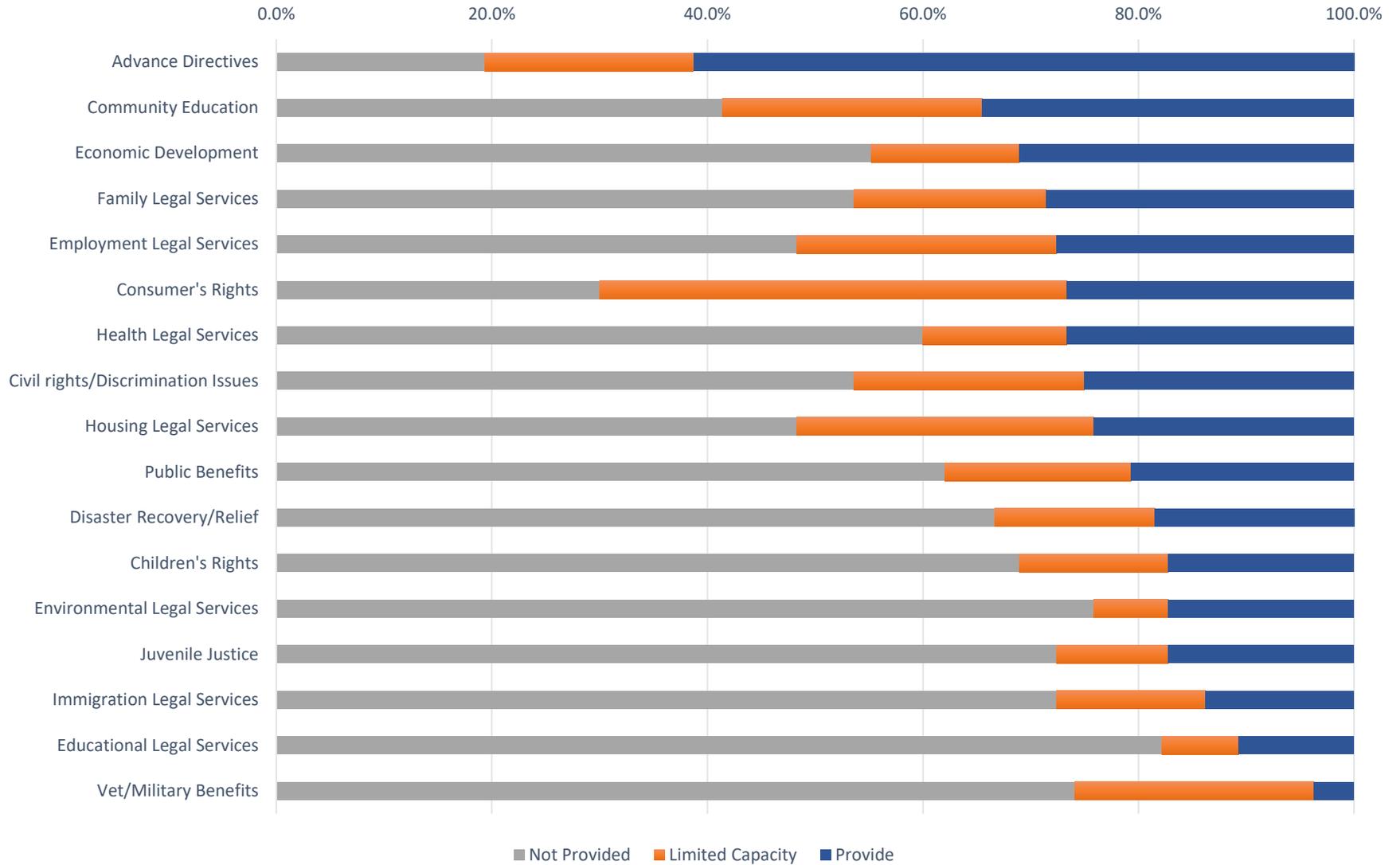


Figure 99 - Nonmetro (Level 7) Legal Services Provided

## Legal Services Provided (Level 8 Nonmetro)

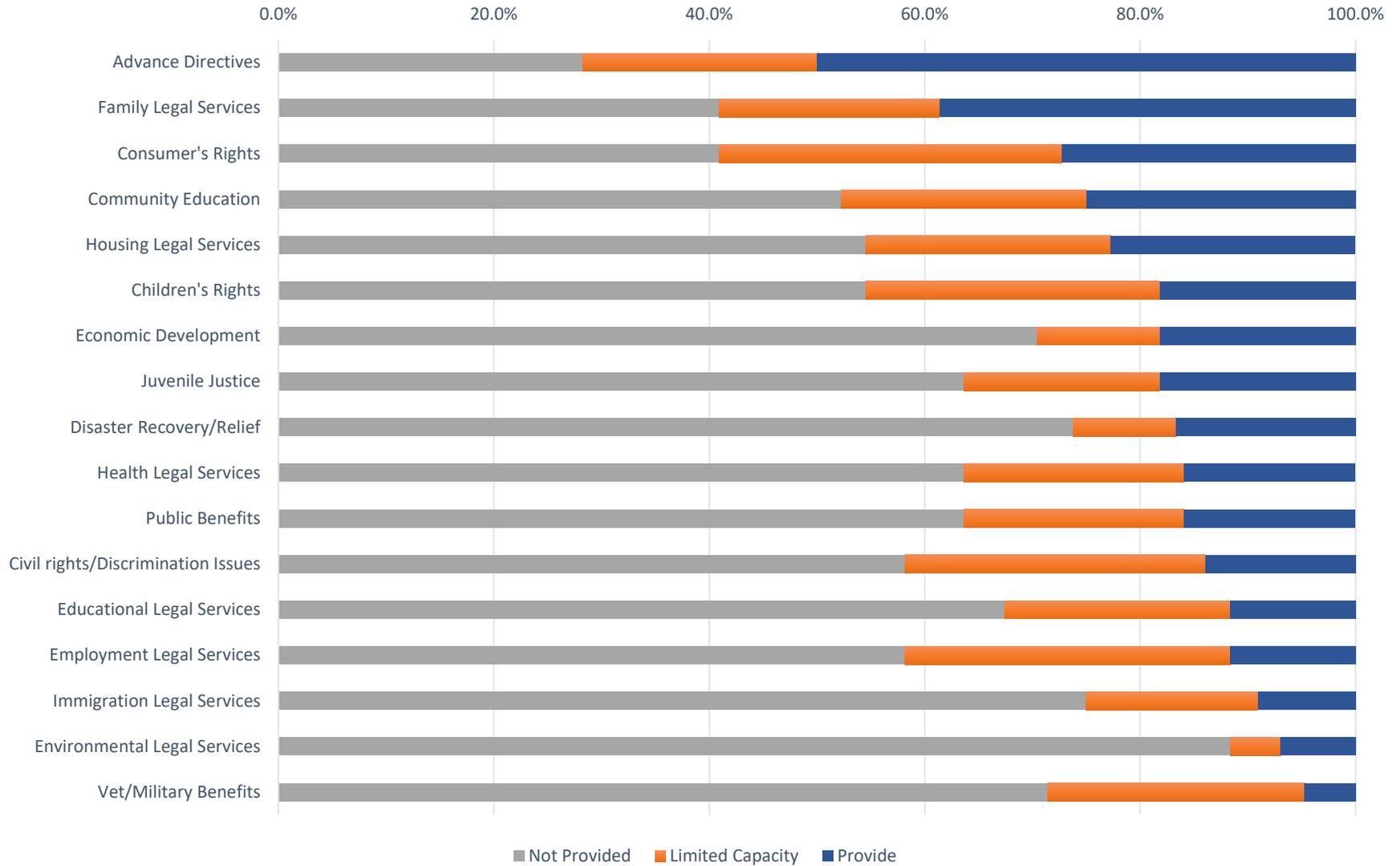


Figure 100 - Nonmetro (Level 8) Legal Services Provided

### Legal Services Provided (Level 9 Nonmetro)

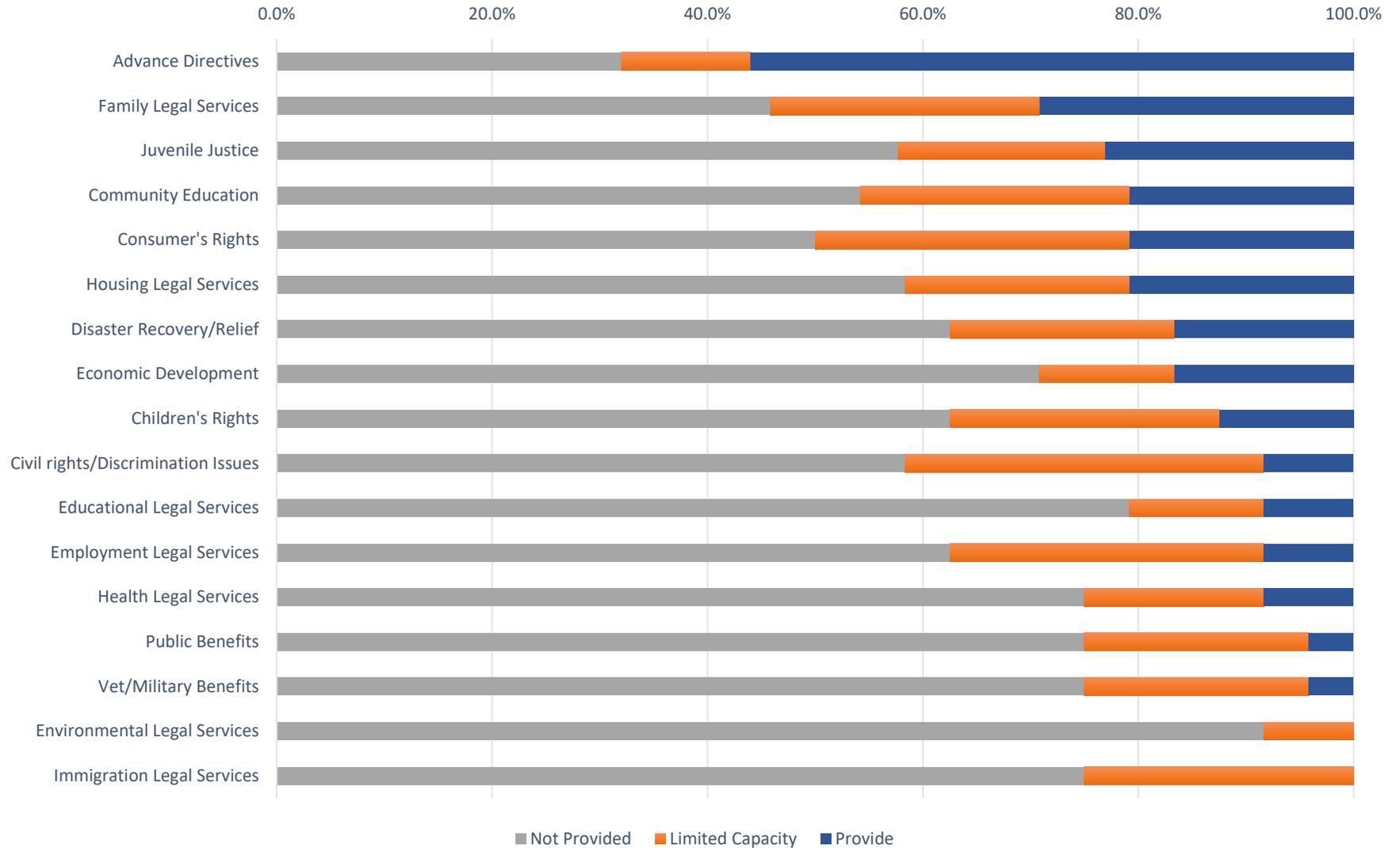


Figure 101 - Nonmetro (Level 9) Legal Services Provided

## Appendix J- Legal Needs by Region

### Assessment of Needs (Western Region)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

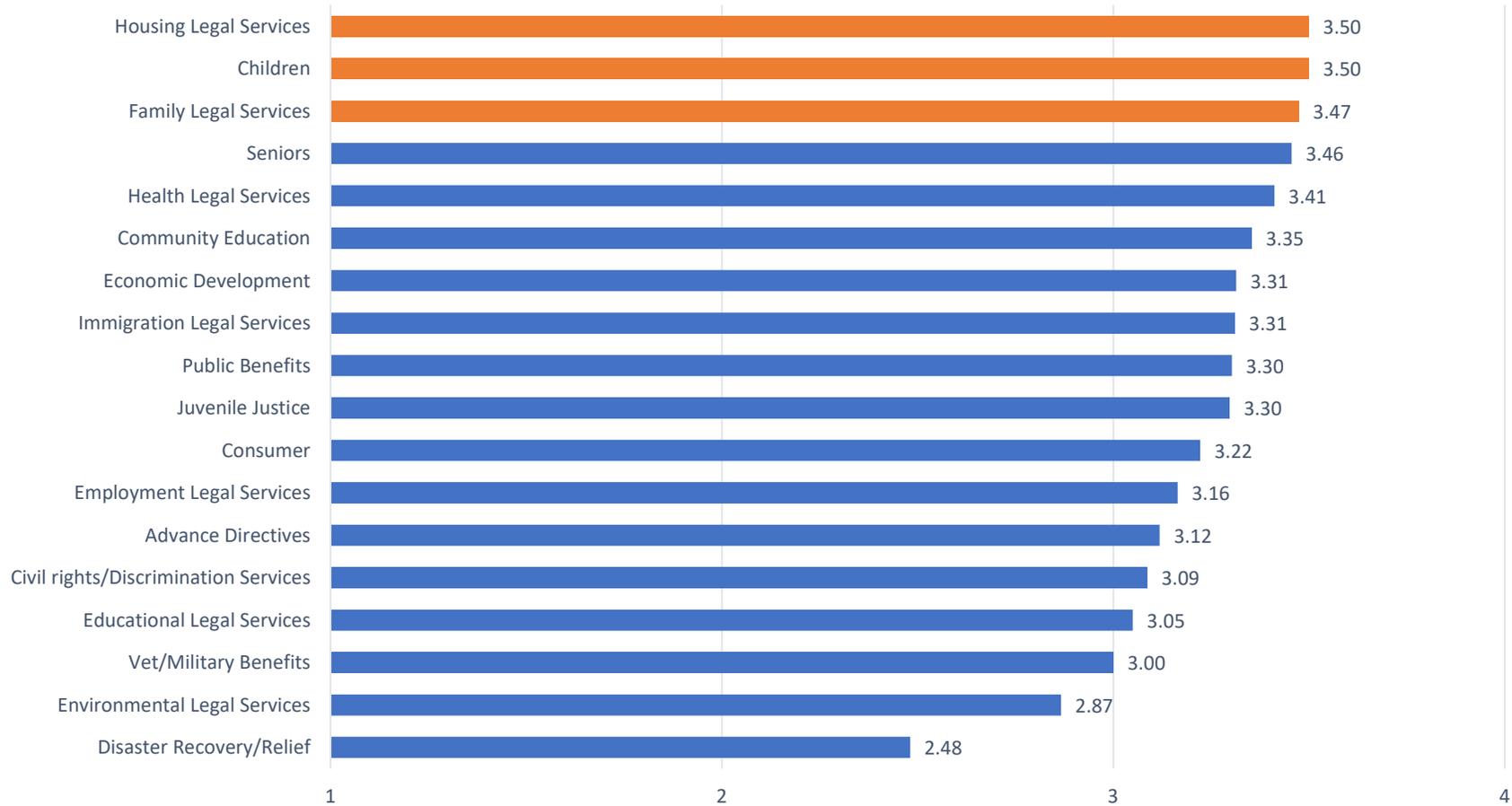


Figure 102 – Legal Needs – Western Region

## Assessment of Needs (Northwest )

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

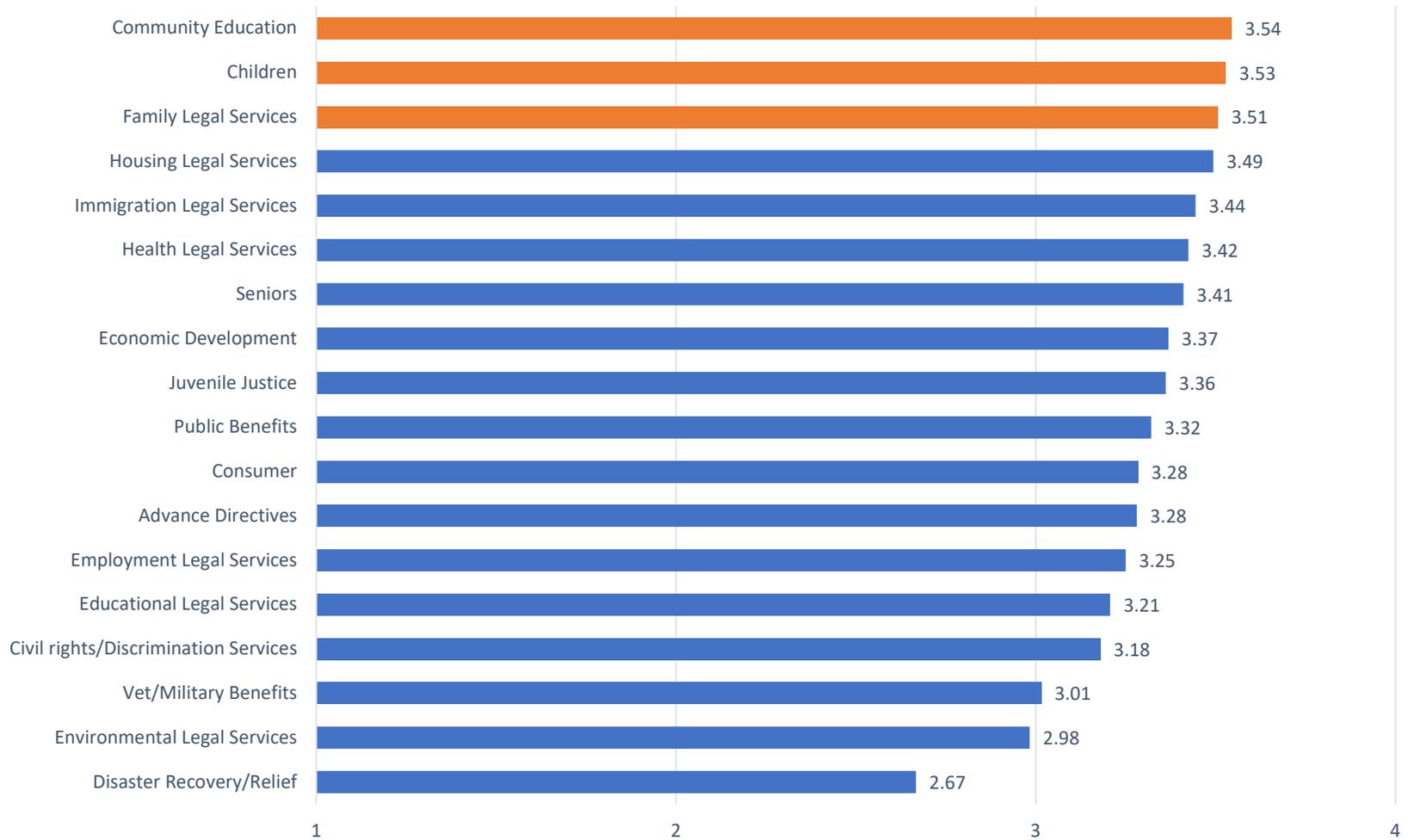


Figure 103 - Legal Needs – Northwest Region

## Assessment of Needs (Southwest)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

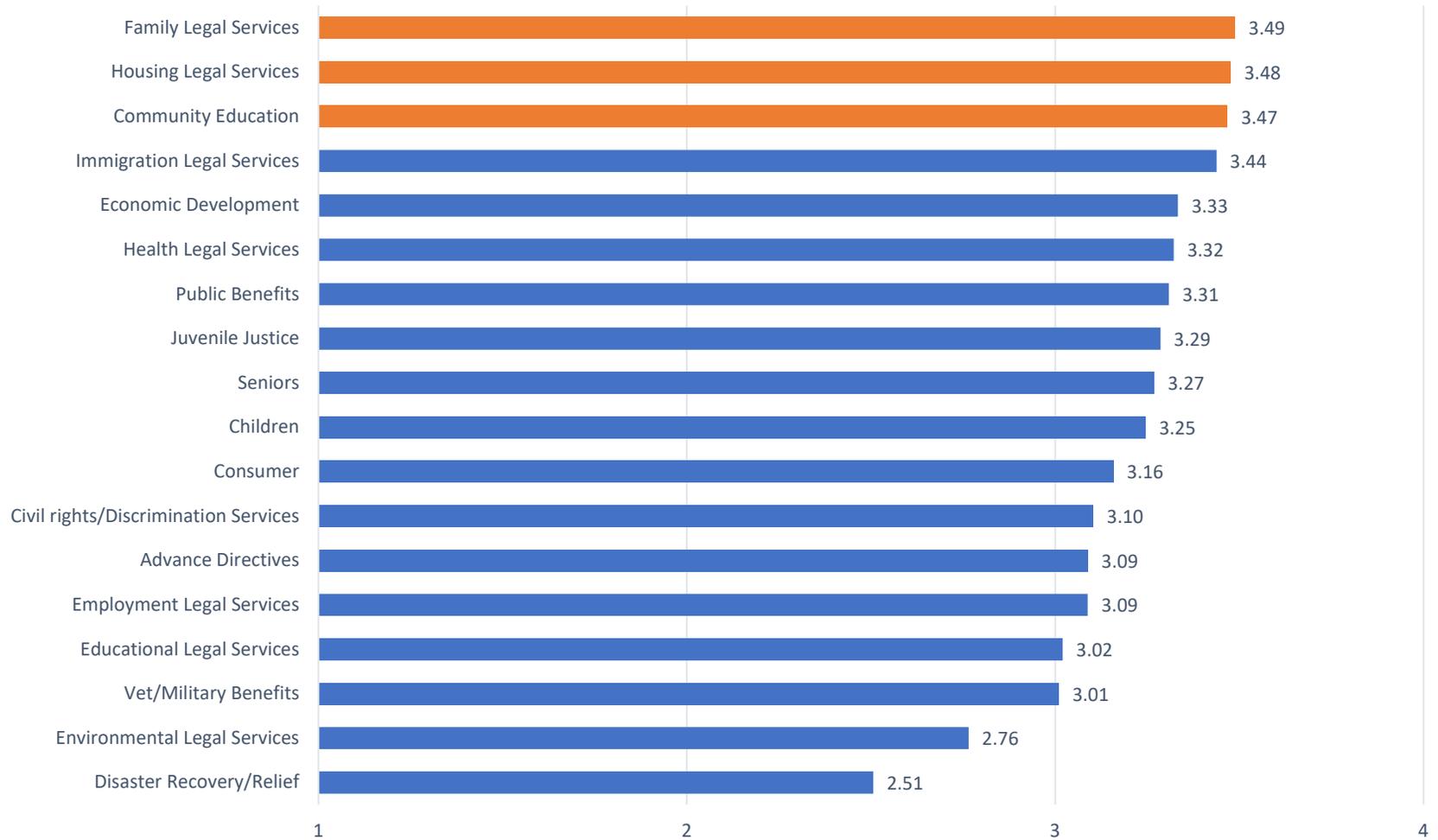


Figure 104 - Legal Needs – Southwest Region

## Assessment of Needs (Piedmont-Triad)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

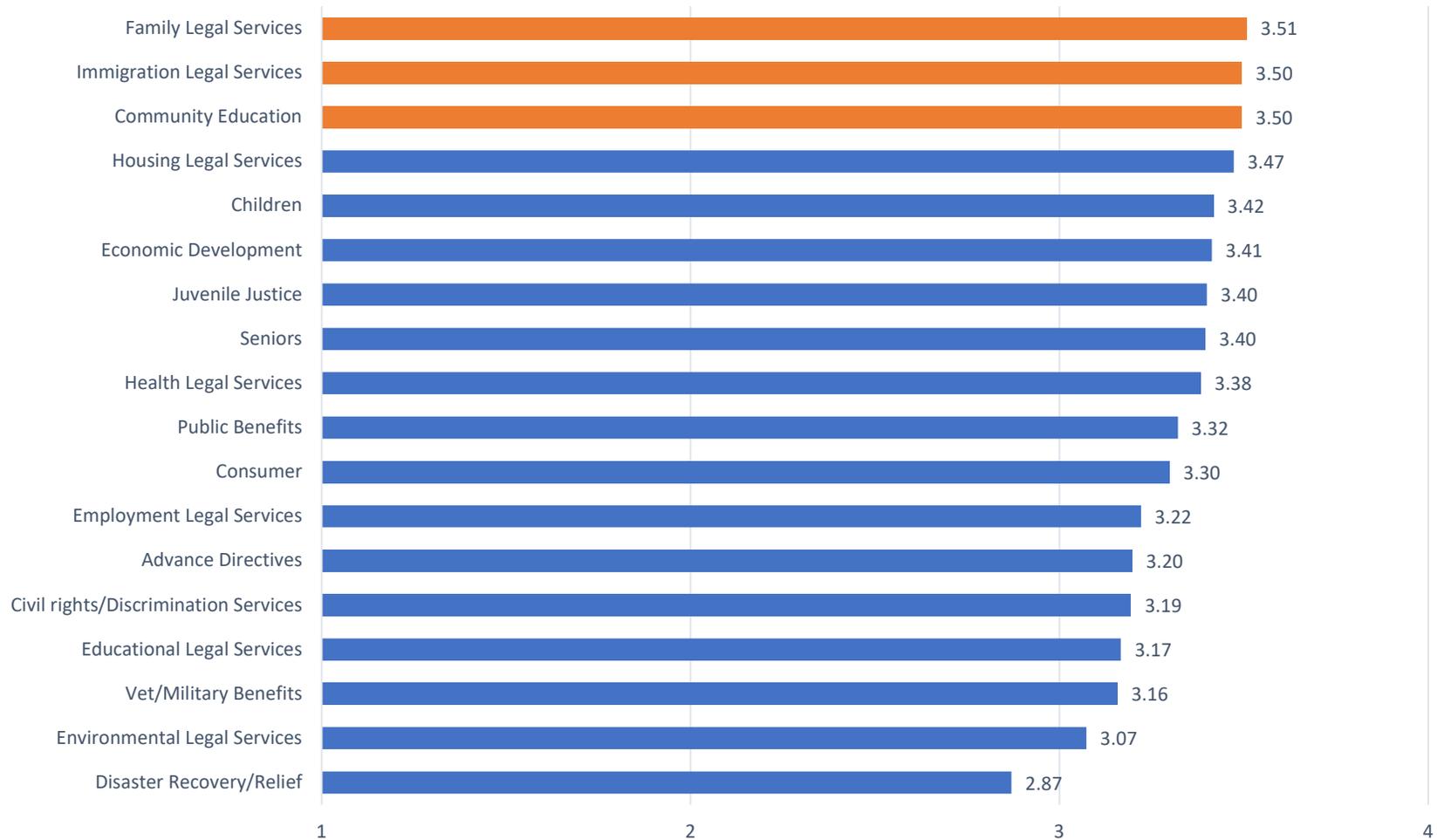


Figure 105 - Legal Needs – Piedmont Region

## Assessment of Needs (North Central Area)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

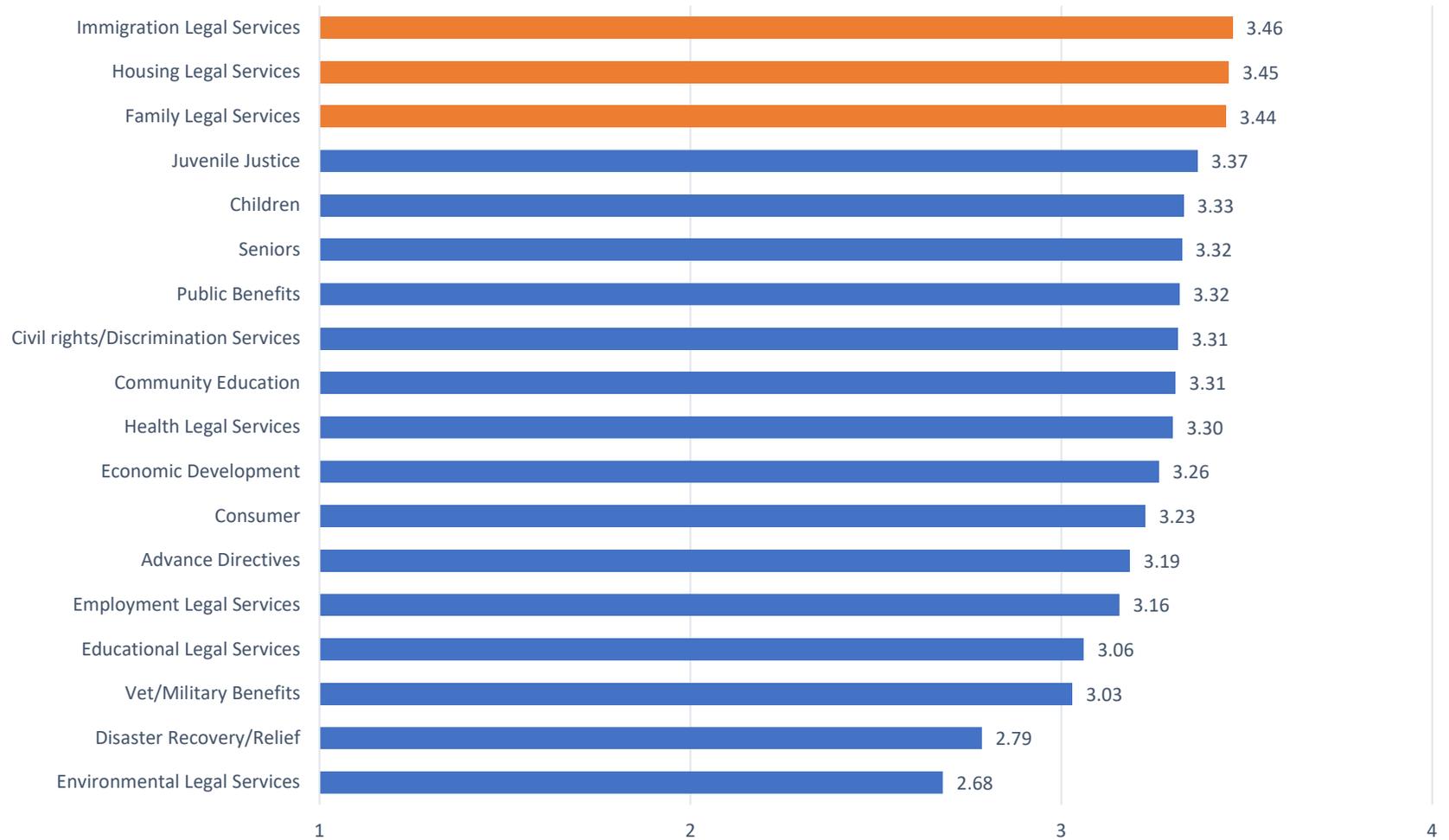


Figure 106 - Legal Needs – North Central Region

## Assessment of Needs (Sandhills)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

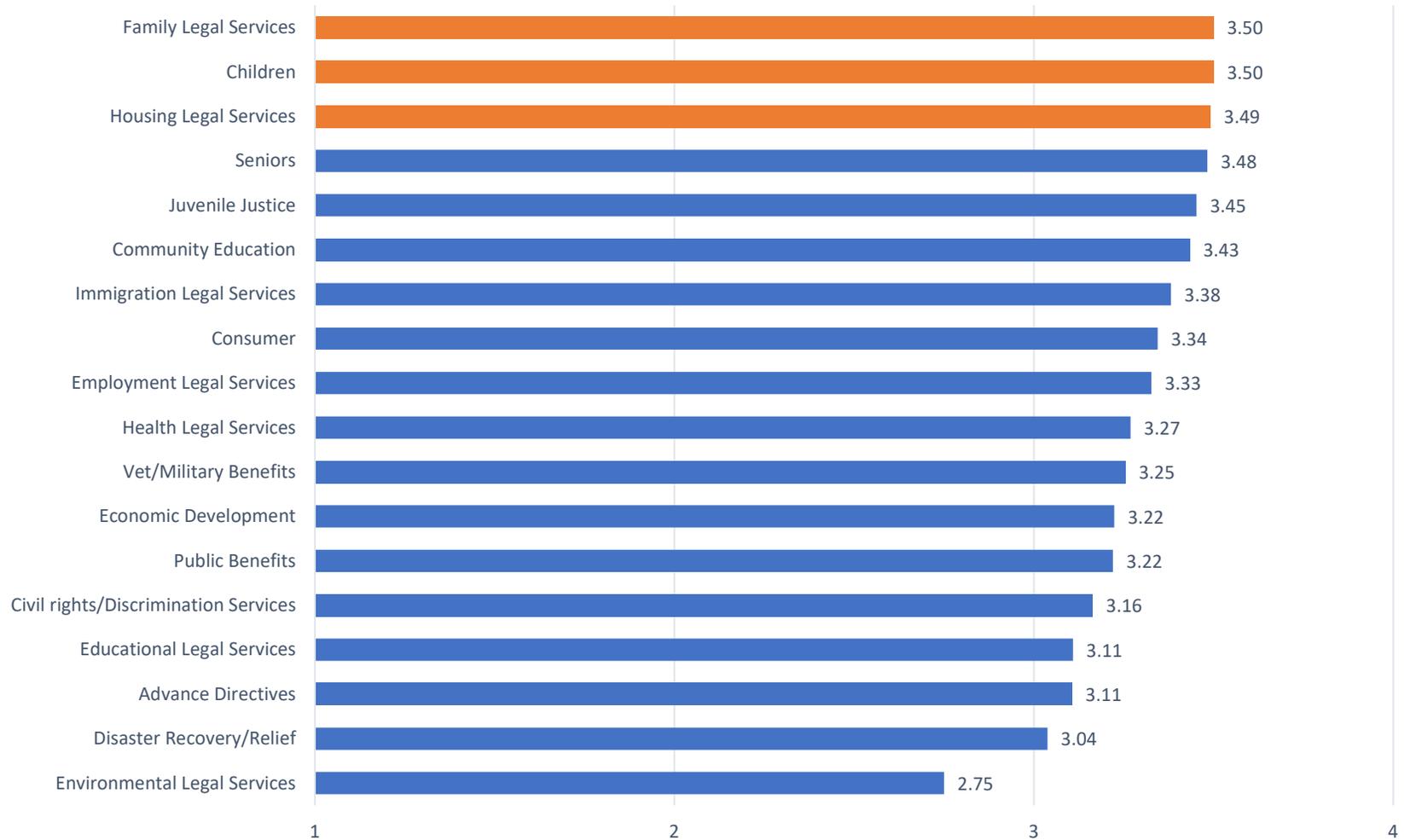


Figure 107 - Legal Needs – Sandhills Region

## Assessment of Needs (Northeast)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

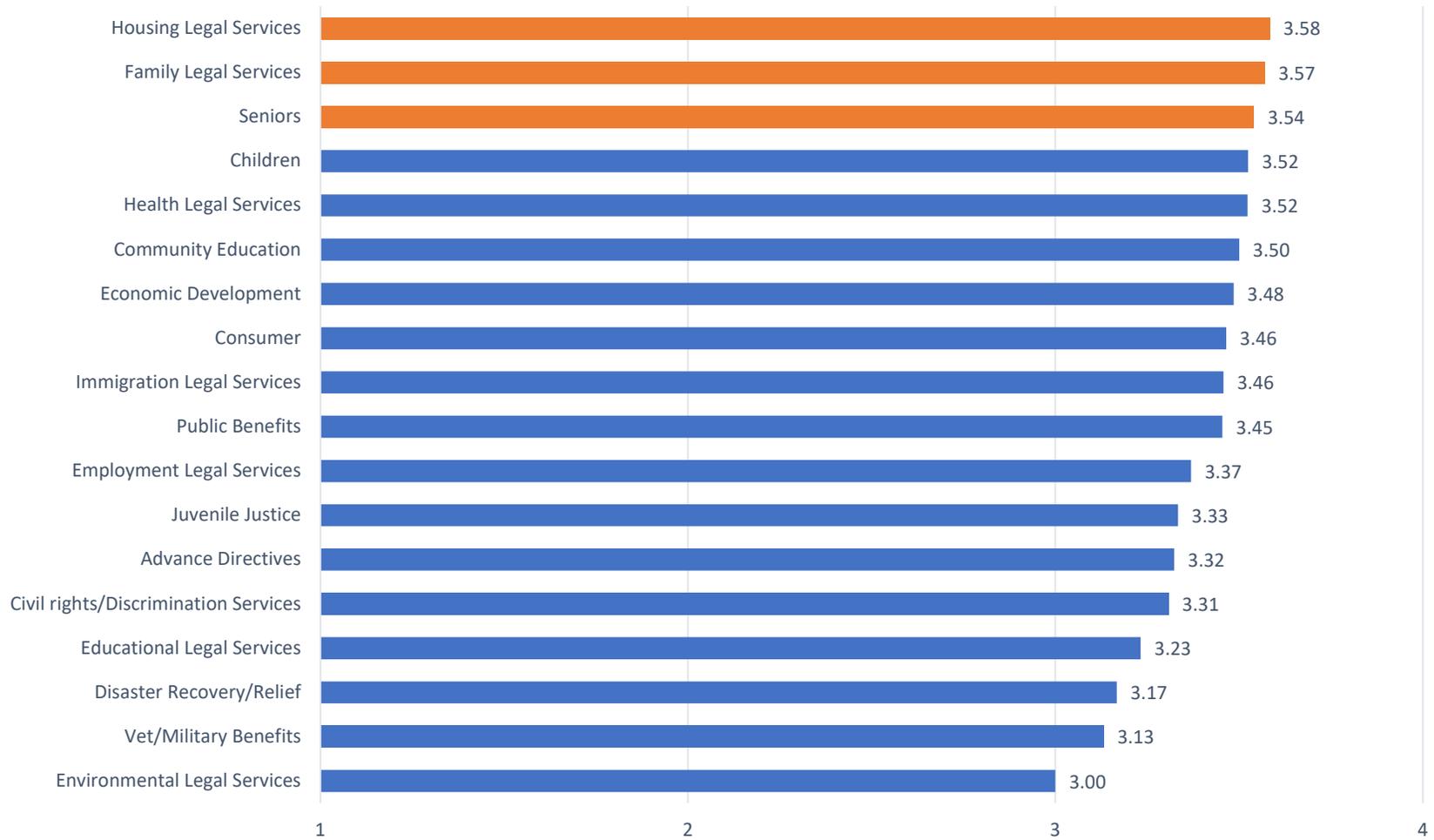


Figure 108 - Legal Needs – Northeast Region

## Assessment of Needs (Southeast)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

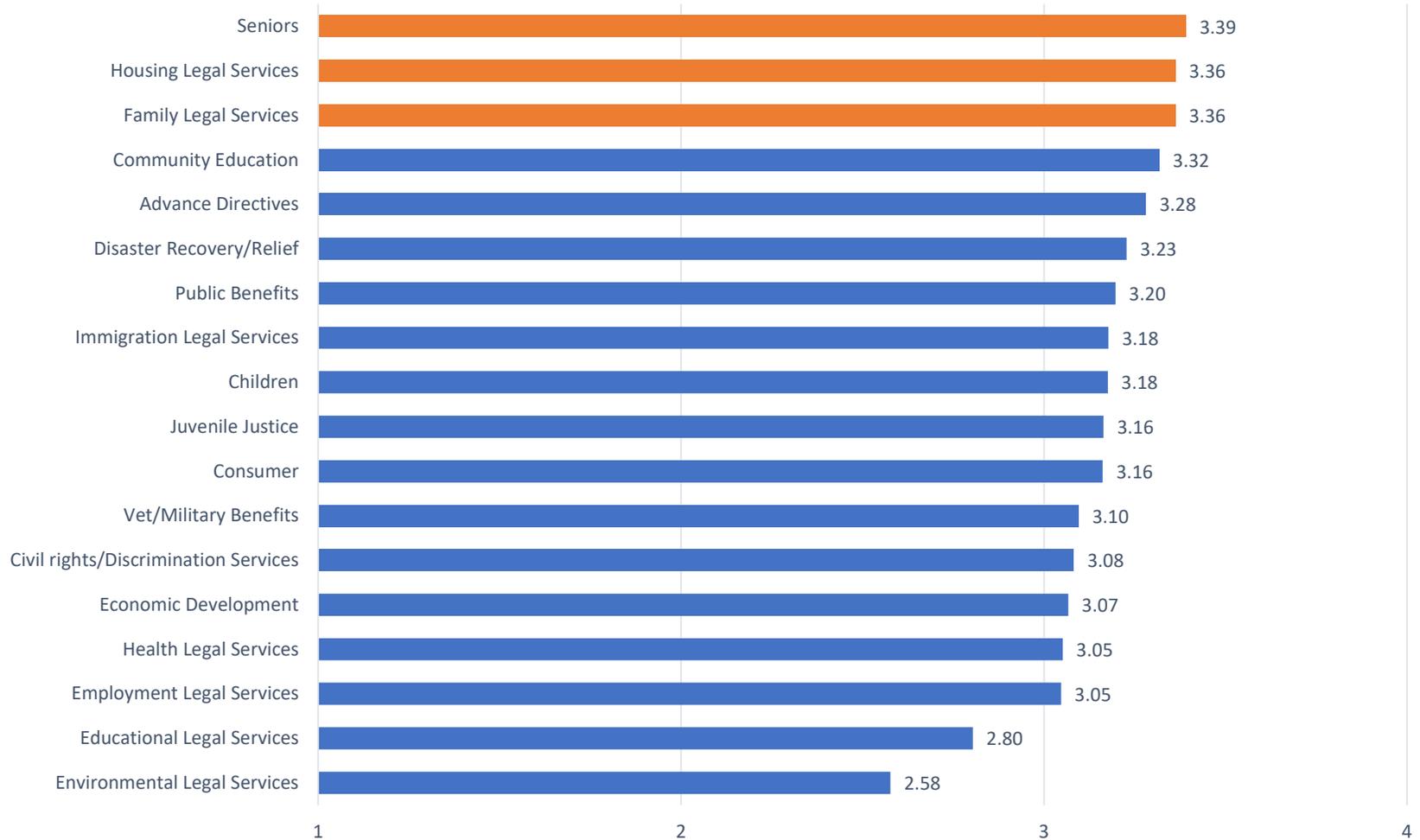


Figure 109 - Legal Needs – Southeast Region

## Appendix K- Legal Needs by Metropolitan vs. Nonmetropolitan Counties

### Assessment of Needs (Level 1 Metro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

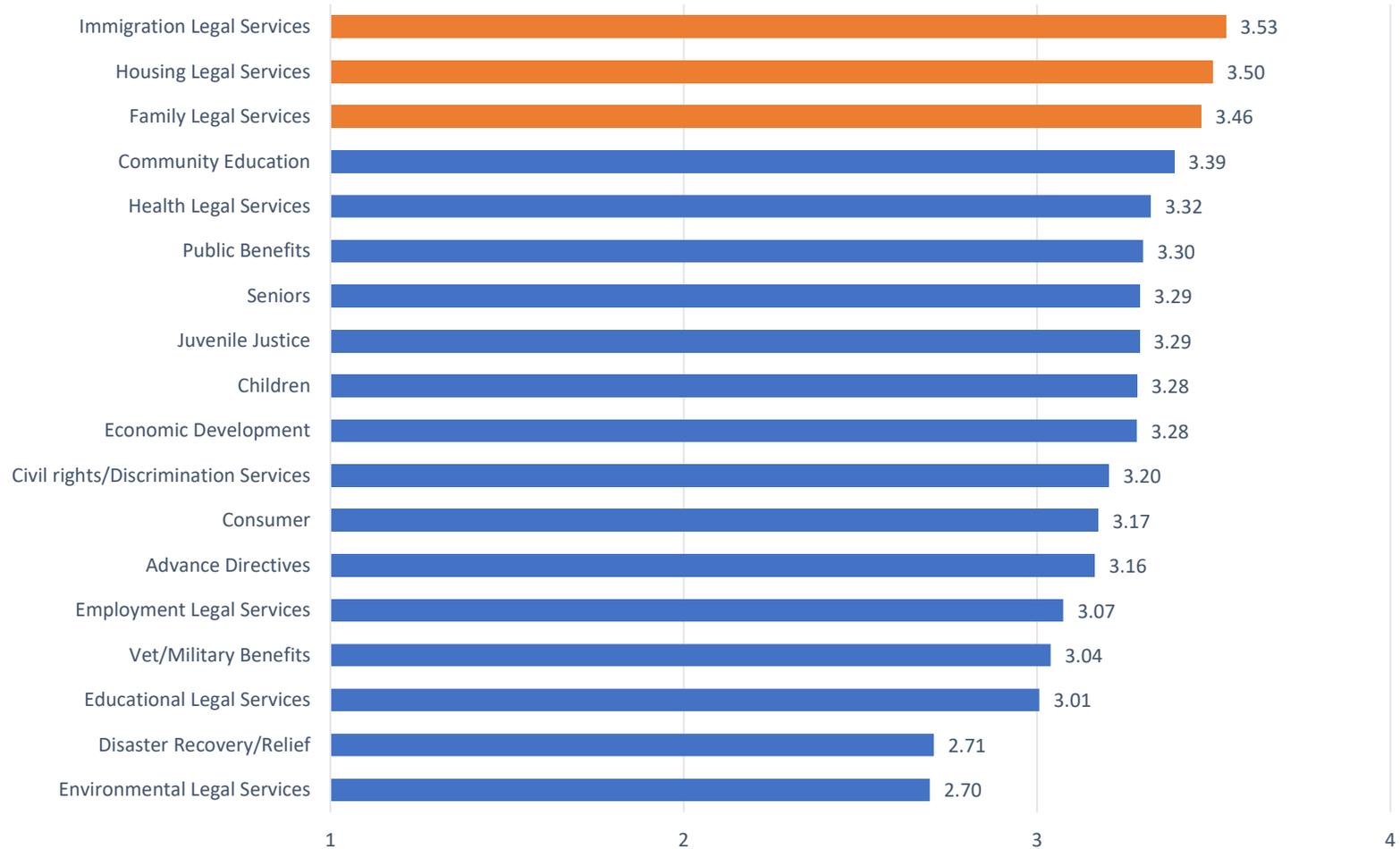


Figure 110 - Metro (Level 1) Assessment of Need

## Assessment of Needs (Level 2 Metro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

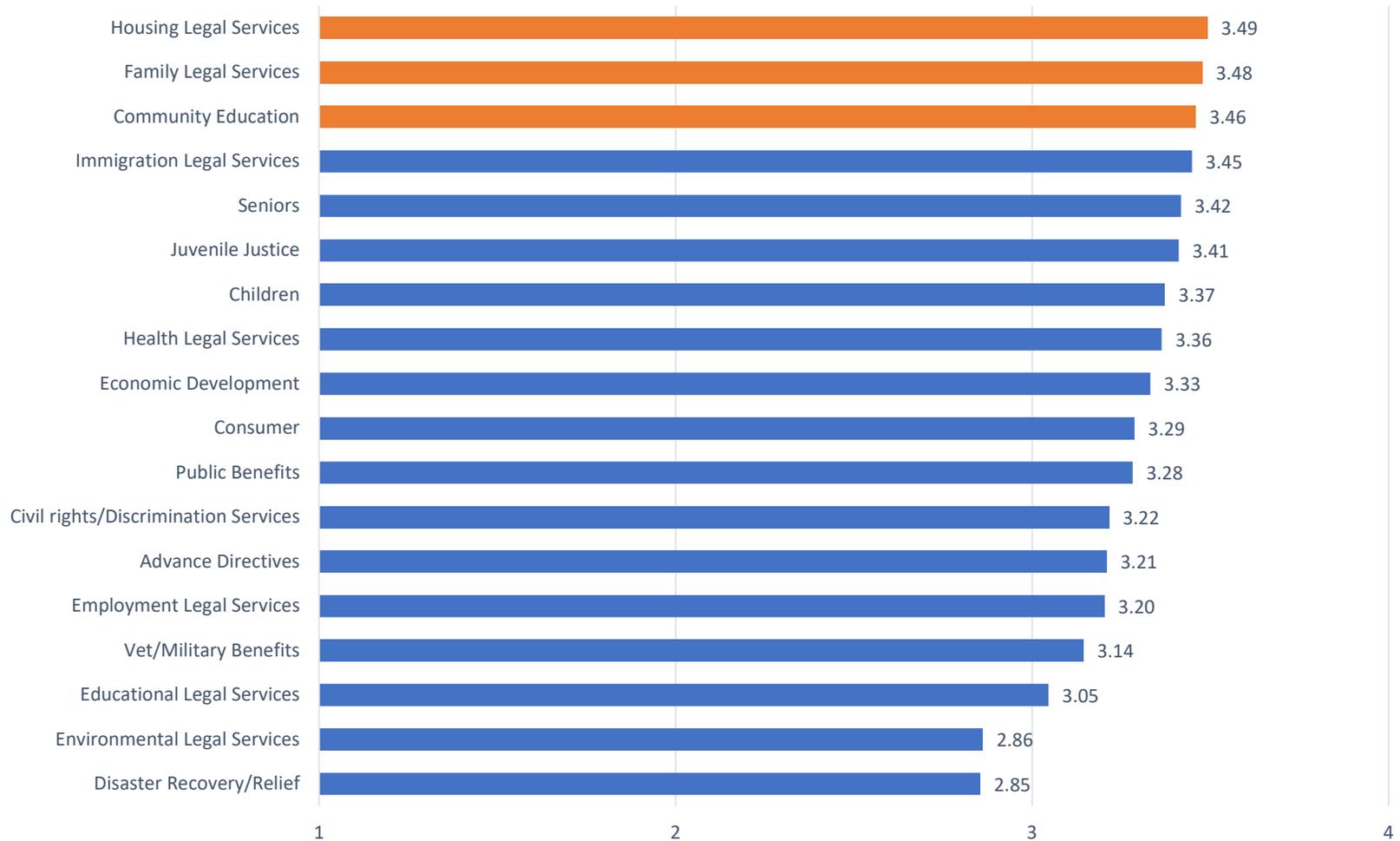


Figure 111 - Metro (Level 2) Assessment of Need

## Assessment of Needs (Level 3 Metro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

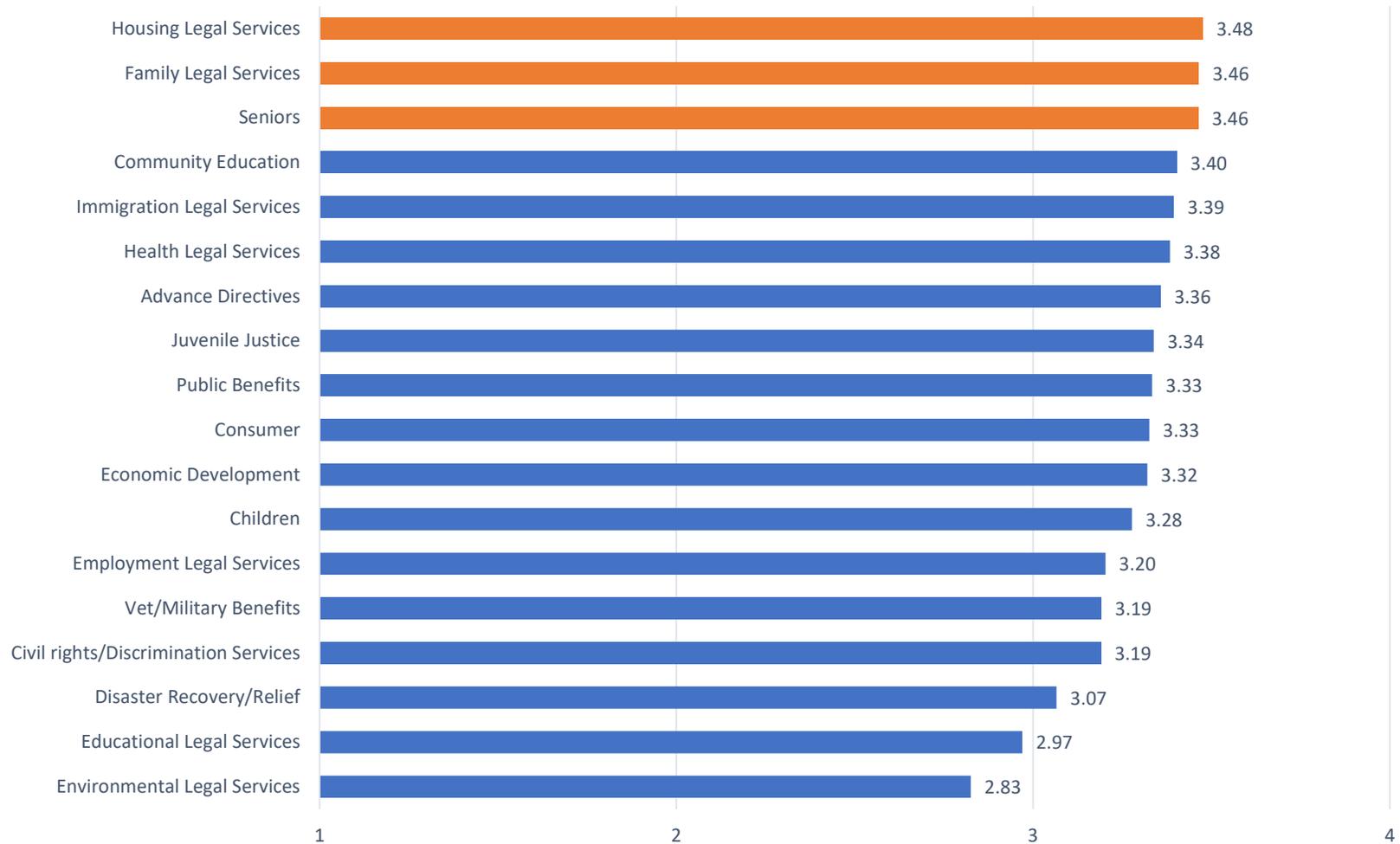


Figure 112 - Metro (Level 3) Assessment of Need

## Assessment of Needs (Level 4 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

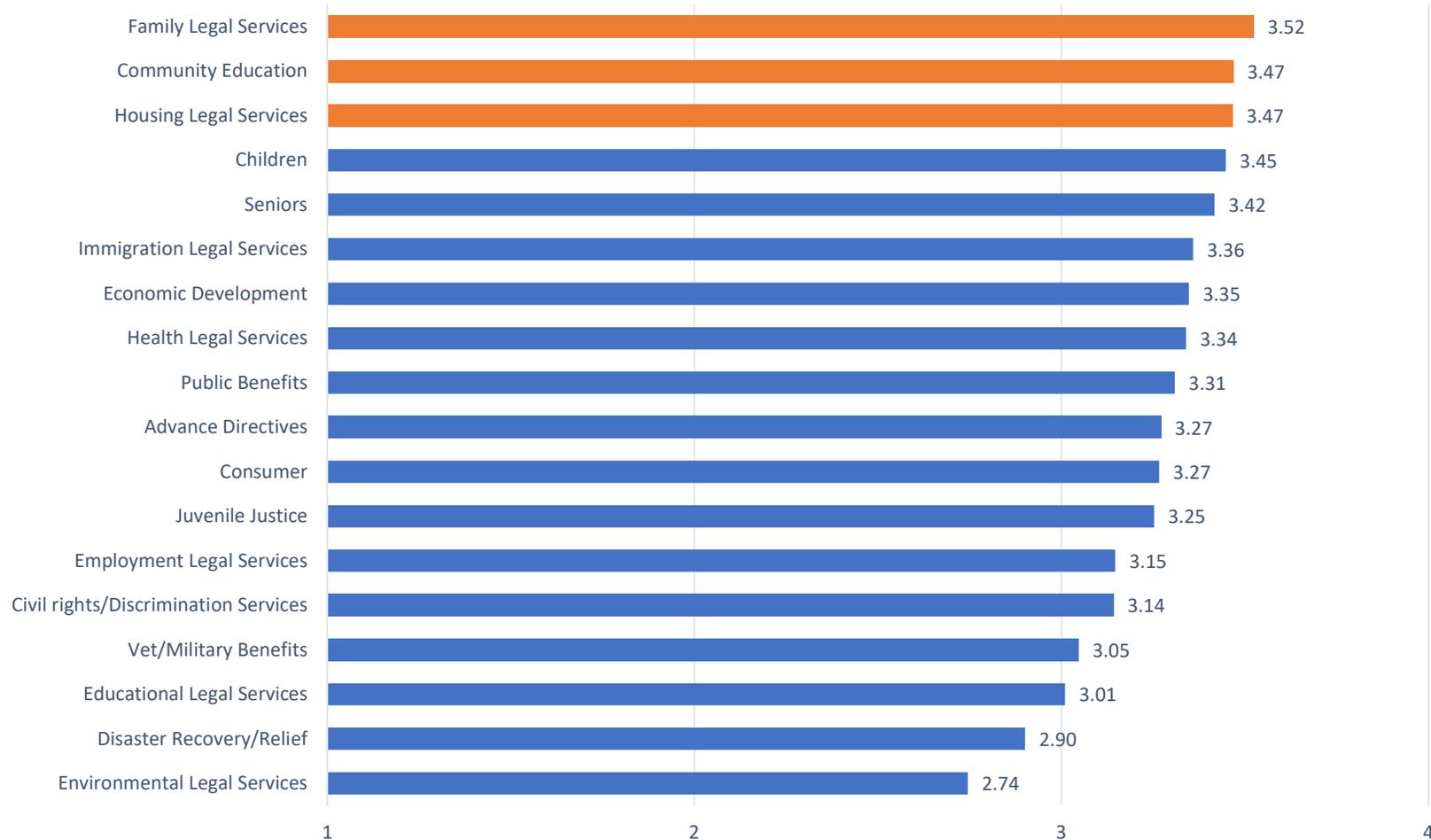


Figure 113 - Nonmetro (Level 4) Assessment of Need

## Assessment of Needs (Level 5 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

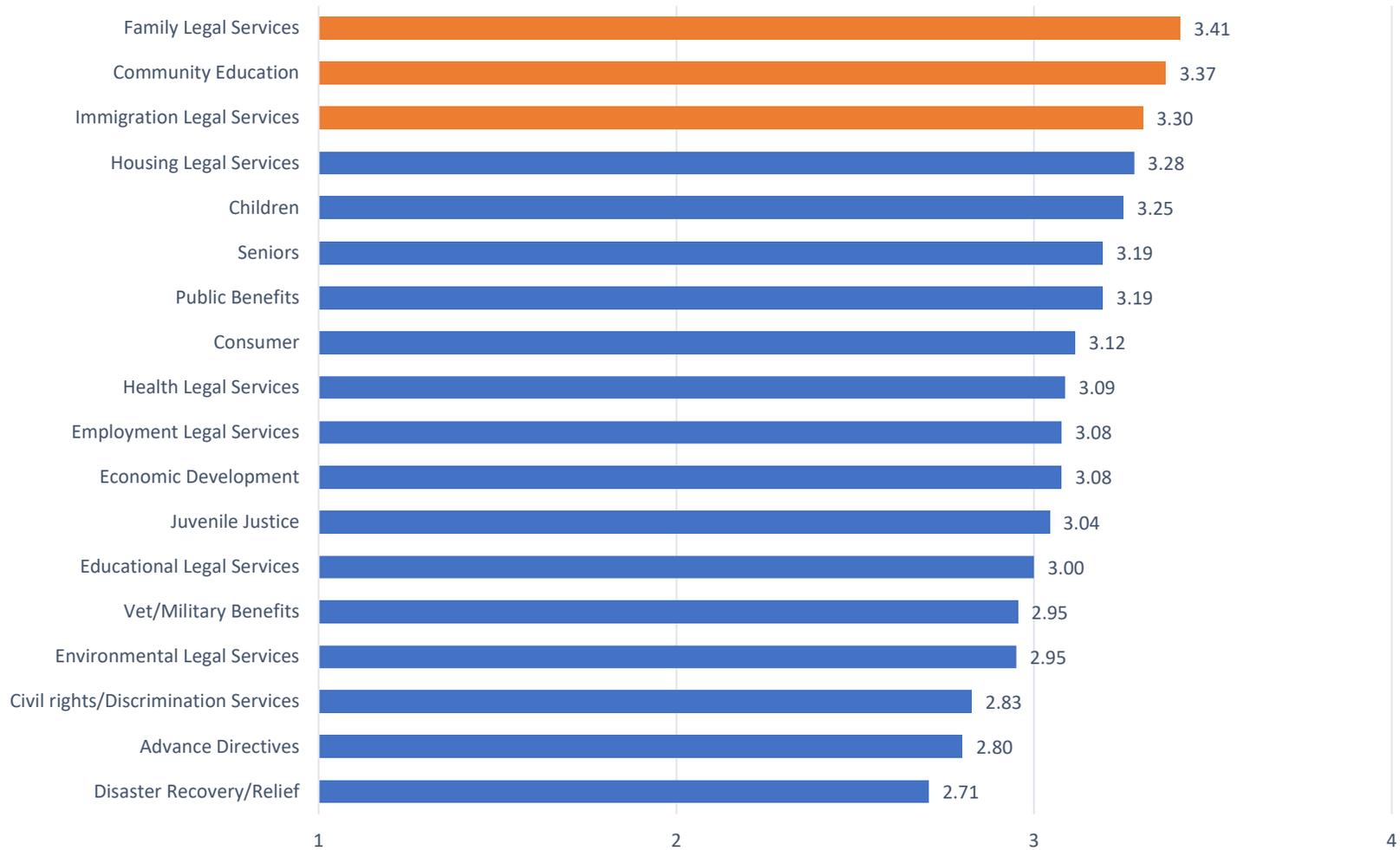


Figure 114 - Nonmetro (Level 5) Assessment of Need

## Assessment of Needs (Level 6 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

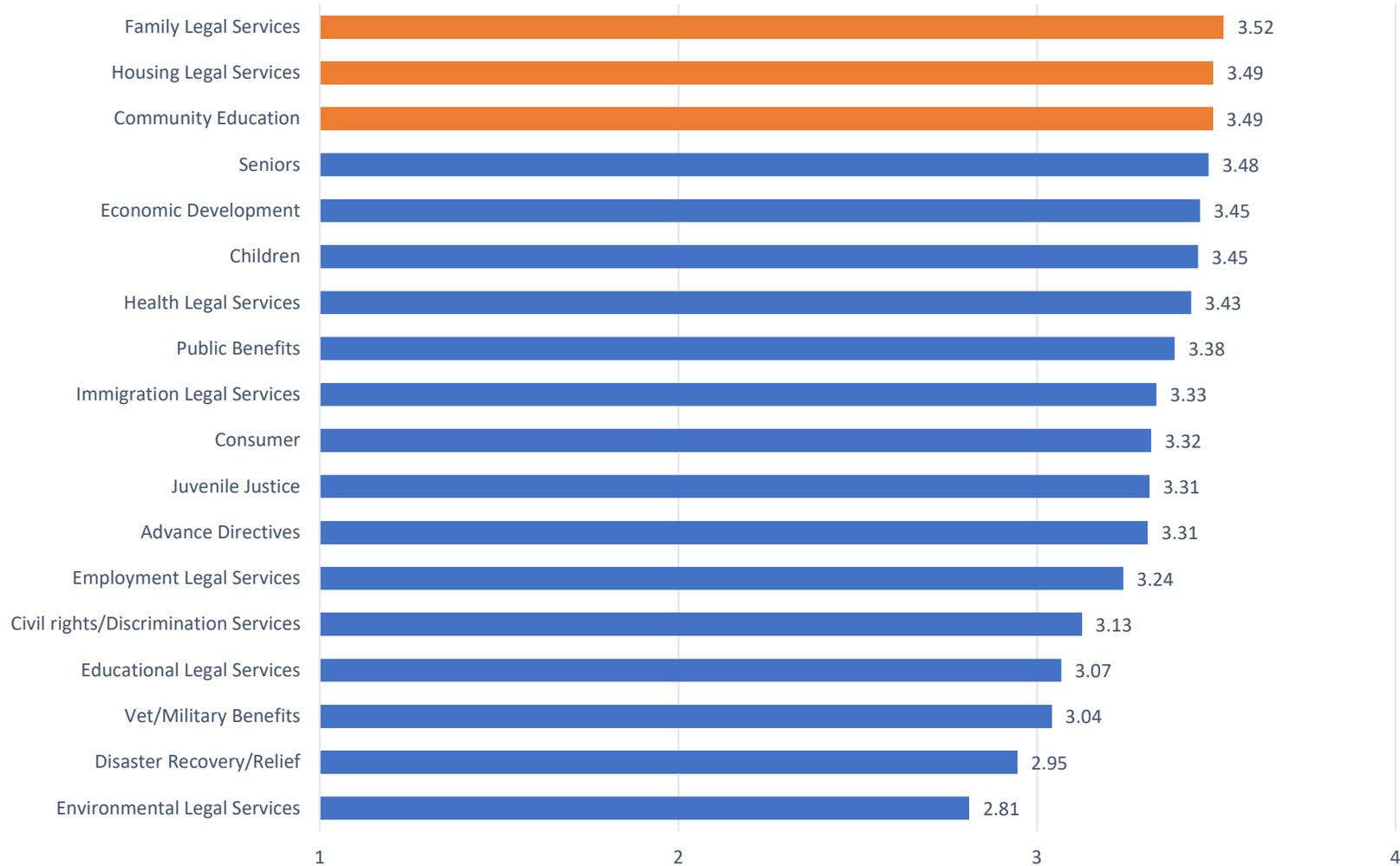


Figure 115 - Nonmetro (Level 6) Assessment of Need

## Assessment of Needs (Level 7 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

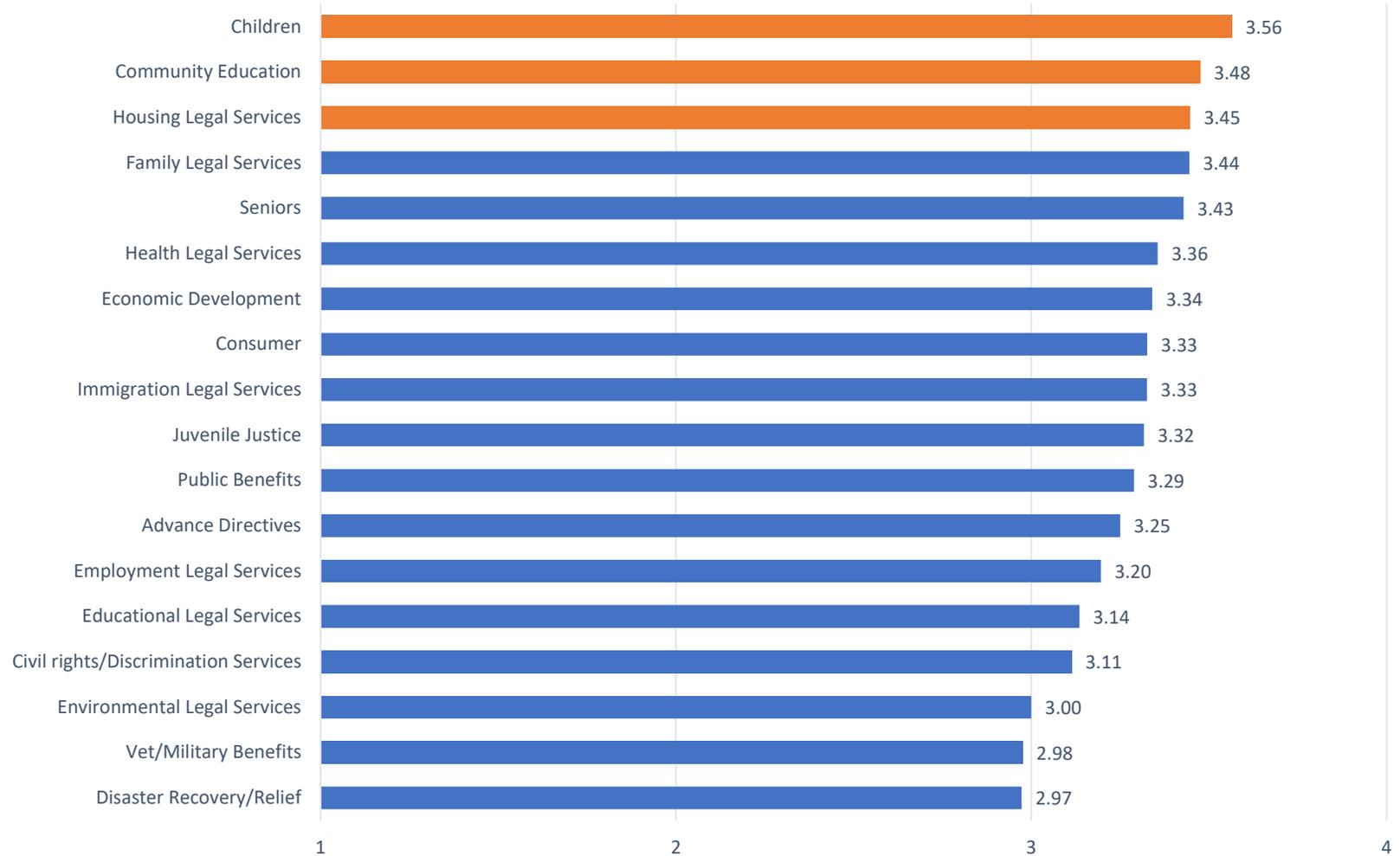


Figure 116 -Nonmetro (Level 7) Assessment of Need

## Assessment of Needs (Level 8 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

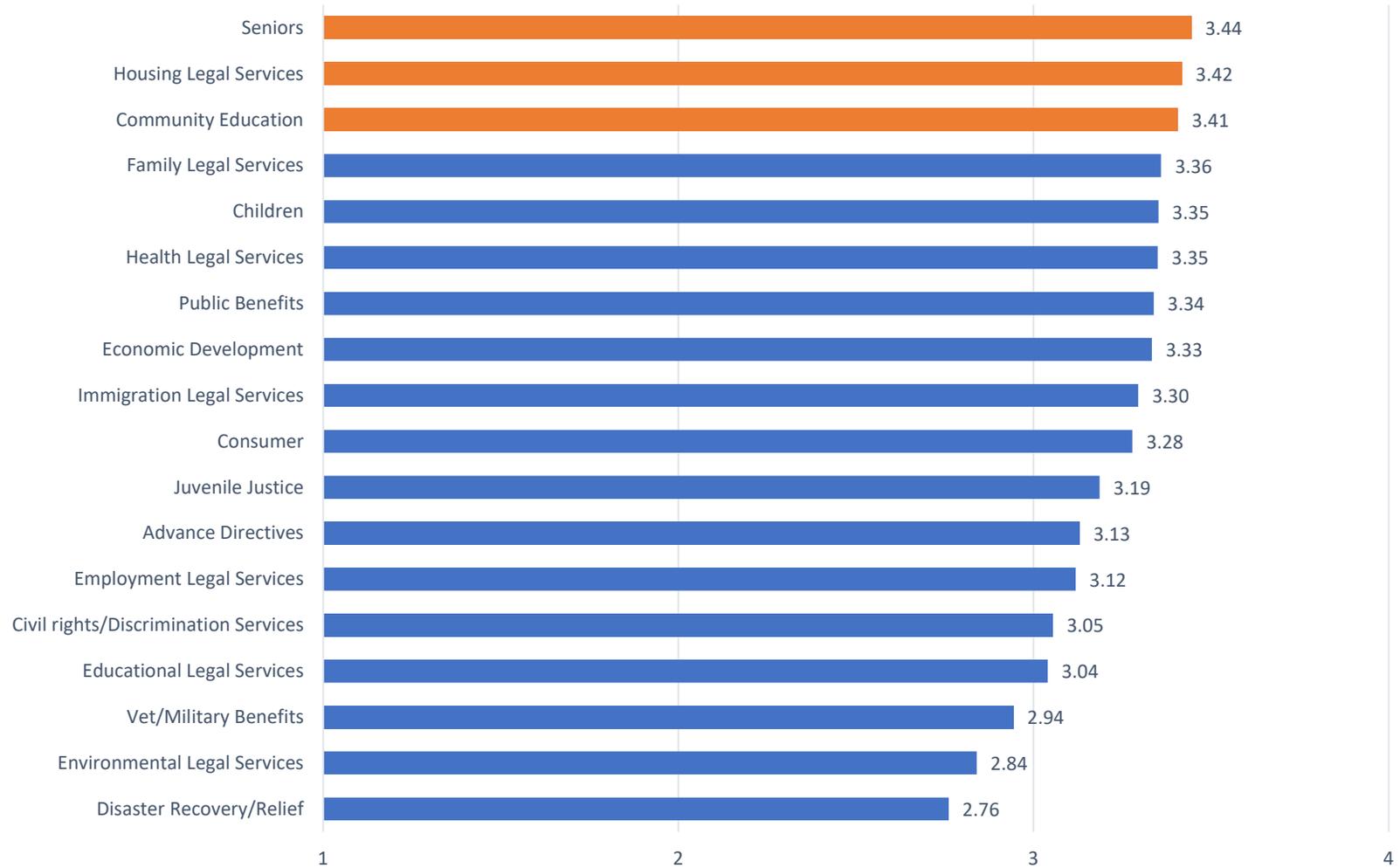


Figure 117 - Nonmetro (Level 8) Assessment of Need

## Assessment of Needs (Level 9 Nonmetro)

(Mean score on 4-point scale; from 1=No Need to 4=Great Need)

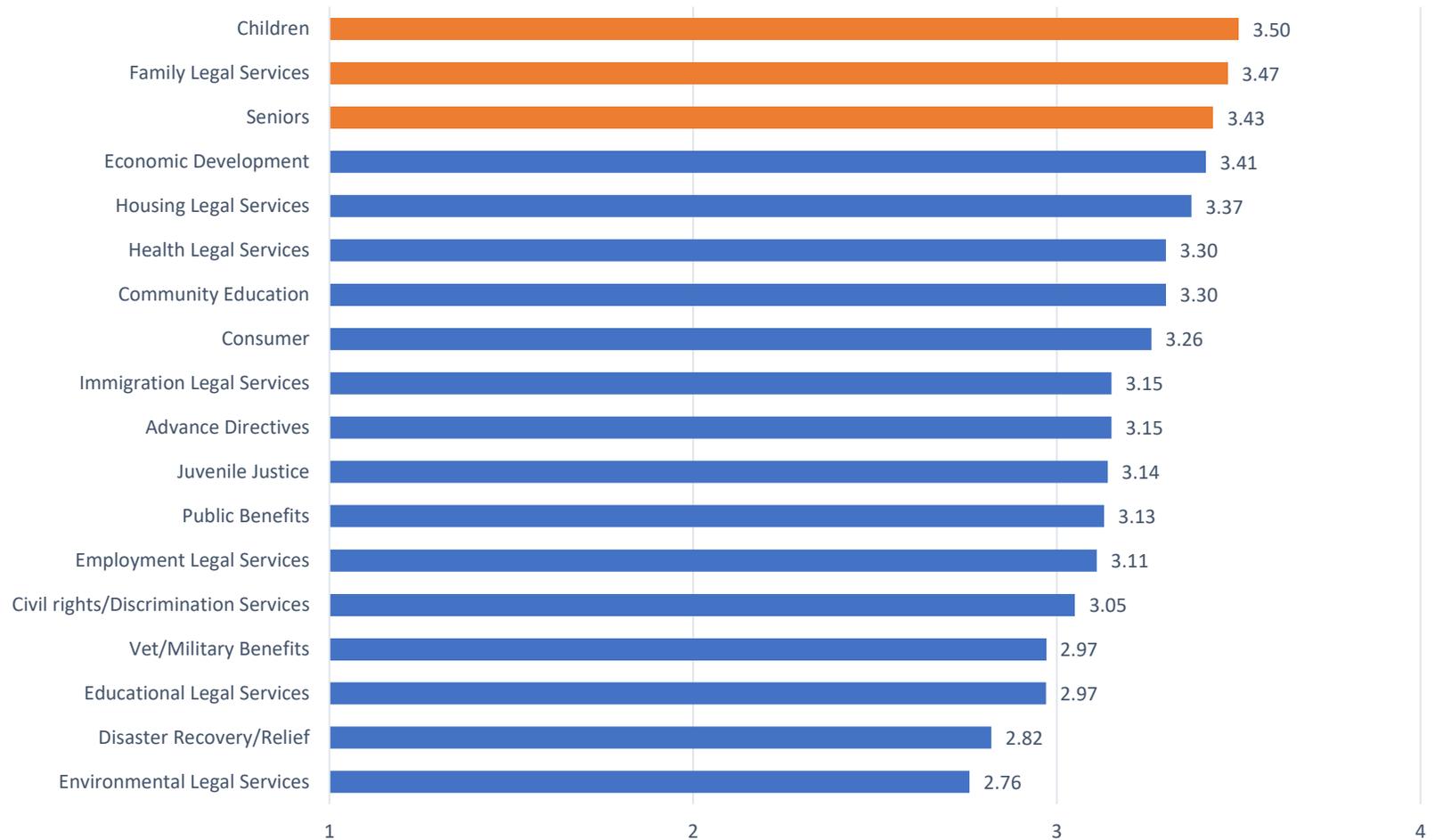


Figure 118 - Nonmetro (Level 9) Assessment of Need

## Appendix L- Write in Responses from Stakeholder Survey

**In a few short sentences, how would you describe the services of your organization?**

1. 235 lawyer firm with offices in 3 states and the District of Columbia. The firm provides services to businesses and governments in all areas of law except personal injury and workers comp.
2. A general practice law firm practicing in the areas of criminal, civil, domestic, and real estate law.
3. a non-profit law firm that provides free legal help with civil issues to low-income and vulnerable North Carolinians.
4. A private practice law firm serving businesses and business owners.
5. Academic; no legal services.
6. administration of bankruptcy cases
7. Administrative hearings
8. Administrative judicial services
9. Administrative Law Defense, statutory compliance consulting, expert witness/Subject Matter Expert
10. Advocacy for the legal rights of people with disabilities including the right to be treated with dignity and respect free from abuse, neglect and exploitation.
11. Advocacy organization that does impact litigation, policy development and advocacy, research, communications and community education.
12. advocate for youth in foster care
13. Affordable Rental housing developer/manager
14. AID THE PUBLIC WITH QUESTIONS ABOUT COURT, COURT PROCEDURES, AMENDMENTS. CONDUCT CRIMINAL, CIVIL, AND SUPERIOR COURT PROCEEDINGS,
15. AIDS Organization, HIV/STI education and testing
16. Alternative Dispute Resolutions for adults and youth. Restorative justice services
17. AmWINS Group, Inc. is the largest wholesale insurance brokerage firm in the country.
18. AOC Judicial branch
19. Appellate representation for children in child protective services cases.
20. As a magistrate, I conduct criminal and civil proceedings. Hold initial appearances in criminal matters, set bonds, issue criminal processes (warrants for arrest, criminal summons, etc). In civil matters, I preside over small claims court, perform marriages and issue involuntary commitment orders.
21. assist families that have children with special needs
22. Assist in establishing and enforcing orders for child support
23. Assistant District Attorney - prioritize and dispose of criminal cases; some dispositions include prosecution and others more "restorative" methods.
24. assisting people with disabilities with our resources strategically targeted.
25. Assisting the public and professionals with court-related matters.
26. Attorney
27. attorney
28. banking
29. banking consulting
30. Bankruptcy and debt related defense
31. bankruptcy creditor; collections; foreclosure
32. Boutique law firm serving all aspects of intellectual property law.
33. Broad legal representation services across the civil area. No criminal representation.
34. Business and commercial law firm
35. Business and corporate law
36. Business and corporate law
37. business and real estate law firm
38. Business law and consumer protection
39. Business law and real estate legal matters
40. Business law, criminal defense, and family law representation.
41. Business, commercial/residential real estate, estates and trusts, and litigation law firm

42. Charlotte Center for Legal Advocacy provides legal assistance in civil matters to people in the Charlotte, North Carolina, region who cannot afford them. We also provide committed advocacy work on behalf of clients, resulting in policy changes at the local and national level that lead to positive outcomes.
43. Child and Adult Protection.
44. City Attorney's Office working for City Council, Boards, and employees.
45. civil and criminal law legal representations
46. civil and criminal legal services for indigent people who are incarcerated/charged with crimes.
47. Civil and criminal legal services offered at low-cost for the community
48. Civil and criminal trial practice, concentration on Family Law
49. Civil cases for low-income clients. Legal aid.
50. civil defense litigation
51. Civil general practice
52. Civil legal assistance to low income individuals
53. Civil legal assistance to low income people who cannot afford an attorney.
54. civil legal assistance to low-income clients. address individual problems and systemic causes to poverty
55. Civil legal services for the public
56. Civil legal services to low income individuals
57. civil litigation
58. Civil litigation
59. Civil litigation dealing with construction issues, property issues, landlord/tenant issues, corporation issues
60. Civil litigation defense
61. Civil litigation in many areas of law/ represent Christians who are persecuted pro bono/ donate to Smile Train, Childrens Fund , St Judes, Shriners;
62. Civil Litigation primarily on the defense side but with some business litigation where we can represent either plaintiff or defendant.
63. Civil Litigation, personal injury, professional malpractice
64. Civil litigation.
65. Civil, family and general legal services
66. CLERICAL
67. Clerk of Court
68. CLERK OF COURT
69. Clerk of Court
70. Clerk of Court
71. Clerk of Superior Court
72. Clerk of Superior Court
73. Clerk of Superior Court
74. Clerk of Superior Court- Estate work, criminal work, civil work.
75. Clerk of Superior Court. The record keeper for the judicial system.
76. Clerk of Superior Court's office Civil division
77. Clerk of Superior Court's office. Record keepers for District and Superior Court.
78. Clerk's Office. We are the record keepers of the court system and coordinate legal proceedings within our county. We work in three divisions; criminal, civil, and estates.
79. Columbus County Courthouse Criminal Division
80. Commercial and IP law
81. Commercial civil litigation and business services.
82. Commercial litigation
83. Commerical law firm
84. Commission of Supreme Court
85. Community collaborative focusing on substance use education, prevention, and treatment
86. community service
87. Community-oriented, giving a helping hand to the people in the community to become self-sufficient! To end homelessness!
88. Complex business transactions and litigation.

89. Construction Litigation
90. Contract legal services (mainly litigation related) for other attorneys. Litigation and other services to individuals. Certified Superior Court Mediator
91. Corporate and Commercial multistate legal firm
92. County Government
93. Court
94. Court
95. Court appointed criminal defense attorney (no local PD's office); retained criminal defense and general civil litigation firm.
96. Court Services
97. court services
98. Court services
99. court system
100. Court system
101. Court Systems
102. Courthouse
103. Courthouse services
104. Creditor Rights, Closing/Real Estate, bankruptcy, litigation
105. CRIMINAL DEFENSE
106. criminal
107. criminal and juvenile defense, parent attorney, GAL in APS and incompetency cases and involuntary commitment attorney
108. criminal and traffic defense. civil and domestic litigation
109. criminal defense
110. Criminal defense law firm
111. criminal defense law firm with concentration in indigent defense
112. Criminal defense, family law, and alcohol law/regulation
113. Criminal Defense, Landlord-tenant
114. Criminal Defense, parental representation DSS, civil, real estate
115. Criminal Defense, Plaintiff's Personal Injury
116. Criminal defense. primarily murder cases.
117. Criminal defense. Some veterans advocacy. A lot of court appointed criminal defense.
118. Criminal Justice
119. Criminal Prosecution, victim assistance services.
120. Criminal, Education, General Civil and Family Law firm
121. Crisis management for athletes and high profile clients.
122. Defend and advise various agencies in relation to litigation and administrative matters.
123. Defending employers in workers compensation claims.
124. Deputy Clerk
125. Deputy clerk for the clerk of court
126. Deputy Clerk of Court - Estates and Guardianships
127. determine unemployment insurance benefits
128. Direct legal services to clients
129. Disability rights advocacy
130. Dispute resolution
131. district attorney
132. District Court Judge
133. District Court Judge
134. District Court Judge
135. Domestic litigation.
136. Early Intervention for birth-3 years of age.
137. Economic aid for adults and families, medicaid for adults and children, child protection, vulnerable adult protection, child support and related social services

138. Economic, Social Services, Case Mgmt, Workforce Dev, Youth & Adult Education, Medical, Dental, Food Pantry, Housing Supports
139. educate law students
140. Education
141. Education journalism
142. Educational and supportive
143. Educational institution.
144. Educational services
145. elder
146. elder law and long term care planning
147. end-of-life healthcare
148. Enforcing civil consumer protection laws across the state.
149. Estate planning and administration and commercial real estate.
150. Estate Planning and Administration legal services
151. Estate planning and administration, tax, business.
152. Estate planning and elder law
153. Estate planning and estate administration, business law
154. Estate planning and probate law
155. Estate planning legal services for paying individuals. I also provide pro bono legal services and serve as a court appointed guardian ad litem.
156. Estate planning; Estate Administration, Medicaid Planning, Business Law
157. estate, family, and business planning
158. Family and Domestic Legal Services
159. Family law
160. Family law
161. FAMILY LAW
162. Family law and criminal defense
163. family law and litigation services
164. Family law attorney
165. Family law firm
166. Family Law firm
167. Family Law firm
168. Family Law Legal Services
169. Family law oriented. Custody, child support, divorce, alimony.
170. Family Law Practice, representing middle income and upper income individuals in separation, divorce, and custody issues.
171. Family law private practice.
172. Family Law representation
173. Family Law Services
174. Family Law services.
175. Family, criminal and traffic legal services for low-income clients
176. Federal criminal defense for indigent defendants.
177. Federal District Court
178. Fee-Based Legal Services firm, practicing primarily personal injury, estates, guardianships and business law
179. File lawsuits, legal paperwork into the court system for the public and attorneys.
180. Filling gaps created by Justice Beasley's lack of attention to and investment in indigent legal needs.
181. Financial assistance to cancer patients
182. Financial services
183. Financial Services
184. Financial services industry
185. Financial services.
186. Focuses on legal matters in the construction and building design industries.

187. Food pantry and informal community resource center.
188. For profit law firm with focused practice areas
189. Free civil legal aid in Western NC focusing on housing, domestic violence and health but ultimately, justice for all.
190. Free civil legal assistance for indigent clients.
191. Free civil legal assistance to low-income people in WNC
192. Free civil legal services
193. free civil legal services for low income and other eligible individuals
194. Free civil legal services for qualifying individuals
195. Free civil legal services to the public below 187.5% of the federal poverty level
196. Free civil legal services, ie taxes, consumers
197. Free legal aid for civil matters affecting basic needs for low-income folks.
198. Free legal representation for civil plaintiffs on constitutional issues
199. Free services to low income individuals with civil legal needs
200. full legal services
201. Full legal services law firm
202. Full service
203. Full service large law firm, with a focus in IP, Real Estate, Employment, Privacy, Construction, Financial Institutions, and Litigation.
204. full service law firm
205. full service law firm
206. Full service law firm
207. Full service law firm
208. Full service law firm
209. Full Service law firm
210. Full Service Law Firm
211. Full service law firm focusing on needs of small businesses and individuals.
212. Full service law firm that handles a wide variety of civil law practice areas
213. Full service law firm with primary business and non-profit client base.
214. Full Service Law Firm.
215. Full service mid-sized firm that leans more towards corporate litigation
216. Full service private law firm
217. Full service private law firm
218. Full service statewide law firm with multiple offices.
219. Full service, national private AmLaw100 law firm.
220. Full services law firm focused primarily on civil defense with 900+ lawyers
221. Full-service immigration law firm
222. Full-service, regional law firm serving the Southeastern U.S. seaboard.
223. G
224. general business practice and workers comp defense firm
225. General civil legal practice. Our firm handles family law, real estate, estates, and general litigation matters.
226. General civil practice
227. General civil practice
228. general law practice
229. General law practice
230. General legal advice and business transactions, including commercial real estate.
231. General legal practice
232. General legal practice
233. general legal services
234. General legal services firm serving mostly corporate clients
235. General litigation and transactional works for private business clients.
236. General Practice

237. General practice firm in western NC
238. general practice in civil litigation and business and real estate transactions
239. General Practice in rural NC
240. general practice law
241. general practice law firm
242. General practice law firm.
243. General practice lawyer
244. general practice legal services
245. general practice of law including school representatin, no criminal
246. General practice private law firm
247. General practice, no criminal
248. General Practice.
249. General solo practice in a small rural county.
250. GOOD
251. government
252. Great except for the Insurance offered to State Employees, the plans offered could be better. When I lived and worked in Pennsylvania the State/County Insurance offered to employees was awesome. Don't understand why North Carolina can't offer the same.
253. Group facilitation/development/advocacy
254. Guardian ad litem
255. Guardianship and Estate Administration; estate planning.
256. Health Care
257. Healthcare - particularly palliative and hospice care
258. Heath service regulation
259. Helping to provide equity to families with language, social and economic barrier access to educational opportunities in the public schools.
260. Higher Education
261. Higher education
262. Higher education at the undergraduate and professional school levels
263. Holistic Criminal Defense primarily to low-income community (Indigent Defense)
264. Hospice, home health, palliative care, grief care
265. I advise local government.
266. I am a district court judge. I decide cases that litigants bring before me.
267. I am a family law solo practitioner (child support, child custody, divorce) and also handle public administration and public guardian matters.
268. I am a front line fundraiser for a member of the UNC System of schools and work in the Office of Gift Planning at that educational institution.
269. I am a hearing officer in the County Clerk's office
270. I am a judge
271. I am a lawyer in Federal Government
272. I am a partner with a full-service law firm that provides legal services to individuals, businesses, governmental entities, and non-profit organizations.
273. I am a single legal practitioner and I have practiced in a small town for 40+ years. In that time I have handled legal matters from annexation to zoning, and anything in between. I am primarily handling serious felonies at this point and am planning to retire within the next 2 years.
274. I am a sole proprietor of a law firm.
275. I am a solo law practitioner
276. I am a solo practitioner, with a small civil practice.
277. I am a solo practitioner attorney, primarily representing indigent parents in juvenile court.
278. I am a solo practitioner providing services mostly in the family law area. I also handle some estate work.
279. I am a Superior Court judge handling civil and criminal cases which come before me in the various counties where I hold court. As Senior Resident Judge, I also have many administrative duties.

280. I am an Attorney and a Certified Mediator. As an Attorney, I do general practice, civil trials, wills, powers of attorney, business formation, etc. I also do Mediation.
281. I am an attorney and almost exclusively represent appointed clients in juvenile court who are trying to reunify with their children.
282. I am clinical law professor, thus we primarily provide pro bono services to the surrounding community.
283. I am in-house counsel for a property management company that exclusively manages LIHTC properties in NC.
284. I do not work for an organization.
285. I don't work for an agency
286. I independently manage a solo law practice that focuses on providing legal services. My practice focuses on assisting clients with transactional and other legal needs.
287. I law office provide Plaintiff Personal Injury legal services.
288. I perform clerical and administrative duties at a local courthouse in North Carolina. My tasks most directly relate to certifying, optimizing quality, and prioritizing of legal paperwork, before being filed. Furthermore, I handle cash purges on civil cases, and database management within the Intranet system we have.
289. I practice family law and represent clients on a large range of issues, including separation and divorce, custody and child support disputes, spousal support, equitable distribution, contract enforcement, domestic violence, child abuse/neglect/abandonment, and other related issues.
290. I provide a combination of legal services in the areas of Domestic law, Criminal law from traffic citations to murder cases, Personal Injury in addition to Workers' Compensation law.
291. I provide estate planning services to families with children.
292. I provide estate planning, estate administration, and elder law services to people of the Triad.
293. I provide real estate and estate services
294. I represent parents in dependency cases.
295. I represent the county in providing paternity and child support services for citizens of the county through establishment, modification and enforcement of orders.
296. I run my own law firm, where I am the only employee. I do civil litigation and real estate.
297. I serve the Clerk of Superior Court. As clerks, we provide service to the general public when they have need to go to court for evictions or domestic violence, pay fines, handle guardianship and estate matters, have foreclosure hearings, among other services.
298. I served the legal needs of General Practice in a small County (75,000) and small Town (5,000). Among my clients were persons unable to pay for significant services. Sometimes I was paid on produce and other farm products by persons unable to do otherwise
299. I started my own practice December 2019. At this point I have only a few clients and the majority of my income comes from my consulting business.
300. I used to work for the Ncdoj
301. I work as in-house counsel for a data broker that provides products and services at the industry level
302. I work at a law school
303. I work for a general contractor who builds multi-family affordable housing, student housing, retirement communities, and luxury apartments.
304. I work for myself and handle estate planning, settlement, and beneficiary representation.
305. I work for the court system.
306. I work for the federal prison system. This agency houses federal defendants after they have been convicted and the federal judge has imposed a term of imprisonment.
307. I work for the judicial branch. So, probable cause hearings, court proceedings, and special proceedings.
308. I work for the State and represent the State in civil and criminal cases.
309. I work in a District Attorney's Office. We prosecute criminal cases, work with crime victims - generally do justice within the confines of applicable of the North Carolina legal structure in or associated with criminal offenses.
310. I work in a law firm that specializes in civil litigation and worker's compensation for plaintiffs.
311. I work in Clerk of Superior Court's Office and we deal with many different avenues of the Judicial Branch pertaining to the court system in North Carolina.

- 312.I-CARE, Inc. provides weatherization/energy efficiency, early childhood education, and workforce development services that help individuals with low incomes in Alexander, Catawba, Iredell, and Lincoln counties become self-sufficient.
- 313.Immigration law firm focusing on detention and deportation defense.
- 314.Importance for healing and moving forward. Helping youth understand how their actions affect others and understanding how the consequences help them grow and learn.
- 315.In house corporate counsel
- 316.Indigent clients charged with murder
- 317.Indigent criminal defense
- 318.Indigent Criminal Defense
- 319.Indigent Criminal Defense.
- 320.Indigent defense in state and federal habeas corpus proceedings
- 321.Indigent legal defense
- 322.Infrastructure
- 323.In-House Counsel for automotive manufacturer
- 324.In-house counsel.
- 325.Institution of Higher Education. We educate students.
- 326.insurance coverage and defense law firm
- 327.Insurance defense litigation
- 328.Insurance defense litigation
- 329.Insurance defense, workman's compensation
- 330.Insurance defense.
- 331.Insurance defense.
- 332.Insurance litigation
- 333.Intellectual property law
- 334.International law firm with covering all areas of practice except family law
- 335.Issues public benefits and investigates fraud in the services.
- 336.IV-D Child Support
- 337.IV-D child support services are provided: child support and paternity establishment, modification, and enforcement of orders. Services are available to all seeking child support upon proper application and fee and to governmental agencies as appropriate.
- 338.Judge
- 339.Judge of the General Court of Justice of the North Carolina Administrative Office of the Courts.
- 340.Judicial
- 341.Judicial
- 342.Judicial
- 343.Judicial
- 344.Judicial
- 345.judicial
- 346.Judicial
- 347.JUDICIAL BRANCH
- 348.Judicial Branch
- 349.Judicial branch
- 350.Judicial Branch- Judge
- 351.Judicial branch organization
- 352.Judicial official and record keeper.
- 353.Judicial Services
- 354.Judicial Services
- 355.judicial support staff
- 356.judicial system
- 357.Judicial/Legal
- 358.Judicial/legal
- 359.Judiciary

- 360. Judiciary
- 361. Judiciary
- 362. K-12 education
- 363. Large firm practice
- 364. Large full-service law firm serving corporate clients of various sizes.
- 365. Large law firm.
- 366. large law firm; mostly civil practice
- 367. Large, business-related law firm.
- 368. Law Enforcement
- 369. Law enforcement agency
- 370. Law firm
- 371. Law firm
- 372. Law Firm
- 373. Law firm
- 374. Law firm
- 375. Law firm
- 376. law firm
- 377. Law Firm
- 378. Law firm focussed on construction law; mainly litigation
- 379. Law firm offering a range of litigation and transactional services
- 380. Law firm offering family law, estate planning, and criminal case assistance
- 381. Law firm offering services related to civil law, predominantly plaintiff's personal injury.
- 382. Law firm providing broad range of legal services, including transactional and litigation
- 383. Law firm providing business bankruptcy law and personal injury law
- 384. Law firm providing civil and criminal representation
- 385. Law firm that provides corporate and litigation needs for the community.
- 386. Law firm, primarily litigation.
- 387. Law firm.
- 388. Law Office - focusing on criminal defense and defense of parents in A/N/D actions.
- 389. Legal
- 390. legal
- 391. legal
- 392. Legal
- 393. Legal
- 394. Legal
- 395. Legal Advisor to an elected Sheriff and his Office
- 396. Legal advisor; litigator
- 397. legal aid and support of the NC judicial system
- 398. Legal Aid of North Carolina
- 399. Legal Aid of North Carolina provides free civil legal services to low-income eligible people.
- 400. Legal and governmental.
- 401. Legal and other services for people with disabilities.
- 402. Legal counsel and advocacy to clients with legal needs/issues in estate planning, civil litigation, corporation, contracts and real property law.
- 403. Legal Education
- 404. Legal related to business development
- 405. Legal representation
- 406. Legal research; legislation
- 407. Legal services
- 408. Legal services
- 409. legal services
- 410. Legal services
- 411. legal services

- 412.legal services
- 413.legal services
- 414.legal services
- 415.Legal services - family law, appellate and trial services.
- 416.Legal services - primarily focused on family law, including civil domestic violence. Pro bono legal services include various case types including consumer, expunctions, juvenile, SCRA.
- 417.Legal services and advocacy for people with disabilities.
- 418.Legal Services- Civil
- 419.legal services corporation
- 420.Legal services for domestic (family law) issues.
- 421.legal services for guardianship, family law, criminal law, commercial real estate and personal injury
- 422.Legal services for low income individuals who have had or are having problems accessing public benefits, resolving consumer issues/tax problems; and immigration issues.
- 423.Legal services for people with disabilities.
- 424.Legal services for personal injury, domestic, juvenile matters, and minor criminal/traffic matters.
- 425.Legal services to individuals and businesses across all areas of the law in state and federal courts in Virginia, DC, NC, and MD.
- 426.legal services to the general public, court appointed work for parents in DHHS court
- 427.Legal services to the poor, specifically providing domestic violence advocacy for victims and survivors.
- 428.Legal services to the State
- 429.legal services. civil litigation, employment & family law
- 430.legal services/litigation
- 431.Legal/ court administration
- 432.Legal/judicial
- 433.Liability defense
- 434.Litigation and Immigration Services
- 435.Litigation Law Firm
- 436.litigation, employment, and business law
- 437.local government
- 438.Low-bono criminal defense firm
- 439.Magistrate
- 440.Magistrate
- 441.magistrate
- 442.Magistrate Judge for North Carolina Judicial Department
- 443.Magistrate. We issue criminal process, hold initial appearances and set conditions of release. We preside over small claims court. We issue involuntary commitment orders. We issue domestic violence protective orders when judges are not available. And we perform marriages.
- 444.Magistrate's Court
- 445.Magistrates Office
- 446.Magistrate's Office issues criminal arrest warrants and criminal summons, sets court dates for criminal cases, sets bond, issues search warrants, hears Small Claims cases, issues Involuntary Commitment papers, performs civil marriage ceremonies.
- 447.Magistrate's Office. issuing criminal processes; setting pretrial release presiding over civil trials.
- 448.Mediation and arbitration
- 449.Mediation for private warrant cases
- 450.Mediation services
- 451.Mediation, Restorative Justice, Educational, Juvenile Services
- 452.Mid-Atlantic law firm that provides full services to clients.
- 453.Mid-size law firm
- 454.Midsized lawfirm working in Civil, Family, Criminal, and estate planning.
- 455.Military
- 456.Municipal government.
- 457.municipal services

- 458. My firm provides litigation services to insurance companies.
- 459. My law firm provides legal services of several types to individuals and businesses.
- 460. My law firm provides legal services to businesses and individuals for which we charge fees.
- 461. My law firm provides services in civil cases. My own practice is limited to dispute resolution.
- 462. My line of work deals with assisting the public in judicial matters such as court procedures.
- 463. National law firm with both litigation and transactional practices, focusing primarily on large institutional clients.
- 464. NC court system.
- 465. NC Judicial Branch.
- 466. Negotiate clinical trial agreements
- 467. Non profit agency serving as a safety net for those in our community who are living in/experiencing poverty (0-200%fpl) to gain access to care and community resources
- 468. None
- 469. None--I am retired.
- 470. non-lsc funded legal services org.
- 471. Nonprofit
- 472. Nonprofit civil legal services firm for low-income individuals
- 473. Non-profit civil rights firm devoted to protecting, enforcing, and expanding the rights of individuals with disabilities.
- 474. Non-profit civil, legal services
- 475. Non-profit helping others to fight injustice by providing legal services.
- 476. Nonprofit law firm providing variety of civil legal services to low-income residents in the greater Charlotte area.
- 477. North Carolina District court judge
- 478. Official records custodian and processer for the Wake County Court filings.
- 479. One of my organization's goals is to ensure that all citizens have equal access to the judicial system
- 480. Our Courthouse is the hub of all legal and/or judicial functions within our jurisdiction.
- 481. Our Firm assists debtors primarily in cases filed under the U.S. Bankruptcy Code.
- 482. Our firm represents clients in civil and criminal matters.
- 483. Our firm represents people in personal injury matters, including automobile accidents, slip and falls, nursing home neglect, medical malpractice, workers' compensation, and sex abuse cases. We also represent clients in Social Security Disability applications.
- 484. Our law firm is an "ears to the ground" organization whose primary goal is to lessen vast poverty and increase fair access to the civil system.
- 485. Our office provides assistance in filing legal documents to be used in judicial proceedings. We also conduct some hearings and court proceedings for civil, estate and special proceeding matters.
- 486. Our organization assists members of the community with immigration and family law legal needs, tied to (but not exclusive to) the prevention of human trafficking and assistance of victims of trafficking and other crimes. Our immigration services include assistance with applying for immigration relief (visas, deferred action, adjustment of status, naturalization, etc.) and connecting clients to social services and court representation, where needed. Our family law services include assisting and representing clients in third-party adoptions, custody, and guardianship proceedings.
- 487. Our organization provides free and low-cost legal services to people who cannot afford assistance to meet their basic needs. We use this individual representation to inform our advocacy efforts to enact systemic change that yields better outcomes for all North Carolinians.
- 488. Owner
- 489. Permit expediting for construction groups
- 490. Personal injury and criminal defense firm
- 491. Personal Injury and Workers' Compensation attorney. We protect those injured by the negligence of others.
- 492. Personal injury and workers' compensation law firm.
- 493. Personal injury law firm

494. personal, focused legal consultation for construction professionals; pro bono services; volunteer organizations
495. Philanthropic funding
496. Pisgah Legal Services seeks to pursue justice by providing legal assistance and advocacy to help low-income people in Western North Carolina meet their basic needs and improve their lives.
497. Plaintiff firm
498. Plaintiff's civil litigation for personal injury and wrongful death matters.
499. Plaintiff's personal injury and medical malpractice
500. Plaintiff-oriented personal injury, disability, workers' compensation and employment claims legal practice
501. Plaintiffs-side personal injury, workers comp, employment and consumer law
502. Poorly lacking legal services in area.
503. Poverty law firm.
504. Practice law.
505. Practice mainly devoted to family law issues
506. Private a Boutique firm concentrating in civil litigation
507. Private civil law firm. General, small town transactional and litigation practice.
508. private criminal defense law firm (also provides immigration and family law services)
509. Private defense counsel Court appointed defense counsel
510. Private general practice law firm in small town. I do mostly court appointed work and take on a few family cases.
511. Private law firm
512. Private law firm (LLP) serving the entire state.
513. Private law firm with practice limited to criminal defense and domestic litigation
514. Private law firm.
515. Private Law Practice
516. Private law practice representing injured and disabled people in NC mountains
517. Private law practice; Collaborative Divorce and Family Law.
518. Private practice in several civil practice areas, including employment law and administrative law.
519. Private practice law firm
520. Private practice law firm that represents private individuals, business entities and various concerns.
521. Private solo law firm accepting mainly court appointed misdemeanors in criminal law, also handle family law matters such as custody, divorce, etc... Also handle juvenile law.
522. Prosecuting Criminal Cases
523. Prosecutor
524. protect the legal rights of individuals with disabilities
525. Protecting the legal rights of consumers in North Carolina through government investigations and enforcement actions.
526. Provide a wide range of legal services in a poor county. Primarily representing indigents in Criminal and Child Welfare cases
527. provide appellate legal assistance veterans in obtaining long overdue benefits from the Department of Veterans Affairs
528. Provide clerical services in state courts
529. Provide for needs of residents
530. Provide free civil legal services to victims of domestic violence and sexual abuse
531. Provide free legal services to people and families in NC who are indigent; to help eradicate poverty.
532. provide higher education
533. Provide legal advice and representation on civil matters.
534. Provide legal representation for indigent people in criminal defense and juvenile abuse, neglect, and dependency matters
535. Provide legal services to all departments and agencies of county government.
536. provide legal services to indigent defendants
537. Provide legal services to the public
538. Provide legal services to the US Army and servicemembers

539. Provide legal support for certain government operations.
540. provide low income clients with access to legal representation
541. provide recordkeeping for the nc courts system
542. provide services to court-appointed clients for criminal-traffic matters and provide general law services for retained clients
543. Provide social services to immigrants in the Charlotte Community and a safe place for immigrants to come look for resources.
544. Provides civil legal services to individuals who cannot afford it. We provide assistance to both documented and undocumented individuals.
545. Provides civil legal services to low-income individuals and families, including public benefits (Medicaid, Social Security, FNS), consumer protection, immigration, and various tax issues.
546. Provides free civil legal services to low-income North Carolinians.
547. Provides pro bono legal services to indigent non-US citizens with humanitarian-based grounds of immigration status.
548. Providing civil legal services to low income North Carolinians.
549. Providing free civil legal services to people in poverty to help them meet their basic needs.
550. Providing housing needs for North Carolinians whose needs are not met by the market.
551. Providing legal representation to individuals who have been harmed, either physically, or by damage to the value of their property
552. Providing legal services for consumer debtors in bankruptcy cases and litigating consumer claims both in bankruptcy court and other courts.
553. Providing legal services to the public and local businesses.
554. providing legal services to those who have been injured at work, or who are elderly and in need of legal advice for retirement planning, long term care, or estate planning
555. providing legal solutions for startups and growing businesses
556. Providing services for the courthouse.
557. Providing services to victims of domestic violence and sexual assault.
558. Public Defender
559. Public defender's office - defense of indigent persons charged with state crimes
560. Public servants
561. public service court documentation
562. Public service oriented local state government.
563. Public service, courthouse
564. Putting away the bad guys.
565. Real estate
566. real estate and probate
567. Real estate closings, probate, wills, trusts
568. Real Estate transactions and title searches
569. Real estate transactions, estate planning, and business law services.
570. Real estate transactions/ landlord tenant
571. Real property transactions and estate planning
572. Record keeping
573. Recordkeeping of court cases, filings, and court dockets. Assisting the public with obtaining copies of documents we have available.
574. Regular general practice
575. Regulation of the legal profession
576. Remaining partner of husband-wife law firm. Husband retired in 2014. I retired 4/19 after several illnesses sent me to the hospital 5 times in less than 2 years.
577. Represent clients drawn from the public and do some court appointed work.
578. Represent clients in the areas of Education Law and Civil Rights Laws. Provide pro bono services as able, or sliding fee scales for clients who cannot afford an attorney but need one.
579. Represent financial institutions.
580. Represent government in litigation

581. Represent the State of North Carolina and its agencies in civil and criminal cases
582. Represent the State of North Carolina in criminal proceedings within our judicial district.
583. Representation of healthcare professionals in occupational licensing and closely related matters.
584. Representing individuals and small businesses in business matters and civil litigation.
585. Representing injured people in civil claims.
586. research and advocacy
587. Restorative Justice focus on methods such as Restorative Circles, Family Conferencing, Restorative Justice classes, life skills, and mediation and eventually Teen Court
588. Retired
589. Retired corporate attorney with a background in real property law, with some experience in landlord-tenant areas, primarily in drafting leases, contracts, etc. No real experience with litigation, such as eviction, etc.
590. Retired.
591. Reviewing documents in the discovery process or data breach remediation process.
592. Satisfactory Plus - Excellent
593. Self employed
594. Self employed Mediator/Arbitrator.
595. Self-employed family law attorney.
596. Service juveniles in delinquency matters and parents in dependency matters; workers' compensation matters
597. Service victims of crime.
598. Small business support.
599. Small firm focused on domestic issues (child custody, child support, property, alimony). We do not handle any domestic violence or child abuse/neglect filings.
600. small law firm
601. Small law firm focusing on real estate closings and estate planning.
602. Small Law Firm located in rural Eastern NC
603. Small law firm.
604. Small private law firm practicing real estate and small business law.
605. Small solo firm that does mainly court appointed misdemeanor cases
606. Small town general practice of law covering many different areas of law both criminal and civil litigation, real estate, wills/trusts/estates, personal injury and workers comp. and small business corporate formation and administration. DSS attorney and School Board Atty.
607. Small town law firm that does not specialize but about 1/3 of our cases are criminal law, 1/3 of our cases are family law, and the last 1/3 of our cases are varied.
608. Small town lawyer.
609. Small town real estate closing and general litigation practice
610. Small Town, General Practice
611. Social security disability law and workers compensation
612. Social Security disability; contract for for DSS in 2 counties
613. Social Services
614. Social Services
615. social services
616. Software sales, creation and services
617. Sole practitioner
618. Sole practitioner in rural judicial district, representing three Departments of Social Services, parents in CPS cases, juvenile defendants in delinquency court, and general family law, including child custody, child support and equitable distribution
619. Sole Practitioner law firm
620. SOle practitioner, trial attorney, domestic focused
621. Sole proprietor, providing legal services as licensed attorney.
622. Solo general law practice.
623. Solo general practice law firm

- 624.Solo general practice law firm concentrating in State criminal law defense.
- 625.Solo law practice
- 626.Solo law practice general practice
- 627.SOLO LEGAL PRACTITIONER
- 628.Solo practice law firm.
- 629.Solo Practitioner
- 630.Solo practitioner
- 631.Solo practitioner engaged in general practice of law. I handle civil litigation, criminal defense, appeals, estates, and general counsel matters for individuals, families, and businesses.
- 632.Solo practice, primarily Wills, Trusts, Estates, small business. A few traffic tickets.
- 633.solo rural law practice
- 634.Sounding board and observer to make suggestions for the betterment of the community
- 635.State Judiciary
- 636.Supplying healthcare
- 637.Support services for the courts
- 638.Tax Preparation Services, Tax Resolution Services and Estate Planning Services
- 639.teaching the next generation of servant community leaders
- 640.Technology Transfer Specialist
- 641.The Clerk of Superior Court's office keeps the court record and is the most prominent public-facing arm of the Judicial Branch. Much of our time is spent interacting with and assisting the public with their judicial concerns.
- 642.The clerk's office performs a variety of services with multiple different departments (criminal, civil, estates etc.). We help from traffic court, estates and wills, special proceedings, evictions, divorces, child custody rights etc.
- 643.The firm I worked for focused on business and corporate law, including intellectual property. I had little contact with that aspect of the firm as the section I worked in specialized in early case assessment and document review.
- 644.The general practice of law in a rural community.
- 645.The judicial system provides services to the entire community. From criminal and civil matters to estate and probate my office is involved from the beginning to the end.
- 646.The law firm is a full service general practice firm. My practice focuses on intellectual property.
- 647.The magistrate's office presides over small claims court proceedings, issues criminal charges, involuntary commitments, search warrants, and performs wedding ceremonies.
- 648.The Mediation Network is the umbrella organization for Community Mediation Centers across NC. We provide mediation services to the Courts, Communities and schools. The Network conducts mediation for all NC Medicaid Appeals. Mediation Centers are non-attorney mediators
- 649.The mission of the North Carolina Department of Justice is to protect the people of North Carolina. The North Carolina Department of Justice works to prevent crime and support law enforcement, to safeguard consumers, and to defend the State, its people, and their constitutional rights.The Public Protection Section works to prevent crime and support victims through policy and public education. This work includes a focus on victims and survivors of violent crime, such as domestic violence, sexual assault, and human trafficking.
- 650.The NC Courts, Judicial Branch of government, more specifically the Guilford County Clerk of Court's Greensboro offices performing the duties of Deputy Clerk as defined by the Administrative Office of the Courts.
- 651.The office assist public with traffic citations as well as Misdemeanor and Felony charges. Judgments are recorded in this office as well.
- 652.The organization administers the North Carolina Workers' Compensation program as well as claims against State Agencies through the Tort Claims Act.
- 653.The organization I work for provides low income people with free, civil legal aid.
- 654.The Supreme Court of North Carolina is the highest court in the State of North Carolina. The Court hears and decides cases and issues opinions that serve as precedent for all state courts in North Carolina. The Court also serves as the head of the Judicial Branch.

- 655.They are customer service oriented. We are here to serve the public and assist them as much as we possible can in the parameters of our judicial abilities.
- 656.This organization is under the judicial branch. Serving the citizens with limited resources making sure not to give any legal advice while doing so.
- 657.To provide food and grocery items to those in need
- 658.to provide public education to all students within our district
- 659.To serve the citizens of the county.
- 660.Tort law civil cases
- 661.Traditional law firm but work mostly with non-profits.
- 662.transactional law practice
- 663.Transaction real estate.
- 664.trial litigation
- 665.Tribal government
- 666.Trust and estates and representing privately owned businesses.
- 667.trusts and estate practice
- 668.Typical small law firm with a focus on bankruptcy and reorganization
- 669.US Attorney's Office
- 670.US Courts
- 671.utilities
- 672.very good
- 673.We advance the civil legal rights of people with disabilities statewide.
- 674.We advocate for and protect the rights of individuals with disabilities in North Carolina.
- 675.We advocate for the disabled and those who were harmed by the negligence of others. We have also been part of major civil rights cases.
- 676.We advocate for the legal rights of individuals with disabilities
- 677.We amplify the voices of our region's nonprofit sector through advocacy and outreach. We connect nonprofits to resources, opportunities, and funders. We cultivate leaders through mentorship, leadership academies and boot camps, coaching, and identifying potential and emerging leaders, especially BIPOC. We strengthen nonprofits through organizational coaching, workshops, panels, and other professional, organizational, and leadership development opportunities.
- 678.We are a 2-person law firm. I practice family law and mediate family law cases for the firm.
- 679.We are a civil defense/insurance defense firm.
- 680.We are a community mediation center. We do district court, juvenile and community mediations
- 681.We are a consumer bankruptcy law firm.
- 682.We are a foundation making grants in Greensboro in the areas of early childhood development, workforce training, and special/innovative initiatives.
- 683.We are a full service business law firm (litigation, transactional, estates, environmental, white collar criminal, labor and employment, etc.)
- 684.We are a full service law firm providing legal services primarily to business entities.
- 685.We are a human services organization assisting individuals at or below 125% of FPL with training, employment and emergency services.
- 686.we are a law firm and provide legal services to individuals and businesses
- 687.We are a law firm that does civil and criminal litigation
- 688.We are a private law firm that offers business services primarily, estate planning and administration, commercial real estate and general business and tax.
- 689.We are a retailer.
- 690.We are a small civil litigation firm, focused on domestic/family law. We do a lot of with low-income clients.
- 691.We are a small firm comprised of 3 lawyers and 5 staff members. Lawyer 1 concentrates on residential real estate transactions. Lawyer 2 concentrates on Estate Planning and Estate Administration. Layer 3 is a Certified Family Law Specialist.
- 692.We are a small firm serving a rural area. We provide services in a number of practice areas including criminal, civil, medical malpractice, personal injury, and family law.

693. We are a small private law firm specializing in trademarks, advertising and branding. We service individuals and businesses of all sizes locally, across the country and around the globe.
694. We are an intellectual property firm doing work in the patent and trademark space.
695. We are an oasis for the entire Latino community, where they come to obtain assistance, help or referrals for the solution of their problems or satisfaction of basic needs.
696. We are domestic/family law attorneys
697. We are Magistrate Judges and we determine probable cause for crimes that may have been committed. We issue warrants, summonses, and we perform marriages. We set bond on defendants who have been charged with and arrested for a crime. We handle only criminal cases no civil cases.
698. We are poverty lawyers.
699. We are the court records keeper; we file legal documents from the public and attorneys and schedule the matters for court
700. We are the first interaction for people when they enter the judicial process. We help navigate and inform them through the first steps of this process.
701. We are the Judicial Branch, and I in particular work in the Small Claims Division of the Civil Department, which deals with Evictions, Money Owed and Return of Property to individuals and Companies.
702. We are the keepers of court records. We are the central hub for court proceedings. Our office is responsible for appointing estate administrators/executors and presiding over estate hearings. Additionally, we preside over incompetency matters.
703. We are trial lawyers in rural eastern NC. We mostly practice criminal law, family law and automobile tort law.
704. We assist low income clients with civil legal issues including domestic violence protective orders, immigration, benefits, consumer issues, and housing issues.
705. We assist people who are victims of predatory lenders. We investigate scams that prey on elderly or low income people. We provide bankruptcy relief for low-income clients.
706. We assist the public, on the administrative side, in matters of Civil legal actions
707. We defend families and individuals from foreclosure. We file bankruptcies to liberate people from predatory debt. We do community education for minority communities re: HUB advocacy, credit repair, and economic self-defense.
708. We defend municipalities, public officials and employees, schools, and employers in civil litigation.
709. We deliver assistance to underserved people through direct legal services and policy innovation to allow individuals and communities retain and build assets and to promote equity.
710. WE HANDLE ALL TYPES OF COURT CASES. ESTATE, CIVIL, CRIMINAL, SPECIAL PROCEEDING
711. We maintain records for Superior Court.
712. We model how to provide services in a rural context in order to improve and provide equitable access to a quality education for NC's citizens, residents and their neighbors. That often means filling holes and empowering partnerships across nonprofit, government and business lines, partnerships that prioritize equity. Personally, I serve on an advisory committee for an organization that provides pro bono legal services to the people our organization serves.
713. We offer a variety of legal services to low income families, related to consumer issues, tax issues, public benefits access, and immigration. I work in the family support unit, which handles the public benefits/insurance issues related to Medicaid, the Health Insurance Marketplace, Social Security, SNAP benefits, work first, etc
714. We offer free civil legal representation to people with low incomes.
715. We offer free legal services to low-income people.
716. We offer legal services through counsel and litigation of estate, criminal, civil, family, juvenile, personal injury and traffic matters.
717. We pay household bills for local families when a debilitating illness or personal tragedy puts them in financial distress.
718. We practice almost exclusively in the field of special education law on behalf of parents of students with disabilities.
719. We practice in Construction Law and Government Contracts.

720. We provide a variety of services including tax, immigration, consumer protection, family support and health care.
721. We provide a variety of services to low-wealth communities in western North Carolina. We advocate for issues affecting these populations and strive to address a wide variety of inequities across our region (racial, economic, healthcare, legal, etc.).
722. We provide access to the criminal justice system for the general public.
723. We provide adult day care for persons 55 and over, with mild to moderate forms of dementia persons and for persons 18 and over, with mild to moderate mental health, physical and developmental disabilities
724. We provide adult education for immigrants and immigration legal services.
725. We provide advice mainly on Military Administration; Landlord/Tenant Issues; Immigration; Estate Planning; and Family Law.
726. We provide background screening and drug screening services for employers and schools/school systems. We also provide technology solutions for degree and clinical placement/rotation tracking for students, colleges/universities, and healthcare systems.
727. We provide business and individual legal services of a full service nature with the following exclusions: we do not offer criminal or family law services, or pursue bankruptcy filings for debtors.
728. We provide civil legal services free of cost to eligible clients throughout North Carolina on matters arising from their employment as farmworkers. We also assist eligible trafficking survivors and some victims of workplace crime with immigration remedies.
729. We provide civil legal services to people who cannot afford an attorney, in order to promote economic stability.
730. We provide family, criminal, business, personal injury and various other types of legal services.
731. We provide formerly incarcerated women with housing and employment opportunities.
732. We provide free civil legal aid to people with low incomes living in western North Carolina in order to protect their basic rights
733. We provide free civil legal assistance to indigent North Carolinians. This includes legal issues related to housing, public benefits, consumer, domestic violence, and employment.
734. We provide free civil legal services to poverty level clients.
735. We provide free immigration and family law legal services for victims and potential victims of human trafficking.
736. We provide free legal service for low income individuals that normally wouldn't be able to receive assistance in civil matters
737. We provide free legal services for low-income people in North Carolina in civil cases, including immigration cases.
738. We provide free legal services for currently enrolled NC State University students. Our fee is included in their student fees. We are general practice law firm, but the majority of what we handle do is mostly consumer matters, which includes landlord tenant issues.
739. We provide free, civil legal services to help people meet basic needs and improve their lives.
740. We provide housing and supportive services for people living with HIV.
741. We provide legal assistance and court advocacy to victims of domestic violence and sexual assault.
742. We provide legal assistance primarily to businesses involving contract and business to business issues.
743. We provide legal counsel and advice on labor and employment issues, juvenile abuse and juvenile delinquency cases.
744. We provide legal representation for people who are charged with crimes and cannot afford to hire their own attorney.
745. We provide legal representation primarily to organizations and businesses.
746. We provide legal services in the areas of corporate law, litigation, commercial real estate, and tax.
747. We provide legal services to consumers in the areas of family law, guardianship, estate planning, and estate administration.
748. We provide legal services to the general public for profit, or some semblance thereof.
749. We provide legal services: immigration, wills, IRS disputes/questions, consumer fraud, evictions, obtain Protective Orders for DV victims, appeal loss of governmental benefits, assist veterans and elderly - clients have to reside in certain counties in NC and earn less than 250% poverty line.

750. We provide legal support to financially distressed and limited resource farmers and landowners in an effort to prevent loss of land ownership. We do this through foreclosure prevention, estate planning, debt restructuring, heir property, entity creation, etc.
751. We provide planning, organizational, operational, and dispute resolution services to business and individuals concerning their financial matters. We do not provide criminal defense services and we do not assist businesses in accessing public capital markets.
752. We provide quality legal services to the local community, focusing on LGBTQ areas including family formation (surrogacy, adoption) as well as areas of general family law for all.
753. We provide services for criminal defense and civil prosecution and defense to, primarily, lower income individuals on payment plans.
754. We represent client in civil litigation.
755. We represent clients in Family Law matters.
756. We represent individuals and small businesses in a variety of subject areas - personal injury and death cases (including vehicle crashes and medical malpractice) and disputes regarding estates, land and property, contracts and business issues. One of our partners represents defends clients who have been accused of or charged with criminal wrongdoing.
757. We represent individuals in employment cases
758. We represent lower income North Carolinians in cases to defend them from tax or mortgage foreclosure, loss of home equity or from other predatory financial practices.
759. We represent people filing for Social Security Disability Insurance or Supplemental Security Income.
760. We represent persons accused of crimes.
761. We represent plaintiffs in personal injury and workers' compensation cases. We also provide family law representation on an hourly fee basis. We represent claimants in Social Security appeals.
762. We represent property owners - individuals, families and small business - in condemnation matters when they have property taken for public use by a public or private entity.
763. We represent working people predominately in employment and civil rights claims, which also include workers' compensation and disability claims. We also provide advice and representation to workers' and community groups.
764. We service individuals with court matters. We do not give legal advice.
765. We support people with disabilities to live the community of their choice by focusing on their independent living skills.
766. We transform shelters by creating safe, dignified and emotionally inspiring spaces
767. We trauma-informed legal services that protect children and help survivors of human trafficking, and other traumas, rebuild their lives. This includes select family law and humanitarian immigration services at no cost to those that qualify.
768. We verify officers' probable cause, set bonds, officiate weddings, accept payments for bonds, traffic tickets...
769. workers' compensation law and Social Security Disability as well as mediation

## What is going well in your area? What is most effective about the current provision of civil legal services?

1. A couple years ago a private law firm opened up that is partially grant funded to offer low cost legal services to this community.
2. access to legal aid is going well; however, many cases I receive do not carry significant merit
3. Access to legal services in cases of domestic abuse.
4. Again, all I see is through the tiny window of my volunteer work w/the State Bar. Beyond that, I'm not sure. I have referred folks to North State Legal Services, and/or the various local law school clinics, but it's been years since I've made any of those referrals.
5. Again, Legal Aide helps people with basic contract disputes and landlord/tenant actions.
6. All we have is NC Legal Aid and they are underpaid and overworked. They are unable to help so many people who need help.
7. Almost all citizens here have access to and know how to access legal services they need with the exception of educational rights and legal needs because there are no attorneys in this county who handle such cases. This county has a disproportionate number of children with IEPs but has very few qualified EC teachers and a district EC director who sees most of these children as annoying. Most parents are not aware of their rights and are too intimidated by XXXXXX and her staff to stand up for their children and demand the services mandated by federal law.
8. As an organization, we are able to be nimble and responsive to the needs of our community. For example, when the C-19 pandemic began, we had to immediately pivot to transitioning all our staff to work at home. As you can imagine with 60+ employees it was no mean feat. However, we were fortunate enough to have good IT support, willing staff members and an adequate level of technological resources that made it possible. The next challenge was getting our direct service staff up to speed on unemployment insurance issues - we enlisted the help and support of local pro bono employment law attorneys to give our team an education. In addition we made several public services facebook live briefings where the community to ask realtime questions of qualified attorneys.
9. As far as any help to and from legal assistance the only thing that I see is on a domestic violence case an attorney is provided and for a GAL in a guardianship case for the respondent, but no help for the petitioner. The state needs to provide for the civil side of the law like they do on the criminal side.
10. Attorneys for indigent are very effective but overwhelmed with demand.
11. Attorneys will work with poor people.
12. Bar organizations that rally support for disaster or pandemic relief after hurricanes, Covid, etc. to help elderly, low income, military, etc.
13. Being a bit selfish, our firm is probably the only one offering help to landlord and tenants. Most firms here do not want to deal with small claims issues. We also help homeowners following hurricanes with contractors and insurance issues.
14. Better access
15. Churches provide education by congregation members who are lawyers.
16. CLERK OF COURT IS EASILY ACCESSIBLE. FILINGS ARE EASY TO ACCOMPLISH.
17. Community networking is strong; our clients feel supported
18. compassionate & respectful listening and suggestions for possible resources from non-profit organizations like religious groups, but few participants and hard for stressed individuals to hear and retain info
19. Competent attorneys are able to navigate the legal system well and provide quality representation, however, there is a shortage of that in this rural area and many suffer as a result.
20. Court based ADR and mediation programs such as child custody mediation and contempt mediation programs are helpful but need to be increased and formalized. Designated family courts and knowledgeable and experienced family court judges are invaluable. Private use of ADR processes is growing and keeps many cases off of the court docket.
21. Court system works efficiently
22. credit issues care is provided by legal aid in the area, but traditionally domestic issues are not. We have many grandparents that should be able to get help in obtaining custody of their grandchildren. To many

times, DSS is involved and they sometimes work as an adoption agency rather than seeking out grandparents or working with grandparents. Only when the parent's attorney assists them are children placed and cared for by grandparents. Suitable grandparents should be the first available placement if possible.

23. Currently getting good media coverage about constitutional issues with the State government.
24. Dept of social services and child support office very helpful.
25. Disaster recovery advocacy is helping people access needed recovery.
26. Domestic violence issues are pretty well covered although a few more affordable attorneys for DV cases for those who do not qualify for legal aid would be helpful.
27. Domestic Violence shelter and services is well funded and does a good job in that area. Other charitable programs help with housing issues. Homelessness is still a big problem as is drug abuse that leads to instability. We need to do better on that.
28. dont know
29. Elected DAs and judges have been doing a better job since 2018 of treating people seeking justice as whole people with human dignity, and considering alternative solutions to incarceration, criminal fines, and other outcomes that result in amassing court and attorneys' fees and do not address underlying issues related to poverty and structural racism.
30. Energized advocates, often supportive community
31. Family Court provides timely resolution of child/family issues
32. For low income families, I am not aware of any of their civil legal needs being served well. Generally, they are crushed by the system, or can't even access it. My experience in on special education law. Schools underserved, intimidate, and retaliate against parents advocating for their children. To few lawyers are financially able to help.
33. for those who can afford legal services, there are enough attorneys to provide them
34. Fortunately, we are well-known. However, our firm does not receive enough resources or attorneys to cover the needs of the general populace. But again, American society must get to the root and not hang onto the branches.
35. From what I hear, you can get help with child custody/support and other family law matters from legal services. Any other area and you're basically out of luck if you can't hire a private lawyer.
36. Generally, the bar is sympathetic to those who cannot afford legal service
37. good government benefits lawyers and legal aid attorneys and volunteer pro bono lawyers
38. good working relationships between dv shelters/law enforcement/legal aid. some clerks offices are friendly and will advise persons about existence of LANC. building new relationships with comm'ty groups in our community lawyering efforts. having a physical presence in the community is critical - clients, housing providers, court personnel are all must more aware of LANC where we have our physical offices.
39. Great local bar associations really trying to help keep things moving and working together during the pandemic despite current conditions.
40. Great local bar.
41. Great relationships with domestic violence agencies
42. Have a civil legal services organization supported without Federal assistance and with historic and widespread local bar support that does an outstanding job with the resources they have.
43. helpful when legal aid comes to our community/senior center due to transportation issues
44. I am not sure at this time
45. I am not sure.
46. I am pleased with DHHS services for the elderly and legal attention given to elder law issues. That doesn't include estates, since people are basically told to figure out estate issues on their own. I'm also pleased with most property related matters.
47. I believe persons who are able to obtain civil legal services receive quality services. Flexibility in scheduling appointments and communicating with clients is most effective in providing civil legal services.
48. I believe that North Carolina residents are served well in their legal needs and caring about clients is the key.
49. I believe there are enough attorneys to provide appropriate legal services to the community.
50. I cannot comment on this.

51. I do as much as I can. Our DSS and parent representation throughout our judicial district is outstanding. Our Department of Juvenile Justice works very well, except that they have difficulty finding service providers for mental health treatment or residential facilities for juvenile offenders.
52. I do not have enough info to give an answer.
53. I don't know enough about what we do to know what works well. In my position, I mostly hear about the shortcomings of the system.
54. I don't have enough information to answer this.
55. . Courts are backed up and moving cases is slow due to COVID. I believe that our Chief District Court Judge absolutely crushes the administration of our local courts.
56. I live in a wealthy area. Wealthy people have little or no problem accessing legal services. So the what is most effective about the current provision of civil services is that the person who is seeking such services has adequate resources. If you didn't already know this then you should be doing something else for a living.
57. I only know that Legal Aid is available in limited situations for victims of domestic violence.
58. I rarely now have contact with the legal services program, but the staff members I have met seem able.
59. I really couldn't say. I do not know enough about what is available.
60. I regret that I do not know enough about this to comment.
61. I think a lot of attorneys in the area try their best to offer pro bono or reduced fee services to people in the area.
62. I think that the Mecklenburg bar is large, diverse, and generally excellent. I believe that there is a strong volunteer spirit and that most matters are handled in an efficient manner.
63. I think the current group of magistrates holding small claims court are extremely fair
64. I think the dynamic in the county as it relates to criminal justice matters is good. People have adequate access to criminal attorney and public defenders and the District Attorney does a good job of weighing outcomes for the defendant and public benefit and does not focus on prosecuting simply because a case is in front of them.
65. I'm getting along. With the pandemic nearly all of my contact with the court system is by mail.
66. In Mecklenburg County in particular, there is a self-help center that provides individuals representing themselves a number of resources, forms and tools that anyone can access. Additionally, Charlotte Center for Legal Advocacy, Council For Children's Rights, and Legal Aid provide unparalleled assistance; however, their funding greatly diminishes their capacity to help more and meet our community's legal needs.
67. In person direct litigation is our strength
68. In the patent world which is the only world I know about - competition is fierce and prices are low. We are at saturation. I can't seem to find enough work to keep myself fed currently.
69. Interpreting services are provided in the Court. Court appointment provided when threat of jail in civil cases. Legal Aid Assistance. Good attorneys to help maneuver the court system.
70. Is there any?
71. It availability.
72. It is particularly helpful in Wake County and Durham County where they provide do-it-yourself packets that at least provide some guidance to individuals who need to pursue matters within the court system but who may be unable to afford traditional legal services or representation. Mediation services are also extremely helpful and effective. More resources are needed in this area so that it could reduce the pursuit of litigation or extending legal cases over long periods of time.
73. Knowledge of the services and their existence.
74. LANC and some other volunteer assistance exists for some clients
75. landlord/tenant, 50B.
76. LAS
77. Lawyer on the line and the Call-4-All programs seem to help address unmet civil legal needs. I would recommend recruiting more private practice lawyers to participate in Lawyer on the line and expanding Call-4-All to twice a year.
78. Lawyers care about their clients
79. Legal Aid does a great job with their limited and restricted resources.
80. Legal Aid does amazing work, with few resources.

81. Legal Aid does well with Domestic Violence advocacy.
82. Legal Aid folks are awesome, they give 150% to help.
83. Legal Aid for housing issues.
84. Legal Aid has continued to help represent victims of domestic violence and to provide assistance within their service/funding areas.
85. Legal Aid is a reliable source for *pro se* filing packets. This has been supplemented by our relatively recent permission to make state provided packets available via business cards directing visitors to the relevant web pages.
86. Legal Aid is and OUTSTANDING resource for the public!
87. Legal Aid is covering the emergency family situations pretty well.
88. legal aid is effective but tragically underfunded. if better financed, it would be a great first step since many people know about them (but have been turned away or have a negative impression because so limited).
89. Legal Aid is excellent when it is a subject they cover and they have capacity
90. Legal Aid is fabulous and so are some of the pro bono programs of the NCBA and the law schools. New AOC website is much more useful for citizens.
91. Legal Aid Of NC is doing yeoman's work in the D/V defense court, Lawyer on the Line has been effective in assisting with Consumer issues. Local Bar is very accommodating to socio-economically challenged clients, and the Small Claims Courts are well run and Magistrates are knowledgeable and adjudicate accordingly.
92. Legal Aid of North Carolina- Wilmington and the Financial Protection Law Center are great assets for this area and deserve more funding and support.
93. Legal Aid provides limited clinics on divorce and custody. They are helpful and well received but not frequent enough
94. Legal services organizations do well in training private attorneys to take on pro bono matters and supporting our pro bono work
95. local bar support of legal aid--local bar pro bono efforts both individual efforts and bar organized efforts
96. Local Domestic Violence and Rape Crisis centers provide vital services to victims. Many Law Enforcement Agencies provide training on domestic violence. In increased number of law enforcement agencies are using Lethality Assessment Protocols developed by the North Carolina Justice Academy and Public Protection Section.
97. Many local jurisdictions have started programs to assist the most vulnerable members of our community (expunction assistance, Drivers license restoration, etc). Efforts such as these should be statewide and state funded.
98. Mecklenburg County has a wide variety of civil legal services available.
99. mediation
100. Mediation Services
101. Medicaid Appeals for service reductions or denials have saved the State more than \$25 million dollars a year
102. Most civil atty work well together
103. Most people in the Lake Norman Community have money and can afford legal services. Ada Jenkins helps direct those who can't afford them to places where they can get help.
104. Most people try to contact legal services which is in Wilmington and that is approximately 50 miles away
105. My organization is somewhat unique in that we work with a defined populations (incarcerated persons) for a defined contract amount. We effectively recognize and address major system issues, but do not have the resources to assist on all meritorious individual cases.
106. My understanding is that the legal services organizations are starved for funding and limited in terms of what they are allowed to offer, but that are dedicated and zealous at their work.
107. Nc bar foundation has expanded access to lawyers through a chat service.
108. No idea. I live in Raleigh and handle highway condemnation cases in New Hanover.
109. Nonprofit civil legal services providers are always working hard and trying to do more with less, but they cannot serve everyone without more attorneys. The attorneys they do have are not compensated well and sometimes have to take second jobs.
110. not aware of anything

111. Not sure - had not thought about civil legal services for the underserved and had not had much first hand experience
112. Not sure anything is going well during the pandemic - people are struggling!
113. not sure how to answer this.
114. Nothing. I get questions all the time from people who cannot afford to hire an attorney. I direct them to legal aid but the closest office is about 30-45 mins away and many of these people have transportation issues or other issues that prevent them from traveling outside the county to seek assistance.
115. Once a person is "plugged in" to a good non-profit legal organization, they are likely to receive reasonable legal assistance.
116. Organizations that provide legal services collaborate.
117. Our ability to pivot to the needs of the community. Also, the relationships between civil legal service providers and community based organizations that provide services to persons with low income.
118. Our County has much better than average medical-related services, but that still depends on whether you know how to access them.
119. Our court system runs remarkably well - notwithstanding the lack of sufficient funding at the state level for many years. The local bar is committed to public service.
120. OUR LEGAL AID OFFICE IS TOP NOTCH BUT NEEDS BETTER FUNDING
121. Our legal aid offices do a good job with what they have, but need additional resources and more volunteers
122. Our local legal aid does a good job in the areas of service that it provides.
123. Our organization has build a strong rapport with some of the nearby communities, especially the Hispanic community. Word of mouth advertising is very effective. Our continued provision of services at full scope during coronavirus is also going well; the ability to do a lot of work by phone is very helpful, but can put those who do not have phone access at a disadvantage.
124. our organization is what is going well in the area, we are effectively provide legal support and representation to so many who would not have the level of care and support if they had to pay for the legal services
125. Outreach to immigrant communities, housing issues
126. Partnerships between legal services organizations around issues can be powerfully effective. For example, the ability of the ACLU, NCAAP, and others to partner around issues that affecting our various constituents can be more effective than just one organization stepping forward.
127. Partnerships with other organizations and government agencies
128. People with sufficient means are able to access and pay for a wide variety of legal services.
129. Personal injury law is over-provided; will, trust and estate services are adequate; other than these 2 areas, there is little a poor person can do to get legal assistance.
130. Persons injured have a number of attorneys to assist them with their issues. Lesser income folks without "contingency fee" based cases have little access to competent legal representation because they can't afford it.
131. Pisgah legal is a great resource but needs support.
132. Pisgah Legal performs miracles with far too few resources
133. Pisgah Legal Services and LSNC provide good services but are underfunded and short staffed and they don't have much of a presence in our small county.
134. Pisgah Legal Services is an absolute juggernaut, effective and efficient, but could do more with greater resources. They provide full-time staff, and more importantly provide screening services to support the volunteer activities of 350+ attorneys.
135. Pisgah Legal Services is fantastic but they are limited. Conflicts can be a major issue. We have a Justice Resource Center which provides information on a large number of issues.
136. Pisgah Legal Services, a non-profit poverty law center headquartered in Asheville, is the best thing that ever happened to Western North Carolinians, who are unable financially to obtain legal services in the area of domestic abuse and violence, housing issues, health and medical insurance issues, consumer rights, foreclosure and eviction, unemployment, immigration, and community development issues.
137. PLS- Pisgah Legal Services provides wonderful legal Services to our community but they are limited by funding. Most effective is their domestic violence work

138. private practice--representation of wealthy individuals and corporations
139. Pro Bono service is increasing
140. pro bono services
141. Pro Bono system, but needs more involvement by lawyers and law firms NC Bar Association Lawyers Referral service, where potential claimants can call to get referred to a lawyer Legal Aid services available to those who can't afford to pay
142. pro bono work at local law schools
143. Provision of attorneys to assist with housing, domestic violence, and child advocacy. These seem to be the areas of greatest need and are better-funded.
144. quality of family lawyers
145. Quite frankly, I am not sure...
146. Recently we have had more and younger pro bono providers begin providing services in our area. The trick is going to be in growing and sustaining that locally based service.
147. RENTER AND LANDLORD ISSUES ARE SOMEWHAT HANDLED
148. right now, nothing whatsoever. no one has any money and no one is hiring lawyers. at least not us
149. Safe Alliance (domestic violence)
150. Safe on Seven (Domestic Violence Services), the Forsyth County Bar is very active in encouraging pro bono and/or "low bono" representation of citizens who need civil legal services.
151. See above.
152. Services in our area are highly competent and very well respected
153. Services which are less valuable get relegated to attorneys who are less competent. The internet (a more perfect dissemination of information) does assist the distribution of legal services better rather than relying on a referral from church to an incompetent attorney.
154. Some good cooperation between private firms and legal services.
155. Some of the local non profits serving our low income immigrant community do amazing work. They function as hubs where people can get all sort of help. I am thinking especially of the El Centro Hispano in Durham, headed by Pilar Rocha. They are amazing people and they really make a difference. In normal times, I go there every other week and see 6-10 people for free legal consultations about family law issues. Other attorneys offer the same in other areas of the law. Another great resource around here is the Compass Center. I also volunteer for free legal consults just like I do at El Centro. They really are a great center of information and connection with other resources for victims of domestic violence.
156. Some organizations that provide services in specific need scenarios.
157. Staff - they are excellent, dedicated advocates. We are overtaxed.
158. Statewide coverage for a variety of issues
159. Statewide law firm; power in the numbers/experience.
160. Stokes Family Violence through YVEDDI is a great program in assisting victims in filing for DV protective orders. Legal Aid of NC from Forsyth County will assist victims in civil court hearings.
161. The areas that are available and resources behind it are well represented and assistance is provided effectively.
162. The best part about our current system is that if you diligently look for assistance, then you will find it.
163. The Child Advocate Program.
164. The Construction Industry employs a wide variety of residents with diverse backgrounds. Many depend on this industry to provide for their families. Construction disputes are largely arbitrated which seems to help keep the disputes resolved quickly.
165. the courts have opened back up, which is a good thing.
166. The domestic violence process works well in regard to access to information, processing and costs.
167. The flexibility with which services are provided.
168. The general social services workers seem to care and the most severe cases of abused persons seem to be properly resolved.
169. The internet and the availability of information about legal topics, which is often provided on law firm web sites, such as our's, makes it easier for people to get some answers to their issues and to locate attorneys that may be able to assist with the problem that they are having.
170. There is an abundance of good legal counsel here.

171. the mediation program of family court is a great way to assist all people on consent custody orders. Pisgah Legal and LANC both have great staff and assist but they are in constant triage and limited to which cases they can take. allowing parents attorneys in AND (constitutionally required) is extremely helpful for those parents. *Pro se* divorces are handled weekly in our district and work great. *Pro se* custody packets are generally o.k. for filing and opening a case.
172. The most effective system in place now to assist individual with limited income in my area is Legal Aid and the efforts of the Wake County Bar Association to provide education and promote pro bono legal services for the community.
173. The people with sufficient financial resources usually can pursue legal recourse should they so choose.
174. The quality of assistance we can provide.
175. The Reach Women's shelter helps victims of domestic violence get DVPOs and find other housing. This program is very helpful.
176. The SelfServe Center is a great help to a great many unrepresented litigants. The CharMeck Family Justice Center is also providing and planning for centralized, multidisciplinary services for victims of abuse and domestic violence.
177. The services are housed in a Family Justice Center to prevent victims from having to go to multiple agencies to receive help.
178. The State has done a better job offering food assistance to families and non-profits providing the food.
179. The Winston-Salem Police Chief leads with ethics and has created a culture to reduce excessive use of force and gratuitous incarceration. We have smart, dedicated lawyers in the legal aid offices. The Wake Law pro bono project is strong.
180. There are great organizations that provide services but have to limit how many people they can serve based on funding.
181. There are many qualified competent attorneys publicly and privately to meet the demands of the community.
182. There are plenty of attorneys around-- the issue is that many people do not think they need to pay for legal consultations even when they are well-off.
183. There are very few if any that are effective
184. There aren't enough attorneys so nothing is going well for my clients that need representation in the areas of civil rights and education.
185. There is an abundance of civil legal services being provided by many different law firms and attorneys.
186. This area has very limited civil legal services, if any.
187. Those cases that are handled by attorneys are usually handled well and in a timely manner.
188. Those who do receive help from our programs are more likely to keep their home, get out of bad situations, and experience positive health outcomes. Pro bono really helps people who may still struggle financially but we are unable to take their case and having pro bono volunteer lawyers is a vital safety net that helps more and more people who don't have civil representation otherwise.
189. Unaware. Most effective, to knowledge, is pro bono work by private Attorneys.
190. unknown
191. Very little that I can tell.
192. VLP
193. Wake county has access to most specializations, through legal services, Advocates for Justice, law schools, etc. We have plenty of attorneys, but not all counties are in this position.
194. Wake County Human Services is generally good about connecting folks with services, once they have taken custody of children. LegalAid also does great work, but their scope and funding is limited
195. We are able to get client connected to food stamps, Medicaid, social security/ssi. Working with agencies to get benefits for client. Sometimes this takes much persistence and being pushy.
196. We are able to stay up to date on issues effecting a wide range of people because we are a statewide organization and get calls from all 100 counties. We can therefore bring issues to the state government's attention.
197. We are getting the word out about our services as well as other services available in the area.
198. We are grateful to have a number of excellent law schools that provide clinics. In our area there is a significant push to provide trauma informed services.

199. We can never meet the need. Accessible websites with easy to understand information/fact sheets for self advocacy is important.
200. We continue to grow our programs with local support. Our annual campaign is up to \$1.6M per year. All of our services are effective, but with more funding we could serve more people and be more comprehensive in serving clients. Low-income people usually have several legal problems that are causing or exacerbating their poverty.
201. We do have some services
202. We do have some, but they are sparse. Not nearly enough.
203. We do not have many civil legal services in this county so I do not know what is going well.
204. We give them information where to print documents out and provide some in house documents.
205. We have a broad array of private providers in our area, and Pisgah Legal Services seems to represent the indigent well.
206. We have a great community of lawyers in my area that provide excellent representation.
207. We have a lot of services dedicated to housing issues at the moment which is good for that one area of civil legal needs.
208. We have a safe place that is well known in the community where clients can come and find resources.
209. We have a sufficient group of dedicated, professional lawyers in the mountains in the 30th Judicial District who provide quality, professional services to all persons regardless of race, religion or national origin. No one who needs a lawyer in this area is unable to find quality representation. If it ain't broke, don't fix it.
210. We have a very robust domestic violence and human trafficking advocacy network due to the interstate's presence through our county.
211. We have an abundance of attorneys, many of whom are competent.
212. We have an adequate number of attorneys for our population.
213. We have an established legal services office with excellent personnel, but it is understaffed and provides limited services. It needs more funding and more providers, but the lawyers and staff it does have do an excellent job in their areas of law.
214. We have an excellent legal aid provider however they are overwhelmed
215. We have several pockets of educated consumers and we are able to make them aware of their rights and assist in referrals if we cannot directly service their needs
216. we offer public services
217. We offer self help as well as assisted through many governmental agencies.
218. We provide all paper copies for most legal services but they can only be obtained in person.
219. We take a holistic approach to serving the interests of justice rather than focusing solely on retributive punishment.
220. Well covid is highlighting tyrants and sheep so that's good. Legally we are finding that criminals are supporting the defund the police movements and we're at a loss as to why that may be.
221. well grounded in communities we serve, have great community partnerships
222. Well organized network of services and agencies to aid low and moderate income residents. Good referral network among health and human service agencies.
223. What is going well is our willingness to help folks as much as possible, we are willing to help, but sometimes we don't have the tools we need.
224. WHEN citizens are aware of it, help from consumer protection division goes a long way. It also helps that they can call an 800 number, upload forms online, or send info by us mail.
225. When successfully accessed, Legal Aid is helpful.
226. With the shutdown, the entire system is trying to reboot having put civil services at the bottom of the triage list thereby stripping equal protection from those seeking services until new protocols are implemented.
227. You have very good legal aid programs where they can reach but they are not enough civil legal aid attorneys to meet the need

**What is your office doing to specifically address legal issues in which there is clear evidence of a violation of civil rights or discrimination? (Please provide specific examples below)**

1. Administrative agency complaints and filings in federal court.
2. advising claimant to file with appropriate agency
3. Advising clients of rights.
4. Advocating for justice in the court systems
5. Advocating for policies that eliminate source of income discrimination, criminal background checks on job and housing applications; educating the community on consumer rights; representing immigrants and non-English speakers to ensure access, inclusion and protection from exploitation
6. allowing reports to be filed
7. Although we have not had an instance of this, we would report to the local authorities. Policy, DA, CFPB, ect.
8. Apply the law
9. As a judge, issues will be brought before us. We cannot initiate efforts to address such legal issues.
10. As an employee at the NC Department of Justice, I generally do not handle these types of issue. however, the Attorney General has been very involved in ensuring equal justice and opportunity to all NC citizens.
11. As an office, we usually encounter civil rights violations and discrimination in the context of police misconduct and over-policing of minorities and the district attorney's protection of the police in such matters (ranging from willful ignorance to purposeful cover-ups). Local judge's are usually more than willing to avoid holding the district attorney's office or the police accountable beyond excluding evidence in the most egregious cases, and the Brady doctrine has been completely flipped on its head. Little to no investigation is done into mitigating evidence, and where there are exculpatory facts, it is commonplace for the district attorney's office to sit on that evidence (even when requested) past the point of that evidence's actual usefulness having long since dried up (dragging their heels until video has been lost, leads long since disappeared, offering a plea that lets a client out of custody in order to not release material or have it see the light of day in trial, etc.). I remember one particularly egregious incident where an officer beat up a minority client of mine and then charged him with assaulting a government officer (the assaulting officer), in which we knew that the police had video showing the officer's attack. After months of requests and the police department's repeated denials that any such video existed (and the DA's refusal to investigate and repeatedly assurances that no such video must exist), a judge eventually ordered any such video to be turned over, and lo and behold, the police turned over a video clearly showing the attack. The police never sanctioned the officer, and the DAs insisted that because they dismissed the case and it never went before a judge, there was no Giglio material to turn over about the officer in other charges taken out by the same officer. These incidents are systemic.
12. As my office and client can be clearly identified based upon previous answers provided in the survey, I am unable to answer this question without violating attorney client confidentiality.
13. As noted, I am no longer with teh firm I worked for, and have no direct knowledge of anything they are doing to address such issues.
14. Attempt to set up the injured party with proper representation and support services.
15. Client was violently assaulted by a cell mate who had a history of violent conduct. Client seriously injured, hospitalized. He was denied civil rights afforded to any person a ward of the state, such as he was, to be housed, fed, and kept safe from harm. This case is to be taken to Federal Court.
16. Clients haven't presented to me with these issues.
17. Community education, advocacy with state and local governments, and civil impact litigation when necessary to resolve the problem
18. Community Mediation Centers do not provide legal services
19. complex issue, very political, upscale gentrification population versus homeless/poverty in downtown areas, no power to address much less influence in a meaningful manner
20. Court appointed attorneys appointed for certain cases.

21. Creating legal arguments to expose intrinsic discrimination and how the current statutes can be utilized to overcome said discrimination. Also, work with the state legislature and other non-profits on specific legislation to overcome such issues.
22. Currently, we represent clients who have suffered discrimination by initiating administrative claims and/or civil suits.
23. defending charges and filing civil 1983 lawsuits
24. Depending on the case and situation, if the matter deserves a constitutional lawyer, we'll refer out.
25. Direct legal representation, self advocacy assistance, information and referral, investigations and monitoring of facilities for people with disabilities.
26. Direct to legal services
27. Do not encounter typically.
28. Do you mean in our office? we have never had any evidence of a violation or any kind of complaint. in the outside world all of the lawyers in this firm provide pro bono services in our areas of practice
29. Education - providing direct legal services to children with disabilities who have been denied FAPE and who have been improperly disciplined, policy advocacy to expand school mental health resources. Health Care - litigating denial of equal access to communications from health care providers Disaster Recovery - providing direct legal services to eligible homeowners to access federal recovery monies Employment Discrimination - representing workers in the EEOC process and litigating claims not resolved at the administrative level Etc. - check out our website, [www.disabilityrightsnc.org](http://www.disabilityrightsnc.org)
30. Established a Commission to study the intersection of race and the criminal justice system to recommend and implement policy reforms.
31. Fairly hear and decided cases. List of attorneys for pro bono services by practice area.
32. Fight the "good" fight, petition for Judicial review of Admin decisions.
33. fighting a ruthless unethical DA, Biased Judges and reverse discrimination
34. fighting for justice for all
35. File lawsuits. I practice civil rights and education law.
36. Filing administrative complaints with EEOC or other appropriate forum
37. filing suit
38. Filing suit
39. For civil rights in education issues (this is what comes up most frequently for me), I refer our clients to a law firm that specializes in such matters.
40. Free consultations; pro bono services.
41. give advice, make referrals
42. Handle referrals from Pisgah Legal- Financially support Pisgah Legal
43. handle some 1983 suits; provide financial support to legal aid programs like NC Justice Center
44. Hasn't come up.
45. Have not encountered this issue.
46. Hearing aid resources do not work well and no one advocates for improvement( the attitude is "yeah, they've never worked, oh well. " If appropriate, we wait til a sign language person can come but some members of the public would be able to have better access if the technology truly worked and someone was in charge to verify regularly that it works. we do try to affect our docket for people who's conditions mean all day trials are not feasible. Discrimination is frequently seen through who can afford a lawyer and who cannot. People of wealth have attorneys who are specialists, therapists, experts, parenting coordinators; people of low income with no "crisis" as defined by funding have none of that and after filling out paperwork do not know how to try a case. We do have an open door family court office to assist *pro se* litigants, but they do not have the same access to justice as people of wealth.
47. HOLDING EXPUNGEMENT CLINICS HOLDING POLICE ACCOUNTABLE FOR 4TH AMENDMENT VIOLATIONS BRINGING VISIBILITY TO DISCRIMINATORY ARREST PRACTICES SUPPORTING RESOURCES FOR THE ACCUSED AND CONVICTED
48. I address issues on a case by case basis. If I hear evidence that a person's rights were violated, by law enforcement for instance, I can exclude evidence which results in dismissal of the case.
49. I am not aware of any issues in which there is /are clear evidence of violation of civil rights or discrimination.

50. I am not aware of any specific issues.
51. I am not in private practice any longer and the company I work for provides background and drug screenings. However, if we feel that clients are using our services against our discrimination policy or contrary to the law we suspend services and report the client. I cannot provide specific examples at this time.
52. I am retired so no longer keep up with specific legal issues.
53. I am a solo practitioner and refer cases out that I cannot handle myself to ensure persons discriminating are held accountable,
54. I am trying to do pro bono cases, but because it is just me - I can't take a lot of civil rights/discrimination cases pro bono or on contingency. Those people who have lost their jobs due to discrimination can't generally afford to pay a lawyer. I try to get them in touch with law firms that can do contingency cases, and educate them about the EEOC.
55. I am unsure. Not my department.
56. I cannot think of a specific example.
57. I defend prison staff who are sued by federal inmates in custody. If there is an allegation of civil rights violation or discrimination, the matter is referred to the agency's Office of Internal Affairs for investigation.
58. I do not handle discrimination lawsuits.
59. I do not handle this area of law.
60. I do not handle those types of cases.
61. I do not typically get involved in discrimination cases, I refer them to lawyers who do
62. I do not work in an area where this is an issue. I am unaware of how other departments handle those situations. I would think that issues like that would come before a judge, who would then rule according to law.
63. I don't get those cases.
64. I don't handle those issues.
65. I don't know. We would normally refer those cases to competent counsel.
66. I don't really get these types of requests.
67. I generally don't handle such cases.
68. I have cut and waived fees in a handful of cases, and regularly attempt to leverage perceived discrimination against clients in my plea negotiations with prosecutors. Outside specific one-on-one kinds of situations, i.e., in the larger community sense, frankly, I have done little
69. I have fought to get children back in school where they were illegally suspended.
70. I have no idea if we do anything. We represent agencies.
71. I have no such evidence.
72. I have not been employed long enough to make a statement on this topic.
73. I have not had anyone come in and request help in this matter.
74. I have not had one come in yet.
75. I have not had such a case.
76. I have not had to deal with this. If civil rights or discrimination was evident, I would report it to superiors of those involved as well as my superiors for investigation.
77. I have started the process of familiarizing myself with Section 1983 of the Civil Rights Act. If I were to receive a Civil Rights Case, I would refer it to colleague Attorney Chris Stewart of Atlanta, Georgia.
78. I have yet to see any such evidence.
79. I haven't been notified by anyone that they have a concern about any form of discrimination
80. I last handled an ADA claim 4 years ago, which I lost on summary judgment in Federal Court because the rules differ for a person who is treated as being disabled as opposed to actually being disabled. I was so disgusted with the completely unfair outcome, I have not taken an employment discrimination case since.
81. I make sure I watch to make the ADAs are treating all Defendants the same and offering Deferred agreements on an equal basis.
82. I provide advice and referrals to clients in family law matters.

83. I raise the issues with the court, but I do not practice in a context where the issues can be addressed and corrected (except for certain criminal matters). They only serve to explain some other facet of the juvenile AND or criminal matter I'm handling
84. I refer most of them to someone with more experience.
85. I refer my clients to lawyers who handles these issues.
86. I refer them to an attorney competent in that area.
87. I rule on each case which comes before me on the law as applied to the facts.
88. I serve on a county Board of Elections, and represent individual clients in court on a host of legal issues.
89. I set aside a certain amount of hours for pro bono hours which I handle matters like this. I also do a fair amount of free education.
90. I take civil rights cases pro bono.
91. I try to find someone to refer the discriminated person to.
92. I typically do not take on civil rights/discrimination cases. I advise potential clients to find a civil rights/discrimination attorney.
93. I work out of my home, have no employees, hence this question does not apply to me.
94. I work very part-time now as a retiree as a utility law consultant so the answer is nothing
95. I work with Legal Aid, so we directly help people who have been discriminated against. We help people get housing, benefits, expunctions, foreclosure alternatives, debt relief, and much more.
96. I would have to refer this question to our human resources dept.
97. I-CARE, Inc. currently partners with NC Legal Aid as a host site for informative sessions, i.e. custody, divorce, HCPOA, landlord/renters rights, employee rights.
98. If I am being completely honest, I really do not know what my office does/would do in the event of someone's civil rights being violated or being discriminated against. Depending on who is who, I doubt very much would transpire in reprimanding/disciplining the violator.
99. If I win the underlying litigation against the Guilford County Department of Health & Human Services I will be filing a discrimination claim with the Office of Federal Civil Rights against the state and county.
100. If it is based solely on civil rights or discrimination, lower bonds or other
101. If unrelated to the scope of our services we seek to refer them to a legal service provider and/or organization that assists with this specific concern. If within the scope of our legal services we would address it through the legal process.
102. In cases that meet our eligibility criteria, we directly represent clients in negotiations, send demand letters and file lawsuits as well as help clients report discrimination to appropriate government agencies.
103. In my practice, we pursue discrimination claims against employers. Additionally, I do pro bono work with Legal Aid to address housing discrimination claims, housing repairs, domestic violence cases and other general discriminatory practices that women and people of color generally encounter.
104. In regards to an arrest or warrant neither process would be granted if a violation of civil rights or discrimination were observed or known.
105. In the criminal setting, get the charges dismissed, recommend that the client file a complaint, and give them a recommendation of an attorney to consult about whether to file a law suit.
106. In this office, we treat everyone fairly, no matter their race or gender or anything else. We deal with lots of people who have broken the law and we extend to them every bit of help with their particular matter that we can or direct them to someone else who can assist them.
107. Investigate civil rights complaints that are filed with our office.
108. INVESTIGATE THEM
109. It really depends on the legal issue. I believe my organization is readily addresses issues related the violation of civil rights re: public benefits and housing concerns for immigrants. We have challenged violations in court.
110. Just give referrals. I hear a ton of examples of police misconduct among my clients, but sadly it's my understanding that there's usually nothing that can be done.
111. Just the usual self-flagellation by our cisgender white males and apologies on behalf of their privileges has apparently eliminated discrimination altogether, however there is a surge in weak spines in said office.
112. Liaise with agencies and officers to provide limited guidance in order to avoid violations of civil rights created by statutory or common law.

113. Linking individuals and/or family members to agencies who are supportive and familiar with the legal issues that surround substance use and addiction.
114. Listening Circles with info to Government; involvement in Human Relations Commission,
115. Make a referral - this is not currently part of my practice, but if judicial branch wants to provide education on it, I would be willing to participate.
116. make referral
117. Make referral to appropriate legal service provider
118. Making referrals to legal advocacy groups that may assist Defendant. Hearing matters before the court and ruling accordingly when violations are evident.
119. Many of the cold calls we receive have such issues related to labor/employment which is an area of practice we do not generally provide legal services for. These cold call/consult requests are often referred to the NC Bar's general lawyer referral.
120. Mediations
121. Moving to suppress evidence or dismiss criminal cases pending against our clients.
122. My current office does not have a role to address this. In prior work settings, we have taken claims to OAH or EEOC.
123. My office contacts bank, lenders, and mortgage companies to investigate errors and misrepresentations. We make Qualified Written Requests and send Notice of Error letters, to build a case of violations.
124. My office does not handle a lot of civil disputes, but I am striving to be more up-to-date on the law in that regard. That way, I could provide advice to someone who may need it, even if I may not represent them in a lawsuit.
125. My office does not handle discrimination cases.
126. My office does not handle this kinds of cases.
127. My office does not handle those kinds of claims
128. My office does not have those issues in a legal setting.
129. My office does not provide legal services in this county.
130. My office handles EEO claims and FHAA claims.
131. My office has no jurisdiction over civil rights claims.
132. My office helps individuals obtain restraining orders where facts support the filing of a complaint.
133. My office independently reviews officer-involved shootings usually with the assistance of the SBI.
134. My office is doing little to combat these issues. I am saddened that there is almost nothing being done to offer more more support to the people of this community. However the Chief District Court Judge, Regina Parker, is working to establish mental health support services and diversion programs that will education and assist those in trouble.
135. My work is defense of criminal charges
136. n.a.; courts cannot provide legal advice
137. N/A - there are no clear cases of civil rights or discrimination violations
138. No specific examples. Try to assist or refer to a specialist.
139. None that I am aware of.
140. not an area we serve - would send them to Legal Aid of NC or ACLU
141. not applicable in our practice
142. Not enough
143. Not in our jurisdiction.
144. Not much. Funding is very limited for these types of cases.
145. Not my area of practice.
146. nothing at this time
147. Nothing except to refer people to the NC Bar Association or to try to identify civil rights practitioners in Charlotte or Winston-Salem
148. Nothing, I do not handle that type of law.
149. Nothing, we only file the papers.
150. Occasional pro bono representation.
151. Oitsiidevofboirvpractice area.

152. Organization has spent years collaboratively working to change discriminatory policies and expand access to federal programs for underserved. Also, has provided individual legal representation and advocacy to exercise and fulfill individual rights in context of government action.
153. Our clerks office only charges obligors for motions to be filed in child support cases. Our office has taken the stance to file all requested motions to avoid that unnecessary cost since it is unfair that obligee's are not charged the fee even though the statute allows for collection of the fee.
154. Our Employment attorney handles each case with the utmost care and respect. We follow our employment law policies.
155. Our firm is not a public body or public interest firm. We advise business clients to comply with all provisions of the law.
156. Our firm receives less than 5 requests per year for help with civil rights or discrimination, and the few requests we receive are almost always from a company that has been accused of discrimination by an employee. In the rare instances when we receive a request from an individual whose civil rights have been violated or who has suffered discrimination, we refer those individuals to other attorneys who specialize in those areas of the law.
157. Our Firm represents clients without discriminating. If we learn of a legal issue outside of our practice area we refer a person to an attorney better suited to handle it.
158. Our firm represents employers and works to prevent these types of issues through guidance on best-practices and legal compliance.
159. Our nonprofit refers any and all legal issues in the population we serve and with partners we serve to Pisgah Legal Services.
160. Our office advocates for individual civil rights and on example happened recently during the COVID pandemic with incarcerated disabled individuals. Our office petitioned for incarcerated individuals to be released due to the spread of COVID-19.
161. Our office assists with employment discrimination claims.
162. Our office deals with the low-income immigrant community in the Triangle Area. We try to connect people to community resources, but those resources are scared for undocumented folks. We conduct a lot of pro bono work offering free legal consults at local nonprofits to try and palliate some of this need.
163. Our office documents, records, and files all paperwork and legal process involving violations. as an office we self monitor our actions to ensure against any form of discrimination.
164. Our office does not practice employment or civil rights law.
165. Our office does not see cases of discrimination in bankruptcy cases from either the Trustee's Offices or the Judges.
166. Our office either accepts these cases or refers them to qualified counsel.
167. Our office handles discrimination cases. We represent people before EEOC, DOL, and other agencies.
168. our office has not had issues regarding this statement.
169. Our office has raised several concerns of civil rights violations in the NC Medicaid program, such as language access and disability discrimination. We address these violations through administrative advocacy and lawsuits where necessary.
170. Our office is a legal office and follows all rules of law.
171. Our office is doing diversity training with employees, and offering legal assistance in these areas
172. Our office is one of the few local firms that regularly filed civil rights actions.
173. Our office provides legal services for legitimate cases of discrimination on a case by case basis when those present themselves.
174. Our office receives requests from clients with mortgage loan-based legal questions or legal disputes with landlords. We refer them to the closest community development corporation.
175. Our office represents clients in litigating civil lawsuits against state and local agencies and/or their independent contractors for civil rights violations and/or discrimination. We also represent clients in seeking relief from qualified employers or others in a position to discriminate.
176. Our office was recently involved in the firing of 3 police officers for racist comments made while on duty that were recorded.
177. Over the years we have filed numerous cases involving claims of race, sex, age, or disability discrimination against both private and governmental employers. We have also litigated some housing discrimination

claims based on race. We have also litigated cases for public employees regarding being fired for the exercise of their legal rights, and wrongful discharge/whistleblower claims on behalf of private sector employees. And back in the early to mid-1980's we brought one of the first environmental justice cases involving the placement of a PCB dump in Warren County, and particularly in the "blackest" and second poorest township in the state.

178. Predatory lending is directed at minority communities and people of color on a deeply disparate basis. We defend victims of predatory lending and sue the perpetrators
179. Pro bono or paid legal representation when applicable.
180. pro bono representation of persons seeking expungement of criminal records.
181. Provide direct representation.
182. Provide legal assistance if we have resources
183. provide un-biased services
184. Providing criminal defense attorneys to address needs raised by clients; as well as immigration service.
185. Providing equal access, transparency and quality service to all clients.
186. Providing free civil legal services, and advocating
187. providing help through legal clinics
188. Providing representation in court proceedings, arising out of the discriminatory conduct or as a collateral proceeding.
189. pursue reasonable accommodation demands against landlords; pursue enforcement of IEP rights through IEP meeting/hearing process;
190. Raise the issue in court or refer to attorney who is better experienced to handle
191. Reaching out to state resources
192. Refer case to someone who focuses on those issues.
193. refer cases to expert
194. refer out
195. Refer potential clients to other firms.
196. Refer those people to other attorneys or agencies.
197. refer to attorney in that field
198. Refer to EEOC
199. Refer to Legal Aid
200. Refer to legal aid
201. Refer to someone who handles those issues.
202. Reference to more qualified attorneys
203. Referral to civil rights law firm
204. referrals
205. referrals to attorneys working in those areas. hard to keep up with referral sources so would be helpful to have listing
206. Referring and/or directly reporting to the appropriate agency. (Ex: such as the Attorney General's office of consumer protection.)
207. Referring to an attorney that specializes in it.
208. Referring to attorneys that handle those types of cases and/or the Attorney General's Office.
209. Regarding matters in the workplace, we continually represent individuals who are denied their rightful benefits.
210. Report them to the Attorney General.
211. Reporting to the proper Authority
212. Represent defendant in criminal court.
213. Representation of individuals who have alleged civil rights and or discrimination claims based on race and gender.
214. SAFE can only refer the community to outside organizations that will make referral such as The United Way of Alamance 2-1-1. Our advocacy as a 501 (c)(3) states that we maintain our focus on food insecurity issues. On a personal note and outside the role of executive director, I do work with Governor Cooper and Dr. Cohen in advocating for Medicaid Expansion.
215. Seeking recourse through state/federal agencies (i.e. the EEOC) and/or the court system.

216. Serving as sounding board and making the necessary persons aware of the issue
217. Since we do not handle directly this does not come up. If it should be mentioned by a customer we would refer to the North Carolina Bar Association Lawyer Referral Service. I can give no specific examples of that happening.
218. some employees in office investigate and make recommendation re: results of investigation re: housing discrimination and civil rights discrimination
219. task force
220. Teaching bar courses, seminars, blogging on the website, writing case alerts, and working on pro bono cases in the area
221. This is not something that we see due to the nature of our work.
222. That assumes that there are legal issues (extremely vague) where there are clear examples of violations of civil rights or discrimination. Assumptions are not factual. You should consider the false logic you are using. These assumptions are rooted in nihilism. It seems like we are heading for a violent revolt in this country or a race war or both. And, you are fanning the flames with stupid comment and assumptions.
223. that is not in our core practice area - but we refer to other firms as matters may arise
224. That is not my area of practice.
225. That would be a very fact-specific answer
226. the biggest issue is law enforcement in our area publicly defacing property in Guilford County
227. The Clerk's Office is to remain impartial in all legal proceedings.
228. The individuals within the office are wonderful at assisting individuals with disabilities (some;) for example a blind couple came in to change their child's name, and a co-worker filled the necessary forms out for them (with their guidance) and posted the required notice. All they can provide within the resources given (which are scant), they use.
229. The military has specific procedures in place to address discrimination.
230. the office for which I work cannot deal with such issues in a civil context
231. The office has prioritized the use of our resources. Primary focus includes, but not limited to domestic violence, housing... Secondary, custody
232. There is a stigma for domestic violence victims who dismiss their protective order complaints or ask that the PO be set aside and later refile. Statistics show that victims leave and return 7 times before finally ending a violent relationship, but instead, uneducated people and professionals have an attitude that the person is like "the boy who cried wolf."
233. There is a unit in my office which will accept some cases for pro bono representation. We also teach future lawyers about this area of practice.
234. there is not much that we can do. we try to address issues by denying probable cause, we are complained on to the District Attorney or to the Chief District Court Judge. Civil judgments can be dismissed when rights are violated without much repercussions. Of course, in Small Claims, the offender can always appeal.
235. This firm represents many plaintiffs in such situations, and has regularly made this a prominent feature of practice for at least 35 years
236. This is not a typical area of practice for my office, however, if presented with a clear violation of a client or potential client's civil rights I would either get the client to a qualified attorney or if no one was available I would take the case.
237. This is not my area of practice, so I am not doing anything.
238. This is outside my practice area.
239. Trainings, task force, CLE
240. try to work it out, help people file complaints with appropriate legal agencies such as the EEOC if applicable, help people with legal proceedings or lawsuits if deemed worthwhile.
241. Two attorneys interview affected individuals and represent them on their civil rights claims.
242. Typically refer the matter to an attorney more experienced and qualified to handle civil rights legal cases.
243. Unaware of any such issues in our office.
244. Utilize the law to bring fair outcomes regardless of possible discrimination influences (for example: noting that a parent's right to custody with child is regardless of race, gender, or national origin), and assist where possible judicial/legislative/legal actions to ensure that systemic discrimination does not continue

or occur and/or addressing the reality that discrimination may occur in application and figuring out ways to combat that.

245. Volunteer or offer pro bono services; participation in various NGO and Non-Profit activities.
246. We are a family law firm and I have not encountered those issues in a case.
247. We are available to initiate lawsuits if there is a violation of civil rights or discrimination.
248. We are conducting listening circles
249. We are focusing on education, criminal justice reform, and financial inclusion.
250. We are limited in what we can do since we are in a public university. We are sharing data, hosting virtual screenings of social justice documentaries, and planning a comprehensive EDI initiative with our nonprofit sector. Individually, most of our staff volunteer in their off hours to support this work, inform local gov't of issues, call local gov't leaders into question when necessary, and most importantly, we spend extensive amounts of time on and off the clock learning about all aspects of civil rights, social injustice, racial injustice, being an anti-racist, discrimination, how to better advocate when we see these injustices, etc.
251. We are limited to providing legal information and referral to outside organizations.
252. We are not able to assist in this area except to provide Pro Bono services.
253. We are providing information of attorneys in the area and also sending referrals to Charlotte Center for Legal Advocacy
254. We are referring complainants to Agencies that handle these types of issues but retain documentation for our year-end reports.
255. We are trying to implement a new program called listening circles to encourage our youth to speak on these issues and to hear from others who may be or have experienced discrimination, etc.
256. We bring suit to remedy such violations.
257. We cannot represent clients in civil violations such as civil rights or discrimination lawsuits, but we refer clients who may have a civil claim to civil litigators where referrals are possible.
258. We deal only with criminal issues but try to refer to appropriate agencies for help with civil issues.
259. We defend these kinds of suits.
260. We do intake of these cases. We do not do contingent cases. If requested, we will refer out.
261. We do not address this issue unless pro bono
262. We do not handle any civil cases in our office
263. We do not handle cases of that type.
264. We do not handle such issues
265. we do not handle these types of cases
266. We do not normally handle these cases and refer them to specialists.
267. We do not practice this type of law. We would refer it out.
268. We do not provide direct service or representation in such cases, however we have a large body of local attorneys who do pro bono work that we can often refer someone with such a need to.
269. We do not regularly address these claims but would be happy to take them
270. We do not routinely have inquiries, if ever, that involve civil rights or discrimination.
271. We do not typically handle cases like that, so we refer them to another firm.
272. We do pro bono work to address discrimination in custody and criminal cases.
273. We do referrals to the proper resources.
274. We don't generally get those cases outside of pro bono assignments.
275. we don't handle these issues
276. We don't handle those kinds of matters. We just do estate planning, probate and business law.
277. We don't handle those types of matters.
278. We don't have these issues.
279. we don't provide direct legal services but we try to educate the public on issues where poverty and criminal justice/legal matters overlap.
280. We employ an array of legal strategies from information & referral, outreach & education, technical assistance & support for self-advocacy, abuse & neglect investigations, coalition & policy work, and individual and systemic legal representation.
281. We file systemic litigation, write public reports, and brainstorm about other effective legal tools to address the problem to advance legal rights.

282. We generally do not handle civil rights litigation and refer those cases to other counsel. But when discrimination presents itself within a case, we do our best to educate judges and courthouse staff (and ourselves).
283. We generally don't handle such matters.
284. We had a disabled client who lived on the 3rd floor - the elevator in his building was not working and he could not reach his unit. They refused to either move him to a first floor unit or fix the elevator in a timely manner. We had to threaten to sue the apartment complex to get it fixed, but they did fix it.
285. We handle select cases on a reduced fee or pro bono basis
286. We have 12 clinics that vary from family law to tax law and assist those who are in need of legal services but can't afford them.
287. We have a Diversity & Inclusion Committee that is tasked with examining and developing firm positions on those issues
288. We have a few low-bono clients we represent on discrimination claims, but there's never such thing as "clear evidence of a violation of civil rights." If there were, there would be no need for lawyers.
289. We have a firm culture that is aware of individual and organizational rights and obligations. I advise clients on employment discrimination matters.
290. We have attorneys who handle these types of cases but I do not, so I do not have enough information to answer.
291. We have had no valid claims for violations of civil rights or discrimination
292. We have largely concluded that employment discrimination cases, in particular, are not really profitable. So, we generally refer these on.
293. We have never had such a situation arise.
294. We have no recourse; we have to accept all filings no matter how grandiose or how frivolous.
295. We have not been presented with any cases where there is clear evidence of a violation of civil rights. While contacted in a few matters, there was a material dispute about the facts and a person merely being arrested or questioned by the authorities does not create a clear violation, when there appears to be a potential basis for probable cause.
296. We have not found an opportunity to address this issue
297. We have undertaken to represent individuals whose rights may have been impacted by discrimination as well as legal challenging institutions (public/governmental) with respect to discrimination claims in violation of Constitutional rights. Due to privacy/confidentiality issues, no specific examples will be provided.
298. We investigate and protect against fraud and scams in securities law and charitable solicitations. For example, we have investigated and prosecuted elder abuse scams, affinity fraud scams targeted at, for example, African American churches. We are an employer seeking to protect our employees' civil rights and against discrimination. We are a regular participant in the AG Scam Jams. We are a participant in the State government elder-fraud and abuse committee (or task force or some such, don't recall what it's called). In addition, we have employees who are sworn law enforcement officers. We regulate, to the extent allowed by NC law, lobbyists and lobbying, protecting citizens' right to access to government. We register new businesses and provide assistance through the Community College Small Business Centers. We provide a wealth of information citizens and businesses can use to protect themselves from scammers, e.g., you can check our website and see that a business is suspended or dissolved and then take that into account in evaluating the risk of doing business with them. We regularly work with AARP and the military to provide education on avoiding financial frauds. And I'm sure there's more, that's off the top of my head.
299. We keep an ongoing list of cases of discrimination/discouragement and talk to the Department of Social Services about them to address issues as they come up. We often advise clients about what their rights are in the areas we provide services so they can know when they are or aren't being treated fairly.
300. We litigate complaints against educational institutions around the country in Title IX cases based on sex or gender discrimination.
301. We might be willing to take certain of these cases on a contingency or even pro bono basis, but it is rare.
302. We partner with legal non-profits in the Triangle to determine the legal validity of the violation and next steps.

303. We partner with Pisgah Legal Services to refer clients who require assistance which is beyond our areas of practice, expertise.
304. We provide legal assistance for individuals that qualify that are having issues with eviction, have been denied housing, denied adequate accommodations in their home, denied IEP, denied educational accommodation of a child, or denied benefits base on discrimination of sex, race, gender, sexual orientation, and/or disability.
305. We provide representation in civil legal suits for low income people in areas of housing, benefits, DV/SV, Immigration, children's law, family law, elder law, among others. We have various programs that work holistically with clients to address various civil legal issues and try to promote economic development and security in lower income populations. We work with vulnerable populations including but not limited to immigrants, previously incarcerated, elderly, and minors. We also have supporting programs that work to address access to healthcare and resources in the community that will develop economic power among vulnerable populations.
306. We rarely deal with this type of case, but we do accept pro bono representation through multiple referral sources.
307. We recommend settling cases in which there is "clear evidence of a violation of civil rights or discrimination." (Although I think I take your meaning, this is a poorly worded question.)
308. We refer such cases out to attorneys who specialize in such cases.
309. We refer them out appropriately to other law firms or legal aid of NC.
310. We refer to a legal expert in that area.
311. We report any violations of the law that we confirm or have sound basis to do so.
312. We represent clients when appropriate and file lawsuits when necessary to address systemic issues.
313. We represent families whose children have disabilities under the Individuals with Disabilities Education Act. It's all we do. We often do these cases at no cost to the family.
314. We represent in legal proceedings and advocate in other ways as well for people with disabilities across the state
315. We represent incarcerated persons who are experiencing constitutionally cruel conditions of punishment.
316. We represent individuals in EEOC and FLSA proceedings.
317. We represent plaintiffs and defendants in a variety of civil litigation matters.
318. We review and consider legal representation.
319. We send these to civil rights or discrimination lawyers. This is not something we know anything about.
320. we sue the state or the specific defendant
321. We take cases that have a reasonable chance of success based on current state and federal law.
322. We try to address these through court hearings, however, proving civil rights violations and discrimination is almost impossible to do, therefore, we do so through bond hearings, trials, etc.
323. We try to refer potential clients to other attorneys that we think could better handle their services. Very few attorneys in this area handle that type of litigation.
324. We typically don't have violations of civil rights/discrimination come up in our practice area, but we do pursue federal litigation for violations of constitutional rights.
325. We undertake a complete investigation and if appropriate, file the necessary complaint, either administratively or with the appropriate court
326. We were counsel for one of the largest cases filed against the Dept of Agriculture on behalf of black farmers.
327. We will gladly assist law enforcement as they are being attacked by liberal institutions attempting to destroy the freedoms of Americans of all races
328. We work alongside the City of Charlotte and teach housing rights classes to tenants and landlords regarding housing discrimination and how to prevent/avoid it
329. We work with clients to be able to meet their needs both monetarily and other issues.
330. we work with Legal Aid of NC and the Justice Center
331. We would advise client to call and report to ACLU or other appropriate agency depending on the specific issue.
332. we would take such a case if presented
333. We'd refer that person to a qualified firm or person who handles those cases. We don't.

334. We've never had that case walk through the door.

335. When a case is filed that clearly violates rights, we tend to rule harshly against the violation

336. Where there is a clear violation, we provide litigation options for clients.

337. Will not find probable cause for an arrest

338. With the office we hold, we cannot address these issues if it borders on practicing law. We are held to a very strict standard which we must file and process whatever is handed to us for the Judge to render the verdicts on.

339. Working on bail reform and fines and fees reform work.

## What are some areas of improvement in the way legal services are being currently provided that could be improved to reduce discriminatory practices?

1. A better referral network would help refer potential clients to the best attorneys in a particular area. A separate court system to provide accountability for discriminatory practices would streamline complaints. Special prosecutors and attorneys to represent claimants. something like Industrial Commission perhaps.
2. Access to an attorney at an earlier time in the process- before the case has been admitted or denied by the employer if possible.
3. Access to better free resources.
4. Access to free public computer terminals in the courthouse for e-filing.
5. Access to language and improved cultural training for the court system and law enforcement.
6. ACKNOWLEDGEMENT BY POLICE AND PROSECUTORS OF DISCRIMINATORY ARREST PRACTICES  
ELIMINATION OF CASH BONDS "BAN THE BOX" LEGISLATION
7. Additional information on where we should be referring these inquiries when they are in areas of practice that we do not practice.
8. Additional resources are needed other than legal aid to address legal issues in the community.
9. Address systemic racism.
10. Addressing the Hispanic population and the practices against and Food access for children, especially in the summer when schools are closed.
11. Again, civil issues are out of our prevue
12. ALL Administrative Hearings should come before the OAH.
13. All law enforcement officers should be mandated to wear body cameras. In Iredell County, the Sheriff's office is required NOT to record interactions with suspects and witnesses. In addition, we should keep statistics of races that are being detained, searched and arrested in order to ascertain if there is systemic racism here.
14. All legal aid offices should focus on the need to combat discrimination in their case selection and analyses
15. Allow for the use of restorative practices to all races and ethnicities
16. An acceptable and attainable code of conduct that is adhered to by those wishing to lodge complaints would facilitate their successful resolution. Pro bono legal services would accommodate a large number of the cases that we see come through our front door.
17. Antiquated laws need a major upheaval; legislation has not provided necessary resources and training for individual offices-- even in Wake county, much less rural, smaller districts-- to donate necessary re-training for employees in ALL types of offices. Racial and Gender discrimination are deeply rooted in North Carolina laws, culture and society. Every agency needs an objective outside "audit" and observational study done to improve their behavior, environment and acceptable practices.
18. Areas of improvement include who gets contracts(paid to represent indigent clients) have audits for discrimination and guidelines/standards so it is not left to small towns to discriminate and give all the work to certain people they know. Also the Contract system for indigent criminal defense needs to be changed more diversity and diversity training is needed in the Court systems in every county across the State. more statistics and audits are needed to bring discrimination to the attention of the leaders that care and can make a difference
19. Attorneys are expensive and many people can't afford them.
20. Awareness of whether and how implicit bias affects case selection criteria; more resources so more cases can be handled thoroughly and appropriately.
21. Banks continue to prey upon poor, uneducated people who are unable to understand the terms of the agreements they sign. The root of the problem is the legal departments within the banks! But on our end, we represent the victims and mitigate their losses. The best way out for most victims is filing bankruptcy. Non-profit Legal Services need more funding for bankruptcy filings and related attorney fees.
22. Better access through free or low-cost legal organizations like LegalAid.
23. Better access to advice before filing administrative complaint (e.g. what to include in complaint, how to gather evidence, how and when to file)

24. Better funding for legal services agencies with employed attorneys dedicated to providing representation and advice.
25. Better knowledge about access to legal services
26. Better psychological evaluation of prospective employees (especially for police/medic/social workers) to weed out candidates with embedded racial bias. Training, training, training - diversity inclusion, implicit bias, privilege, use of discretion, etc.
27. Broaden 1983 civil rights by including better State causes of action which include attorneys fees.
28. Cases with low damages are not possible to take on at a private law firm and more legal services organizations are needed to take on these cases.
29. Citizens need to be better informed about their rights, beginning in the schools, and about how lawyers may assist them. Corporate America has been successful in painting lawyers in a certain light rather than as the protectors and advocates that we are.
30. Civil Miranda
31. Community education would flush out these cases. Taking some of these cases would deter other bad actors.
32. Continued legal education
33. Cost to enter the profession puts a bar on the ability of practitioners to better serve low income and historically marginalized groups. This includes the cost of legal education, the cost of the bar exam and test prep, the cost of local bar dues and state bar dues, the cost of CLEs. Many attorneys would fit more pro bono in their schedule if the costs of being a practitioner wasn't so high. But with some attorneys servicing a student loan debt larger than their mortgage, it becomes important to seek clients that can afford higher fees.
34. courts provide more forms and have videos on how to fill out forms, especially in simple estates, widow's allowances NEED BROADBAND IN RURAL AREAS AS PART OF COUNTY CAN NOT ACCESS ONLINE COURT RECORDS OR PROCESSES court house to stay open during pandemic--kudos to our Clerk in McDowell County public defenders, DAs Magistrates, judges need to be more diverse
35. Create Judicare and Judicaid like Medicare and Medicaid.
36. Cultural education in law school. Pay legal aid more to attract more diverse attorneys.
37. Cultural training in the legal practice and emotional intelligence training (ie specific CLE's that help expose how discrimination is systemic especially to those privileged not to realize it and how to empathize with such discrimination even if not personally witnessed). I cannot describe how often I see and hear things that are clearly discriminatory to me as a female/non-white person, but the person speaking or acting seems to have no clue. I know it's hard to 'wear the other shoe,' but there is so much information out there that many people refuse to educate themselves upon.
38. Definitely eliminate a "consult fee" for clients wanting legal advice or to talk to a lawyer. Most, if not all, of my colleagues charge an exorbitant consult fee just to get in the door. I do not charge potential clients for a consult or to talk to us. Most low income families just need a quick answer without having to spend hundreds of dollars to get advice.
39. deposit requirements; attorneys not wanting to take on complicated cases pro bono
40. Discriminators are bullies who will not change their practices unless their livelihoods are adversely impacted by firing them. The best way to do that is to cost their employers money in the form of compensation to the discriminatory in the form of a lawsuit. I favor a punitive damages provision in the law to deter unlawful behavior.
41. Discriminatory in what way? The only discrimination in the provision of legal services that I see is financial discrimination. That is, you generally only get justice if you can pay for it.
42. Don't know
43. Don't know - sorry.
44. Each-to-follow DIY manuals in multiple languages that are free and hanging in distributors inside the courthouse. One for each - DIVORCE, CHILD SUPPORT, CHILD CUSTODY, EMERGENCY EX PARTE CHILD CUSTODY, etc. Easy to follow DIY manuals for the above areas that are fillable and accessible online (not through nccourts.gov which is a massive pain to understand and manipulate).
45. easier access to legal advice
46. educate the public, peaceful protests, stop politicizing the issue

47. educating more people about the issues and providing solutions and action steps
48. Educating the victims of these cases of their rights and court procedures so that they do not live in fear of discrimination
49. Education
50. Education for employers and more attorneys in the area to handle those types of cases.
51. education of the needs, such as this survey to address the issues.
52. Education to help people better understand how the legal system works. Seminars on bringing small claims actions for consumer disputes.
53. education. BLET needs better education. Not the Us vs Them mentality. Magistrates do NOT necessarily need to come from law enforcement backgrounds as they tend to be biased, in my opinion and experience.
54. education; penalties for proven wrongdoers
55. educational seminars offered to the public
56. EEOC was designed to help people with job discrimination. My experience is that the agency is very lacking. It seems that it is more interested in clearing cases than actually doing a fair job investigating discrimination.
57. Either provide free legal services or increase the penalties and attorneys fees that could be awarded in the event of a successful case. If you don't level the financial playing field between the accused and the victim, there is no incentive to change discriminatory behavior.
58. Eliminate the race question on all applications
59. Encouraging collective bargaining and other collective activity by employees could reduce discrimination.
60. -End qualified immunity -Waive court fines and fees for people who are unable to pay -Set affordable bond or unsecured bonds for people who are unable to pay -End local cooperation with ICE surveillance of courthouses that intimidates immigrants and leads to FTAs and escalating legal consequences -End "no baggy pants" type dress codes in courthouses that target people of color -Track use of peremptory juror strikes statewide to identify demographic trends in light of NC Supreme Court's recent Batson decision and US Supreme Court's recent Flowers decision -Relax state bar rules for legal referrals where referrals are being made to nonprofit or pro bono service providers, so that rather than making referrals to three or more options in every instance, referrals can be made just to experts in the specific area of civil rights law at issue rather than also directing indigent folks in need to paid attorneys and non-experts -Seek limits on judicial campaign duration and donations so that our judges do not have to spend so much time and effort campaigning, and to minimize the influence of outside money in judicial elections -Reopen drug courts -Identify pathways for referring more cases to social workers or mental health professionals for mitigation and alternative dispute resolution before imposing criminal sentences or civil fines (and accompanying court and attorney fees) -Hire additional TCAs/assistant TCAs to offset extreme workload, facilitate scheduling, and speed disposition of minor requests of judges that can make an immediate difference to impacted clients (especially when dealing with backlog of cases from Covid and other natural disasters) -Set limits on a court's ability to unilaterally and repeatedly continue a client's day in court without consent of all parties, particularly in appellate courts where any relief granted in the trial court has often already been put on hold during pendency of the appeal -Consider setting an outer limit of nine months or
61. Ensure that leaders and stakeholders include members from minority groups to ensure adequate representation and valuable input from those members.
62. Ensure that we have a diverse and inclusive staff that's reflective of the populations we serve and the issues that our communities need us to address. We have to stand up firm against oppression, white privilege and white supremacy culture that is trying to creep it's way back into our work spaces. We have to tear down systems that seek to profit off the backs of poor vulnerable populations. We have to act justly, love mercy and walk humbly with our God.
63. Ensure there is sufficient staffing, equal time and services allotted to each individual and case.
64. Equal access to legal services could be improved but the financial means to retain a lawyer can be a barrier to said access.

65. Every person needs a non-monetary bond unless a judicial official deems a monetary bond or a secured bond is necessary to protect other members of the community. There should be no "48 hour cooling off period" where a bond cannot be issued by a magistrate.
66. Expand funding for legal aid
67. Expand Legal Aid. Give more funding to Legal Aid and allow them to handle more types of civil cases for low-income clients.
68. Expand state laws to give protections beyond those afforded under Title VII.
69. Expanding Legal Aid.
70. expanding NC prisoner legal services would really help incarcerated individuals with good claims
71. Expansion of legal services available to county residents has been increasingly improving in the last few years. Additional support for low income residents could be beneficial.
72. Expungements could open up many more opportunities for many people.
73. file federal cases
74. Firms should provide better guidance to their clients, proactively, about avoiding discrimination claims.
75. Fully fund a proper number of legal aid attorneys for the eligible population, state-wide.
76. Funding for legal aid and increased funding for indigent clients in criminal and civil matters.
77. George Floyd, and the protests sparked by his killing, have started a dialogue about how we can reduce discriminatory practices as a country. I am currently working on changing my thinking in regard to levels of secured or cash bonds in criminal cases, to still protect the community, but avoid the high cost of pretrial incarceration.
78. Get rid of the loopholes in the law for employers! Allow actions in State Court where the plaintiffs don't have to jump through so many hoops.
79. government paid legal representation
80. Greater access to free or reduced legal services is the primary need for any and all practice areas.
81. Greater community education would be a start - education for employers. Often, it feels like an NC employer holds all the cards with no accountability. This makes a discriminatory employer able to proceed without fairness and unilaterally make discriminatory decisions without being held responsible. It is a patently unfair system which takes advantage of lower income/ lower education employees.
82. have a network of trained lawyers to give free consultations. Give free CLE credit training.
83. Have applicants be identified by # instead of name when appropriate.
84. Have more limited rep so lawyers are not afraid of being held in a case too long without pay or with minimal pay Mandatory early mediation could help as well.
85. Helping to educate all people on all topics. Anyone who wants to learn should be able to learn for free. However, most people that need the extra instruction or classes would not make the time to attend.
86. hire more bilingual employees and provide sensitivity testing and training.
87. hotline
88. I am mostly knowledgeable about the criminal areas of the law and the areas of pretrial release and being locked up for not being able to pay fines and costs. In addition, there is a need to look at the issue of restitution in criminal cases.
89. I am not aware of any discriminatory practices in the construction industry. Our clients need people with skill sets who want to work, and that is increasingly hard for them to find. They do not care what race, gender, sexual orientation or religion anyone is. They want someone who does not do drugs, will show up to work and work hard.
90. I am not aware of discriminatory practices.
91. I am not in private practice and am not exposed to the system enough to form a valid opinion at this point in time.
92. I am not sure at this time
93. I assume the question is referencing "unlawful" discrimination. If so, the question assumes that "unlawful" discriminatory practices exist that need to be reduced. However, we do not engage in "unlawful" discriminatory practices. As such, there is no need to "reduce" something that does not exist.
94. I believe civil legal representation should be a right just like criminal legal representation. Until that day comes, however, we need to expand the number of practitioners across each region of the State who can

- handle civil rights and other legal areas where discrimination is common. I think this will likely need to be through regional legal aid providers or new non-profits who can handle strategic litigation.
95. I believe consumer education is the best way to deter discrimination. Many times the public does not have knowledge of the agencies in place to help them. In addition, it would be advantageous to have a list of attorneys that are willing to do free consultations or pro bono work. As it is, we are prohibited from recommending specific attorneys to customers who may be in need, as it may pose a conflict of interest. I would like to see some type of policy, where we could refer people who have great evidence of the need for legal services. In some complex cases, legal aid cannot assist them.
96. I can't say that I would agree changes to the way legal services are provided can help end or reduce discriminatory practices. Discrimination is a matter of the heart.
97. I do not have any ideas about this issue.
98. I do not have any suggestions for improvement
99. I do not have enough info to provide an answer.
100. I do not know of any. The barrier I see for legal services is cost - which is not the same as civil rights.
101. I do not know.
102. I do not live in NC so I do not have enough information to respond.
103. I do not practice in this area of law so I cannot answer.
104. I don't believe our office engages in any discriminatory practices, but continued education both inside and with outside agencies can always help.
105. I don't handle these matters
106. I don't have the answers to this. This has been an ongoing problem and is more prevalent in other areas of the state than it is here. If it goes on here, then it is swept under the rug and nobody hears about it, which is highly unlikely because we live in such a small community.
107. I don't know. I know that the specialists we deal with are highly competent and seem to get excellent results, but they may only be the best and brightest and don't represent the norm.
108. I don't perceive there as being discriminatory practices in the legal service areas where I interact.
109. I don't see discriminatory practices in terms of legal services being provided. It would be helpful to have easier access to Spanish language interpreters, though.
110. I don't understand this question. Discriminatory practices against those who do not have money to pay for legal services? Racial discrimination?
111. I have no basis upon which to state an opinion.
112. I know of no discriminatory practices existing in my area as they relate to any of the protected classes. I have observed courtroom situations where the socioeconomic status of the party, parties or witnesses seemed to influence the willingness and amicability of the prosecution in criminal cases. It should also be noted that this was largely confined to the behavior of an individual prosecutor as opposed to the office of the District Attorney.
113. I see no problem with the way legal services are being provided in my area.
114. I sure that cases are disposed of in a timely manner
115. I think encouraging public defenders to be more zealous about advocating for their criminal defendants would go a long way to reducing discrimination. Often, public defenders encourage their clients to take a plea deal without actually thinking that maybe their clients should not have been arrested in the first place.
116. I truly feel that in low income areas like my county that legal services need to be more willing to provide a service to families that need help with divorce, custody, guardianship, wills, POA's. It seems the five things I mentioned are the ones that I have the most people coming in with questions and we have to refer to an attorney and they just can't afford one.
117. I would be here for a year writing all the ways, if I had the time. I think one of the most pressing needs in the midst of the COVID crisis is that folks summoned to appear in court who happen to be COVID-positive are having to make the impossible decision between appearing when ill, and thus exposing all people with whom they have contact, or not appearing and having a bench warrant issued for their arrest. It is not lost on me that these same folks are the ones who cannot afford private attorneys to advocate on their behalf. Perhaps temporarily pausing such practices would help both protect the indigent population, as

well as the public health and safety of the judges, court staff, and members of the public with business in our courthouses.

118. I would like to see every state have a limited practice rule so that non-lawyers could address things like child support opening up capacity for lawyers to better address things like domestic violence and discrimination. I really wish the NCBA would have instituted diploma privilege or an online bar exam and am extremely disappointed by the inaction on this front. It was not okay to pack hundreds of recent graduates into a couple of rooms and I felt ashamed of the bar association for not working with others to solve the problem. Of course it would have taken work and creative thinking, but recent graduates were owed that.
119. Identify discriminatory practices and hold perpetrators accountable
120. If anything, there is a lack of women attorneys that practice in the bankruptcy field, but I do not see discriminatory practices in the area of bankruptcy.
121. If you are talkign about my former firm, I have no direct knowledge to share.
122. I'm afraid I can't offer any help on this one.
123. I'm not privy to that information.
124. I'm not sure
125. Implicit bias training as well as regular deep dive conversations about systems of oppression and systems of power.
126. Improved availability of ESL resources.
127. Improved funding for legal aid.
128. In my opinion, discrimination is deeply planted in the American society. It must be exposed AND resolved with fair measures from the top down and the bottom up. Needless to say, society has to simultaneously change its mindset and let go of things in the past that continue to set America back.
129. In the area of family law, I do not see discriminatory practices. There is always a need for more free or reduced legal services, and there is always a need to improve access. Wake County has created multiple ways for parties to resolve court issues outside of an actual hearing with free or reduced costs options.
130. In the criminal setting, that the sheriff and police departments follow the requirement to track all vehicle stops in the central system through the SBI.
131. Increase ability of Legal Aid services to handle cases brought to them.
132. increase funding for Legal Aid
133. increase in legal aid and establishment of a public defender.
134. Increase the funding for Legal Aid.
135. Increased and equitable funding at the state and federal level for accessible pro bono legal services. Philanthropy and locally controlled funding is not just broken it is making access worse and less equitable.
136. Increased awareness of current legal services available through inclusive message distribution channels that are more appropriate or effective with the populations that need the services. For example, Spanish language materials, print materials, text campaigns, community meetings, educational meetings. Clear messaging about the types of issues legal services/organizations address. "Cheat sheet" or checklist that sums up the rights of different segments of the population and what to do when rights are violated. For example, a discrimination in the workplace cheat sheet that lists each of the ways discrimination can show up in the workplace, examples of that act, and what to do if you suffer from each act of discrimination.
137. Increased funding for Pisgah Legal Services, the local legal aid agency
138. Independent oversight of prosecutors and judicial officials with actual sanctions to deter abuses.
139. Information campaigns that educate the public on their rights under state and federal law.
140. Instituting pretrial service programs in all counties that is independent from the law enforcement offices. This is critical for equal treatment for all in the criminal justice system. Also, all districts should provide representation from the very first appearance. It would be a real benefit for all involved to have a PD on call 24 hours who assists with the very first appearances.
141. institutional and personal changes
142. Iredell County would greatly benefit from a drug court.

143. It appears in my organization that the majority of the individuals we help are proportionately white individuals. I'd like to see improvement in this area where we are helping more people of color rather than referring them out to other organizations.
144. It can be cost prohibitive for some people to get legal services - often they are above the income requirement for pro bono but do not have the means to hire an attorney
145. It is always tricky to take racial/demographic information from clients. It is very useful for reporting/statistical purposes to understand who is using services/ programs, but also can expose clients to potential discrimination.
146. It is my understanding that many of the federal laws against discrimination have not been fairly applied at the federal court level, and discriminatory conduct has been upheld at the appellate level without real consequence. Lawyers can't afford to provide services to large numbers of people in situations where there is already established case law contrary to their cause of action. Access to justice for those suffering discrimination is difficult when neither client nor attorney can afford the costs of the long-term litigation that ensues, with little likelihood of success. Those who are victims of discrimination need to have the laws that are on the books enforced, and those laws need to have teeth in the judicial system. Additional funds should be provided that pays the costs for such litigation. Also, appeals court judges who are appointed to the higher courts should be carefully selected by whomever is appointing them. It's a very deep complicated problem.
147. It would be helpful to have more resources available to allow for greater assistance to flow to communities in which there is a language barrier.
148. It would be very helpful for individuals who allege complaints of civil rights and/or discrimination based on race and gender and potentially sexual orientation, to have resources available to help guide them through any internal human resources, administrative procedures for exhausting their grievances in employment situations. In the event individuals reach the level of making claims through the EEOC, having resources available to help navigate through that process would be extremely helpful. In the event the allegations escalate to the point of filing litigation, individuals need resources, including financial resources, to pay for legal representation. Most of these individuals do not have the financial resources to pursue a claim through litigation.
149. It would help if attorneys were trained in these areas and received financial support for litigation
150. Judges should be held accountable for injustices, including a survey and annual follow-up to determine whether Judges are handling cases in a non-discriminatory fashion. Lawyers and people of color are dealing with systemic racism that is being propelled by the Judges presiding on the benches throughout the State.
151. Judicial and prosecutorial education on inequities in plea bargains, bail, and sentencing.
152. Landlords/property managers need to be educated, as well as clients and service providers.
153. Language access is always an area that could use improvement.
154. Larger availability of free and low cost civil legal services of varying types.
155. Law students, for their third year, should be required to work at a non-profit legal services practice instead of taking unnecessary and mostly pointless electives. Law schools could partner with these entities/legal service providers to ensure that students have a mentor and are participating on a set hourly basis per week to earn school credit towards graduation. This year should be free (paid by schools' endowments) to allow students a break in loans while gaining experience helping those in need of legal services that are unable to pay. This will not only bolster the resources of non-profit legal service entities and allow them to represent more clients, but will give law students practical first-hand experience in court and with actual clients (not to mention encouraging some to pursue a career in the non-profit field). Too many law students graduate with crushing debt and cannot work at a non-profit and pay their loans back at the same time.
156. Legal Aid needs to represent more individual clients in my judicial district, and ideally, have an office (if only part-time) in the district.
157. Legal Aid of NC provides free representation to victims of domestic violence in Stokes County Civil Court.
158. Legal services are too costly for individuals who need them and there are not enough attorneys with the appropriate knowledge and expertise to take on the cases. We have to turn away far too many people who desperately need help because we simply don't have the capacity to take on every case. It is

especially difficult for people living in rural counties to access legal assistance to enforce their rights. If school, for example, knew that there were more attorneys out there willing to sue them, they would not engage in the blatantly discriminatory practices that are the norm in rural and high poverty areas.

159. Lie detector tests for supervisory positions
160. Lower cost barriers to courts. Provide adequate translation/interpreter services. Eliminate bail for non violent crimes.
161. Lower costs to obtain help
162. Make more legal documents plain English, which means teaching lawyers to write in plain English. We often use the federal government's plain English guidance documents to help with that. We also use the WORD readability statistics feature along with the federal guidance (grade level 9-12 for the general public, minimum 40 score of the readability level, below 25% passive sentences). Change all legal requirements for ALL CAPS language anywhere, given what I understand to be the studies showing that it decreases understanding. Amend laws to require plain English contracts, and especially opt-ins and privacy provisions in online contracts. Educate, educate, educate the government and businesses. To get to the businesses that don't understand why business is bad (although current events may affect that positively) get the research showing better decisions in many instances and better results come from inclusion and diversity and put it into plain English and get it to the people who don't "get it." Offer financial assistance to businesses and governments to get ADA compliant with regard to physical facilities. Organize neighbor and friend to neighbor and friend groups and offer resources to discuss the tough topics and encourage. Use all the wealth of legitimate research about what does and does not work instead of relying on the doesn't work stuff (think "just say no"). Educate young people and their elders about the First Amendment and the value of disagreement and free speech and especially the media. Given the clear research showing that there may be more corruption when there is less media monitoring government, get the word out, get funding, educate, etc. Get Citizens United overturned and the Hobby Lobby case making corporations people. Get Medicaid expanded, the ACA expanded, fix this week's Supreme Court decisions re religion so that we don't suddenly have another rash of white flight "religious" schools that can discriminate on any basis because they
163. Making intentional outreach to put resources in employee hands to protect themselves. The "posters" really aren't enough.
164. Mandatory employer training on implicit bias.
165. Mandatory pro bono service for attorneys in private practice.
166. Many people who have experienced discrimination of some sort lack the resources to rectify or combat the problem. It's more than just a question of money: it's awareness, access, time, transportation, sense that it's a battle worth fighting, etc. All of these must be tackled to improve provision of legal services.
167. Mediation Services should be better utilized in every county
168. More access, less arbitrary restrictions, more oversight, frequent consideration and adaptation of rules and procedures.
169. more accessible and free interpreters
170. More attorneys for indigent people and children. Better representation overall.
171. More availability and promotion
172. More bar association seminars, panels, CLEs, programs on the topic at annual and regular meetings, in the on demand library, more publication space devoted to it in bar journals online and in print, and more coverage in the ebar each week to the topic even if in small doses or bites
173. more community education
174. More court appointed lawyers who really spend time on cases. More consideration
175. More education
176. More education and legal protections for employees.
177. More enforcement from the state including hire fines and punishment for persons/entities that discriminate.
178. More engagement from legal professionals regarding legislation that is being approved and more scrutiny of such bills.
179. More free services. There are plenty of lawyers but no money to hire them.
180. More funding for legal aid organizations

181. More information provided to the public about all the free resources available.
182. more information to the public
183. More inherent bias training.
184. More intake and referral.
185. More legal aid representation
186. more money and more lawyers
187. More money for help
188. More money to legal aid and law clinics.
189. More opportunities for targeted pro bono on larger issues/projects.
190. More pro bono legal services
191. More public education. Making legal services more affordable.
192. more resources put into testers for housing/lending issues. 'big name' attorneys and firms willing to partner with community development work to effect more systemic change
193. More resources to prosecutors to enforce laws.
194. More robust policies for hiring and employing people of color, women, foreign nationals, and members of the LGBTQ+ community in legal organizations to better reflect the community, create more inclusive practices from within, and strengthen legal teams to provide better representation for clients.
195. More services at little or no cost. In court appointed work, court appointed attorneys need to be paid more to attract qualified people. We need the parents' defense bar to be an agency with quality oversight, the same as we have a public defender with oversight over paid employees in criminal matters. Parents, and particularly parents of color, are being harmed by our existing defense system in DSS court.
196. More support for organizations like Pisgah Legal Services to engage support in minority communities.
197. More systemic advocacy to address the systems in place that inherently favor white, cisgender male, U.S. citizens.
198. More trainings. Stop the legal services provider number production treadmill. Allow advocates the time and resources to do meaningful impact litigation.
199. Most "discrimination" relates to economics. Low income families have difficulty accessing legal services as they cannot afford it. Lawyers don't take these cases because they can't afford it. There needs to be a mechanism for private attorneys to get compensated for representing low income families, and not have to rely solely on potential fee-shifting statutes many months or years away.
200. Most of the problems I see result in discrimination against mid to low-income people. The legal system is too complex to navigate effectively without an attorney, but attorneys are expensive. Streamlining court processes and services, as well as online filings and records searches would reduce cost and save legal fees for all clients. Video-based calendar calls and hearings would reduce wasted attorney time, reduce fees for clients, and reduce time lost at work for clients. Increased conflict resolution programs both in the community and the court system would eliminate most issues before court time and attorneys fees become necessary.
201. Most people lack access to legal services in this country and in NC due to socio-economic reasons. Most solo and small law firms cannot afford to take cases for civil rights violations and other matters in hopes to get paid at the end if successful.
202. Move away from cash bonds
203. Need more flat fee arrangements provided to consumers so they can afford legal services when needed
204. need more legal education in company HR programs
205. New programs
206. No comment
207. No discriminatory practices have come to my attention.
208. NO ONE CARES FOR ANYONE THAT HAS NO OR LIMITED FUNDS! WHAT DOES ONE DO ABOUT THAT? THE GREED MONSTER IS REAL!
209. None. Nobody cares what clients look like- their money is all green.
210. None. You have to allow the free market resolve those issues.
211. Nonprofits are overwhelmed and do not have enough budget. Low cost or free legal representation is badly needed in the areas of child custody and financial divorce matters, such as equitable distribution and alimony.

212. not applicable to me
213. Not enough information to respond
214. offer services in multiple languages
215. Offer them in ways more readily accessible to lower income/minority stakeholders.
216. Oh beyond a doubt diversity hires and reparations will work wonders.
217. Once we receive more funding, we plan on making major educational outreach efforts to empower our community so that they have the resources and knowledge to advocate for themselves. We also want to create a bigger presence in the community so folks know that they have access to justice - irrespective of their income or circumstances.
218. Our problem is money; there are not enough funds for civil clients who desperately need our services;
219. o y vey. Start at better prenatal health care, early childhood education, and nonexclusionary, non-racially-biased discipline in education, and maybe the next generation stands a fighting chance.
220. Part of policing reform or defunding ought to be arranging for "legal observers" to be on call to respond to situations where violations of constitutional rights or discrimination might be an issue, i.e. at protests, at voting precincts, in courtrooms, in schools, in UNC System disciplinary processes, etc. One strike termination policy for law enforcement officers and any discriminatory actions or use of excessive force determined by an outside finder of fact. AOC or the Chief Justice's Professionalism Committee should have a full-time crew of judicial observers in courtrooms all over the state to get a better sense of where discrimination may be having an effect on court operations in ways local officials may have become blind.
221. People being accountable for what they do and following the letter of the law. Drug Rehabilitation and education on a large scale would be a very big asset to our community, even though it is very small we have a large part of the population that are drug and alcohol abusers, but along with that would be teaching accountability and respect for the laws of our land. Encouraging work ethic and small business startups would be huge also.
222. People could deal with the merits of a case and quit looking for an excuse
223. People need to be aware services are available and that remedies are achievable.
224. places like Legal Aid could start handling those types of cases, instead of leaving it up to private attorneys (who also need to make a living and can't help for free).
225. Police tolerance training would help some racial tensions. Mental health awareness and response/intervention training for LEOs. Modifying expunction laws to allow removal of non-violent crimes sooner would free up cluttered criminal background checks. Increasing funding to mental health services
226. Pre-release program needed in Iredell where they just built a large jail and fought against a pre-release program in order to bring up their numbers to justify the jail. Bond assistance or no bond for lower-level offenses. Swifter court decisions. No pressuring to accept a plea to get out of jail. We need a public defender in Iredell.
227. provide employees with more "access" to lawyers who are simply willing to answer questions and give guidance
228. Provide juvenile legal services; better educational reform; police misconduct procedures ; better relationships between police and community (less police called for certain calls like domestics, drug overdose, insanity)
229. Provide legal pamphlets (State Version) at locations other than courthouse. Better online resources specific to the county on county's court website. Better promotion of non-profits in the area available to help, and promoting local 24/7 help lines. Improved education about non-profits and sharing of available resources with legal community on all levels (DSS, attorneys, judges, clerks etc) Oftentimes there are services out there, but we don't know about them and can't share the info. with client's in need. We are fortunate to have a Legal Aid office in our County, but they are overwhelmed as the need far exceeds what they are able to provide.
230. Provide more attorneys and get more private attorney involvement through pro bono work.
231. Provide more funding so Legal Aid and nonprofits can represent more individuals who cannot afford legal representation
232. provide more standard forms for domestic issues ex: custody, child support, divorce

233. Providing any legal services would be a great start. Most people can not afford to talk to an attorney about their issues as we do not have legal aid.
234. Providing information in person's main language
235. Public service announcements
236. Put court records online, so there are not so many barriers to access; getting to courthouse to look at, navigating security, etc. Expand availability and funding for civil legal services for those unable to afford same. Reinstate ability of Law School Legal Clinics to sue to address such practices.
237. Quality Attorneys on the Court appointed list. Quality, experienced ADAs from the area who understands the culture of the people they serve....and care about the victims all the same....
238. question is too vague question is leading
239. Raise the visibility of helping resources and make them more easily assessable.
240. Rate for interpreters for assisting in legal service provision and/or more than one interpretation/translation company available locally. Training of community leaders or their assistance to interpret at Know Your Rights events.
241. Return to more general practices of law where members of the community can readily turn to a lawyer they already know and trust whenever a legal need arises instead of building more concentrated silos of experts.
242. Right to counsel in certain civil legal matters, more funding for enforcement of consumer and civil rights, stronger whistleblower protections
243. See above answer.
244. Significant increase in funding for Legal Services offices and Public Defenders.
245. Simple availability and accessibility of such Legal services.
246. Sometimes, alternative dispute resolution process is better approach because many adjudicatory decisions must be "all or nothing" which may not result in justice. More attorneys willing to take Judge-referred pro bono cases. Consideration of a virtual hearing which reduces time taken away from a job or, in current pandemic, ensures health safety for participants in litigation.
247. State-funded legal services (through the NC Attorney General's Office or otherwise) for individuals below the poverty level who have substantive discrimination claims. Modification of statutes to allow successful claimants in an action to address discriminatory practices be allowed to recover all costs related to such an action, inclusive of legal fees and expenses at the expense of the party judged liable for the discriminatory practices.
248. Strengthen federal and state agencies to recognize and address discrimination at the government level.
249. Stronger support for claims of religious discrimination. You didn't even list it in your survey questions.
250. Take on some direct disparate treatment housing discrimination cases
251. Tap into retired legal community with provisions for malpractice insurance and CLE to ensure quality representation.
252. That is a tall order. A legal aid entity closer to us than Wilmington would be helpful. Some sort of "awareness building" among service providers to help them keep systemic racial and gender/identity based discrimination "on the radar" would help, too.
253. That is not my area of practice.
254. The applicable law (statutes and caselaw) is often not helpful and in need of progressive reform. As a private law firm, we are unable to take cases that are unlikely to result in a recovery for the client.
255. The attorney's fees paid to appointed attorneys should be increased to help attorneys caseload requirements. This would allow attorneys to focus on appointed clients in a manner that is comparable to paying clients.
256. The clerk's office could charge all parties (except the IV-D agency) the motion fee as is written in statute.
257. The cost of legal services is often a barrier to those with low to modest income which usually end up being people of color.
258. The lack of services when a conflict arises within the local non profit.
259. The limited capacity/availability of low to no cost legal representation.
260. The most important improvement would be more staff. There are not enough legal staff to assist all the people who need help, with a wide range of legal problems.
261. The need for people to treat every equally despite the color of their skin or ethnic background

262. The people who really need these services can't afford them and to ask attorneys to take the all on contingency is a burden on small law firms. What we really need is a plaintiff's attorney trust fund, like the Florida lawyers do for tobacco lawsuits - that smaller firms could access to pay for experts, depositions, discovery costs - if you win, that money has to be paid back. It helps smaller firms to take these cases without putting them at financial risk.
263. The purpose of courts in any society, be it a "democracy" or a totalitarian state, is to validate the current power structure. That is particularly true with respect to claims of discrimination in which the burden of proof and persuasion is at all times on the plaintiff, as a result of appellate court and Supreme Court interpretations of the statutes. Those interpretations are based on an incorrect "philosophical-historical" perspective that our society and economy is fundamentally fair, and that discrimination is an "aberration" perpetrated by a "few bad apples."
264. The school board recently had a major shake up - hope things will change.
265. The State Bar could require that every licensed attorney provide 8 hours of pro bono time per year at a legal aid office.
266. There are sufficient legal services available for indigent and non-indigent clients. There is actually no valid evidence of discriminatory practices against any minorities.
267. There does not seem to be enough services for low income people for divorce and child custody representation.
268. There is a need for all parties to get a clear understanding of what is required to provide a particular service. Then both should receive clear instructions as to how to proceed. This is also where education of the matter is of great concern.
269. There is pressure from local attorneys to limit the availability of legal resources to *pro se* clients. For example, it caused quite a stir when we put out AOC provided business cards directing the public to divorce packet resources provided by the state.
270. There just is not enough affordable legal services available for people.
271. There need to be more advocates of color and various backgrounds. This includes judges and decisionmakers. Most of them look the same and come from similar backgrounds, which are not representative of our community.
272. There needs to be greater access to legal services for the indigent.
273. There needs to be some form of community fund that is in place to suffice for individuals unable to finance proper counsel, so their rights and liberties are not violated or manipulated. Also, having forums with the community to educate the attendees of their rights, laws in place that protect their freedoms, and open dialogues to answer any pressing questions or concerns that may be vital for daily safety.
274. There should be a significant increase in free or low cost legal services and adequate advertising of those services.
275. They are too numerous and pervasive to cite.
276. They do not exist in Alamance County. I do not know a single attorney or service I can go to in this county to address the problems my organization runs into. I have to go to Durham, Raleigh, or Greensboro.
277. This is a complicated question the answers to which will necessarily vary from issue to issue and location to location.
278. to always help all people the same way
279. To treat all people are equal regardless of their race or background.
280. training about the importance of language and the understanding of how privilege impacts decision making and language. Adding to IDS lawyers for custody and GAL attorneys in *pro se*, *pro se* cases. Possibly allowing IDS or other pro bono attorneys to assist in custody cases. funding a PC position for high conflict poor cases. providing in public libraries and community centers kiosks and places where folks who don't have access to good broadband for remote hearings could both access for e-filing and be in a room for actual hearings.
281. Training and more training. Discrimination comes greatly due to ingrained social and cultural practices from years ago, and the only way to overcome it is to change the conversation and bring clarity to how discrimination is unacceptable and only hurts our common goal for justice and peace.
282. Training of staffs and firms to recognize and combat implicit bias and racial discrimination in the delivery of legal services

283. Training receptionists and screeners on nondiscrimination practices Ensuring firm policies treat clients equally (eg, require retainers for everyone, or for everyone with whom the firm has not previously done business, rather than individual decisions that may be biased)
284. Translation services, reaching all markets
285. up the income cap so those who are just over our FPL cut off can still receive access to affordable representation
286. Wake county has access to more types of pro bono or low cost legal services. Rural counties need networks of attorneys or legal assistance. Employers could implement mediation and other ADR techniques to address practices which may be discriminatory-- and training for staff on behaviors would help yo proactively address workplace matters.
287. We can not give legal advice.
288. We don't have these.
289. We have not been provided or contacted by any person with clear evidence of being the victim of any discriminatory practices. We try to focus on the facts. Every termination, or arrest, is not by and of itself discriminatory. In meeting with potential clients, there were other facts related which brought into question the basis for the action against the client, creating a legitimate dispute of fact, making proceeding further not viable. (ie, missing work or poor performance then being terminated) there are ample attorneys to meet the need of any claims at this time.
290. we need better access to self help and less opposition to it from our local judiciary--volunteer attorneys are not going to be able to fill all of the need and legal aid is not going to be funded sufficiently to address all of the needs
291. We need more free legal services in our area
292. We need more public defenders and more legal staff to help us. We also REALLY need at least one social worker per office. We currently have none in Forsyth. Our clients are in need of social services help to find resources to which they may be entitled to help with homelessness, substance abuse, domestic violence, etc.
293. We need more resources. Staff stretched way too thin.
294. We often are faced with informing clients that, although they were discriminated against, they have no way to obtain relief. In many instances, particularly practicing in a small town in a rural area, it comes down to an employer/landlord being exempt from the requirements of the CRA/EPA/ADA/EEPA. In other instances, qualified immunity poses an issue. I believe the following would improve things: (1) doing more to educate government employees on the laws so that they aren't inadvertently discriminating; (2) hold government agencies and employees accountable by increasing transparency, initiating review boards, backing away from qualified immunity and requiring private insurance for those in high-risk categories; (3) establish more non-profit legal aid programs to serve rural communities.
295. What factual information do you have that legal services in this area are guilty of discriminatory practices. Give at least one example. You need to make any study a fair one without assuming your false narrative is true.
296. wish I knew
297. With COVID have a current and future impact on services, people need access to technology in controlled safe environments or in their homes. Computers and software
298. Within our organization, we could expand our reach and serve more people by better utilizing legal assistants, paralegals, and non-attorney advocates. We could also benefit from automating interview processes in routine matters. I.e., for clients who we have agreed to represent and who are able, having them provide facts and locate records through a questionnaire or a guided interactive video process.
299. you are assuming there is discrimination in the was services are being provided. I do not have enough knowledge of the system to determine if this is a correct assumption of the proper remedy if it is true.

## The COVID-19 global pandemic has seriously impacted low-income Americans. In what ways has the COVID-19 epidemic impacted the need for civil legal services in your geographic area?

1. 1. Food insecurity 2. Job security 3. Childcare 4. COVID testing 5. Increase of domestic violence/ child abuse 6. Unethical evictions
2. A courthouse that was open for full capacity. We have many clients that do not have access to justice because the courthouse is only operating at a limited capacity. The Chief Justice's orders are bogging down the court system and justice is being delayed.
3. a great deal of our clients do not have access to internet/wifi to meet virtually
4. A lot of folks have come with increased public benefits needs. A number are first-time recipients, and desire help navigating the systems.
5. A lot of people were laid off or had their wages substantially cut without warning as a result of the virus, prompting the need for legal action against the employer.
6. A lot of places shut down or reduced staff, which made it harder to see the same number of people in need as prior to covid. Also, for immigration, the offices closed and/or reduced hours and types of visits, making it harder to file.
7. A number of community service and rehabilitative options have been unavailable.
8. Abuse in nursing homes, inability to get care at hospitals when having symptoms (by the time they're admitted it's too late, minorities are not being admitted, they're afraid of ICE if go to hospital, they don't have money to be seen at dr or hospital, they end up dying at home), can't get child care to go to work, can't afford to miss time from work.
9. Access to public benefits has been immensely strained, but that is now the norm.
10. Access to the courts has been significantly hampered.
11. All americans will need legal assistance at some point. The high cost and limited availability of low bono or pro bono options often forces individuals to go without legal assistance, often exacerbating the legal issues. Many individuals lost jobs, lost income, lost child care, and many individuals were forcibly kept in domestic violence situations by the lockdown. Access to government benefits is difficult (very high unemployment during the shutdown) and the Governor just frivolously chooses which businesses can operate.
12. All services are less available due to COVID-19.
13. Applying for unemployment benefits.
14. At present, there has been no influx of new cases or types of cases in my office. I can foresee that there will be an increase in evictions and debtor/creditor issues.
15. Based on my own experience and that of people I have spoken to, there is probably an increased need for legal services regarding evictions and foreclosures, unemployment benefits, healthcare, workplace safety, and domestic abuse.
16. because of loss of jobs and the ending of the eviction moratorium, the need is certainly much greater
17. Because of the governor's lockdowns, people feel they have not been allowed to seek legal services. The governor's lockdowns also have negatively impacted businesses, particularly small business owners, who have not been allowed to make a living.
18. Because of the pandemic, divorce, divorce-related issues (custody, alimony, child support), and housing issues are on the rise. Clients with these legal issues are unsure how to seek assistance. The courthouse is understaffed due to COVID-19, so clients attempting to represent themselves are lining up in droves.
19. Child custody, child support, and spousal support issues have become more difficult with job loss and social distancing. I suspect that the need for public benefits legal help has gone up exponentially, but don't know that.
20. Childcare, DV, housing repairs, etc
21. Civil services are limited or denied out of fear of contagion.
22. Community members are less likely to file for custody or other actions due to financial issues if their employment has been impacted.

23. COVID has seriously limited access to information. Many state, local, and federal agencies are overwhelmed and not answering the phone. People are struggling to get answers
24. COVID has significantly increased the number of clients that are in need of and eligible for certain public benefits, such as food stamps, who may have not qualified previously because of wages from a job, etc. With an increased number of applications also comes issues w/ denials, terminations, etc.
25. COVID-19 has compounded the stress and vulnerability of families in need of legal assistance and has exacerbated the economic peril of households through job loss or instability or sickness.
26. COVID-19 has exacerbated underlying financial and domestic strains and limited many people's abilities to access/afford services.
27. Covid-19 has effected everything. Low-income Americans really need civil legal services now more than ever. We have families loosing everything now because of not having a clear understanding of the laws.
28. Crippled court system, greater impact on low income individuals
29. Difficulty in accessing the courthouse for court cases and courthouse availability being limited to "working" hours. Low income folks often cannot leave work to deal with necessary items.
30. Don't know
31. During school closures our clients were not able to access their special education services and remote instruction is impossible for a lot of families. Families are going without child care and desperately needed services.
32. Education on OSHA issues for essential workers
33. Educational learning gap has drastically increased! Students do not have access to internet, computers, and learning supplies equally. One household may be loaned a laptop or tablet, but that has to be shared with multiple children. Imagine 1 computer for 5 children. Materials and information are not being provided in Spanish to our latinx communities. Increased need for educational support for students falling behind. Help parents obtain the educational supports their children need. There is an increase in employers demanding that employees pay for supplies/equipment for home offices while office buildings are closed. There are issues with employers refusing to refund parking and other office location-based fees. Supervisors not know what they can and cannot ask of their employees (i.e. working from home, flexible office hours, use of home office equipment.) There is an increased in unhoused residents due to foreclosures and evictions. To maintain CDC guidelines for congregate housing, shelters are having to accept fewer residents instead of more. There is need for legal help to keep people in their homes or provide financial assistance for their relocation.
34. Elderly and people of color are dying at disproportionate rates, especially in congregate settings. We must address this issue.
35. Employment
36. Employment issues, financial issues, end-of-life issues
37. Enforcement of emergency provisions of COVID legislation, dealing with loss of income and consequences thereto.
38. every way imaginable: housing, health, employment, education, student loans, small business legals service at the top
39. Eviction process
40. EVICTION PROCESS IS IN DISARRAY. TENANTS BELIEVE THEY ARE NOT REQUIRED TO ABIDE BY LEASE. LANDLORDS ARE FORCING TENANTS OUT BECAUSE OF FRUSTRATION IN CARES ACT.
41. Evictions and foreclosures.
42. Evictions are about to explode both here and across the country because of COVID
43. Evictions are on the rise, and less people know their rights
44. Evictions, unemployment benefits, healthcare access, food security
45. EVICTIONS.
46. Evictions. Consumer contract issues. CHild care. Domestic violence increase.
47. Far too many of my clients have lost employment, housing, and benefits as a result of COVID. Once that spiral starts, it is very hard to pull that family back together
48. Folks have less money to pay for legal services because they have suffered economically. As a result, they may be more inclined to DIY something.

49. From my perspective the pandemic has not impacted the need as much as it has exposed it. Some who have never asked us about the need in our rural area are asking, some because they have noticed, some because they see funding opportunities. By funding opportunities zi do not mean providers chasing money, but funders chasing places to fund or leverage funding.
50. getting assistance in the unemployment benefit system. we are now starting to see clients for eviction-related help.
51. Greater need for rental assistance, utility assistance, unemployment assistance and landlord/tenant issues.
52. Greatly expanded need
53. Greatly increased the need for employment representation and housing representation
54. greatly increased the need for housing, employment, domestic violence legal service
55. Greatly increased. Job losses lead to need to have support obligations adjusted downward, but no money means can't afford to hire a lawyer usually, so have to learn to represent self??
56. HARD TO MEASURE - PEOPLE STAYING INDOOR AND NOT CALLING BECAUSE COURTS HAVE BEEN CONTINUED/CANCELLED
57. harder to get them if no access to computer or phone.
58. Help with childcare, school and work, and housing.
59. High number of low wage workers out of a job. Need help accessing resources and programs available to assist them.
60. housing -eviction issues, increase in custody disputes, and some folks are no longer coming to court on cases so a higher level of folks who have disappeared as they handle more issues. Mental Health challenges are increasing cases in commitments and challenges in other cases.
61. Housing issues and employment issues have exploded because of COVID.
62. Housing needs due to moving. Inability to see children.
63. Housing! Utilities! Public Benefits! Healthcare Coverage! Increases in DV and Substance Abuse/Behavioral Health as well as abuse of children. Fraud targeting elders. Unsafe working conditions due to lack of hygiene standards at work. Lack of PPE's. Increases in income inequality.
64. housing. commitments. prisoner's rights. child custody and guardianship.
65. Huge unemployment, huge exposure to COVID at places like the chicken processing plant, and evictions.
66. I am not in a position to say.
67. I am not sure
68. I am receiving calls from people who have not yet received the stimulus check; Calls from people who are having difficulty enrolling for UIB and getting replies after they have applied; Calls for help applying for food and nutrition services available to clients during the pandemic.
69. I am sure the need for disability assistance, government assistance and unemployment assistance has increased.
70. I can only guess that it has increased the need for counseling about the effects of losing a job, possibly becoming ill or disabled, and the sequelae of those events.
71. I cannot attest to this unfortunately.
72. I can't say because I have been so cut off from the legal community since onset of the pandemic.
73. I do not know
74. I do not know enough to make a judgment call on this topic. However, I have heard that housing advocacy for tenants have greatly increased.
75. I do not know yet. This may be a premature question. I believe that this will become obvious in the months to come.
76. I don't know of any way that it has affected the NEED for services.
77. I don't know. This has not directly impacted me at work.
78. I have not had exposure to any clients who have had any other novel problems other than lack of employment.
79. I have not seen any impact personally, however I'm sure there has been one.
80. I have only been at home remote so I have no idea. I assume the worst.
81. I have personally experienced an increase in interest in estate planning. Also an increase in need for social support and employment law.

82. I haven't seen much, but I expect I will see more in the near future as the longer-term impact hits our more rural area.
83. I really don't see any difference because other than what I mentioned previously we don't have any help in our area.
84. I think it's too early to tell for an attorney in housing insofar as the CARES Act put a moratorium on evictions for non-payment until the end of this month. Once we hit that date, I think landlords will begin to send termination letters, which will give rise to residents needing legal representation, but, at this point, it's too early to tell what's going to happen. There is some question about whether COVID-19 is a disability and how that will impact a resident's requirement to pay rent...
85. I think that has been a surge related to unemployment and financial assistance for individuals and businesses, as well related to housing and eviction issues.
86. In all areas, access to the legal system has been made more difficult for all concerned by the pandemic.
87. In all respects
88. IN EVERY WAY CONCEIVABLE!
89. In family law and domestic violence law issues primarily.
90. Inability to meet minimum levels of participation in legal issues due to confusion surrounding availability and locations of services and court related appointments.
91. Increase in the number of tenants being evicted.
92. Increased
93. increased the need for legal service in all areas. Highlighted the access issues
94. Increased inquires in areas such as family law and domestic violence, employment law, and bond reductions. We have experienced a decrease in traffic cases.
95. increased it
96. Increased it tremendously due to job loss and the temporary limitation on court proceedings.
97. Increased need
98. increased need
99. Increased need
100. Increased need due to school and unemployment
101. Increased need for unemployment assistance
102. Increased needs related to unemployment benefits, increased numbers of people who qualify as "low income", decreased funding available for local non-profits who provide some of the services
103. Increased needs.
104. Increased number of discrimination complaints and grievances re various federal anti-discrimination laws Limits on face-to-face interactions accompanied by library closures means low income people have even more limited access to online information and services than usual Almost total closure of the courts - justice delayed and all that Non-existent OSHA regulations - health and safety issues for those who have jobs that can't be teleworked, primarily low and middle income citizens Increased need for assistance with federal COVID law loans for businesses Increased need for unemployment assistance given NC draconian laws and high denial rates etc.
105. Increased unemployment, increased need for childcare
106. increasing, particularly related to housing and income maintenance
107. Issues related to unemployment, loss of insurance, potential loss of housing, and domestic violence are becoming more numerous by the day.
108. It caused people in child custody cases to go berserk and seek emergency orders in some circumstances I would deem frivolous. Absent covid and the rules limiting court hearings to emergency cases, only, I believe most of these type of child custody motions in the cause would not have ever been filed.
109. It dramatically shifted the types of calls for help we receive. However, I am concerned that there is a lot of worthy and strong legal work being done that will not have a broader impact after COVID-19. For example, there are currently a number of voting lawsuits regarding issues with voting during the pandemic that ignore the issues that existed before and will exist after the pandemic. The requirement that two people witness an absentee ballot was/is/will be burdensome when the temporary reduction to one witness is lifted. Why aren't we attempting to kill two birds with one stone?
110. It had amplified the needs of the community in general.

111. It has been reported that the COVID-19 has led to a rise domestic violence, thus increasing the need for services throughout North Carolina.
112. It has created difficulties regarding employment, w/ resulting inability to pay rent and utilities and debts, promptly collect unemployment benefits. It has also raised legal issues for area non-profits that serve the poor, related to reopening safely and obtaining resources.
113. It has halted almost all litigation cases, foreclosures, Lis Pendens/Minimum Housing Cases. Small claims cases have continued, but slowly. There is still a need for legal services, since my office only works for the City, not the citizens.
114. It has hit people already living paycheck to paycheck hardest, assistance was not available for many people that are now being evicted, forced to work without proper protection and sanitation
115. It has impacted the need for assistance in family cases, public benefits, including unemployment
116. It has increase the vulnerability of these people
117. it has increased because more abuses are taking place but with the court system's limited functioning and non-profits limited functioning it is harder for people to access these services.
118. It has increased the need for domestic violence assistance and other domestic matters which the low income population cannot afford
119. It has increased the need for legal services.
120. It has limited access to the courts and to legal services generally for all individuals.
121. it has made it even more difficult for our citizens. Now they are all scared to death because of the media blow out. They don't want to travel or they don't even want to handle their own issues because they are scared to death of the virus.
122. It has made the need greater and more apparent and poignant. The most vulnerable have become even more vulnerable.
123. It has not impacted the needs in the community. the need has stayed pretty consistent. People have adapted and adjsuted and as before the onset of Covid have made decisions based on their current situations of whether they decide to pursue claims.
124. It has reduced access to providers and to the courts, and people are having to prioritize their economic needs in a manner that impacts use of legal services. Many have lost basic incomes and transportation.
125. It has reduced the flow of money. The government (state and federal) have made half-hearted attempts to help those most in need but the very programs they have created to help also create hurdles to navigate, such as stupid forms and incomprehensible instructions that make it difficult for those without resources to get the help they need.
126. It has slowed the need for litigation.
127. It has.
128. IT HASN'T CREATED A GREATER NEED
129. It hasn't yet, but it soon will impact foreclosure rates.
130. It is greater with people out of work and no end in sight to movement restrictions.
131. It may not have reduced the need, but it has kept people from seeking such services.
132. It slowed down but only because folks had to attend to their immediate needs first (food, shelter, safety, etc.) before worrying about legal proceedings. But there's a coming eviction wave and we need to do something about it (not just forestall the inevitable but provide meaningful assistance to families AND landlords).
133. It would appear there is great need for assistance in making unemployment claims, defending eviction actions.
134. It's become even harder for low income Americans to hire lawyers than it was before. For the vast majority of Americans dealing with the vast majority of their legal issues, they were basically already priced out of hiring lawyers from before this crisis. It will continue to get more and more difficult to afford attorneys.
135. It's certainly increased it because of the number of low income and/or communities of color that have been affected.
136. justice delayed is justice denied.
137. Lack of income makes it impossible to exercise rights and makes people vulnerable to exploitation.
138. landlord/tenant issues

139. Loss of employment has led to many that are unable to make rental payments and are facing foreclosure and eviction. We believe many victims of DV are fearful to come forward due to pandemic and lack of security and somewhere to go when attempting to flee.
140. Loss of jobs makes ability to access legal recourse, while frustrations have caused an increase in unjust actions.
141. Lost income, lost opportunities, loss of public transportation and the health risks of gathering.
142. Lost income, resulting in inability to pay rent or utilities
143. Lots of people are being evicted.
144. Low income people have difficulty accessing technology for remote attendance at conferences. Civil matters have been put on the back burner during COVID, so there will be a glut of cases and increased demand. An option would be to allow law students to represent. In addition, the Faith and Justice initiative could provide citizen advocates to help. Another suggestion would be to allow paralegals to go to court with *pro se* litigants. More self-help tools could help- form documents, sample language, etc.
145. Lowering child support obligations if payor's income reduced and increasing child support obligations if payee's income reduced to ensure the child's financial needs are met.
146. Low-income families that were already struggling to make ends meet have only had their situations exacerbated by the pandemic, making civil legal problems many were already experiencing even more difficult to overcome without assistance. We have seen significant need in the areas of public benefits and unemployment insurance and anticipate immense need in the area of housing stability as evictions and foreclosures grow.
147. Low-income North Carolinians need assistance with mortgage forbearance, rent and eviction defense, unemployment benefits and workers rights in the safety of their work environments and, in many instances, bankruptcy representation for debt relief and restructuring in light of the pandemic
148. made it more difficult
149. Magnified the social and racial inequalities across the board.
150. Many low-income Americans have been unable to work because their jobs have closed or reduced hours. Many are also unable to work because their kids are not attending school and they have no childcare. Some employers are not sympathetic to these needs and give individuals an ultimatum to return to work or be fired. Many services for children with disabilities have gone unattended and the burden is left on families to teach, work, provide one-on-one care, etc.
151. Many of my DSS clients have been unable to see their children. This is a HUGE problem. If there were more attorneys handling DSS cases, those attorneys would have fewer cases and have more time to file motions to get parents visitation.
152. Many people don't know what benefits are available to them to help them through the pandemic, whether it's unemployment benefits for those who are laid off, or whether it's advice on potential foreclosure or eviction, or help with accessing medical care for COVID or other unrelated conditions. Not to mention the people who are incarcerated and awaiting trial, or who have been convicted, but are in dangerous jail hot spots with no one to advocate for them, and few alternatives but to risk exposure. Also, we have many people uninsured in this State due to the State's failure to expand Medicaid. Especially now during COVID this creates an inability to access medical care for pre existing conditions and increases susceptibility to contracting COVID or having a worse outcome. Low income Americans are bearing the brunt of COVID, which is a result of the system being stacked against them BEFORE the pandemic and the failure of the State of North Carolina to provide for them. There is not much the civil legal services can do for some of these situations if it hasn't been done by now. Going forward, we need political change in Raleigh in the legislature, and it's long overdue.
153. Many people have less money to pay for private attorneys than before. They may also have housing issues, employment issues, and domestic violence issues that have been exacerbated by the pandemic.
154. Many people having difficulty receiving unemployment.
155. Many people who are arrested have lost their jobs and have no money. Local law enforcement are arresting people for misdemeanor trespassing, panhandling, etc. These people are given a secured bond and are stuck in jail for weeks if not months. In addition, the jail is on 22 hour lockdown.
156. Massive increase in a need for assistance with unemployment benefits, landlord/tenant disputes.
157. more difficult to access legal services and more difficult issues to solve

158. More help needed with unemployment. More help needed with Landlord/tenant More help needed with creditor issues More help needed with foreclosures
159. More people have need of legal services, particularly for housing and benefit issues. And those services are overwhelmed.
160. More people have unstable income, no childcare, unstable housing, and are more afraid to go to courthouses, unsafe conditions at home with nowhere to go
161. More people need legal services.
162. More resources are needed to address the issues that have been aggravated in this pandemic: language access issues, housing issues, transportation issues, healthcare issues, mental health issues, domestic violence protections. High unemployment rates without the ability to collect unemployment due to undocumented status have made this crisis a real tragedy in the immigrant community.
163. Much higher need for housing, employment, health, estate planning and consumer protection/debt issues.
164. my clients need assistance complying with new regulations
165. Navigating Unemployment, healthcare and sometime navigating estates/probate of deceased loved ones who died suddenly do to COVID-19.
166. Need for help with unemployment compensation has increased. Need for help with landlord / tenant issues has increased.
167. Need more legal aid attorneys that deal with more than evictions
168. NEED MORE OPTIONS FOR RENTERS AND HOMEOWNERS. NEED JOB AND TERMINATION LEGAL ASSISTANCE AS WELL
169. New issues have arisen for which lawyers were not necessarily equipped.
170. No change.
171. No jury trials
172. No one can afford services, including health care and mental health counseling
173. None that I know of.
174. None. The court system has been put on hold for some time. This has given everyone a lot longer opportunity to handle thier cases outside of court, save money to hire attorney's to hadle thier cases, and with the postponement of jury trials, the criminals who desperatley need to be behind bars have had a six month extention or more until they will be required to stand trial for thier actions.
175. Not able to say from experience but assume the need has increased.
176. Not al all. Most "low-income" people in this county are now thriving. They are literally better off than they were before covid because they are not working now but have more income than they did when they were working.
177. Not aware of increased need for legal services in our practice area. Generally aware of need for increased legal services in certain areas of the law- bankruptcy, creditors and debtors rights, foreclosures, evictions.
178. Not certain
179. Not sure but could not have helped the issue.
180. Not sure, I do know that applying for UE has been hard for folks without Internet access and for some with it, but with low speeds.
181. Offices closed
182. Only in how to educate the public, landlords AND tenants on the most recent Executive Orders and Judicial Orders regarding evictions and the CARES Act. As far as litigation goes, not much has changed -- we are still busy, still seeing clients whether via phone or in person. We are asking clients to be patient as the court system has delayed trials and hearings.
183. Our case flow indicates that the need for the type of legal services our firm provides has remained stable, although the need in the area of wills and advanced directives seems to have increased.
184. Our low income clients have lost their jobs and cannot pay their mortgage or rent. While forbearance is an option, that period will be over soon and we expect utter chaos. Estimates show foreclosures leading to MILLIONS of homeless. We've got to do something!!
185. Overall this has not been assessed. Anecdotally we've observed spikes in Divorce, Domestic Violence, and requests for Gun Permits.
186. Parents can not work and take care of young kids simultaneously.

187. Parents can't work as they have to be home with children. Children denied even the basics of an education. Access to justice is nearly impossible.
188. People are being sued for not being able to make their payments not only on credit cards, but rent, foreclosures, hospital pymts, etc. They need to know what they can do at this point to get help from the lawsuits. On the other hand, landlords aren't able to file evictions and recoup their mortgage payments (thru rent) which is causing landlords to lose their property thru foreclosure. Now, they need guidance in how to deal with that situation. We are seeing a lot of domestic cases now and people can't afford an attorney to fight for them because a good bit of them have lost their jobs and can't afford the attorney. There aren't many forms out there to use in those situations or avenues to get help if you don't have money.
189. People are having more problems with custody, marital problems, domestic violence due to the stress of COVID and financial issues developing from being laid off.
190. People are in desperate economic situations and can't afford health care, so they avoid going to the doctor. People are losing jobs at record rates and that may be masking abuse.
191. People are losing access to affordable housing, income or unemployment benefits, and are being widely discriminated against in efforts to obtain assistance with these needs on the account of immigration status and/or race.
192. People are out of work and can't afford to continue to retain their attorneys
193. People are seeking more information about being furloughed, their rights if they get sick or have to take care of someone with COVID-19, and a belief that corporations are terminating employees under the guise of COVID-19 which may in fact be discriminatory practices.
194. People being out of work and the domino effect on their income, housing and household expenses.
195. people cannot get the help needed and the cares act expired
196. People don't have money to hire private counsel. Legal aid is over used.
197. People have been delayed getting into court. Sometimes people just need a resolution. In particular, landlords have been unable to evict non-paying tenants, and people who are entitled to a divorce (separated for more than a year) are unable to get one.
198. People have lost jobs or their hours have been reduced therefore they cannot afford legal services
199. People have no safety net; their resources dwindle while they wait for unemployment benefits. The business assistance was paltry and not sufficient to cover months of need. They have to choose between protecting their health and making money by working low-income service industry jobs.
200. People have very little money and are out of work
201. People need money to not get evicted, but evictions are resuming and rapidly
202. People need virtual services but don't always have internet access
203. People who are most vulnerable to the virus are also among the least able to access legal protections during the pandemic because of their poverty and/or other limitations, such as incarceration, residence in a group living facility, or inability to take paid leave from employment as a service worker deemed essential. By the time we identify these folks and are able to help them seek relief through the available channels, it is often too late to help them because of red tape in accessing the civil court system. We have had clients die of the virus after being denied preliminary injunctive relief without being able to even get a hearing.
204. People who have lost jobs due to COVID-19 are unable to pay for legal representation in family law matters (i.e. child custody, divorce).
205. Please see prior answer about impossibility of having to choose between showing up to court COVID-positive and/or having an unfavorable decision made in your absence or, worse, a bench warrant for your arrest being issued.
206. Potential eviction and utility disconnect after July 31st for those that lost employment, so individuals will need legal guidance.
207. POWER OF ATTORNEY - absolutely everyone needs a POA at minimum (if not a will). When the hospitals shut out family members to protect from Covid infection, those folks going into the hospital were stuck if they had no POA. Lawyers understand that the POA language is statutory, and you can go get it from the statute, but non-lawyers don't. We need to educate people on powers of attorney and what they can do, and how to get them. I think we should have a fill in the blank POA form available at every courthouse.

The wording is statutory, but people are paying lawyers \$50-100 to prepare one. NOTARY - Though we finally got a bill through on how we could notarize without everyone being in the same room for the pandemic, it was too little and too late. By the time the wording was figured out and presented to the state, the shut down was almost done. If the state shuts down again, we need to have a better response. We have to as a state come up with remote notary guidelines that are not incredibly prohibitive to the notary (recordkeeping for the video option was pretty weighty for the notary). Other states have Remote Notary all the time, and NC is falling behind, and it showed during the shut down. If you cannot get documents notarized, you can't file court affidavits, you can't get a power of attorney, you can't buy real estate - it impacts a lot of different areas of law. Additionally, banks generally only notarize for account holders. If you don't have a bank account, it is hard to find a notary. If English is not your first language, it is even harder to find a notary. Many clerks of court have someone that will notarize documents, but you have to know to ask. EVICTIONS/EJECTMENTS: The pandemic has caused a record number of North Carolinians to lose their jobs, temporarily or permanently. The hold on evictions through the feds for mortgages and through the state for renters was a good idea - but it is not enough. We are back hearing evictions for renters now, an

208. prisoners seeking covid-related release or damages
209. Probably navigating unemployment benefits and health insurance
210. Prospective clients are having difficulty paying for legal services.
211. Questions in employment.
212. Representation re: rental housing Tax issues--specifically dealing with NCDOR Covid scams Elder abuse
213. Rise in eviction cases and unemployment cases
214. Significant barriers to access already existed due to income and more for many immigrant families seeking services and this has increased during the pandemic with agencies having altered hours, lack of access to medical care, increased fear with immigration enforcement encounter, etc. We anticipate the impact is coming for individuals with limited income who are US Citizens, but this population has already struggled for years. The greatest impact we currently see are on immigrant families.
215. Significantly in the area of unemployment insurance.
216. Significantly increased need for help navigating the unemployment benefits process
217. Small claims court issues involving landlord-tenant
218. Summary ejections and evictions
219. The basic needs, such as food and housing need to be provided to low income Americans.
220. The courts have been closed with very little access for poor families.
221. The courts were closed and now they're packed and overwhelmed and getting a timely court date is becoming increasingly difficult.
222. The Covid-19 pandemic has impacted the communities I serve by limiting the resources available to pursue existing litigation, disruption of services including food distribution, limited access to Wi-Fi and online services, confusion regarding health-related and Public Health recommendations. The pandemic created a greater need because people in the communities I serve needed and continue to need assistance with how to pursue services including PPP applications, food stamps and unemployment compensation; how to navigate through the legal system and the changes within the various courthouses; how to interpret and be governed by and to ensure compliance with emergency orders issued by the Governor and local municipalities; how litigation and legislative action impacts the Governor's emergency orders and proclamations and declarations issued by local municipalities; how businesses could continue to operate within compliance with the various emergency orders and local municipality proclamations in declarations; even being aware of these documents beyond what is posted on social media or in news outlets; interpretation of Emergency Orders issued by the Chief Justice of the Supreme Court of North Carolina and the Administrative Office of the Courts and how those orders might affect their individual legal cases or legal needs.
223. The epidemic has caused a significant financial hardship to many, usually smaller, landlords who have been unable to collect and also unable to evict.
224. The loss of jobs causes many to have issues with housing and basic needs.
225. The need for assistance with unemployment claims has "skyrocketed." Additionally, since folks have been unable to pay their rent and/or utilities, there will be a tsunami of utility cut-offs and eviction actions,

- once the moratoriums that have been put in place expire. and the evictions will lead to a dramatic increase in homelessness, which leads to a bundle of practical, financial and legal issues that the individuals and the society will have to address and deal with.
226. The need for income support, unemployment advice and HOUSING issues is enormous. We field around 1,000 telephone calls in one week. Our biggest worry is the looming housing/ eviction/ foreclosure crisis. Without state and or governmental support, this has the potential to be absolutely catastrophic. In addition, we are seeing an increase in the need for family services (custody, divorce etc) and the added stressors are increasing issues with domestic violence. Income and economic insecurity leads to food insecurity and potential homelessness. We have a crisis heading our way.
227. The need for legal assistance has gone up and down depending on the day.
228. the need has certainly increased.
229. The need has continued to grow, but the fact that few cases are actually being resolved means fewer people are inclined to use the courts.
230. The need has dramatically increased on all fronts and will continue to do so. There is no shortage of need in this geographic area and the future ramifications have not yet been fully realized.
231. The need has increased at least doubly, in my opinion.
232. the need is greater than what is available
233. The need is less. Less people are driving and working so less wrecks and less work accident.
234. The needs throughout all the counties we serve has tripled. There is such an overwhelming amount of people in need.
235. the pandemic will no doubt lead to a large number of evictions. I would also anticipate an increase in the number of bankruptcies and foreclosures.
236. The State Government has shut down many businesses which has resulted in both the loss of the business, and the loss of many jobs. The length of the shutdown, now 4 months, is beyond the savings of most business owners and their now former employees.
237. the virus has not impacted the need for legal services
238. There are a lot of evictions and tenants need help.
239. There are many services that are not being offered or are limited at this time due to back up during months of shutdown. There are still many offices that are not taking in person meetings making it difficult for the lower income earners who don't have access to computers or phones able to use these services. Also having places like the library closed leaves no place for these people to use public equipment like computers and copiers
240. There has been a tremendous increase in the need for legal services due to COVID-19. Many new and very pressing issues have emerged, and this will continue.
241. There is a greater need for advice on employment discrimination issues, unemployment benefits, and bankruptcy. I've seen an increase in persons calling with those type matters. I expect that trend to continue or increase.
242. There is a greater need for assistance with housing issues due to confusion about various eviction moratoriums and temporary protections for renters. Many landlords are filing for eviction regardless of the moratoriums. People are also more concerned about wills and advance directives. Nursing homes residents are at the mercy of their caretakers without adequate oversight due to lockdowns and restrictions. People are also having problems navigating unemployment benefits rules.
243. There will be a great need for assistance with evictions due to COVID-19.
244. This has specifically impacted undocumented immigrants. These individuals are more likely to work in essential jobs and less likely to have insurance/social safety net.
245. Too early to tell. I think this question should be asked in 6 month intervals for the next 24 months.
246. too many impacted issues to focus and address
247. Tsunami of evictions expected.
248. UIB, public benefits, medicaid needs to be expanded in NC, unfair/unsafe working conditions, being asked to return to work, not getting their stimulus check, free tax filing
249. unavailable
250. unaware of any change in impact

251. Unemployment assistance is non-existent. Landlord/tenant needs have skyrocketed with little explanation as to the application of the law. Dozens of calls per week about the constitutionality of limiting movement, requiring masks, closing businesses.
252. Unemployment benefits and soon to come eviction of unemployed tenants as well as foreclosure of home mortgages.
253. Unemployment benefits, loss of housing.
254. Unemployment compensation is broken.
255. Unemployment, and childcare.
256. Unemployment, housing (eviction), consumer/debt collection.
257. Unemployment; children away from school; essential workers.
258. Utility payment negotiations may well need a third party mediator, Eviction proceedings may well need a "Special Court" and dedicated Judge.
259. Very much so. Especially for the unemployed. Our services require filing fees that many people can no longer afford. So they cannot get the legal help they need because they have no income.
260. Way more cases of Unemployment and Eviction.
261. We are about to have an eviction/homeless crisis, based on media and observation.
262. We are receiving far more calls related to tenant/landlord disputes.
263. We feel like between frivolous lawsuits and healthcare most people are opting for the healthcare; who knew?
264. We have had substantial pressure from local rental agencies following the passing of protections for renters. I believe the emergency directives have done a lot for protecting the renters, but these provisions are gradually reducing in scope while the pandemic maintains speed.
265. We have seen clients have a lot of questions related to the public charge ground of inadmissibility because of the special benefits related to COVID, like P-EBT and unemployment.
266. We've seen an increase in child custody and domestic violence cases.
267. Without access to the data, I assume that the number of citizens in need of securing basic resources (shelter, medical care, food) is increasing at an alarming rate. Meanwhile, the private bar is struggling to adapt and keep legal practices open and running. As a result, the number of citizens needing civil legal services to pursue claims for whatever benefits and assistance may be available will increase exponentially, and far outstrip the already limited capacity of our system.
268. Without statistics to confirm, my guess would be that the need is greater because the ones needing the services have less ability to pay and legal services will take a back-seat to food, shelter, and medical needs for consumers.

## In what ways have you had to adapt or change the way you deliver these services as a result of COVID19?

1. A large percentage of mediation is now done via telephone and video conference
2. Additional staff have been conducting intakes.
3. adjust ways to interact with clients ... more reliance on technology
4. affidavit required for eviction, state mandated moratorium
5. All activities are now virtual but effective.
6. All services are provided via phone now, with minimal in-person contact
7. all services need to be provided remotely, which limits access to those who are able to find/use the new technologies. the remote notary provision is incredibly hard to use - it's basically useless.
8. All trainings, community conversations, etc. are now delivered online. One on one leadership consultations have been extended to 30 minute sessions pro bono that are offered every week. Team members are assigned to a sampling of nonprofits in each area. They do regular check in phone calls to see if needs, requests, or services offered has changed. For the added needs or increase in requests for their services, the team member works to connect them to funding, potential partners, etc. that may help. Also, compile a summary report for local gov't, state gov't, funders, and nonprofit advocates reporting on the changes and ideas for how they can help support our communities.
9. Alternatives to in-person meeting had to be implemented.
10. Arranging remote meetings. Finding alternatives to litigation since access to courts is limited.
11. Assess clients online or virtually
12. Audio hearings only. No accessibility to office.
13. Because we are working from home I'm not having face-to-face meetings unless it's imperative. So we are having to mail more documents to clients. Also, using other forms of communications with clients, ie emails and text messages. We are also using other technologies and internet platforms to provide outreach and community education.
14. borrow heavily;praying
15. By limiting contact and meetings with potential clients and current clients.
16. Cannot meet in person.
17. Can't meet in person, no office hours
18. Closed office effective 3/15. Not meeting with clients or going to court as of this date due to attorney health concerns. Attempting to do WebEx hearings when possible, but some judges are uncooperative. Issues executing Wills / notarizing documents appropriately.
19. Closed to the public!
20. Compliance with Health advisories or directives.
21. Conduct most interviews remotely; and some hearings/court appearances.
22. Conducting all appointments by phone.
23. Court cases have been continued months out or completely dismissed (including felonies) and phone traffic has picked up more than preCOVID
24. Court operations have had to be re-worked in order to operate as fully as possible while implementing social distancing guidelines. This has included re-structuring daily operations, office access, and use of additional and/or re-purposed facilities.
25. Courts closed from March 18 to June 1, and as a result, my office was not open to the public except in very limited situations.
26. Courts were closed from March 13, 2020 to June 1, 2020; the number of visitors to the courthouse is limited; rental evictions hearings were postponed; child protective service/DSS court was accessible and parties were allowed to participate by WebEx.
27. Cross-training advocates to help with issues related to unemployment and health insurance.
28. Decrease physical interaction
29. District court changes, closures caused us not to be able to conduct mediations at court
30. Doing it all by phone or Zoom with minimal office visits.
31. drastically reduced our wages, at times giving away legal services for free, doing everything over zoom

32. Educate people on the use of technology
33. Everything has changed. Access is difficult.
34. Everything has moved to a virtual platform.
35. Everything is a video call.
36. Everything is done remotely, even though our case management is minimally digitized and we have to work with hard copy files passed around among staff
37. everything is online
38. Fewer in-person meetings, having to work around the restrictions on access to the Courts.
39. Fewer to no in-person visits. More telephone conferences. More online meetings. More email interaction. More mailing, FedEx, etc.
40. Following CDC guidelines and relevant government orders...
41. For clients who have Internet and email access we have done more meetings and communications by email and Zoom, in combination with increased telephone communications
42. Fund Legal Aid, give lawyers incentive to do pro bono, and make info available on social media on where to go for help
43. Going more virtual for court proceedings, etc. and minimizing in person client contact.
44. Had to learn to do video conferencing.
45. Hard to say
46. Hardly any in person conferences or appointments. Almost all remote by telephone or email. Limited court appearances.
47. have not really had to change
48. I am a litigator and court closures/slowdowns have been a big factor. No in person legal services for now.
49. I am a person who likes to meet with clients face to face. It fosters much better communication and relationships. I've had to do more work on the telephone and by email.
50. I am an office of six and due to wanting to keep my office open if we were to get a case in our office I have gone to working a Team A and Team B schedule.
51. I am doing more online or phone meetings instead of in-person meetings. I am doing "drive through" notary services where people don't have to get out of their car.
52. I am not meeting with clients in person. I am not providing services to sign wills, trusts, powers of attorney, as I feel that I would need to meet with people in person to truly to a good job for people. I need to protect myself and staff who have health issues.
53. I am providing more advice by telephone and e-mail. Court has been curtailed and matters continued. We have tried to explain these issues to clients.
54. I am remote-only have learned WebEx and technology, wishing for more electronic legal developments.
55. I do not know.
56. I have had to shift from a model for initial meetings and consultations that prefers in-person to a model that only makes available telephone and video meetings.
57. I have had to stop allowing in person consultations and been forced to rely more heavily on phone and email communications. My business was greatly reduced during the covid 19 lockdown.
58. I have had to submit materials and filings by mail. I have had to communicate with the clerks office by phone. I communicate with clients on the phone and only in person when I must. I am limiting work that requires me to go to court.
59. I have minimal contact with people and wear a mask when I am out and about from home. Have to wear a mask all day at work while working with customers
60. I have most of my client contacts through phone, email, and FaceTime. A lot of my hearings are held through Webex.
61. I have not been in my office or delivered any services since Covid. Underlying health conditions and I am 68
62. I have offered extremely limited in-person meetings. I have conducted meetings via conference call or Zoom. I have not been physically to the courthouse but have relied on the U.S. mail more for making filings, and have been present for WebEx hearings as opposed to in-person hearings.
63. I have to rely on the USPS to do most of my legal services.
64. I met virtually with much greater frequency.

65. I must see them daily with ppe.
66. I no longer meet with people face-to-face, and my hearings are now conducted by telephone.
67. I offer video or phone consultations. I also try to handle the bulk of the legal work via email.
68. I wear a mask, if clients requests it
69. I work in D.C. as a federal employee. Like most other federal employees working in D.C., I have been teleworking full time since March 17. Everything now is done through email or over the phone.
70. If a resident asks for resources, we encourage them to contact United Way of Alamance, 2-1-1 and provide a sheet with community resources phone numbers.
71. In the court system we really can't change anything except how many customers we deal with at any given time.
72. Increase in video conferencing, but our area not adapting as much as more metropolitan areas.
73. Increased virtual meetings and consultations.
74. Increasing use of virtual services
75. In-direct services, increase in communication via telephone/email/video chat
76. It has been more difficult to schedule court hearings.
77. Just social distancing and additional cleaning of office.
78. Just working from home--not much change
79. Learned to provide online court services
80. Learning and remembering correct information to share with each clients. I now work for home and communicating with client sometimes is a challenge. More patience than before is often exercised.
81. less client interaction. less collaboration in the office.
82. Less face-to-face meetings; use of electronic communication (internet) but for some older folks, this is a challenge.
83. Limit people in the office and courtroom. Require everyone to wear a mask.
84. LIMITED ACCESS TO PUBLIC, OPERATING AT 1/3 CAPACITY. MANDATORY FACE MASKS. MOST EVICTION HEARINGS DELAYED INDEFINITELY DUE TO CARES ACT.
85. Limited hours of in-office work by attorneys. Prohibition of direct, in person meetings with clients. Continuance of legal matters.
86. Limited office hours, delay hearings in cases for months.
87. Lots of video conferences.
88. mandatory masks
89. Masks and policy changes to apply recommended and ordered safety standards
90. Masks and remote hearings/remote client meetings
91. Masks are worn during in-person meeting. Office hours are by appointment only.
92. Masks, social distancing.
93. Mastering Zoom.
94. minimal in-person meetings; utilize Zoom; require use of masks
95. More communication done via phone/email and video.
96. MORE DIFFICULTY IN REACHING CLIENTS DUE TO STAY AT HOME AND SAFER AT HOME ORDERS.. WORKING REMOTELY; LESS IN PERSON CONTACT
97. More e-signing
98. More from home. Zoom. telephone interviews.
99. More online applications, specific screening questions related to income, going to court despite crowds and unsafe conditions
100. More online depositions/mediations
101. More phone calls and online assistance. Less in-person consultations.
102. more phone consults.
103. More phone, video contact
104. More phone/email communication than in person meetings, delayed hearings
105. More remote meetings. More paperwork by mail.
106. more telephone and internet services

107. more telephone and online interaction, but ultimately you still need to meet with client and appear in court. so there has not been a fundamental change. courts are not doing remote hearings out in our districts (yet). that will be a big change to try to accommodate with low income clients.
108. More telephone conferences and advice; fewer direct or in person dealings; use of WebEx video; delayed and staggered court hearings require different approach to resolution of disputes, often requiring a compromise which is not within norms simply to get something accomplished; legal rights are sometimes yielded when they would have been managed in a speedier court process...or the threat of such process.
109. More telephone consultations, more provision of documents via email.
110. More teleworking but inadequate state funding for laptops Closure of building to the public No in-person education or community outreach Lots of extra comp time by employees who reinstated a huge number of administratively dissolved business so they could apply for PPP loans Developed and provided guidance to notaries regarding how they could do notarization while maintaining social distancing That's all I can think of but there's more
111. More use of technology.
112. More virtual client meetings and outreach events via facebook live and other platforms
113. More Zoom meetings.
114. Most things are done remotely if possible.
115. Moved from face-to-face interactions with clients and customers
116. Moving to client meetings that are not in-person
117. Much more telephone and email communication with clients. Lots of video communication with colleagues, adversaries and the courts.
118. My client has taken a very, very conservative approach to evictions in light of the COVID-19 pandemic, choosing to terminate only those leases where the resident was engaged in violence or otherwise engaging in conduct that poses a serious health/safety risk to other residents or the physical property itself.
119. My clients are low-income so they often don't have the ability to scan or email documents. They have limited phone service. So I have to meet them at various places and work to get hold of witnesses and evidence.
120. My practice has been virtually shut down by COVID 19. Causing great hardship
121. N/A re services. However, I know more of ghe court function has gone to remote appearance. We could provide locations for this for low income, elderly, and others without technology at home.
122. Nearly all of my client interactions take place via phone or email, and when person-to-person contact is required (i.e. signing documents), an appointment is scheduled and conducted in a socially distant manner.
123. Nearly everything occurring remotely.
124. no adaptations or changes have been necessary, other than fewer in-person meetings for advance directives and wills
125. No changes.
126. No face to face; difficulty with execution of documents
127. No in office meetings, majority of consults are phone or email
128. No in person meetings if I can possibly help it.
129. No in-person meetings.
130. No in-person meetings. Doing everything by email, postal service, or on Zoom.
131. No major changes. I still meet with clients in person in my office. I just social distance.
132. None. Law enforcement agencies have had to continue operations in the face of COVID-19. We have altered operations to protect our personnel and the public but have not impacted our civil section directly (aside from the Chief Justice's orders in evictions).
133. Not many changes since my practice has involved a diverse way of assisting clients before the pandemic.
134. not much as we have always worked via telephone
135. Offer more video and phone consultations.
136. Office is locked and by appointment only. No walk-ins. Seeing people outside by having them stay in their vehicles. Handling more over the phone and thru email.

137. online client services; e-conference w clients; execution of documents outside as much as possible; most employees working remotely through Stay at Home orders and Phase I; additional cleaning/sanitizing and other health safety precautions.
138. Online platforms such as zoom. Increased social media presence.
139. Only telephone/virtual appointments
140. Our court was closed and now we are wearing masks and having less face to face interaction
141. Our estate planning section was slammed in March/April and I chipped in helping get documents ready.
142. Our firm has moved to all telephone/electronic communication except where in person visits are absolutely required.
143. Our office has been working remotely. However, this has not impaired our ability to serve the City Council or its employees. We have maintained our level of service.
144. Our services have been limited in the way we handle some processes such as, requiring appointments for marriages, limiting numbers of people in courtrooms.
145. Our whole system is different. We cannot visit many jails and prisons in person due to infection, many court hearings are held via video conference, and those that are in person have far fewer family members able to attend. We meet with clients far less often and more often by phone.
146. Outreach has become more important as our access to the people we have developed relationships with through daily interaction has effectively ceased, but we do not have sufficient infrastructure or understanding of that to adequately address or adapt. The effect has been to focus more on the government, business or nonprofit partners themselves. These partners have been inadequate and sometimes inappropriate though well intentioned proxies for understanding the strengths and needs of the families we serve historically and I have no reason to believe that is any better now. We are struggling, frankly.
147. Rehabs were closed - we had to wait and keep pushing on doors
148. Remote
149. remote hearings have become the norm in family court and child welfare court. Truancy has generally been made a low priority given the challenges parents and schools face.
150. Remote interaction with clients, courts, and counsel
151. Remote meeting attendance, inability to meet with clients in person, attempt negotiations virtually, trying to figure out how to advocate for special education in a remote way and also when we don't know when schools are going to re open
152. Remote work; reduction in labor force; reduction in clients.
153. remotely
154. Services are delivered remotely with almost no in-person contact. Staff working from home instead of in the office. Takes longer to reach case disposition due to limited court dockets and inability to access judges.
155. Since we don't ordinarily deal with those services, I guess the answer is we haven't have to change, but in general, we've had to change as everyone else has by working from home, dealing with people by phone, email, and Zoom, and generally keeping our distance from clients and other lawyers.
156. Slow or halt in-person meetings. Slow or halt discovery processes such as depositions. Stop trials.
157. Smaller staff and reduced access
158. Socially distanced meetings. Cancelled hearings and delayed trials.
159. Speak with clients by telephone in lieu of in person.
160. Split court days to limit the number of people in the courtroom. Continued cases.
161. Staff (except for administrative staff) worked from home for several months; closed agency for walk-in clients; staff now have rotating schedule to work in office; courts were closed and the number of people allowed in courtroom are now limited so will have back log of cases;
162. Still struggling to adapt
163. Tele Delivery for all services
164. telecommute
165. Teleconferencing
166. telephone conference and limited access to courthouse
167. teleworking for Court employees

168. Teleworking nearly 100%
169. The courthouse has been mostly closed so services have not been delivered to the people I serve.
170. The immediately preceding page responses were inaccessible due to limited screen of view. Social distancing and masking have presented difficulty in communication.
171. The obvious
172. There's been no change other than to require clients in person to sanitize and wear mask. A lot of our clients are out of state or out of the area, so phone consults are still the same. If someone does want to come in, we only schedule one or two appointments in a day, with time between each to sanitize the office.
173. Through tele or video consultations and client meetings, electronic collection of documents from clients, and use of PPE where in-person interactions are essential.
174. Too many to name. Reduce courtroom size. Remote hearings when possible. Social distancing in courthouse. Filing by mail.
175. Too numerous to list; this survey has already taken far longer than the estimated 20 minutes.
176. Transitioned to phone and/or virtual meetings. In-house visits are by appt only & require masks and sanitation procedures. Started using new apps to work from home.
177. Transportation service suspended temporarily
178. Unable to make face to face contact so had to adapt to providing services/information by phone.
179. Use of alternative platforms like Web Ex or Zoom.
180. Use of masks, do not meet clients outside the office, more phone calls or written responses
181. Use of phone more, email, all employees work from home.
182. Use of virtual/technology platforms
183. Use technology for contact with clients, which further disadvantages low income individuals
184. Using technology to provide legal advice / attend hearings remotely.
185. Using telephone, internet, and postal and delivery services
186. Using video conferences and phone conferences. No in-person meetings.
187. Utilizing non-traditional ways of meeting and interacting with clients such as conducting meetings via zoom; sharing critical information and updates via mass emails to clients, on our website and social media channels; meeting with clients with strict safety measures in place; hosting weekly Facebook Live conversations on topics relevant to clients as a means of community education and engagement
188. Utilizing online technology
189. Very few in person meetings or interviews. Court closures have stopped many cases.
190. Very few in-person office appointments. If incarcerated, mostly video or phone appointments rather than in-person jail visits. Hearings in court are sporadic.
191. Video conference when possible or by phone if a video conference is not
192. Video conferences added. Increased phone conferences. Mailing more documents to clients and having them return them via mail. Increased costs for masks, cleaning products, hand sanitizer etc. Extended the time between appointments to reduce people waiting in the lobby. Having to clean in between appointments takes time and is time not spent working on cases.
193. Video conferences replaced in-person meetings
194. Video conferencing and more phone consults instead of Face to Face as before Covid -19.
195. Video conferencing, email service, electronic signatures, fewer paper documents, asking clients to understand delays and to forgive my uncertainty about the legal system rules du jour, explaining process failures to clients and owning my part when others in the system are unwilling to own their part in those failures. I'm the only willing to say my bad. This is a really long survey. I'm sure many will have given up on it by now.
196. Videoconferencing
197. Virtual hearings. Flexibility in scheduling.
198. Virtual meetings via phone or video. Remote working. Little to no in person contact with clients.
199. Virtually nothing is being done in-person.
200. Virtually through phone calls or video conferences.
201. We allow clients to come by appointment only and we wear masks. Mediations are done over the phone and so are hearings.

202. We are and have been available to accept filings the entire time since instances COVID-19 in NC began. There are now eCourts services available for people to assist in navigating some simpler civil matters. Hearings may be held via WebEx.
203. We are bringing far more civil suits seeking emergency injunctive relief than we normally do. In many circumstances we have been unable to access our incarcerated clients, whose ability to speak to us is controlled by prison officials, and at best have had our ability to speak with them via phone severely curtailed (i.e., one 15-minute call every two weeks, while a prison official listens to the client's side of the conversation). Legal mail is opened by prison officials and often inexplicably delayed for weeks. In-person visits have been shut down altogether, and in any event we do not wish to needlessly expose our clients to outsiders, so phone is our best option in a highly time-sensitive situation where the virus is spreading like wildfire through prisons.
204. We are doing less representation in court and offering the majority of services over the phone.
205. We are offering remote appointments, teleconference and video hearings
206. We are putting off in person meetings with elderly/vulnerable clients and utilizing zoom and web-based services where possible.
207. We are relying more on telephone and video conferencing to communicate with clients.
208. We are using lots of electronic forms now. We see clients very rarely in our office and conduct most interviews, trial prep sessions in Zoom or by phone.
209. We are working and meeting remotely. We are conducting investigations virtually. We had to cancel our statewide outreach tour and annual advocacy conference that we ready to go.
210. We are working remotely and communicating with clients on a more virtual level but our clients are mid to large businesses so we do not typically see issues that affect the people and communities that have been hit the hardest by COVID.
211. We are working remotely, but we are operating. We have had to do more over the phone and via email. Meeting with clients is limited to courthouses before court.
212. We are working remotely, meeting most clients that way and having some hearings remotely also.
213. we can not meet face to face with the families we work with.
214. We closed one of our offices, and partially closed another one. We are working from home and offering phone consultations when needed. We had have to cancel all of our in person pro bono work. We have found extremely hard to do pro bono virtually, since the coordination alone places a great burden into our small firm that we are not in a position to assume at this time. We keep trying, but it is hard and we are not sure the clients are too happy with the fact that we only get to them at the end of our very long days which we have used trying to find paying clients or working for the few that we do have. It is a very difficult position to be in since probono work is the main lead generator for our business model. However, the increased time and energy needed to do that virtually has made us start looking for other ways to promote our business. Which in turn right now is putting a greater financial strain into our small firm, at a time when we have less active cases due to the COVID conditions preovously described.
215. We do more consultations by phone or online.
216. We do more remote meetings and use social distancing practices to keep office staff and visitors safe.
217. We do not meet in person and have a lot more rules for health and safety. Working remotely
218. we do not provide legal services
219. We generally do not see clients in-person any longer and the court dockets are smaller and fewer cases are heard due to capacity issues b/c of social distancing orders.
220. We had been working remotely using telephone, email and Zoom conferences to confer with clients, but we are now permitting in office visits though still not preferred.
221. We had had to pivot to remote working and utilize phone, internet and Zoom.
222. We have adapted the way that the initial consultations are handled, with the meetings being held by phone or Zoom.
223. We have become accustomed to making referrals to virtual service providers
224. We have done more telephone conferences and in-person conferences are utilized wearing masks and social distancing. In addition, we limit the number of people in our office at any one time.
225. We have had to adapt to handling all intakes and direct contact with clients virtually

226. We have had to drastically change the way that court's function, including limiting the number and types of cases handled. We also have been unable to hold jury trials.
227. We have had to transition to online, email, and remote ways of reaching clients.
228. We have had to wear masks and we are trying to make more online services available.
229. We have kept our office open and staffed in house throughout the pandemic with a portion of the staff working remotely which has assisted in having services remain uninterrupted.
230. WE have minimized in-person interactions, including initial consultations with new clients.
231. We have moved to out of office and finding different ways to continue to provide monitoring, hearings, etc.
232. We have moved to telephone and video consultations instead of in-person meetings
233. We have sent out many informational emails and letters to all our clients and workshop attendees notifying them of disaster relief, economic rebuild programs, and mortgage forbearance options. We are all working from home, doing zoom calls, picking up voicemails, etc. Not as efficient as before, but still working!
234. We have shortened our availability to the public.
235. WE have to do much of our work remotely now.
236. We have utilized Zoom and telephone appointments more so than before COVID 19.
237. We initially implemented a staggered shift work schedule with our office split into an A shift and a B shift. We alternated every day. This proved insufficient as courthouse operations ramped back up to full. We have introduced extensive barriers and distancing which has complicated communicating with clients in person. The public has expressed frustration over the protective measures. We have shouldered job duties previously managed by DSS and Attorneys' Office staff as their access to the courthouse has been limited to the hallways. In this way, our workload has increased, which has required us to abandon the shift schedule and has left us vulnerable to entire departments quarantining. We had just such a scare recently that nearly put the entire civil department on quarantine.
238. we no longer met with clients in person
239. We now limit access to the office to only those parties vital to a transaction.
240. We now offer telecommunication as an option. As a court appointed defense attorney, many of my clients don't have this capability and many public places where we would normally meet are closed. Some of my clients can't travel all the way to my office, so I have had to visit some clients in their homes.
241. We now try to meet with clients by video-conference or phone. Many of my clients do not have the financial resources to obtain webcams, computers, or smartphones - or sometimes even a basic telephone. In-person service provision has been the norm for decades, and is now difficult and dangerous for our health (mine and my clients)
242. We offer virtual services where we didn't before.
243. We offer webex options instead of in house court appearances.
244. We pivoted and currently offer our services through virtual platforms.
245. We still working on a plan.
246. We used to meet with clients in person but now schedule meetings by phone and over zoom. We try to deter clients from litigation because of the length of time it will take to resolve their matters in court.
247. We wear masks in office and at courthouse, limit hours due to fatigue.
248. We were already setup to serve clients remotely so it has gone well for us. We added Zoom and are trying to be understanding with clients in meeting them to help address their needs.
249. wear masks since start. Telephone and teleconference meetings, do car signings office closed to walk-ins
250. WEARING MASKS AND EXTRA CLEANING
251. Wearing masks and limiting the number of people in our office at any given time and greater restrictions on WHO may enter our office.
252. Web hearings, instead of in person
253. We're working from home now.
254. We've closed our offices to the public. We meet with clients over video chat, have them execute documents via docuSign, and when those services are inaccessible to clients we send them documents in the mail, or as a last resort, dispatch a staffer to the client's home with necessary documents, and execute

them while observing social distancing protocols as best as possible (meeting outside, wearing masks, keeping 6 feet apart, etc.).

255. We've had to move to almost all remote working and interactions with clients

256. We've had to switch from a lot of in person meetings with our clients to a lot of virtual or remote meetings.

257. Work and meet remotely; attend hearings / calendar call remotely.

258. Work Home

259. Work remotely or if in person, have proper PPE and distance while retaining confidentiality and privacy standards.

260. Working and communicating from a distance by way of technology has been increased dramatically and efficiently.

261. Working for a for-profit corporation, I have not personally had to adapt the way I deliver legal services to my organization as a result of COVID19.

262. Working from home

263. Working from home and childcare.

264. Working remotely and doing more by telephone conferences and internet platforms, including webex, ms teams, zoom and uberconference.

265. Working remotely via Zoom and internet.

266. yes, via phone or Skype

267. zoom and team usage increase

268. Zoom consultations and outside signings for estate planning documents.

269. Zoom meetings, email and telephone meetings.

270. Zoom meetings.

**What is your office doing to specifically address legal issues that have arisen due to COVID-19?  
(Please provide specific examples below)**

1. ADDITIONAL EDUCATION IN REFERENCE TO EXECUTIVE DIRECTIVES, ORDERS OF CHIEF JUSTICE OF SUPREME COURT, AND INTERPRETATION OF CARES ACT.
2. Additional pro bono services. More estate planning and will work
3. Advice on government benefits like the PPP program
4. Advise re: custody issues, e.g., exchanges between households.
5. Advising clients on Petitions for compassionate release. Arguing for lower incarceration based on health concerns.
6. Advising small businesses on the funky new leave laws that have come out.
7. Aggressive filing of complaints and foregoing Jury trials in efforts to push towards Justice.
8. Allow employees to work from home for any reason (childcare issues, eldercare issues, have COVID-19, flexibility). Not forced to return to office. Concerned about legal liability if forced employees to return to office and employee is exposed/tests positive for COVID-19. Putting employees' health and well being first.
9. Allowing for some reduction in fees.
10. As a criminal defense attorney, I am no longer able to visits clients at the jails, so there has been a huge increase in letter writing. There is far more work now bc of this virus. What I mean by that, is something that took 1-2 steps before, takes 5 steps now.
11. Assistance and education provided to clients on COVID-related government programs Engagement in Black-led initiatives for sustainable communities Addressing food security issues
12. Be present and loud on advocacy issues related to public benefits, housing, economics, and health issues. Connecting with local, state, and federal resources and obtaining access to consumers/clients.
13. Because many public and private agencies are closed or not operations normally, many client legal issues are taking longer to address and we are having to take advantage of extensions in the court and immigration systems.
14. Being responsive to people who need wills/living wills done. Giving more advice about domestic violence protective orders and divorce.
15. Brought in more volunteers to help with the increase in request for assistance. We also expanded services to address unmet needs, ie unemployment. Further, we have shifted to using Facebook to offer community education.
16. Cannot identify any
17. Comprehensively.
18. Consulting property management clients and finance companies concerning collection limitations. Defending licensee's against Admin action where non-compliance is directly due to covid 19 complications... (extended time for submission of documents, fee payments, etc)
19. Continue to provide high grade legal representation to those in need of services.
20. counseling clients on compliance with new regulations
21. Court representation, negotiation, community education via social media
22. Currently make referrals to NC Legal Aid. Agency closed to public
23. Defend my clients from bogus emergency child custody modification motions.
24. Delaying court processes as long as possible to account for the delays in locating and obtaining community services
25. developed state-wide contacts to place young person in rehab
26. DOT is essentially broke due to COVID so we are not settling or resolving any cases.
27. Education on website and through telephone interviews with clients.
28. Efforts to persist in scheduling matters for some form of court resolution; more effort with opposing parties and attorneys.
29. EMERGENCY ORDERS OF RELEASE FROM CUSTODY DISMISSAL OF MINOR OFFENSES/INFRACTIONS TO REDUCE COURT VISITS ELIMINATION OF NEW ARRESTS FOR MINOR OFFENSES ELIMINATION OF ARREST WARRANTS FOR NON-PAYMENT OF FINES/FEES

30. Engaged with school districts on behalf of clients to access services, advocated for policies at the state level to address problems of connectivity state wide
31. Ensuring limited dockets and online hearings to keep folks safe
32. Expanded eviction defense, and diversion, including funding to provide rental assistance in certain cases. Providing information at local courthouses about tenants and landlords rights.
33. Extensions of deadlines and being more lenient with missed deadlines and minor errors for all parties. Scheduling online hearings.
34. Federal inmates are filing lawsuits requesting compassionate release. My agency is providing litigation support to the United States Attorneys' Offices to respond to these motions.
35. Filing class action lawsuits seeking emergency injunctive relief on behalf of large groups of people who are medically vulnerable.
36. Filing lawsuits ( Prison lawsuit), signing in to calls to actions ( sent letter to Secretary Cohen about rationing of ventilators) and providing community education and trainings.
37. Following the directives of Govenor Cooper and other health experts.
38. Grants/loans to small businesses Interpretation of executive orders
39. Handling matters without direct contact. Email and other platforms.
40. Hard to say
41. Have filed several lawsuits relating to violations of both the US and North Carolina constitutions by State and local governments.
42. Helping people with mortgage forbearance requests / questions / applications. Filing bankruptcies for people even though courthouse is closed.
43. Helping with unemployment and helping businesses with govt assistance programs
44. Hiring additional staff.
45. Hiring more attorneys to assist people experiencing or about to experience homelessness due to Covid-19.
46. Holding court
47. Honestly, simply working longer hours.
48. I am doing some eviction/summary ejection pro bono work. I am doing power of attorneys for free, with notary. I am doing free notary work.
49. I am learning about the legal issues from webinars And readings so I can best serve clients.
50. I am volunteering with the Legal Aid sponsored "Lawyer on the Line" program and ABA Legal Answers forum.
51. I cannot think of an example
52. I do not know.
53. I do not know.
54. I have had to learn more about unemployment in order to advise my clients on workers' compensation versus unemployment benefits during shutdown due to COVID.
55. I have no examples to offer; we have proceeded fairly normally since the pandemic began other than masking and social distancing.
56. I mainly only handle criminal defense cases, so N/A. I have had to continue many cases though, and alot of people have not been able to have their day in court. We have negotiated more heavily with the prosecutors office to resolve some of the covid-19 issues.
57. In criminal court, scheduling cases to encourage social distancing and to protect the health of all persons in court. Much use of WebEx to communicate with law enforcement.
58. Increased capacity to handle evictions, created a group to work on unemployment benefits and focused on getting clients access to public benefits
59. increased our income limit, upped our aid in UIB legal aid, increased advertising to let people know we are here and ready to serve
60. Increased training on target legal issues for staff to bring in staff who specialize in other areas to work on covid related cases.
61. Increased training, so we have more attorneys capable of handling the legal issues specific to Covid (like housing and domestic violence).
62. investigating claims of covid related fraud

63. It is no different we really don't see any more or less than before the COVID-19.
64. Keeping up with the evolving court closing situation and related issues like electronic notarization. Also keeping abreast of government benefit programs to identify those that may help clients. The new legal issues are so new that no one knows the answers yet.
65. large firm. Beats me.
66. Launched new projects (unemployment insurance), adapted service provision to meet needs (ex. shifting public benefits appeals work to helping people apply for food stamps)
67. listening circles
68. Litigating prisons case to reduce prison populations Advocacy to DHHS to release strong policy regarding medical rationing based on disability And addressing on an individual, case-by-case employment, housing, and other disability rights issues that have arisen
69. Lots of community education via electronic media pertaining to Cares Act options to prevent foreclosure.
70. Making sure victims cases are addressed
71. Modifying existing chapter 13 bankruptcy cases to extend the plan so that the debtor's case is not dismissed for non-payment because the debtor was out of work. Also helping with mortgage modifications and requests for forbearance.
72. More community education materials on our website and stepped up education through the media. Training more volunteer attorneys...
73. more publishing answers online more free consultations by phone a number of presentations (online)
74. Moved to virtual services
75. My office is fighting for access to the courts and educating people on their rights.
76. Navigators are assigned to assist with applications for medicaid and food and nutrition services. Additional follow up with clients and or agencies to get issues resolved.
77. No in office meetings unless necessary, my office is in an office building with multiple offices, give basic instructions, check temp, if symptoms don't come, wash hands, wear mask etc
78. No known issues have arisen
79. no specific examples, just being patient and available
80. None for the patent firm
81. Not accept as many clients and also do not have any predictions to tell clients because we are in the world of the unknown. Staying away from many legal issues during this time because access to the courts is scarce. I don't like Zoom hearings or WebEx meetings and it violates my clients constitutional rights, but if you want it done in a timely fashion, they must consent so we are forcing them to consent to something they would never consent to prior to this virus.
82. Not applicable in our community that I can see yet, but I believe it will an issue in the future.
83. not having any court
84. Not in our area of service.
85. Nothing because we have not seen any covid related issues.
86. nothing different, except wearing masks and communicating electronically more often
87. Nothing has really changed for us with the exception that contested criminal cases cannot be resolved because neither the defendant nor the prosecuting witness are required to attend court. This is creating a massive back log of cases and our income is suffering because trials are not a priority.
88. Nothing in particular regarding legal issues, just practical issues related to social distancing.
89. Nothing specific - we have always been more dispute resolution minded than litigious about resolving cases, so we have continued that mindset post-outbreak.
90. Offer free advice and counsel to clients and customers who have been furloughed and/or have employment issues/concerns as a result of COVID-19
91. Offering and providing advice related to the above and how they apply to the client's individual circumstance...
92. Offering Covid Waivers to small businesses so they can feel safer to open. Helping clients pull together information for PPP loans.
93. Offering custody consultations to parents of split homes.
94. Offering more online services and training. Offering more attorney advice to the needs of the communities in which we serve.

95. One of the most prevalent issues is child visitation during the COVID-19 pandemic. As opposed to having access to court hearings (for example, hearings had to be continued at the onset of this pandemic and there is a backlog of cases to manage and therefore delays in being able to go to court), attorneys have taken on the role of working with clients to try to mediate their visitation and custody disputes. Legal issues have arisen regarding my business clients being made aware of and being in compliance with the various orders, declarations, and proclamations that have been issued by state and local government entities, and interpretation of judicial orders that have been issued. My office has assisted clients with keeping them aware of updates and the issuance of the various documents, the interpretation of these documents and how their business can stay in compliance. My office has assisted clients with various employment issues that have arisen due to the Covid-19 pandemic, including managing benefits that might be available to them.
96. online directives
97. Our main concern at this moment is public safety and trying to prevent further spread to our clients.
98. Our office at the courthouse has never closed
99. Our office has enough manpower to personally address all issues that present themselves up to the extent that we are legally allowed to do.
100. Our office was already largely serving the public with their specific civil legal needs. This has continued; it just looks different in the way it's delivered. One thing we have increased significantly during this time is our community education. We've provided a lot of virtual trainings and educational sessions for the community and have made them available through multiple formats.
101. Participated in NCBF Covid-19 call in projects
102. prepare pro bono widow's allowances [educate callers on default Health care gents in statutes if no HCPOA; provide [free of course] AOC forms and AOC estate administration guide when people can not get to court house
103. Prepare to assist clients with issues related to loan and rent payments
104. Provide advice regarding Covid-19 directives to clients.
105. provide free public resources and legal guidance to answer basic legal questions related to the pandemic
106. Provide guidance to individuals, businesses, and churches on how the governor's lockdown affects them and how they can may seek relief therefrom in court.
107. provide legal representation throughout the issues -
108. Provided freely available information on alternative to attorneys or formal document signings such as giving advice on holographic wills.
109. Providing extended periods for compliance and trying to address minor matters - if possible - via fax or telephone communication.
110. Providing guidance on unemployment benefits
111. Referrals to local legal services organizations
112. Representing individual clients in their cases when they come up.
113. Researched issues and developed MOL for lawyers use.
114. Review and research regarding the likely financial and insurance claims and resources that may be needed by our individual and business clients over the coming months/years.
115. reviewing prisoner filings
116. Right now we are working to help locate safe, secure and confidential space locally for our partners at Pisgah Legal to see clients. We are trying to understand how we can help sustain our rural public transportation that is struggling but is needed to link clients with those who serve them. Though I am told these are not "legal" issues, there is no way to address the actual legal issues without these things. The issue and funding silos "we" have created do not serve equitable access to civil legal services.
117. Right now, most of the foreclosures and evictions have halted, so there is less of a need to immediately file for bankruptcy.
118. see above
119. see above
120. See above. Also, delay evictions for non-payment of rent, etc.
121. See prior statement regarding attorney-client privilege.
122. seeking advice

123. Seeking to educate our clients on the vast and swift changes to employment law, as well as the accumulation of a whole new body of law (i.e. pandemic law), in as timely a manner as possible. Seeking legal recourse where necessary
124. Special information sheets and handouts, short video clips, Twitter and Facebook updates, website updates.
125. Taking the wait and see approach. Choosing not to terminate leases when the client otherwise would, because it is unclear how COVID + CARES will impact the ability to be successful in an eviction proceeding.
126. Teleconferencing
127. That has not come up in my practice.
128. The only covid related legal issues we have are scheduling matters.
129. The same as I always have.
130. There is not much my firm can do in this area.
131. They contact the lawyer services or their own lawyer
132. Training
133. Trying to adapt to new court schedules and social distancing requirements.
134. Trying to get a handle on it
135. Trying to get inmates out of custody as quickly as possible, if possible.
136. Unknown
137. Unsure
138. Very little. Same issues, but court access, even to attorneys is burdensome and limited.
139. Visitors must fill out a health questionnaire prior to entering the building. Volunteers have to sign a specific covid waiver. Any staff that goes out of town or engages in a large crowd gathering must self quarantine.
140. Volunteering
141. We added an entire new unemployment assistance program, and ramped up the work we were doing with food stamps in response to the increased demand
142. We allow protestors to leave written materials for people in our office
143. We are actively working with people who have lost their jobs and their healthcare
144. We are advocating on every level - local government, state government and federal government to make sure lawmakers understand the potentially devastating consequences low income people will face - particularly when it comes to housing. We have our attorneys working at full steam on housing, unemployment, income support cases and are enlisting the help of our MAVL (Mountain Area Volunteer Lawyers) team. We would like to develop an early intervention program for eviction cases in every county we serve - currently that option is only available in Buncombe County - but it could be used everywhere.
145. We are communicating regularly with our clients about any updates we have related to their cases.
146. We are continuing to provide employment representation to those affected by the crisis.
147. We are doing our best to make accommodation to each issue that arises and make a little more flexible when we can.
148. We are doing the same thing (making referrals to those service providers that may help), but our demands from those impacted by COVID are definitely up
149. We are evaluating the impact of quarantine, closures, social distancing etc. on our employees and how we can continue to serve customers safely. We have also processed the government stimulus checks and are a lender for the SBA PPP. We have put in place a number of programs to assist customers who are struggling financially.
150. We are following the directives of the Supreme Court, the Governor, etc.; promptly responding to the legal needs of our clients in the most effective but safe manner (Zoom conferences, emails, telephone calls, etc.).
151. We are gathering info from clients for legal action related to denials of educational services related to COVID-19.
152. We are helping with a lot of civil issues in relation to COV such as housing and hotel evictions and Unemployment denials
153. We are not addressing any COVID specific legal issues. We have been providing advice and assistance to the human rights demonstrations following the murder of George Floyd.

154. We are only able to refer persons to appropriate resources.
155. We are sending informational letters and/or emails to clients regarding Economic Impact Payments, mortgage forbearance and assistance to small business owners (including sole proprietors and independent contractors). For existing bankruptcy clients, we have reached out to determine if they are eligible for CARES Act Chapter 13 plan extensions due to Covid-19 economic impact. We have done significant outreach to notify clients - and former clients - of rights and resources.
156. We are still working on a plan.
157. We are unable to give them legal advice so we let them know that they can contact any of the attorney's around or we give them the pamphlet for legal aid which is located in Wilmington about 50 miles away
158. We are working to develop plans to more fully re-open courts to continue to guaranty public access to the court system. We are also working to re-start jury trials.
159. We continue to provide legal advice to those who qualify and are involved in groups and committees that make decisions about legal issue and services being provided/
160. We do not provide legal services. We would like to refer our nonprofits to legal services that would benefit the nonprofit organization or their clients. However, we are unaware of what services are provided.
161. We don't address the legal issues. That is for the governer or judges to decide.
162. We don't deal with legal issues
163. We dont have any cases that are specifically COVID related yet.
164. We follow Chief Beasley's orders from Raleigh
165. We handle the filings
166. We have addressed questions from various clients related to the PPP program and other governmental benefits available.
167. we have attempted to implement more dispute resolution strategies like arbitration and mediation.
168. We have been conducting tele-monitoring. We are advocating for improved prison and congregate care facility conditions, for nondiscrimination in access to medical treatment, for reasonable accommodations in health, mental health, voting and more, for some examples. We have devoted significant attention to COVID-19 in our public information efforts.
169. We have committees involved in the Racial Justice Task Force, but I have no idea if true input is being given.
170. We have coordinated teams looking at numerous areas of legal practice impacted by covid. We are publishing information to our website and social media on a nearly daily basis.
171. We have created a COVID-19 task force.
172. We have experienced few new or different legal issues of any consequence.
173. We have filed bond motions and MARs specifically based on COVID
174. We have hired additional personnel to handle the volume of work.
175. We have implemented precautions to keep everyone safe.
176. We have moved to modify child support orders for those affected by COVID-19 with job or work loss and asked the effective date be the date those affected notified our office.
177. We have not had any direct legal issues related to Covid other than how it effects custody or visitation to protect children when parents may have been diagnosed
178. We have posted a blog on our website to discuss the recent EOs and court directives regarding landlord/tenant issues and evictions in response to the virus. We've also educated our clients (both landlord and tenants) on the new updates and how to proceed.
179. We have received directives from the Chief Justice and Governors office, requiring mandates on evictions, and social distancing.
180. We have regular training on COVID issues. Every week and sometimes more.
181. We have several groups that are routinely evalutating COVID related business matters, creating email updates and circulating them to clients as well as doing virtual seminars and updates.
182. We have taken measures to ensure ready access to relevant Emergency Directive provisions, such as ensuring the Directive 5 language is available for all visitors to apply to their Verification pages of complaints. We also have a stack of Cares Act Affidavits on hand at all times for addressing new Summary Ejectment cases.

183. We have tried to accommodate the public by adjusting fees and office requirements.
184. We plan to continue to offer services virtually and leadership is considering any needed shifts in services and/or growing capacity to address anticipated increased need for our legal services as more individuals experience economic impact and move from middle class incomes to lower incomes as the pandemic continues.
185. We provide a lot of information about changes in the law and how to identify and access services
186. We provide a remote/drive up Will Service, with POA's, ect.
187. we refer to another attorney
188. We set up a COVID task force to assist those in the Construction Industry to address issues.
189. Wearing masks? Treating the public like they did lepers in the 9th century also works.
190. Webinars and CLEs
191. We're just having to mediate more cases and not wait for court dates.
192. We've signed on more SSD claims than usual, from people who lost their jobs because of COVID. We've not yet had too many COVID-based Workers' Comp claims come up yet, but I believe we've signed on a couple.
193. We've written blog posts and FaceBook articles regarding how COVID-19 has changed or otherwise affected the areas in which we practice.
194. Willing to help people with debt issues due to layoffs.
195. Worked with NC Gen. Assembly and NCBA and advocacy groups to get first group of COVID bills, SL 2020-3, to include remote emergency video notarizations. Could not change statutory deadline for businesses to file annual reports, but determined we could delay administrative dissolutions for those who filed untimely and notified the public; did something similar for lobbyists' quarterly expense reports. Developed process for, for example, funeral homes, to obtain emergency apostilles and authentications for shipping bodies to the deceased's home countries.
196. Working on local bar initiative
197. Working remotely as much as possible, creative lawyering
198. Working with landlord and tenant clients to address closure related issues. Working with clients to obtain PPP funds. Working with lenders to modify loans.
199. Work-place issues; educational institutional issues.
200. zoom meetings; phone conferences

## In your opinion, what resources are needed to better provide civil legal services to your community?

1. A better self-serve website that is easy to navigate and understand.
2. A courthouse that was open for full capacity. We have many clients that do not have access to justice because the courthouse is only operating at a limited capacity.
3. A domestic violence support center has been set up in the courthouse to help victims seek access and it's a very good center. I believe a similar center needs to be set up to help plaintiffs seek access to family court.
4. A legal aid or other office in our community would help. Or if you are going to have local attorneys help with cases, then you need to pay them, otherwise they don't want to help. Some will do pro Bono, but not many in our area. We all struggle to make a living, its not the city.
5. A local entity like Legal Aid for smaller cities and one on one meetings.
6. A local office with staff. More staff. Later hours. Education in community.
7. A more comprehensice evaluation of what civil legal services need to be provided and an area by area assessment within NC of how to provide those services, tailored to the local needs.
8. A primary issue in obtaining legal services are the attorney's fees and costs. Even middle class persons are generally unable to commit the required resources necessary to enforce their rights to fair treatment by their employers that is (supposedly) guaranteed by law. Operating a small law firm is really not much different from operating any other small business like maybe a restaurant. After paying your staff decent wages and fringe benefits, covering the rent, utilities, phone, copiers, etc., the minimum overhead costs come to at least \$60 an hour. If the attorneys want to get paid moderate but not exorbitant earnings on top of that, an hourly rate of \$150 an hour is probably the minimum that can be charged. In any significant employment case litigated against a large employer, at least 500 hours of attorney time will have to be invested -- so do the math. The only way to make legal services available and affordable is to expand what is now Legal Aid, and to make it available to middle class persons on a sliding fee scale based on household income.
9. A statewide integrated digital forms, filing, case management, events notification system with Internet access for all.
10. access (in every sense of the word) to: more legal service providers offering a wide array of legal services
11. Access to assistance and education about civil litigation.
12. Access to bilingual and affordable legal representation.
13. Access to funds for child custody cases.
14. Access to information.
15. Access to Legal Services at free or reduced legal rates. Educational materials or access to information that would be helpful regarding their particular legal issue - these resources would need to be easily accessible and free if at all possible. The people in the communities I serve have limited financial resources to dedicate to legal representation. These persons are usually single fathers and single mothers who have significant family law issues to resolve.
16. Access to services in native languages
17. Access via phone, internet, and transportation. Reduction of employer retaliation against employees.
18. Access via remote hearings, transportation, safe housing, more attorney and social worker support, community policing, community voices at leadership tables
19. Accessible office near the courthouse
20. Additional funding and additional supports to both Pisgah Legal Services and LANC. Additional volunteer attorneys, greater percentage of attorneys participating in pro bono service provision.
21. Advertising other than personal injury ads.
22. Advertising so people know where to go for help.
23. Affordable attorneys
24. AFFORDABLE SERVICES
25. Again, more of a legal aid presence. Also, more health care facilities, such as 24-hour facilities (we only have one in our entire 5-county judicial district) and mental health in-patient facilities (the one we had

closed in August 2019, and we currently have no capacity at all). We need more services, especially mental health, for juvenile offenders. Our mental health system is completely broken.

26. An ability to not be so limited in the services we provide. For instance, it would be more beneficial to the client in a family law matter if we served them in their divorce, alimony, custody, equitable distribution, and child support, rather than just only be able to help them with their domestic violence protective order and hope the rest works out for them.
27. An effective mediation program to handle disputes between neighbors or with businesses and consumers that would prevent the time and expense of litigation and help promote better community relations. We used to be able to refer what should be relatively minor disputes to a mediation program and it is not in place now or has not been funded.
28. Any resource that inspires people to get motivated and listen to the advise they have been given. too many individuals want everyone else to handle their problems instead of trying to solve those problems themselves.
29. Assistance to low income families and tax write-offs for attorney fees for family law issues.
30. Attorneys, community forums,
31. Better accessibility to broad range of mental health and drug rehabilitation options.
32. Better availability to educational resources on good legal services in the community.
33. Better civic education, so people know what to expect.
34. better education
35. Better education, public assistance in off setting legal cost, public ally provided legal services
36. Better funded legal aid so they can provide help in more service topic areas.
37. Better funding of legal aid in this county.
38. Better leave pay for individuals to seek help and not be punished by their employment
39. Better public transportation or lower cost ride share programs for the elderly in disabled, particularly in rural areas or areas just outside the metropolitan areas, to reach legal services providers and also access to broadband Internet for communication via email and access to online legal resources
40. Better public transportation, and more money and people providing assistance
41. better screening of needs
42. Capacity to serve more people.
43. Cash to hire more attorneys that can provide adequate services.
44. Changing the laws so that aggrieved individuals can recover legal fees for a broader array of acts, including breach of contract.
45. Childcare, affordable housing, base-level socialized healthcare, and higher minimum wage.
46. Civil legal services need to be available locally in all counties. This will help low-income individuals who need legal assistance an opportunity to speak with someone in person.
47. Civil Miranda
48. Clinics and access to legal advice
49. Communication on how to access those services.
50. community education
51. Community education about available resources
52. community education and information regarding resources available
53. Community education and making education for young people a "popular and heavily supported thing again." Education in key to survival for anyone and without it a person suffers, a family suffers. This group of less educated people, who may have other issues stemming from mental illness to drug dependency, have been and continue to grow in vast numbers. Legal services cannot cure this alone. There is so much more and so many other steps that the American society has to take before dealing with a person's legal problem.
54. Community education, starting in primary school. Adequate public funding and staffing for public legal information and service programs for citizens who are not able to afford a lawyer.
55. Community education; reduce civil and criminal fees for access to court; greater broadband accessibility and hardware to allow for alternative means of accessing legal services.
56. Concerted grant or government funded resources to educate the community and then to allow for access to the justice system.

57. continued financial support to continue doing what we do and expanding as needed according to needs of the caller.
58. Continuity of funding for all providers More abundant ability to break down language barrier through hiring those fluent in all languages spoken in communities
59. cost effective
60. Currently my organization educates, but refers all actual legal needs provision to Pisgah Legal Services. I personally spend more time trying to advise about fundraising and doing funding work in this rural area in order to grow and sustain needed services than I do helping those we serve access services. We are funding ...or rather not funding.,, equitable access to our legal system through a broken system of philanthropy based on a flawed understanding of economics and the intersection of legal rights, economics, and philanthropy.
61. Custody issues need to be addressed as well as domestic issues regarding divorce and marital property. To many times a person tries to use self help and in custody issues results in losing their child while in divorce issues result in losing marital property division in the rush to get a divorce.
62. Driver's license revocation is a big issue- particularly in Guilford county. Also there is an over-flux of DV cases and issues surrounding child custody and support.
63. Education & Accessibility
64. Education of Judges and the Community, more access to court system in and fair and timely manner. more agency assistance, people that care in serving the public. more oversight of public agencies and court system
65. Education, local providers
66. Education. Access to free or reduced cost attorneys. Reduced/waived court fees and costs.
67. Expand funding for legal aid. Public service announcements
68. Expand the funding and types of cases that Legal Aid can handle. I work for Legal Aid and am limited by the types of cases that I am allowed to handle. We need more lawyers, more staff, better offices and more freedom. There also needs to be mental health funding. Mental health is key.
69. Expanded access to low cost legal assistance. Legal Aid can only do so much, and the government doesn't provide tax incentives to allow for-profit attorneys the ability to take on such matters pro bono.
70. Expanded legal aid services plus public education about how/where to access these services.
71. fairness to all
72. Family law services for NC families with children. Self serve kiosks or centers in courthouses. More customer service focused and oriented court clerks. Notaries in court houses for *pro se* litigants. *Pro se* packets for *pro se* litigants. Expanded resources for Legal Aid to serve more people. Judges who are more respectful of *pro se* litigants. Legal services available at a reduced or sliding scale cost.
73. Figure out transportation assistance.
74. Financial resources to provide more access to legal services
75. Free or income based legal services.
76. Free or reduced-cost legal services for a variety of areas where it is not cost-effective for the client to pay an attorney for their time at normal market rates.
77. Fund Legal Aid. Give attorneys more incentive to do pro bono work, including govt attys.
78. Funding and Accessibility.
79. Funding for "Low Bono" services could help many who fall in the gaps. *Pro se* parties cause a great deal of wasted time in the courts.
80. Funding for Legal Aid and other agencies to assist with providing pro bono services.
81. Funding for more legal aid clinics and staff.
82. Funding for resources to communicate the importance of civil legal aid and the need for systemic change as well as information about the types of legal assistance available/community education.
83. Funds, access to legal services limited by socio-economic status, statutes should provide for attorney fees and punitive damages so people stop doing wrong knowing injured party cannot afford attorney and even if, at most they pay what they should have, sorry for simple statement
84. Government support, financing, education
85. Grants and donations for additional services

86. Greater access to civil legal services for the indigent. As a prosecutor, I only am involved in criminal matters but am aware that there are needs in the community for the indigent who need civil services but cannot hire an attorney.
87. Greater funding of local pro bono organizations for civil litigation
88. Greater public assistance and better involvement by private bar.
89. helpful if AOC or Courts had tutorials or information on line for simple matters that do not need much explanations. Clerks are very afraid to advise someone how to fill out a form.
90. Higher benefits to retain and attract talented individuals. High turnover in the paralegal positions can hamper case advocacy
91. Higher pay for court appointed attorney representation. and help for homeowners on evictions.
92. Honestly, I don't understand from this survey how you define "civil legal services."
93. I am an attorney for a property management company that exclusively manages LIHTC properties in NC. Over the last few months, we have had a number of residents pass away (to my knowledge, these were not COVID-related deaths) without a will. The family members of the deceased are not familiar with the probate system/appointment process and management is frequently left with an apartment full of belongings to be disposed of in accordance with state statute. Residents need access to legal resources that can provide them with or otherwise prepare for them a will or other legal documentation that gives family members legal authority to take possession of the deceased's personal property.
94. I am not sure at this time
95. I am not sure.
96. I am unaware.
97. I believe my community could benefit from better advertisement about the sorts of civil legal services that are available to them. Also, legal aid should probably change it income requirement because some people seek them out but are denied because they make too much, even though they do not make enough to hire a private attorney.
98. I believe the resources needed are in place, but we need to provide the community with a directive as to where to go for their particular service.
99. I do not know.
100. I have no opinion and rarely encounter persons who are unable to locate civil legal services where the need arises.
101. I have no opinion to offer on this question.
102. I regret that I do not know enough about this to comment.
103. I think community education in the resources available, as well as increased staff and offices. In Brunswick County, people have to travel to New Hanover County for almost all services.
104. I think that legal services are not affordable for some people in our community. I am only aware of free legal services here for domestic abuse issues.
105. I think we have enough legal services but cost of said services can be a barrier.
106. I wish I were more expert in giving an answer on this topic. It seems to me that we have excellent legal providers that deal with the problems addressed in the survey, e.g., Legal Services et al. I know that SSDIB is generally dealt with by private practitioners, and there are a variety of specialists in the areas discussed as well as specialty non-profit providers. Having said that, I feel sure there are many people unserved. I also don't know if those underserved are such because they don't know who to contact. That was my experience in my volunteer work in the health care field, i.e., we had many people in need for whom services were existant and free, but they were unaware of where to go and who to see.
107. I'm not qualified by knowledge or experience to answer this question.
108. Immigration. Absolutely Immigration. And everything that stems from migrants living in fear and under the radar due to their immigration status: abusive employment practices, abusive landlords, fear of using the legal system, etc
109. In my specific zip code, I don't think there are any issues because the people around me are generally well-educated and have easy access to the internet to get the info they need.
110. In some of our counties where main offices are not located, outreach so that there is knowledge that we exist.

111. Increase in non-profit or government aided legal services. Increased children's services in the family law context. More frequent civil district and civil superior court sessions.
112. increased funding for legal aid and NCPLS
113. Increased funding for Legal Aid to provide for more attorneys to cover a greater number of subject areas.
114. Increased legal aid.
115. INCREASED/STABLE FUNDING FOR LEGAL AID BETTER EDUCATION OF WHAT RESOURCES ARE AVAILABLE AND HOW TO ACCESS THEM
116. Information
117. Information campaigns, funding to support attorneys to provide "low bono" services.
118. Information on the available services and visibility in communities where services are more needed
119. Information regarding what servicers provide what assistance and have that information publicly placed in areas of need (i.e. the courthouse or a hospital / etc.)
120. Integrated referral systems and increased staffing
121. It is a systemic problem wherein the people that need the services are not educated nor intelligent enough to competently navigate life. Education and work ethic needs to be implemented from an early age. Although this answer is probably not what you are seeking it is the only answer. As a defense attorney I work with people who are deficient in education, intelligence, proper decision making skills, and overall laziness. Folks in this category will never change because they are currently "hard wired" that way. This is a pessimistic outlook but it is also realistic. Focus must be on education and quality teachers. Providing adults with basic necessities of life is a "band aid" fix, but making children who will be self-sufficient adults is the necessary repair that will take several generations from which fruit will yield. (Note: this analysis does not consider physically disabled or mentally disabled adults.)
122. It would be useful to have an array of information (brochures, flyers, etc.) about services and how to access them at community centers (e.g., women's center, senior center, hispanic center), at public libraries, at town hall, and at the hospital. It would also be useful to have such materials made available to local congregations. I would recommend community meetings in neighborhoods where information can be shared and passed along to those who (1) cannot attend or (2) are afraid to attend.
123. Judicaid or Judicare.
124. Knowledge that the services are available and transportation
125. knowledge that they exist; grants or other funding to afford them
126. Lawyers must commit to providing annual pro bono effort. Communication to low income families and individuals of the resources that are available. Better funding of legal aid, which is in many ways both a filter and a referral service - it eliminates meritless matters and distributes work to other volunteer lawyers. Legislators need to better understand the needs of our communities instead of assuming that pro bono legal services are rarely necessary.
127. Legal aid
128. Legal aid
129. Legal Aid is not readily available to the uneducated and impoverished. Restricted by geography, language barriers, and lack of mental capacity to assist with own assistance.
130. Legal Aid of North Carolina - Wilmington does a great job but their resources are very limited and they are very underpaid for the quality of services and expertise they provide. More funding for Legal Aid would be a great start. There has always been a lack of legal services in the area of family law.
131. Legal aid. People can not afford to speak with an attorney about their legal issues.
132. Legal Aide offers a variety of cases that they handle, but individuals with low income should be able to get help with cases, such as denial of disability.
133. legal clinic and staff
134. Legal representation for family law disputes and greater access to information.
135. Legal representation for low income
136. Legal services need to be more widely available in more areas of need and they need to be promoted so people know where to go and what they can get help with.
137. Local access to services instead of statewide hotlines
138. Local judicial officials and law enforcement need to be more educated on civil rights issues.

139. Low-cost to no cost legal services agencies like Legal Aid. Private law firms can not meet the need to provide all these services and still function as independent businesses.
140. Massively increase funding for Legal Aid.
141. Millions of dollars in state funding, and that would save the state massive amounts of money in the long run as legal services would reduce child poverty, improve and stabilize housing, reduce the need for government assistance over time, help people obtain ACA health insurance and graduate from Medicaid, etc. etc.
142. Mobile services Greater capacity
143. Money for a public assistance program would help I'm sure.
144. Money for legal services. The people that need the help the most are the least able to pay. Lawyer provide as much pro bono assistance, whether it was planned that way or they just didn't get paid, that they can afford.
145. Money to hire lawyers and support staff including translators. Pro bono efforts are nice but can never amount to more than a bandaid.
146. More access to all legal services. All the agencies have limited staff. Advocacy for systemic change to help more people.
147. More access to free/discounted consultations and self help (I love the role I play as an attorney, and there's plenty of attorneys, but the system itself runs rampant over unrepresented parties). More community education and better efficiency of the courts (i.e., use of electronic/remote attendance when possible for things such as calendar calls, simple motions, instead of requiring in person attendance for many things when the time commitment isn't great;) using automatic/smart legal when it makes sense (such as the issuance of automatic TROs in legal proceedings such as equitable distribution, etc.)
148. More advertising for free/low-cost services and more attorneys and staff to provide them. Above all, more funding for non-profits that serve indigent North Carolinians.
149. More agencies
150. More agencies that offer free services for low-income people on more legal issues.
151. More attorneys at legal aid
152. More attorneys available to undertake representation of individual of limited means with a public listing of attorneys, and their appropriate areas of practice, from which an individual with legal needs can choose.
153. More attorneys, more services, more awareness of resources.
154. More attorneys, support staff, community space, technology for virtual access, and guaranteed funding for salaries, supplies, training, transportation
155. More attorneys. More pro bono resources (including unbundled services). More money/donations to existing legal services organizations.
156. more attorneys. then with more attorneys, we can expand publicity. but expanding publicity now with current staffing would just produce frustration. more crisis funding to allow for an eviction diversion program.
157. more capacity for unpaid legal services
158. More civil attorneys for divorce, child custody and support
159. More civil calendar dates in court.
160. More community education and outreach about civil legal services that are available
161. MORE COURTROOM RESOURCES! More judges, more space, more clerks. In our rural district, we have 12 hours per month in regular court sessions to hear all juvenile cases, absolute divorces, equitable distribution, alimony, custody, and private (non-DSS) child support cases. We have an additional 12 hours per month for domestic violence cases. All other civil cases are on quarterly week-long sessions. If a case takes longer than a couple of hours to hear, it can take MONTHS to get through the trial because we do them a couple of hours after all of the short matters are done, and then another couple of hours, and so on until it is done. This was before Covid-19. I can't even imagine what it will be like now with capacity limited. Domestic Court here doesn't seem to be taking advantage of WebEx anymore - I am guessing because it is so frustrating to use....see suggestion below. The number one barrier to a speedy resolution to civil matters is the lack of court resources. *Pro se* litigants do not know how to advocate to get the court time they need. It is highly competitive to get it. (2) Institution of WebEx permanently and equipment to do it

- well. WebEx has given witnesses and parties far more access to the Court system than I would have imagined. I work in the DSS court each month. Many parents cannot get transportation or are incarcerated. Since WebEx has been instituted, we are getting way more participation from parents and less cases are being continued. This is happening in my county (Franklin) because I am personally providing the equipment to make it work. If this could be duplicated and used, then all types of cases could benefit from this and alleviate some of the court time issues. This is the equipment I am using: 1. Computer dedicated to WebEx. 2. Large TV that connects to the computer by wire. 3. WebCam that connects to the computer by wire. 4. USB Microphone that connects to the computer wire. 5. Tripod for the camera - camera needs to be high enough
162. More early basic education on person's legal situation to head off problems. Many if not most legal problems can be avoided or addressed with a 5-minute phone call if handled early on. Community conflict resolution programs should be funded and grown. Legal Aid should be funded at a much higher level, and they should be allowed to take on more family law cases.
  163. More education and public info
  164. more efficiently run courts - better management from the judges chambers.
  165. More extensive funding for agencies already operating, like LegalAid and mental health service providers. Also, increasing the mandate for LegalAid to allow more services to be provided. Inclusion of social worker or QP staff to work with law enforcement - might lead to service referral rather than arrest
  166. More financial assistance, attorneys and payment to private practitioners to represent poor families.
  167. more free or reduced cost legal services, better access to legal services, better publication and socialization of how to access legal services
  168. More funding - there is always a greater need than there are legal services More community education and practical advocacy skills - the benefit of written complaints and documentation of the problem in particular is not well understood.
  169. more funding and local screening of potential clients
  170. More funding and staff for Legal Aid and similar offices
  171. More funding for legal aid and more attorneys volunteering pro bono services
  172. more funding for legal aid; self help center--i have toured the one in Mecklenburg and something like that would be a big help
  173. More funding for non profits to both expand capacity and train pro bono attorneys to assist clients. Better outreach abilities to reach harder to reach populations. More access to translators. We need more people in the rural areas of the state who can provide assistance to clients, both legal and non legal advocacy.
  174. More funding for Pisgah Legal Services
  175. More funding for staff, public computer terminals, community outreach, interpreters, and a public-school-based curriculum for all high school students.
  176. More funding of legal services organizations and dedicated providers for poor and middle class.
  177. More funding to Legal Aid - I have had people have to wait a week or longer to get a call back, just to talk to someone - they are overwhelmed. Childcare for people who have court - it is hard to focus on court appearances when your child is crying or loud. Bailiffs often make people take crying children out of the courtroom. Transportation to and from court. More education on what services are out there. Most people have no idea how to get the help they need. I spend a lot of time just telling folks what options they have available, and I am sure I don't know them all. I would love to see funding for clerk of courts to hire a "pro se" clerk who actually helps people find the paperwork they need and fill it out properly. I know this is a fine line between assistance and legal advice, but other states have this kind of position - so it seems to be workable. Clerks are super nice to people asking questions, but most of the time they cannot help them - they can't suggest which form you need, or where to look for it. I see (especially with child custody cases) pro se folks using the wrong paperwork, or serving someone incorrectly - and the Court then has to delay things to allow for correction - but the judge can't tell them what they did wrong either, they can hint or imply, they can say the wrong form was used, but can't tell them what the right form is. We need more funding: for legal education, for Legal Aid, for access by unrepresented parties, and a way to help more small firms do pro bono that does not break the bank.
  178. More funding, more educational classes/communities/services on the issues that are most problematic in our area

179. more funding, more volunteer attys
180. more help to serve more, higher income limits, more advertisements to know we are here, more outreach, more funding to carry out the work needed
181. More help with Elderly care with affordability of Assisted Living and help with nursing facilities and in home care/affordability.
182. More Legal Aid attorneys.
183. More legal aid for civil matters.
184. More legal aid lawyers and better access to those lawyers and knowledge within the public that those service exist.
185. More legal services attorneys available to advise and take cases.
186. More legal services providers, better outreach
187. More money
188. More money for Legal Aid and other access to justice programs. However, our dumb legislature just wants to cut legal aid, not grow it.
189. More money for Legal Aid.
190. More money is needed to properly fund the services such as Legal Aid and other programs assisting people.
191. more money more lawyers more organization of private attorneys
192. More money; more attorneys to handle the caseloads.
193. More people who have the education and skill need to also have the compassion to use that to actually help the people who need their services.
194. More pro bono counsel and legal aid resources
195. More pro bono legal services and bilingual attorneys.
196. More pro bono work by attorneys
197. More pro bono work for evictions and wrongful termination.
198. More pro bono.
199. More providers
200. More providers, more services, better transportation, better child care, better education.
201. More providers, with more resources. This would allow more types of services to be provided.
202. more services are needed to meet the demand at this time especially due to covid 19
203. More sites in more parts of the community for easy access. Braod advertisment of services on multi media sources, thru organizations, churches, etc.
204. More staff, more offices in service area more outreach
205. More staff, more positive publicity about legal services.
206. More support for organizations like Pisgah Legal.
207. More tax money for Legal Aid.
208. Much more money.
209. My organization needs more funding, but in general we need community outreach, educational tools, grassroots advocacy, and access to legal services
210. N/A
211. Necessary information and sufficient communication...
212. Need a local Legal Aid office here, rather than refer to New Bern or Wilmington
213. NEED SERVICE TO DIRECT CLIENTS TO PROPER RESOURCES
214. Need to end the restrictions on who can access Legal Aid. Income levels are too low and the bar against offering services to undocumented people needs to be lifted.
215. No idea
216. None
217. none that I am aware of.
218. None, other than education rights because the county school system is run by the head of exceptional children services who believes that most EC children are behavior problems instead of children who need IEP services. The superintendent of the school system just does whatever Melissa Quinlan says he should do.
219. None.

220. None.
221. None. Legal aid, other nonprofits, public defenders and private practitioners fill the needs.
222. Nonprofits who provide some sort of legal assistance in civil matters are overwhelmed and do not have enough budget. Low cost or free legal representation is badly needed in the areas of child custody and financial divorce matters, such as equitable distribution and alimony.
223. Not sure.
224. Online resources, presentations to groups of people who need legal services, telephone call-in service to provide initial evaluation and screening of legal matters.
225. Overall lawyers need the ability to virtually interact with the clerks office. Ideally there should be a way to handle every filing and matter remotely. Lawyers need detailed guides in specific practice areas. Clerks offices need to have uniform procedures throughout the state. For example clerks in every county should offer divorce by clerk. Attorneys should be given a protocol on how to handle a divorce by clerk that provides details on procedures by mail and in person. Practicing law is not rocket science. What makes it difficult is the lack of standard procedures and people who are unwilling to help lawyers learn procedures.
226. Parents need affordable legal services for child custody instead of waiting until emotional or mental abuse or manipulation of the children escalates and Child Protective Services needs to get involved. People cannot afford to protect their children through the legal system and must settle for sharing custody with other parent who may not be unfit but should receive mental health treatment. We need resources for transportation, domestic violence offender AND victim, anger management, and affordable supervised child-parent visitation services. A supervised visitation center was available through a 2-year grant with the Children's Center of Surry, Stokes, and Yadkin in the past.
227. People need to know about services Legal Aid provides, but Legal Aid needs additional staff to be able to handle requests/needs
228. Periodic Pro Bono workshops to help Veterans, Elderly, and Low Income community would be helpful.
229. Pocket constitutions.
230. Policy both state and federal that requires legal representation to all individuals in the judicial system both civil and criminal regardless of immigration status. Also, employee rights to take of time from work to seek legal aid services as well as childcare services while legal aid services are being rendered. Finally, like telehealth medicine, have tele- legal aid services.
231. Previous Justice Center housed within My Sisters House was an excellent service...Grant requirements of reimbursement for services rather than billed services (Organization had to pay contract attorney before getting payment from Grant) created a cashflow hardship on the non-profit....the non-profit had to decline renewal of grant and the service is no longer provided
232. pro bono attorneys outreach to under privilege to make them aware of their rights
233. Pro bono lawyers
234. proper information given so that people could have a choice
235. Provide Legal Aid the ability to resume a volunteer lawyer program to provide volunteer counsel to areas outside of their service area.
236. Provide more services, make people aware of the services available
237. Public education, free clinics, pro bono attorneys
238. quite simply, greater subsidization of the services
239. Reduced price or free legal aid from firms, practitioners. Alternative fee arrangements like flat fee or contingency or cafeteria plan choices for legal services. Legal services provided as an employment benefit like unions used to and still do provide. Grants for offsetting private legal costs for qualifying needs and individuals
240. Reliable funding sources to allow agencies to focus on building capacity rather than non-stop fundraising and grant writing
241. Resources for the community for complex legal matters such as estates, and guardianships.
242. Return to more general practices of law where members of the community can readily turn to a lawyer they already know and trust whenever a legal need arises instead of building more concentrated silos of experts.
243. See earlier answer
244. Services to improve access--whether it be transportation, child care, language services, etc.

245. Significant increase in funding for Legal Aid. Stronger push by state and local Bar Associations for volunteer assistance.
246. Social services resources to address homelessness, poverty, food insecurity, substance abuse, mental illness, medical illness, domestic violence, criminal records, parenting issues, just to mention the most obvious problems encountered daily by law enforcement and courts that are not equipped to solve.
247. Some government offices are often closed or keep strange hours. Those should be open normal business hours. We also need more providers that could help people obtain services.
248. some kind of legal aid office
249. Some services. Legal Aid is based 100 miles away from some of our counties and rarely get involved.
250. Some sort of dispute resolution without a full civil action
251. State courts should provide more court appointed attorneys for civil issues such as evictions.
252. State-funded indigent representation, mediation services as a front line alternative, interpreters, government agency and law enforcement complaint processes and services, neighborhood contacts, cultural awareness for service providers
253. Swifter court resolutions.
254. The ability to resolve problems by phone or video conference in an expeditious fashion with competent personnel.
255. the availability of (affordable) services and widespread promotion of those services
256. The cost of legal services can be prohibitive.
257. The laws and funding for this service need to be changed.
258. The NC Lawyer Referral Service does not seem to get high marks from comments I have received. It needs to be improved or restructured so that individuals can get better access to one-off consultations at a reasonable cost.
259. The only readily available legal service that isn't an attorney's office is Legal Aid and they have a limited scope that leaves much of our public frustrated and at a loss. We also need better services in rental scenarios; most defendants are confused by the small claims process with enough frequency that I do not believe aspects of the process are as clearly defined as they should be. We regularly field variations on inquiries into the ten day appeal period following a judgment, and in many cases the magistrate has told them that they have ten days to move out with no mention of an appeal at all.
260. The private practice attorneys need to pick up more responsibility. To do so there needs to be a mechanism for payment.
261. There are an over-abundance of attorneys in the area, however, many do not focus on low income or non-English speaking communities to the extent needed to adequately support those populations.
262. There are just a lack of attorneys overall. There are not many legal specialties in this area. Often, residents have to contact attorneys that may be 1.5 to 2+ hours away to handle the specialized issue they may have because no attorney that is here handles that type of matter.
263. There is a huge need for adequate funding for all ADR services
264. There is a need for legal aid assistance in our county. Many times when I tell victims I cannot give legal advice and they need to seek an attorney, I am told they cannot afford one.
265. There just are not enough attorneys who provide free or low cost services. We are especially lacking attorneys that are affordable for domestic matters.
266. There needs to be a cultural shift away from disparagement of our legal system and the lawyers who serve in it. There needs to be a cultural paradigm where everyone understands that our judicial system's function is to protect justice, and respect for people who have become litigants when they would probably rather not. In many areas of the law, there need to be more conflict resolution options available before court (mediation). There need to be other such "pressure valves" where things can get resolved before a complicated, messy, and expensive trial is required. Lawyers need to be doing as much pro bono work as they can, and law firms should incentivize pro bono work instead of financially rewarding attorneys based on billable hours. Better funding for Legal Aid Services. More frequent bar services geared toward providing free legal advice, such as the NC Bar Foundation's "4 All" Statewide Service day which currently happens only once a year. More involvement by the Bar in community education in some areas of the law, but also enough lawyers who are skilled in that area of the law and can take the case forward if necessary.

267. There needs to be more interaction with the public by the court system in relation to civil legal services.
268. There should be more free or low cost services by licensed professionals in this area. They should be advertised to the public.
269. Those mentioned throughout the survey
270. Tough for me to say, since I don't see much other than the pro bono work I do for the State Bar (mostly housing/LL-Tenant related but sometimes dealing with wage & hour, etc).
271. Training or potential service providers. Educating the public about where to get help.
272. Transportation and child care and technology. Finances to hire those that can assist.
273. TRANSPORTATION SERVICES AND CHILD CARE SERVICES.
274. Transportation, child care and intake
275. Transportation, child care, time off work, education as to services available.
276. Uncertain/New to Area
277. Victims of domestic violence (DV) and sexual assault (SA) often report problems with law enforcement response to DV and SA. They often report lack of understanding about a District Attorney's decision not to prosecute perpetrators of DV and SA. They often cite lack of communication by staff of criminal justice system as a source of frustration and concern. Victims with limited English proficiency report lack of available interpretation and translation services within law enforcement agencies, District Attorney Offices and Courts. In appropriate use of children, family members and even perpetrators as translators is often reported. Many victims of domestic violence depend economically on their abusers and cannot afford the pay for legal services. Additional services are needed to assist elderly/senior victims of financial exploitation and abuse.
278. Wake county has resources for the community. Rural NC needs more access to attorneys, but there is not enough work for an attorney to make a living in many niche practice areas. It would be nice to provide free CLE to recruit lawyers to go to underserved areas. We had plenty of estate lawyers to handle Wake county larger estates, but these lawyers could train other lawyers to serve in underserved areas.
279. We answered all the questions above based on access for people who are not able to pay for attorneys. For those who can afford it, there are a number of excellent attorneys in the area. Cost is a barrier to many seeking legal services, so the government or private corporations need to fund services for those who cannot afford it. Service by publication should be handled for free on the AOC website (this would cost nothing and help individuals with limited resources advance their cases.) Putting legal forms in multiple languages on the AOC site would also be key.
280. We are in constant need of greater funding. Greater funding means more staff and more staff means we can work with more clients. There is nothing more disheartening than having to turn away a person in need because we have to prioritize the most critical cases.
281. We can only give a number to call for legal questions.
282. We have plenty of Legal Aid attorneys and community outreach programs to serve the area. Our federal and state taxes are probably paying for too many legal aid attorneys
283. We need a two sided approach in custody matters. Both parties might be indigent and yet the primary way to get an attorney is DV. The other issue is third party custody cases to prevent children from going into DHHS custody. These cases are complicated and need attorney involvement. We need contract attorneys for custody cases. GAL appointments in custody cases would also provide a way for the merits of the case to actually get to the judge.
284. We need greater capacity to serve low-income immigrants, either through the private bar, or through additional legal service agencies, like those available in Raleigh, Charlotte, and Asheville.
285. We need more free legal services of all types
286. We need more funding for bankruptcy filings and related attorney fees. Our low-income clients are facing foreclosures - bankruptcy is their only option for an affordable payment plan. As long as banks continue to play around with loan modifications - but not really approve them - they are setting people up for foreclosures. Legal services are absolutely necessary to file bankruptcies for these clients who cannot fight the foreclosures on their own. Please help!
287. We need organization that can directly represent individuals in vindicating their rights
288. We need services available right here in Alamance County and they need to be better advertised.

289. we should not dedicate funds or time to useless surveys. we should also eliminate the ability of the state bar to dedicate IOLTA money to radical, left wing groups

290. Web-based information campaign.

291. your question answers it - resources are needed, primarily full funding of unaddressed civil legal needs

## Is there anything else you would like to tell us about civil legal services, legal needs, or the community in which you live?

1. Allow attorneys to write off pro bono legal services and there will likely be a greater number of people receiving access to legal services. Currently, we can't write anything off, so to take a pro bono case means we lose out on a paying case. If we can "benefit" by reducing our taxable income by performing lowbono and pro bono services, we would be more able to take on those types of cases. Providing more resources to legal aid would also help.
2. Although effective fundraising and volunteer lawyer program administration has made free legal services more accessible in our area per capita than elsewhere in the state, we do not seem to be coming close to addressing the needs of hundreds of thousands of eligible people.
3. Ave true to Caesar.
4. Being able to provide state approved DIY divorce and custody packets directly to the public would be a boon. Additional non-profit legal consultation services would be beneficial to the public as well.
5. Being the director of a rural food pantry, my statement is that many low-income residents in the community do feel "left behind" when having to address legal issues. This is due to lack of education, health, single parent households, transportation, and lack of being able to adequately access resources. The one issue that greatly affects rural communities is the lack of child support and enforcement. From 1st hand accounts and being in child support court as a witness, Alamance County does a terrible job in making sure that non custodial parents are hold liable for supporting their children.
6. Black Lives Matter.
7. By educating the community in their rights and providing accessible legal services they will be able to grow.
8. Charlotte Legal Advocacy has been in Charlotte/Meck for over 50 years. Often client do not hear about us until they have a need. Our contact information is in the denial notices from DSS related services and social security refer clients to our agency when asked. We are available by phone, email, facebook, instagram and probably some other media venue that I cannot remember at this time. Our advocates are committed to our clients! It's rewarding and encouraging when clients tell me they appreciate all efforts use to assist them. Clients tell me about how pleased they are with other advocates who have helped them also.
9. city power structure would rather support business initiatives and economic stimulus projects than addressing the underlying social ills driving the continuing community suffering that in fact exacerbates the issues of all residents
10. COVID has really expanded the financial/social gap that already existed between the indigent community and those of some financial means. This will have decades-long ramifications across the board, including: access to affordable housing, income disparity, obtaining employment, public benefit reliance. We are also concerned for the potential increase in domestic violence and child abuse/neglect/dependency that may go unreported now, as indigent families are no longer attending school in-person, or meeting with social workers, or medical personnel in-person. We fear those issues may now go unreported or under-reported, due to a lack of first-line people such as teachers, nurses, counselors, and social workers who do not have frequent in-person contact any longer.
11. Cumberland county needs more resources, legal and otherwise.
12. Do away with cash bonds
13. Don't assume government is the bad guy. Despite the political side of things, most government agencies and employees want to do the right thing but lack resources, staffing, time to do effective training on, for example, implicit bias.
14. Earlier I indicated that our office works in all counties which is true for certain issues (TPR, adoption), but we largely practice in Durham and Orange counties.
15. For lower income folks, affordability is critical. Education of consumer rights is critical.
16. For the last 7 years I have lectured at the Mecklenburg County divorce clinic and those women who attend are in dire need of greater access to information and free or sliding scale legal services.
17. Hope this helps and I am available to aid in the improvement of these services...

18. HUMAN TRAFFICKING is an ISSUE!
19. I appreciate the opportunity to participate in the survey. The persons in my community have been deeply impacted particularly from a financial standpoint, regarding being able to pursue their legal needs. My clients have many questions concerning how to navigate through this process created by the pandemic, including how to obtain or maintain benefits, how to continue to pursuing their legal cases and in particular litigation, and how to stay in compliance with existing custody orders and manage visitation issues created by the pandemic. A number of my clients have struggled to pay legal fees for the services and I have therefore reduced ordinary legal fees in order to address the various issues that have arisen, which also include how to comply with existing contracts that were in place prior to the pandemic. Thank you for your work on this project!
20. I arrived in New Hanover County mid 2019. In November 2019 suffered a paralyzing stroke and am slowly learning how to walk. Consequently, I am severely limited in delivering any civil legal service, legal needs in my community. I expect to be back on my feet (literally) late this year (2020).
21. I do not have any data on any of this. But I do know I speak with a lot of people who need civil legal services for child custody matters, domestic issues, substance abuse services, mental health treatment and other issues where the person does not have the means (money, insurance, education) to handle the problems on their own.
22. I do not know much as I work for the federal courts
23. I have been in this community practicing law for 40+ years. The decrease in the civil dockets, except for domestic cases has been dramatic over the last 10-15 years. Young lawyers want to handle easy money cases, and stay away from the more difficult matters. Clients lack the ability to pay for legal services, even for needs that are strong. Unless we can provide more Legal Aid type civil services, the civil practice will consist of (1) personal injury actions; (2) domestic cases; (3) office practice (wills, deeds and probate services); (4) *pro se* small claims; and almost nothing else
24. I just feel that we need more help for our citizens on all civil legal services.
25. I think I covered it. :-)
26. I think there should be greater oversight from the State on local officials, jails, law enforcement in rural areas to ensure no civil rights violations.
27. I will just reiterate: The vast majority of Americans are automatically priced out of hiring private attorneys for a vast majority of their legal needs, because they cannot generate the incomes to accommodate attorney bills for litigation. It's a problem that seems to only get worse over time.
28. I wish my community had a better sense of helpfulness towards clients. As mentioned, most, if not all, charge a huge consult fee. We do not. Further, when we do refer clients out because of an issue we do not handle (ie, family issues or criminal matters), we are appalled at times that colleagues we refer out to charge huge fees. There should be a network or a system in place to help someone who is facing multiple legal issues (ie, client has civil issue with customer, who then files criminal charges against client --- they need both a civil lawyer and a criminal lawyer. In this situation, the attorney should work together to keep costs down.)
29. I would love to see a civil rights network hub in Alamance County where folks can get advice at a one-stop format. Something like Root and Rebound in California for people with criminal records.
30. Implicit bias is a cancer in our society that the masses are ignorant about or unwilling to learn about. Training on implicit bias should be mandatory for all employers to receive state or federal funding. There are many lawyers who are willing to help, but legal employers need to do more to make sure their employees can actually provide *pro bono* services. SO\ocial media, social media, social media. . .
31. In general, the civil legal system seems to be too complex for the average person to navigate. So many of the legal steps have to be done in person for no good reason other than a lack of technology or systems in place. Missing work, as well as arranging child care and transportation are major challenges to many people who are seeking legal help. And, legal help is very expensive. Most people seem ill-equipped to resolve conflict before it blooms into a legal matter.
32. In this community or any community, it is hard getting the homeless to seek civil legal services. Legally they need to be counted!
33. Judges continue to need to be in the loop and be provided ongoing training on dealing with *pro se* litigants and available civil legal resources

34. LACK OF CONSISTENT INTERNET CONNECTIVITY IS A PROBLEM FOR OVER 70.5% OF COUNTY AND MORE THAN 30% COUNTY HAS NO INTERNET AT ALL.
35. Legal Aid still very much needed in areas of family law, domestic violence, landlord-tenant, education issues (especially IEP, services, suspensions) and consumer issues.
36. Legal help is too expensive for most people
37. Lower income residents, especially the disabled and elderly, are not being served due to lack of transportation, lack of affordable transportation and lack of affordable or reliable Internet services
38. Many of the families we serve and both their actual needs and strengths are essentially invisible because "we" ask a variety of well meaning "Saviors" in government, legal services, nonprofits and philanthropy who those families are and what they need or have access to. That does not paint a clear picture. Frankly, neither do surveys. Conversations over time paint a clearer picture. Trust is an issue. Just because "we" have gotten around to asking doesn't mean they trust us to do anything about it all of a sudden.
39. More education and general public access; more friendly to non-attorneys
40. More funding for courts to have additional personnel, for juvenile justice programs, for court-appointed attorneys, and for legal services agencies. Improve computer and electronic programs...electronic file access and filings for example.
41. more legal services need to be more readily accessible to those with no or little income.
42. My community has fallen apart
43. My community has no access to civil legal services. They can not afford retainers to speak with an attorney about child custody issues. They do not have an attorney to represent them in court for evictions or payday loan cases. Every day I work, someone asks me for legal advice. When I tell them they need to speak with an attorney every single person tells me they can not afford one.
44. NEEDS GREATLY OVERWHELM RESOURCES. LEVEL OF FRUSTRATION AMONG ALL PARTIES INVOLVED IS SO HIGH THAT IT CANNOT BE MEASURED.
45. No. This survey is a good idea.
46. no--legal services available --at cost or thru legal aid is merited
47. North Carolina needs to expand funding for Legal Aid and allow it to handle more types of cases. It also needs to relax the reporting standards so that we are not under such stringent standards to show that certain percentages of our time were spent on certain types of issues. All of the attorneys and staff at Legal Aid want to help people, but we are afraid of what will happen if we don't meet the quotas set up by the state. We need the freedom to help low-income people with whatever they need, whenever they need it.
48. On average, I think that the courts (judges and clerks and bailiffs) do an outstanding job of trying to help people when they can - to navigate the system, to find people (attorneys) that might help them, or to point them in a direction of where they can get more information. I would love to see the state take more initiative to help *pro se* or low-income folks navigate the legal system: more educational activities, easily searchable forms on the NC AOC website (maybe grouped by type of action), and free notaries for those that need it better advertised.
49. Our community is small, having grown by only 3000 people since 1937. We in positions of legal authority are acquainted with the breadth and scope of most needs facing our friends and neighbors. We have ample attorneys who kindly provide services as required with respect to the overall need at the time. Many times our office is inundated with needs that are easily met through the excellent capabilities possessed within our ranks. When we can, we help. When we can't, we refer. Additional access to reasonably priced legal services would be helpful, but would probably be abused by the 5% of repeat customers. Many of us "within the system" recognize when we can bend the rules for the overall good of our community, and do so on a regular basis to facilitate the overall good. Uneducated and impoverished members of our community will tell you that "the powers that be" take time to address the needs as presented in order to maintain a respectful and respected community. Yes this costs money, but not as much as NOT addressing issues before they become problems.
50. Our Legal Aid office is good. I get the sense they turn people away all the time, who probably qualify for their services. They just don't have enough capacity. Their office could double the size of the lawyers, and still not handle all the work.

51. Overall we need standard operating procedures across NC, focus on virtual practice of law with the ability to submit all documents to clerks' offices electronically instead of relying on the USPS. Expand and make virtual notary training free by the Secretary of State. If you make proving pro or low bono services easy, lawyers will pitch in to expand access to legal services.
52. People come to us with many issues. Not all of them are legal issues. People need help in so many ways. I am hoping the pandemic is a wake up call and we can get significant, systemic reforms.
53. Return to more general practices of law where members of the community can readily turn to a lawyer from within the private bar whom they already know and trust whenever a legal need arises instead of building more concentrated silos of experts.
54. Rural eastern NC does not have enough attorneys to meet the legal needs in general. Even paying clients sometimes have difficulty finding an attorney.
55. Specific to Covid 19 complications the AOC should consider temporary "Special Courts" and "Special Circuit Judges" on a temporary basis to handle the backlog of Small Claims, District, and Superior Court cases. Special sessions exclusively for Family law, contracts, evictions, D/V, etc.....
56. Terribly underfunded.
57. The community I live has had the worst jobs effect of any in the state, going from the lowest unemployment rate to one of the highest. The local economy is focused on tourism, health care, and government services. Businesses were highly self-owned, not large corporate or chains. The legal needs are bound to be greater than ever and largely unmet with COVID-19.
58. The core problem is income inequality. Those with means will always be able to access legal services, either to benefit themselves or to gain advantage over those who don't have the means to defend themselves or advocate for their rights. This perpetuates the inequality and ensures that those at a financial disadvantage will always remain in that situation, and those who profit from that will remain in control. It is a cynical lie to say that honesty and hard work are enough to get ahead.
59. The Equal Justice Alliance framework has been a great facilitator of communication and collaboration within N.C.'s legal services community.
60. The need is always great at the courthouse for unfortunate people who find themselves in court
61. The need is great and we must help your communities become stronger and more resilient. Justice must be achieved for all!
62. the needs in our community are being met more than adequately by the local Bar.
63. The state should fund a legal aid office that can handle a multitude of issues in each and every county. Not just a district. Each county needs an attorney on staff that could help low income people. If you are not willing to do that then you must raise the wage that appointed attorneys get paid so more are willing to accept appointments. However, many issues needed by low income families do not allow for a court appointed counsel. Therefore, these people are stuck with what they get and cannot get help. Many are losing confidence in the state and their ability to handle low income legal issues.
64. The way that we find education in N.C. is highly inequitable and access to resources is a big problem. We need more ability to advocate effectively across the entire state
65. There are already adequate resources in place for almost every legal need in this community and most communities with the exception of education rights. The only other issue I see is that helpless children are living in substandard housing because their parents would rather drink and do drugs than get a good job and keep the house and yard clean.
66. There continues to be a dearth of attorneys, particularly younger attorneys, who do a sufficient amount of pro bono work. In the mid 1990's, Buncombe County had approximately 350 attorneys, and 300 of them actively gave pro bono time through Pisgah Legal Services. Today, there are over 1000 attorneys in Buncombe County, but only about 350 actively give pro bono time through Pisgah Legal Services. We need the other 500-600 to step up the plate, and we need adequate resources at PLS to staff the screening, etc. to support those additional volunteers.
67. There is a desperate need for bankruptcy representation in minority communities to free families from unfair medical and consumer indebtedness. There is a tremendous need for access to fair credit in credit starved communities.
68. there is a great unmet need for first line assistance for prisoners in the NC prisons trying to address civil rights issues

69. There is a greater demand now than ever before. More services are needed in the remote areas especially. Getting the word out is important so the community is aware there is help available.
70. There is a huge disparity of who has access to legal services based on socioeconomic status which disproportionately affects minorities
71. There is a huge need for Medicaid beneficiaries and providers to understand the Medicaid system, especially as it pertains to children. There is also a huge need for legal help so that people can get and retain the Medicaid services they are entitled to have.
72. There is an assumption among community members that "Legal Aid" is the source to get a free attorney, no matter what kind of legal issue one has. Many people are surprised to find out that Legal Aid only assists with certain types of cases. Finding a pro bono attorney to assist with a family law matter is nearly impossible, and there is very little guidance for those trying to represent themselves *pro se*. The courthouse clerks often tell people that they need to get an attorney. When they learn how expensive it is to get an attorney, they often then give up on pursuing relief through the court system. It leads many people to believe that the court system is only accessible by the very rich.
73. There is more need than capacity
74. there is not a need for disability representation to obtain Social Security and SSI benefits, but there is a great need for representation of people who are terminated from these because there is no fee and few attorneys will handle these cases pro bono.
75. There is not enough low cost or free legal services available.
76. there is too much racial discrimination in access to the courts, housing and public benefits in the area where I live. Too often Justice is based on Economics.
77. there needs to be community education and more access to substance abuse, DV, and anger management treatment there needs to be access to transportation
78. This is an area that is complex and needs a through evaluation but the solutions and responses need to be tailored to the issues and geographic locations involved. Many of these will likely need to be dealt with at the State level down.
79. This situation is desperate and getting worse.
80. This survey references 'guardianship issues' - what we see are there are too many, unnecessary guardianships of people with disabilities and not a need for more people or resources to obtain guardianships. This survey also references issues with termination of parental rights - what we see is a system that too often terminates the rights of parents with disabilities without providing adequate services and supports to prevent the start of a TPR action, denies parents with disabilities accommodations in the course of the court proceedings, and a child welfare system that is rife with stereotypes and assumptions about people with disabilities. And lastly, there is an astounding lack of understanding throughout our public systems of the impact of trauma/adverse childhood experiences (ACEs) on the people who become our clients. The schools who seek to suspend children for "behaviors" but don't seek to understand or address the trauma causing the behaviors, the high incarceration rates of people with mental illness due to the failure to provide treatment, the myriad of legal issues related to chronic homelessness, and the list goes on. Watching the documentary "Resilience" should be mandatory for anyone who works in a publicly-funded role.
81. Unrelated to COVID, discrimination in arrests, convictions, and sentencing continues to be a HUGE issue in New Hanover and Pender counties. The DA for those counties takes opportunities for news stories about being tough on crime to gain support for excessive sentencing. POC kids (under 16) are being scared into accepting plea deals for crimes they didn't commit. Public defenders are unable or unwilling to provide proper legal representation and do not communicate with many defendants or family members prior to seeing them in court. How can you build a case for your client, if you don't talk to them or do in groundwork? We need an outside audit of sentencing, tactics used surrounding plea deals, and quality of legal representation provided by public defenders. This has to be done by an outside entity. There is a LOT of racism within our courts, district attorney's office, jails/prisons, and especially law enforcement. Google "3 wilmington cops recorded racial rants." You will see first hand what I mean. Residents of public and private housing are still not able to move back in to apartments since Hurricane Florence. No alternative housing options or financial assistance with new deposits is being provided to them. In some cases, the landlords are collecting CARES funding for loss of business income instead of repairing the

homes/apartments leaving former residents without furniture, shelter, and more. Everything in these apartments was destroyed including residents personal property. To my knowledge these residents have not been provided any financial reimbursement for having to move out with 24 hours notice and leave everything behind.

82. very different access and availability of services in urban vs rural areas/counties.
83. We also have begun helping with P-EBT, which may fit under the category of disaster relief, but I'm not sure. If so, we have seen a large increase due to COVID-19
84. We are always in need of additional funding. There is never enough money to serve every eligible person. I wish state and federal lawmakers would understand this and direct monies toward our work.
85. We have been having a housing crisis for years but in Asheville with COVID it is insanely hard for lower income individuals to find affordable housing.
86. We definitely don't need more attorneys but poor people should have more help from agencies like Legal Aid.
87. We desperately need funding for bankruptcies. Our clients are low income, losing their jobs due to covid closures, and they cannot pay their mortgage. What will all these people do?? Let's file bankruptcies to get them into affordable payment plans, and prevent homelessness! This is a public crisis and bankruptcy is a very good solution. Fund this!!
88. We have a great community and many of us partner together to provide services when needed. There is just never enough to around, or close enough to access, never enough transportation, etc.
89. we have just come out with a self help tool for some legal civil services that can be found online at <https://www.nccourts.gov/services>
90. We have many people in service industries who do not have funds to hire private counsel. COVID-19 has created a major financial disaster for many families in our county.
91. We need a significant focus regarding the discrimination occurring on a daily basis in our court system. We need for there to be accountability for the actions of judges.
92. We need more Attorneys, better schools and Medicaid expansion and change in motor vehicle laws
93. We strongly believe there are adequate civil attorneys for those who can afford to hire them. We answered these questions based on what is available for those who cannot afford to hire an attorney (we believe there are many individuals who fall in that category). Also, our area has a high number of immigrants in our community (Spanish speakers make up a majority, but there are a number of other languages that are spoken) and it can be difficult to find an interpreter for an attorney to provide a consult. If there was a language access line available to attorneys offering free legal services to individuals that would help address a significant barrier.
94. while my organization does not provide legal services directly, we work with low income North Carolinians from across the state. There is a deep and dire need for all kinds of legal assistance.
95. yes. i was probably of not much help... sorry. i've only been working in the area for six months and only lived here for exactly one week today. i don't know a lot about this community

## Appendix M- Write in Responses from Client Survey

### Why couldn't you get assistance?

1. Was afraid of a bill.
2. Unsure about the process in getting assistance. Too confusing.
3. Unstable living situation, no access to transportation
4. Too expensive and the attorneys didn't want to take a chance. I tried to sue another attorney about 8 years ago and no one would take the case even though the Department of Insurance for the attorney approved my claim.
5. To expensive
6. They never call me back
7. They don't offer help for this
8. The lawyer I got for disability only got me a partial settlement, which I feel is very unfair after all I had been put through. Now I'm just stuck with whatever she thought she could hurry up and get at the time. I also need legal assistance with the pain management center I went to that caused me a lifetime of issues I don't know how to deal with.
9. Not qualified even though I have no income and have had hip replacement surgery and a knee surgery I have a full time job but am on medical leave and am not receiving any money
10. No phn or internet service to communicate back and forth
11. Money problems
12. Money issues
13. Made too much money
14. Lawyer lied and said that court would be open a few days before she took the information and said she would give a price. I have not had any other contact from the lawyer, or told the price AFTER taking all of my personal documents.
15. Lack of resources
16. Lack of money
17. Lack of money
18. Just never ask because thought it would be useless because it would be against the state
19. I was unaware of options available to me.
20. I was often unaware of the options, if any, that were available to me.
21. I was assigned to a lawyer, they never followed through.
22. I wanted to get medicated but was denied because my retirement benefit is too high
23. I needed legal assistance with an issue I was facing at work. I believed that a major company in my city was treating employees unfairly with wages and creating a hostile work environment, I wasn't able to get legal assistance because I didn't think any law firm in my city would be interested and I didn't have the money to fight the company legally.
24. I need assistance to draw up a will and other end-of-life services but was told via a phone inquiry that Legal Aid did not handle estate issues.
25. I had intrepedations to get assistance ,, sometimes you just dont feel like being look down upon even though its in your interest ,
26. I didn't know how to get it.
27. I didn't think they would help me based on the website and phone recording.
28. I didn't know where to go or who to ask.
29. I didn't have the money to pay a lawyer.
30. I did not know I could get help during my original insurance claims after hurricane Florence.
31. I couldn't afford professional legal help and couldn't make it o a legal aid office because I had no transportation at the time. An in person visit was required (along with documentation I also couldn't get because of lack of transportation).
32. I could not afford to go to a paid lawyer and didn't have any resources.
33. I could not afford attorney fees

34. I cannot afford it.
35. I can't afford it.
36. Funds. They need funds for middle income people.
37. Financial
38. Embarrassed and the time I did try a legal aide, she told me she would be in court to support me and to answer any questions that I may have had..well she didn't show up at all and I got evicted
39. Didn't try to.
40. Didn't try to get assistance.
41. Didn't reach out for assistance.
42. Did not have funds to pay an atty or not an atty available for that type of work
43. Did not have funds for a lawyer.
44. Couldn't afford it
45. Cost.
46. Contacted Legal Aid and followed their advice.
47. Cares Act were out of funds. Also, I had not been sent an eviction notice at that time.
48. Because they rolls me to move out and when I did they said they could not assist me because I moved out after they told me to
49. Because there is none and to get the help you have to do a lot of paperwork and go to to many places
50. Because in the state of N.C. landlords have all the rights essentially
51. Attorney stated that no judge would be interested in taking the case since it wasn't bad enough. Help with disability and school issues for disabled child was too expensive.
52. \*I didn't personally have the funds for a retainer; \*Issue I needed assistance wasn't enough money for them to facilitate; \*OR the issues was too complicated to handle.

## Why couldn't you get assistance?

1. A deal sold me a car that was a total loss and did not tell me about its poor condition. I called the Legal Aid in my state and was referred to my local office. They worked on getting information from the DMV for several months and emailed me updates from around June 2020 until December 2020 when I was told the person I was communicating with was going on maternity leave. Today, I still have a car that is dangerous to drive, but it is all I have. My issue has not been resolved, and I am waiting to hear if the local office will find a ProBon attorney to handle my case moving forward.
2. A domestic violence issues with my son father and also a custody issue I was helped so much by Ms Warner.
3. A family member had a baby, had told her doctor she was seeing a psychologist, after the baby was born, they told the hospital that they were concerned??? So after having a baby, which needed special care in the NICU, through no fault of the parents, a social worker was called in to investigate the parents!!! Based on her recognizing and getting treatment for a condition - anxiety, threatening to keep their child from them if they didn't fully comply!
4. A friend of mine housing issues with landlord very helpful for my family and I I'm still living here and able to keep my place so I want be homeless
5. A previous cable company was trying to collect money from me for not turning in the cable equipment when I moved. I did turn it in but UPS sent it to the wrong place. I tried to get the equipment to the right place but could not so I contacted Legal Aid & was helped. I'm glad that I called & wished I had done it sooner. The issue is solved now & I don't have to pay.
6. A speeding ticket, I have not hired anyone because I am nervous it will not be worth it
7. Abandonment/Separation, contacted family friends daughter who is an attorney. She contacted someone here for referrals for me. Somewhat helpful. Decided I would never want that attorney to represent me. Once he saw minamal assets, that attorney had no interest in representing me. Paying \$400.00 (charged on my credit card), his per hour fee for consultations, last thing I expected was paying this man for being rude to me . This attorneys actions/voice changed instantly to down right ugly, letting me know he didn't care at all.
8. abused at lake Anne. Contacted la and they helped me get out of lease
9. Access for services and benefits under Ad a law
10. Advance Directive/Will preparation completed via Legal Aid of NC. Although it was a timely process and difficult to get through; I will be hopefully signing the completed will next month. I pray that other seniors will have access to this very important assistance as so many cannot afford the exorbitant expense of a will prepared by a personal attorney/lawyer.
11. Affordable family attorney. I googled. Not helpful didn't receive any help or calls
12. Amazing
13. An eviction holdover for 2 years. Legal aid of nc help me through the entire process but a week ago I was given a writ of possession during the pandemic. It wasn't a surprise but I have been an individual who was never late and never caused any issues but I'm forced to be homeless with my family.. They refuse to sell me the home that I qualified for from the beginning of thier program until the end.
14. An old debt from 2007. Tying to collect my personal household items for a debt. When they had already resold the vehicle that I co-signed for
15. Any assistance I have asked for they say not qualified
16. Apartment which I had lived in for 3 years, because I couldnot get work orders fulfilled, which things just got out of control, I ened up seeking the advice of an attorney which so much was wrong the apartment was condemned, even before I moved but this company Aracan slip through the wire every time.
17. Ask a lawyer friend for help with information for someone incarcerated. He was helpful at leading me to a resource.
18. Assault charges
19. At a financial despite resolution involving my landlord at Firstward Place Apartments. I qualified for free representation from Legal Aid NC and they helped me navigate two months of rent credit due to lack of maintenance. Very helpful and smooth experience.
20. Bankruptcy. Extremely helpful. Positive results.

21. Being abandoned by runningworks.org without reason based on uncontested assertions and without proper basis, but, threatened by property owner cause I made complaints under Fair Housing Act ADA and Code Violations of City of Charlotte they could no longer place people here. Mr. Luis Matta arrives here in the mourning to examine documents per investigation into retaliation for complaints
22. Being wrongfully accused because I have PTSD, they led to commit criminal act were I like..more of a distraction.
23. Busque abigada para inmigracion para mi aplicacion?de residencia y me ayudo a resolver. Fue muy efectiva
24. Call around to see who could do it How much it would cost No assistance found
25. Called interact and got a legal aid referral it's been helpful but no representation for permanent custody hearing and did not have enough for emergency custody
26. Called Legal Aid - no help, called 211 - minimal help
27. Child custody I was denied by you all for help
28. Child custody legal aide a counselor called me and they were supposed to send me a copy but didn't so absolutely no help. Still going through it.
29. Child support, but also few questions about child custody.
30. Closing on our home - six years ago.
31. Contacted Legal Aid about a collection agency who was threatening me with having paper served on me for nonpayment of some bank fees they said I owed. The time they say I owed it was over 8 years ago and during all of that time I never received notice that I owed this fee. The bank that claimed I owed it is a predatory lender and I had issues with them before. I talked to the attorney at Legal Aid and was given options an I chose to let this collection agency know I was not paying this fee and told them not to call me again. I have not heard from them since.
32. Covid-19 Unemployment Benefits loss of work. Received legal advice for Mom living with elderly neglect of a sibling in the State of Connecticut. I'm in North Carolina and received help from Connecticut Social Services along with North Carolina Social Services to relocate my mom to North Carolina with me and my family to be cared for in a Local Skilled Care Nursing Facility.
33. Covid19. Lost full-time hours at my job. Could not pay rent
34. Custody lawyer. Paying out of pocket.
35. Dealing with landlord.
36. Dealing with legal aid of North Carolina and rent assistance was incredibly helpful. Miss Troy from legal aid was a godsend
37. Develop a will. Utilized same lawyer I had used for my previous legal filings/needs. Results were as expected.
38. Didn't receive assistance
39. Difficulties with my landlord not cooperating with RHA. Counselor recommended senior legal aid. Didn't need it after all. The employee causing the problem quit an all was well.
40. Disability claim for mental health reasons. It was very good experience. Very helpful attorney. Won the disability hearing.
41. Disability, was told by ssa who I could contact, has been very helpful so far but this appeal is still on going
42. Divorce
43. Divorce and child support
44. Divorce, I hired a lawyer. He was indifferent.
45. Do to COVID I received rental assistants and was helped by legal aid to 2 months and I am thankful and it was very helpful...
46. DOMESTIC VIOLENCE CASE AND DIVORCE WITH CHILDREN
47. Driving citation/traffic ticket. No significant need for legal assistance of late. Hired a local attorney I knew on a personal level.
48. Due to medical issues that caused a build up of credit card debt my husband and I had to file bankruptcy in June 2019 when he had a stroke and even though I was already disabled from kidney /pancreass transplant in 1995 I was forced to go back to work to try to make ends meet. We are in that bracket where our SSI earnings make us to poor to be rich category to qualify for any assistance from state. Filing

- bankruptcy did help especially since I suffered a heartattack in May 2020 but we still struggle as we are unable to afford any additional services like PT for either of us as copays can add up and be expensive.
49. Due to the Covid I'm out of work. And I have received assistance from the HOPE program through dss & I had a I had a legal aid attorney
  50. DUI, trespassing...public defender. They did well
  51. Embarrassed and the time I did try a legal aide, she told me she would be in court to support me and to answer any questions that I may have had..well she didn't show up at all and I got evicted
  52. Employer benefits. Housing rights/eviction. Not helpful (Google review). Attorney reluctant to provide assistance, condescending and no active listening.
  53. En los últimos meses no he buscado ayuda legal
  54. Error in child support case due too DSS part and not enough time to read over the papers at court to catch the error. Waiting to see if there is a lawyer that would do pro bono type work for this action.
  55. Estate planning
  56. Everything was fine
  57. Everything was great from start to finish
  58. Everything went very well. The advice I received was fantastic. Thank you
  59. Eviction
  60. Eviction
  61. Eviction - was able to utilize eviction moratorium
  62. Eviction and staying in the home
  63. Eviction due to COVID-19. Dismissed because of Hope Project
  64. Eviction due to damage to the home. The assistance was very helpful
  65. Eviction due to non payment because the Landlord was no good and I didn't think it was fare that I should have to him money when he didn't fix anything and the house was full of mold.
  66. Eviction due to unemployment from CORONAVIRUS
  67. Eviction during pandemic. Yes through legal aid, still being settled but going good.
  68. Eviction from hotel
  69. Eviction from hotel at the start of covid 19. I contacted nc legal aid and rhey were able to assist me financially in getting into more permanent housing.
  70. Eviction prevention, the Lawyer was very attentive and got things worked out in my favor.
  71. Eviction Protection. The phone wait times were immense. Once I got through the response was quick and the assistance was great! I was having a hard time with the property manager and had to go to court. They lost because I was still paying rent, it was just late. The lawyers didn't have to help me in court, but them contacting the property manager and their advise was so helpful.
  72. Eviction, I reached out to the sheriffs department they connect with legal aid, they were helpful however I still need additional assistance. They expressed to me that they will take my case. I have to get some documents and send them to there email to further help my case.
  73. Eviction. Recommended by the Judge due to illegal eviction. Was told could not help me with my case. I was allowed to return home the same day. It was only because the judge made my landlord change the locks back and let me return home.. I feel I should still be able to get a case against him because it was wrong and he disobey a judge judgement..
  74. Eviction. Through Legal Services. Helpful but incomplete. LSC gained dismissal of charges. Then property mgmt refiled and case now continued with new court date.
  75. excellent
  76. Excellent experience with local attorney updating will and advance directives.
  77. Executor of relative's estate upon their death Word of mouth referral. Very helpful. Estate settled. There is a lot to do when someone dies. Even if not wealthy
  78. Expunged record process. Was given the legal aid number by a legal advocate for DV women. The assistance was very well done. I've got to file the papers at the court house to start the process of getting it done now.
  79. Expungement

80. Expungement and the legal services was great and the results were that I got my charges expunged. The legal advisor contacted me and sent me all the needed documents in a timely manner and made sure I understood everything.
81. Expungement my legal aid person was very knowledgeable and helpful
82. expunging
83. Exspungment sent all paperwork off. Now I am waiting. Thank you so much for all your help
84. Facing eviction do to non payment of rent. Case ongoing.
85. Family court. Had to hire a lawyer. Was told that legal aid did not send lawyers for family court matters. The lawyer I hire tried to overcharge me and I had to contact the nc bar to receive a refund which was granted.
86. February 2020 I sought help regarding a civil summons issue and the person I was talking to about it never reached back out to me about it issue.
87. For a Writ of Possession. Due to the fact my employer is also my landlord. When she did not pay me for 2 months and I asked for my pay she fired me. After, giving her 4 or 5 days to pay me to no avail I filed a wage grievance with NC ESC you filed for the Writ the next day. I had applied for legal aid and they immediately jumped on my case and stopped the Writ. We have been to court once and they got a permanent stop to the Writ and harrassment. We still have to go to court for the monetary part of the suit which due to covid is hopefully sometime in March 2021. If it had not been for our attorney our family would be homeless today.
88. For expungement to help with future employment. I believe it was successful but I have no idea how to check if it's off my record.
89. For housing eviction
90. For my will and testament. I was told by DCRC at beginning of 2019, and started to seek help. Unfortunately it is hard to process since COVID-19. So until this month, Some one contacted me and try finish this case. Now, I am waiting for the last step of Will and Testament
91. For problem with my land lord lying and not tell me issue that was wrong with my apartment
92. For to get record cleared
93. From Legal Aid only will & advanced directives. Had to clean out my savings to hire an attorney for other issues
94. Fta on probation revotication in 2011. I had public defender. I was released from probation.
95. Good experience needed help because of issues with rental company the help I received was good resolved my issue
96. Good Outcome
97. Got hit by a car and my Dad found a lawyer while I was in the hospital. The lawyer was helpful and maximized the payout from insurance.
98. Gracias muy eficiente
99. Had an issue with Medicaid coverage. Mediation was a waste of time. So, I appealed with the help of NC Legal Aid. They were very helpful. They got Medicaid to go after Duke Health for the information they needed for coverage.
- 100.Help to pay some bills after my hours was cut do to the COVID-19 out break
- 101.Help with houseing it went well
- 102.Helped some one else seek legal assistance regarding fair labor laws. Still ongoing case.
- 103.Helpful, professional and interested in clients.
- 104.Horrible didn't receive any help
- 105.Housing
- 106.Housing . Not helpful at all
- 107.Housing assistance and my overall experience was awesome
- 108.Housing Issue with my Current Landlord. I've known about Legal Services since I was a teenager. My parents needed help with Legal Services. Legal Services have always came through for my Family . Thanks You for your Services.
- 109.Housing issues sort help for legal aid and legal aid lawyer is help represent me he is vey helpful. I thank God for him

110. Housing issues. Over charging for rent during pandemic. They went up on my rent. Was not successful. They did not do anything
111. I am a social worker and I assist underserved community members with navigating access to all of the services listed on the previous page (inc. access to a disability lawyer/firm, appeals for government services and health care, housing injustices, employment challenges/discrimination, housing repairs/mediations). The main challenges with accessing disability is that there are limited firms in the High Point area to, especially as the population begins to age and many residents who have previously performed laborious jobs are experiencing physical limitations that prevent them from doing the same job that they are used to. There aren't any housing advocates in High Point. The Guilford county location is in Greensboro and they have made it known that they do not provide services to High Point residents. In addition, there are not enough housing options. Access to Healthcare is more of a federal/state challenge
112. I am currently in the middle of facing eviction over my service animal. I contacted Legal Aid of Morganton, NC and spoke with Catherine who has been very kind and helpful in regards to my situation, tried to speak with the property manager at my complex to schedule a non formal hearing and she refused to call Catherine. Catherine sent me an email to schedule the hearing and that's where we stand at this time.
113. I am currently seeking legal aid for eviction.
114. I am currently seeking representational help for a hearing before an ALJ. Social Security sent me information on how to contact Legal Aid. I'm still in this process but so far I feel I'm getting good help and advice.
115. I am self employed and was unable to perform work due to covid closures everywhere. Material was unavailable for 3 months so I applied like everyone else but there is nothing for some of us. If I was a rap star like Kanye West I would have gotten millions like he did but because I am a nobody who simply pays taxes I get screwed. There was no help for me and I tried to recover from the losses best I could. In the future I will do everything to not pay anymore taxes. I have never received a single dollar for all my years of paying taxes. That is going to change. The legal service you guys do is needed but most Americans get shit on here. Only the wealthy get their money so I am to assume my government considers me worthless and I am them. I hope your legal aid helped someone as it could not me.
116. I am still dealing with my ex who has an open assault case, wants to have 50/50 custody and lives out of state
117. I am still receiving legal aid for the matters reported. My lawyer has been the most professional and helpful I could have ever asked for. She has been supportive and very accommodating to my needs. If I ever needed help in the future I will be definitely reaching out to NC LEGAL aid if I still qualify.
118. I am very pleased with help from legal aid. They are very thorough and kind
119. I applied for assistance in a Social Security Disability claim. The most trouble I had was getting hold of a representative over the phone. After that, though, the process was rather smooth. I was never able to get a lawyer, but I still have high hopes for the case as a whole thanks to the overall knowledge I gained from the people I talked to.
120. I asked for help for my son with disability from legal aid and was turned down because he works 13 hours a week for socialization due to him being aspergers. No it was not helpful and I won't recommend this to others
121. I asked for help on my rent cuz I had no job at time never receive help had to move out
122. I asked for help with unemployment services for my sister and I was consistently ignored by my assigned lawyers. I need help for me personally but I am not encouraged to use the services at all
123. I been seeking help for home repairs for over 2 years due to the Step Program work that was done to my home. I been talking to lawyers for years and my case still being work on. Hopefully this year things will work out .
124. I believe it was Jan. 2020. A lady in the Fayetteville office helped me from being evicted. One of the managers in my apartment complex was trying to be sneaky because she was wanting my apartment. My lease was up the end of March. She was trying get me evicted over my rent being late by lying about the date and time due to get me out. The lady in the Fayetteville office helped me get everything taken care of so I would not be evicted.
125. I called about the expungement but never received a call from that department

126. I called Interact and was put in touch with Legal Aid for issues regarding how I and my children were being treated by their father due to actions he had taken that were outside the bounds of our current parenting agreement. I experienced homelessness early last year, and I constantly feel on the brink of it now. I'm terrified all the time, and I'm being asked always to present more money than I have to be able to recover from the shock of what I've been through plus present myself as a non-failing mother while also being attacked and perceived as something needing to be persecuted by their father who is supported by more than I am here in the state of North Carolina. I need a mountain of understanding, and I received a hill. I need understanding, not judgement. I would like funding to go toward more systems that incorporate that kind of support for empathy and the time and effort it takes toward being understood, and less systems where you are trying to put me in an individual box based on what I am perceived to have done wrong or what I lack. I have a Masters degree. That does not preclude me from experiencing thoughts of suicide when society abandons me or tells me that I'm wrong for being me and who I am and for wanting what I want and going about getting it in whatever ways I can come up with through my limited means. I honestly cannot do everything right by this system. No one can. Have you found that in your dealings with trying to help people? That you cannot properly do it without looking in the societal mirror for how we are causing these problems in individuals and treating them as if they are self-inflicted?
127. I called Legal Aid on North Carolina because my brother and my mom boyfriend took my home and land from me when I didn't feel like it was fair I feel like she was under duress and I felt like she was not willingly doing what was being done and they looked into it I believe that's it my case and this comes to shove that they found out that I have no legal leg to stand on so I had to leave my home and it was not that you guys didn't try or anything but everything's pretty much legal with my mom's power of attorney
128. I called the legal aid 1800 number for and eviction and my Lawyer is the BEST he kept me and my children secured in our home during this pandemic!! I would highly recommend Legal Aid to anyone that has a question or needs help!!!!
129. I can recall being ticketed due to speeding while on the way to the hospital. I was charged with Speeding and Endangerment due to how fast I was going. I was in need of a lawyer to assist with the charges. Initially the attorney I hired, missed a court hearing and it was a warrant for my arrest. I was informed of this while on the job. It was later fixed. I was able to get a lesser charge, due to the involvement of the assigned attorney.
130. I contacted legal aid Nc/ for landlord eviction. It was hard to get in contact with them but once I did it work out well.
131. I contacted legal aid for assistance with a housing issue but ended up not continuing the process due to covid and having to move ASAP
132. I contacted legal aid for assistance with a wrongful eviction, I didn't pursue even though I should have but I was pressed for time with moving during covid & it had just started so everything was a mess. I ended up moving and let everything go, I kept all of my paperwork and videos for the lawsuit but never did anything with it
133. I contacted legal aid to seek assistance with an employer. I did not pursue action because I felt that I had to continue working to support my family and didn't have a choice but to deal with the hostile environment. I ended up being laid off anyway.
134. I contacted NC Legal Aid in June 2020 in regards to my unemployment eligibility as I was laid off due to COVID. I was approved a few weeks later, it took me a total of 3 months to begin receiving the benefits I was entitled to. I then contacted Legal Aid again in regards to a harassment write up at my job involving a special needs individual who was a problem and an everyday harassing person. Legal Aid contacted my general manager about the situation and he laid me off in July. The ex-co-worker is still employed their. He continues to show her favoritism as he is also a special needs individual.
135. I corresponded with Mr. Michael Manset of Pittsboro office recently regarding insect infestation in my apartment. He is absolutely wonderful. I had a hard time reaching him because phone line does not work. But I found an email address and reached him. I have worked with Jesse Ramos in the past in Durham office regarding mold in my Durham apartment and threat of eviction. Jesse is absolutely brilliant and an Angel.
136. I couldn't afford an appellate attorney
137. I currently have a legal aid lawyer and he will not be return my calls or emails and he's the supervisor

138. I didn't. I still need it.
139. I faced an eviction due to wages lost from Covid and my lawyer helped give us resources for payment assistance. We were not evicted and had help pay our rent as a result. Brian O'Shaughnessy was our lawyer and we're so grateful for him.
140. I facing an eviction and it worked out fine. I had great results it was truly a long fight with landlords.
141. I found assistance from legal aid over the internet. Representative were attentive and reached out to assist. Were sent CDC eviction stop notice to send to landlord. I am moving to a new apartment on February 6 2021. Current landlord still seeking all money owed for rent and late fees for three months of rent.
142. I found the HOTLINE number is NOT AS USEFUL for poor people and "adversaries", "corporate bullies", "businesses" with money know poor people do not have funds to fight. Tracy Lovett, Congressman Price office also tried using the number an also noted it was not as USER FRIENDLY. Callers needing urgent legal services are delayed, hindered, discouraged, frustrated and often give up due to the number provided for Legal Aid Services. After Ms. Lovett noted my frustration in seeking legal services, she gained full knowledge of what and how others seeking services from Legal Aid. Once I was provided an attorney, ALICIA SOULIBATE? would call me, BUT would NOT leave a return number. Calling from HOME. Blocked numbers are treated like SPAM CALLS thus, do not RING on most cellphone services. This happened 2X! I asked Tracy to continue to advocate on behalf of my son and I, in seeking legal aid services. SHE DID! Eventually I was able to connect with Sarah D'Amato. Since my fiancé, wanted me to put her before my adolescent son who was abused by his mothers boyfriend. In-turn, Christina Steward was forced by VS Rich to file SUMMARY EVICTMENT papers against me. Sarah D'Amato eventually came to Granville County Magistrate Court on my behalf. VS Rich Properties / Bennie Goodwin / Jimmy Sharpe, atty. All racist bigots! Since me and my son have signed the CDC Declaration and sent it to VS Righ Properties, they are trying to place my adolescent son and I in a "criminal trespass" situation. Sarah D'Amato is fully aware. SUMMARY EVICTMENT was DISMISSED BY; Jimmy Sharpe, racist atty. But, HAVE MENTIONED CHARGING "Criminal Trespass" which would violate me and my son, force us to become HOMELESS with no voucher services nor funds for hotel. Currently I am also under Bankruptcy Chapter 13 under John F. Logan. Travis Sasser / Cort Williams are my bankruptcy attorneys. Where does a father live with his son who is still virtual learning South Granville High School. (McKinney-Ven
143. I googled as much as I could and even asked around but it seems unless people will benefit greatly from the services they provide to me, they have no interest in helping me a secure a better future for myself. Out of the internet results and recommendations from acquaintances, I found nothing to help me in this endeavor.
144. I got in touch with an advocate after getting a lawyer for my disability, and never spoke to the lawyer till the court date, and she lost my case my advocate works with lawyers in Pennsylvania, and they have done more in 1 year than the others did in 4. I'm hoping any day I will be getting good news on my disability.
145. I had a domestic violence against a former partner I didn't feel protected by the law and couldn't find help while on the run. If I defend myself I get in trouble if I run with his child I get in trouble and no one to defend me
146. I had a lawyer draw up a power of attorney and a health care directive. I knew a lawyer who did this for me. She was very helpful going over every step with me. I now have the paperwork which she emailed to me. I need to take it to a notary.
147. I had a problem with mold inside my apartment for the third time and I called legal aide they said they couldn't help me because they don't have legal aid lawyers in Rowan county
148. I had an attorney help me with my SS disability claim. I was referred to the attorney by another attorney. My disability attorney was very helpful in helping me win my disability claim in August 2020.
149. I had assistance from Legal Aid of NC in 2020. The process was super easy and successful. My aids name was Mrs. Liza. She was super nice and helpful. I ended up not getting evicted from my apartment and she even got me financial assistance with my past due balance.
150. I had assistance with my rental situation I had court and sought after legal aid and won
151. I had assistance with unemployment. I have not yet received the results. The experience has been interesting.

152. I had Elder Financial Fraud committed against me. DA and Sheriff's Department would not assist me or look at the evidence I had. Finally after two years of trying to find assistance I found a Lawyer at NC Legal Aid. Every one I contacted kept sending me to someone else.
153. I had issues with my landlord not wanting to fix important things with the home but yet he wanted to evict us because my husband got laid off due to covid. I reached out to legal aid and they gave me good advice! They gave me \$300 to help me move out of the residence which was very helpful! They were very professional and detailed.
154. I had quite a bit of damage to the outside of my home due to Hurricane Florence, including not being able to use my front steps/deck due to them ready to fall in, yet I was denied by FEMA for assistance because my mobile home was still livable.
155. I had things that needed fixing that were gonna cost a lot the landlord wanted us to move and then said they would just redo the house over
156. I had to obtain legal aid for some issues that I have been having with my landlord as far as her fraudulently wanted money and trying to say that I owed money that was paid by other services here in Charlotte North Carolina for me and my family I have had great success in obtaining the help that I need it still have an issues with her so I will be contacting her once more my lawyer to see if there's anything else that they can do for me as far as his point I am disabled very sickly I have no help in my home other than one income that I get from social security disability but other than that we have stayed blessed and thankful that we do have someone on our side as far as legal aid I would suggest anyone to go ahead and obtain you as far as getting help and try to get to the matter of the problem because if you try to fix it yourself it's not going to help so I think my lawyer I think his name is Brian or shante and I'm very very happy for that so that being said may you all take care be safe may you obtain a wonderful and blessed safe happy New year thank you so much..
157. I happen to see legal aid of north Carolina researching on the internet, I was charged a ridiculous amount for my sons handicapped swing ungluing 4 floor tile pieces and the payroll employees had returned my rent payment due to eviction actions. The employees do not want to renew my lease, My only option is to move out.
158. I have a court appointed attorney for a case with department of social services / child protective services because my child was removed from me because I am a victim of abuse from her father.
159. I have a lawyer I owe money to right now for ongoing custody with parental alienation associated. There's been 3 incidents of lying on the stand and the proof is in the pudding. The finding of fact was written by my ex husband attorney and truth is misrepresented. I need help it's bigger than me
160. I have contacted Legal Aid of NC in getting disability filed in court. By this being the last step because they were not on my case that they couldn't help me. This was my first time applying and didn't know how to handle this. I was told I may have to start over after waiting three years.
161. I have had great experience with legal aid. From the first legal assistant who helped me and transferred my file to an attorney at legal through court hearings. They have always been open and respectful. Very helpful in a hard time and they made me feel comfortable like I have known them for awhile.
162. I have legal assistance now trying to get me back in my home
163. I have not had legal assistance in the past five years. I was unaware I could even get assistance in this many ways as listed in the previous page.
164. I have not had to seek legal assistance in my life yet.
165. I have not sought legal assistance since making my will.
166. I have PTSD and anxiety and depression, my the people around me were harassing me at one complex just to move to same area and repeatedly bother me day and night which caused me to react and say something's used against me but I was being threaten and responded in rage, but I did let the property mg known I was being harassed.
167. I haven't needed any assistance.
168. I helped my daughter get legal aid counseling and they were very helpful she had an issue with the apartment complex and legal aid falter all the way through and she was able to move out without any discrepancy thank you so much legal aid
169. I hired an attorney to take care of transferring real estate with a loan attached.
170. I kept getting referred to other lawyers trying to keep my disability for my daughter. So I got no help

171. I lived in a rental that had no heat, rarely any water and had extensive mold/mildew issues. I am disabled and I receive HUD. The landlord would not address these issues. I contacted Legal Aid. Also, two other people who lived in the same mobile home park and myself were forced to move because we were advocating for the park. The evictions were retaliatory.
172. I need assistance for a custody case for my daughter who is 11. I reached out to legal aid of NC. I had to attend court alone due to me not having a lawyer because I have 3 other children and little money. I got my court dates mixed up. I was due weekends but I haven't seen my daughter. I'm 8 months. Her biological father will not let me see her. Legal aid told me they did not have the funding to represent me.
173. I need assistance as I was terminated from my position and then denied unemployment benefits even though I was fired without warning. I was told to contact legal aid of North Carolina and they were extremely helpful with my case and I did get my benefits. They kept me aware of every part of the process and are the sole reason I succeeded.
174. I need assistance for my housing, they were trying to evict me from my home. They were not helpful. They did not assist me in anything but gave me advice that I already read in the law book but I thought they could give me extra advice or some type of loop hole for me but nothing was given. The result was I was put out during the COVID and still looking for housing for my family.
175. I need assistance with collections on my credit report that I do not owe. No one returned my call.
176. I needed a lawyer for my divorce. My husband was trying to take everything from me. My lawyer rewrote our separation and everything turned out fine.
177. I needed a legal aid lawyer to help with rental and code enforcement issues. I am seeking a counter claim for ongoing issues in my apartment such as ceiling leaks, infestation, cabinet and baseboard issues, etc. I found assistance through representing myself and asking for a legal aid attorney. I received a brochure in mail about legal help for rental or landlord issues. I did mediation and still need a lawyer for court in Feb. I still need help because the pro bono lawyer with legal aid is young and inexperienced in my opinion. I think she wants to help but lacks knowledge on tenant rights. I have a counter claim and my rent is currently paid in full.
178. I needed a will and health care directives.
179. I needed a will, a living will and a living Power of Attorney. The legal aid attorney helped me a lot. She helped me with everything I needed, even a couple of things I didn't realize I needed.
180. I needed an expungement of a misdemeanor criminal conviction that was nearly 30 years old. I had faced a lot of discrimination due to this charge.
181. I needed assistance to understand why my rent was increased from 154. to 299. per month. I heard of legal aid and was approved. The "assistance" consisted of supplying lots of documentation and due to 'COVID' no personal interaction. This attorney who was assigned to my case, talked too much too fast and never really understood my dilemma and my objective. Now I am dealing with it myself and finally I understand that the RHA is not accepting out of state doctor's treatment, despite that my local doctor approved and supported that treatment plan in writing. I never got any direct or clear responses to my queries and it was a waste of everybody's time. She should not have accepted this case! Now I have to make up the rent shortage over the next few months which will change my life to bare survival existence. Please pray for me. Namaste.
182. I needed assistance with child custody against my abuser. I sought help through legal aid as I do not have the financial ability to hire a lawyer. The assistance was not helpful as they did not feel my case qualified for legal assistance although I have not been able to fight him alone. Any action I take he retaliates and is able to further abuse me through the court system which is a widely known abuse tactic. My children continue to suffer as do I. When I took the advice of filing for a motion to modify custody in order to have more time, I not only lost my case because there weren't enough changes in circumstances but he retaliated and was granted reduced child support which has now trickled down and made it hard for me to pay living expenses (all during the pandemic this past September).
183. I needed assistance with unemployment appeal as well as divorce proceedings.
184. I needed help filing bankruptcy to stop a wage garnishment. I found assistance from legal aid. They helped me get the garnishment to stop. I received all of those funds back and my bankruptcy was successful.
185. I needed help on a speeding ticket.

186. I needed help with being asked to leave a home we had rented. Legal aid gave me some suggestions, but didn't get involved on my behalf.
187. I needed help with my SSDI case. I had been denied previously, but once I had a new lawyer, I won my case.
188. I needed help with not being evicted from my place. The NC Hope program recommended Legal Aid for me. They were able to get some things accomplished in my behalf of what I was going through. I was able to pay some late fees without being evicted from my place.
189. I needed help with unemployment and legal aid took the case because I got fired for moving a chair. Which was a form of harassment but because I became eligible for PUA unemployment my lawyer said I was already getting my money so there was no need to pursue. I also was granted the right to sue but didn't have the funds lucky for them.
190. I needed it for my rental issues with my realty company. I found assistance by searching online. Very helpful. Results were positive and I won my case thanks to legal aid. And me and my rental company actually settle out of court so it was a win win situation
191. I needed legal assistance due to my landlord filing to evict me from my rental apartment. I couldn't find a job because of Covid-19. The assistance was through Legal Aid and was very helpful. I was able to stay in my apartment.
192. I needed legal assistance for a domestic violence situation. I was able to get legal aid to assist me with a 50-B but once the 50-B was settled I no longer had legal assistance even though there is still a criminal case child custody cases open.
193. I needed legal help during this pandemic because I would be put out of my home if I did not have the money for back rent. I found assistance through DSS, however I am still awaiting help and have since been threatened for eviction.
194. I needed legal help getting a restraining order. I called legal aid after the Durham Crisis Center helped me. I used a lawyer to get a separation agreement and legal aid to get the divorce. I obtained the DVPO and am successfully divorced.
195. I needed special education support because my son's access to FAPE was being denied. We are blessed that my husband is retired Marine and 100% disabled and we have access to the EFMP special education lawyer on Camp Lejeune!
196. I needed help with eviction by landlord. I contacted legal aid & they took my case and helped me appeal and with rental assistance. I am still having trouble with my landlord and repairs to my apartment after the case was settled. That's the only problem is the landlord changed up after legal aid lawyer is no longer involved
197. I reached out to Legal Aid late last year (2020) regarding an eviction that was not due to non-payment of rent. The owner wanted to sell and I had no place to go. I have been unemployed since March due to the pandemic. I have not paid rent because I could not afford to do so and being that the landlord was a friend, he helped me out. However, when it came time for him to want to sell, he was adamant to have me out. I was still unemployed and getting \$40/week in unemployment (which should be addressed - our unemployment system is horrendous) and he was aware. I was given no options, no matter that I was facing homelessness. There were no programs to help someone in my situation which seemed unreal during these times. I was simply stuck. I was told by the attorney that someone would contact me from the office to try to assist with any programs. I never received a response but got a letter that my case was closed and would not hear back.
198. I reached out to legal aid on behalf of my disabled adult son in regards to his SSI benefits because I had been working to get his benefits approved since 2/20 and after many challenges, we finally gained an approval only to be told they were planning to garnish his benefits due to an overpayment from years ago. I believe I was treated unfairly by the representatives at SSI. I was not given proper information several times, I had to interview with them twice for the same claim, I was denied payee status for an unknown reason by a representative that was extremely unprofessional, I was denied access to my son's file when I requested to see the information SSI used to determine the overpayment so that I could be prepared for the overpayment hearing, I was never contacted on the date of the hearing to discuss the overpayment which was denied, I have requested a supervisor contact me at the very least 8 times and have yet to speak to anyone. These are the issues and barriers I have faced with them. I did everything

they had requested. I provided all the paperwork I had. I waited by my phone for someone to call me for a conference. I've filled out the applications, the waivers, took him to their psychologist, I've done it all. I followed the processes. I thankfully have the ability to navigate the SSI process, that's not what I needed help with, I needed an advocate, I needed someone to contact them and find out why they weren't doing their job on their end. Why this process took so incredibly long. I don't feel I received adequate help for him. The legal aid rep basically prepared and faxed a document that I was capable of preparing and faxing on my own. She was nice, she was caring, but it wasn't at all what I expected. The results are unknown. I've yet to hear from SSI about the request for consideration which was faxed by the legal aid rep on 1/14/2021. So nothing was changed.

199. I reached out to legal services because Ssa forced me to pay back a month's pay because they overpaid me. I argued, unsuccessfully, that they put in a financial hardship. I followed the necessary steps to file a grievance and legal aide said that was all I could do. I don't remember how I found their assistance
200. I received a notice of eviction but not due to non-payment of rent. It's supposedly due to lease violations that are not true. The person that lives under me complains constantly about noise. Both of my sons have ADD. The company that owns my apartments believe any and everything that he complains to them about. They don't investigate or ask questions, they just give me a lease violation every single time. I called legal aide and was contacted by a lawyer to discuss my case. I'm currently dealing with this still. My court date hasn't came up yet.
201. I received a referral from Legal Aid in order to appeal a denied unemployment claim. The attorney told me that I had no case. So, the free assistance was unhelpful. I represented myself and won my appeal. I'm fortunate to have experience as a legal assistant, the communication skills to speak up for myself, and my other racial and class privileges. The outcome maybe been different for someone else.
202. I received help one time with a hateful slumlord landlord. I tried to pay him my rent payment one time and he wouldn't take it because he wanted me gone and then went to take me to court to get out so he could put other people in there. He was racist and very rude. He mentally took me through a lot and it all started because the home was falling apart and he didn't want to fix anything. When I reported this is when he didn't accept my rent payment. He was a very crappie person. Without my lawyer I would have been all alone in court going against a man landlord. I'm so grateful for my help i received and my lawyer because I couldn't imagine going against him in court all alone. It was great to have someone on my side:) very grateful for everything 🙏❤️
203. I received help with my property tax to get the taxes reduced. My social worker through THN handled getting in touch with Legal Aid.
204. I recently (2020) sought assistance regarding a pending eviction from my apartment. I found out about Legal Aid through the Crisis Assistance Ministry. Even though evictions were being suspended due to the pandemic, an attorney advised me on steps to take while I sought financial assistance. I was able to qualify for help from ERAP-CLT, which covered my past due rent and allowed me to keep my apartment. I still reside there and I am back to work. It's only part time right now but it's enough to cover rent and bills.
205. I recently sought assistance with a protective order in Durham County and a custody case in Forsyth County
206. I recently sought legal assistance with an eviction. I found the assistance researching on the web. As a result of the assistance I met with (via cellphone) a great local attorney who was able to share knowledge concerning the situation. In the end the case was thrown out and I was able to stay in the property.
207. I saw a legal systems for custody for my grandson. I had already filed the paperwork in the Family Court. I didn't get any assistance. Very dissatisfied with the legal system as far as legal service go.
208. I searched for assistance with a child custody case. I spoke with someone at Legal Aid who informed me of a few different options. She highly suggested I make an attempt to reconcile with my child's father as it would look better to a family court judge. She was very honest and let me know what choices were good and which would be detrimental to my case. In the end, I dismissed my case. My son's father chose to continue with his countersuit. We are currently waiting for a court date.
209. I seemed legal help with housing, it was. Situation involving the rent payments , I was referred to the Fayetteville legal office and they helped me a lot, fortunately the situation resolved it self, but the legal team was very informative and was of great help.

210. I sought for help within on landlord and tenant issues. We have mold and medical issues, especially since being home from their schools from March 2020. I found Legal Aid via WWCM counselor referral. The paralegal said that the attorney doesn't think a judge would take our case because the pictures weren't bad enough of the mold inside our house we rent. The results were that we did not get any further since a judge wouldn't be interested in helping.
211. I sought help from Legal Aid to get Spectrum off my back insisting that I owed them for three additional weeks of service after I had moved out, claiming they would not pro-rate my bill. I was a Spectrum customer with an excellent record for 18 years. I notified them that I was not even working part-time at the time and they still harassed me. The Legal Aid attorney sent Spectrum a few letters, one stating I was judgment proof. Spectrum has continued harassing me. The Legal Aid attorney told me there was nothing further that could be done. They closed the file and today Spectrum's henchmen at Sunrise Credit Bureau sent me a statement STILL trying to collect from me. Thus, nothing has been resolved.
212. I sought help with an eviction issue which is still ongoing, I was referred to legal aid from an online source.
213. I sought legal assistance for a last will and testament, durable power of attorney, and medical power of attorney. I found assistance through Legal Aid of North Carolina. The assistance that I received was thorough, professional, and very helpful. My will, durable power of attorney, and medical power of attorney were completed, witnessed, and signed and Legal Aid provided me duplicate copies to share with pertinent parties involved.
214. I sought legal assistance for Eviction. The legal aid was very helpful. I did receive funding from a organization to get my balance paid in full and the eviction was Canceled.
215. I sought legal assistance for filling out a Will, POA and Healthcare Directive. My daughter informed me of the Senior Assistance Project with Legal Aid of NC. The assistance was excellent. The attorney was very informative, friendly and gear to help. I was able to get all 3 documents done and notarized. I am very pleased with the service rendered.
216. I sought legal assistance for student loan debit. I attended HBCU and borrowed \$20,000 to complete my education in 1994. Now my student loan debit is over \$120,000 making it impossible for me to qualify for home loan due to debit to income ratio. This issue has not been resolved.
217. I sought legal assistance from NC Legal Aid due to my rent falling behind. My attorney and her legal assistant were very helpful; and, allowed me the time needed to get my back rent "paid in full." I would not be in my current living situation if not for NC Legal Aid. They were a Godsend!
218. I sought legal assistance to help an SSI Disability claim for my minor child. I asked around and did some research on the internet to help me decide who to choose. Ultimately we did win the case as the Administrative Law Judge found my child medically disabled. The attorney representing us, however, was negative about our chances from the beginning and did not seem familiar with the SSI procedures for cases involving minors.
219. I sought legal help for eviction help during the coronavirus
220. I sought legal representation for an eviction during COVID-19 in which an executive order was in place but was not offered representation
221. I sought out legal assistance for a retaliatory eviction.
222. I tried to find a legal aid center in the community, but it took too long
223. I tried to see if i could get assistance with filing bankruptcy. I didnt qualify for legal aid and I had to search for lawyer. The person that contacted me from legal aid was very helpful and even sent me information in the mail. Told me how to search for lawyers or small firms. Very nice and helpful gentleman.
224. I used legal aid for assistance with an unemployment benefits appeal from my employer. I was referred by a friend of mine who worked with legal aid of WV. Legal aid of NC was amazing and supportive. They were very quick to respond to any questions and very thorough in their preparation for my hearing. I had 2 attorneys with me during the hearing who were actively listening and communicating and I was able to win my appeal.
225. i used legal aid to get an expungemnt, It was baring me from getting jobs and apartments and it was a dismissed case that i didnt even do , but it was still on my record,
226. I used legal.zoom to write a will. I still have not consulted an attorney to sign it!

227. I used the Women's Resource Center's legal services for a living will, healthcare power of attorney and other issues. They referred me to their attorney hotline for answers to questions and then to a workshop for information on how to fill out the paperwork. It was very productive, services there are free and I was able to refer another family member there for a divorce workshop that helped her too.
228. I utilized Legal Aid for a situation in which my landlord was communicating in predatory and illegal ways, intending to intimidate me and force me to pay bills that I was not obligated to. I received guidance and an exit strategy from a Legal Aid attorney. I do wish that they had been available for follow-up questions, but I am very thankful for the services I received.
229. I was a displaced Mother with my child in Hurricane Florence. My child had to stay at her grandparents as I lived outside my gutted out condo in my car for a month until FEMA could assist. I decided since my circumstances had drastically changed in the hurricane and our child's father had never paid child support a day in our child's life that it was time to revisit that. I was appointed a court appointed attorney in Craven county to take my case and the child support enforcement office there was supposed to handle my case. The day of court my estranged's Dad had paid for his attorney and the court appointed attorney called me to the stand and began attacking me over a trade show that I had worked with a physician after Hurricane Florence where I made \$200. She said is it not true that you in fact make an extra \$1,000 per month with this physician and at first I said yes misunderstanding what she had just said as she never sat down with me not once to speak with me about the case and then I said no wait a minute! How do you get \$1,000 on 2 trade shows a year? I had made \$200 after hurricane Florence and I even had to sleep in my car as there were no motels there that night due to damage and if you factor in my gas from Morehead it was \$6 owed to Federal in which I even amended my tax return to let the record show, This so called court appointed attorney began berating me over my choice of profession in social media and said why did you not go out and get a position at a fast food restaurant where you would have made more? Never did she speak to me about this case and I watched her take every one of the people that she was supposed to represent in a side room and speak with them but she never did that with me. I watched her dismiss 10 other cases in that court room that day for child support due to them not having a paid attorney. Just running children in the welfare system hard as she could. She is friends with the estranged's attorney and I watched as she sat with
230. I was assisted in 2020 by Legal Aid of NC, specifically Brent Ducharme. Brent was so helpful in the assistance of getting DSS to assist with rent during the pandemic. He explained my rights, got my landlord to remove late fees they were charging illegally and followed up with me regularly. He advised me of the help I was eligible for as well as warnings of not receiving assistance illegally. He was nice, never condescending and he was so helpful. I have not used any other legal services since then.
231. I was awarded the chance to have my driving record looked over by a pro bono lawyer.
232. I was being kicked out of my house. I was not legally supposed to be evicted. I didn't know what to do and I only had two days to make something happen or be on the streets. I went to legal aid. They were great!! They got my information and went above and beyond to help me. I got a call the next morning and had a lawyer to represent me. His name was Josh. Josh was great!! Like the other staff he went above and beyond for me. He was always there when I had a question and even answered the phone on days I know he was off work. Thank y'all for your help!! If it wasn't for this program I would have been homeless.
233. I was being put out of my hotel with my 6 children and I had help to stay.
234. I was charged and the charges were dismissed. I need to have my record expunged. I found legal aid by searching the web for an attorney. The assistance I received was extremely helpful, they were able to complete the paperwork, send it to me and I was able to send it to the courts to have my record cleared. The process was quick, easy and very helpful.
235. I was continually verbally harassed at work for 2 years by a narcissist boss to the point, I left early one afternoon. She said that as far as she was concerned I could leave. The next day, she texted me and said she had taken me off the schedule. I applied for unemployment and was denied because I had filled it out wrong. I checked attendance because there wasn't an option for being harassed constantly in public. And I figure she took me off the schedule because I left early and called in sick the next day. I did not have an attendance problem and have kept records throughout working there. For the purpose of unemployment, I contacted Legal Aid of NC. I was assigned an attorney. We spoke many times and I emailed all my time sheets, check stubs, copies of text between my boss and I and any other info her

requested from me. This went on for a couple of months. Then I received a long letter from the attorney basically saying that he couldn't help me. His supervisor told him not to take the case. The attorney will not even take my phone calls. So, the assistance was worthless. Nothing has been resolved. I appealed the decision by DES and still have heard nothing from them since early October. Attorneys are worthless unless you are rich.

236. I was denied for unemployment but should have not been.

237. I was desperate and not receiving unemployment after being laid off due to COVID so I reached out to legal aid. They were able to reach out to their contacts and move along the process for me. My file is now closed because my out of state work became an issue (again • this happened in the beginning but they were able to work it out... not this time though). I now have a huge overpayment showing in NC and am receiving small payments from Florida. I still have not received my stimulus check either.

238. I was facing eviction and sought help to remain in my home and get help with payment of rent and my attorney was very helpful and did everything she could to help my family

239. I was facing eviction during covid-19 and still lost my home.

240. I was facing eviction. I needed to know what my rights were. I went to The Women's Resource Center and they helped me get in touch with legal aid and The Greensboro Housing Coalition. It was helpful

241. I was having an issue with my property management company regarding the safety of my residence. I was not able to find assistance as there was nothing that could be done. I had to deal with it on my own.

242. I was having housing issues after covid-19 hit. My legal aid lawyer knew that my landlord was under the CARES Act. She worked for my landlord making sure even though I was going to be homeless after surgery that my landlord got the best deal. All my cash, the property possession and told me as she was once a landlord she understood her side. I was in no physical condition to leave and found out later my lawyer knew no program would help me once I left. It was a mess and it remains a stain on legal aid. I went trying to do the right thing and get help and my lawyer still chased me down lying saying she had money in trust for me knowing I knew that all the thousands I paid in cash were given to my old landlord. I wish her well but I pray her back door volunteering isn't hurting family after family.

243. I was having housing issues that it was so so bad that it was causing me to have serious health issues. I reached out to legal aid for help. The two lawyers that reach out to help me were very professional and had very deep concerns about my living issues. They tried everything that they could think of to help me get the issues under control. Unfortunately they had ran out of options so we left the table with the same issues. I can honestly say that my legal aid lawyer was very helpful and a very kind and sweet lady. I would use her again in the future if I ever have anymore issues.

244. I was having issues with my landlord. They weren't accepting financial assistance I had sought out and wouldn't fix issues in my apartment in a timely manner. The lawyer walked me through my options and what various scenarios would look like, and told me I could call back for help along the way if I had questions. It was very helpful.

245. I was helped with a collections issue. Everything was clear and help was great.

246. I was helped with unemployment but, unfortunately didn't help.

247. I was in a domestic violence with my husband and the WSPD made me leave when we was in lockdown from the pandemic. I went to a motel with two kids and my only income is disability. Of course I couldn't afford monthly payments. I called legal aid after staying there for 30 days and did have mail coming there. The lawyer I spoke with knew exactly what to do. I am forever grateful.

248. I was looking for assistance with rental and utilities I was provided with help and it was very effective.

249. I was provided legal aid for a DVPO. I found the assistance through INTERACT and was extremely pleased with the support and work done on my behalf. It's a terrifying process (especially with the threat of domestic violence at the backlash), and legal aid was so supportive throughout. It was comforting that my lawyer was at the courthouse with me, and that there was an "invisible" advocate also there in case help was needed. I felt prepared for each step because of her counsel. We were successful in securing the DVPO.

250. I was recently assaulted by my current neighbors

251. I was referred to a lower cost attorney

252. I was referred to Andrew Darcy for the revoking a Living Will and Power of Attorney and changing to a different person.

253. I was seeking help getting my record expunged. legal aid was very helpful. was told that charges will be taken care of.
254. I was seeking legal aid about no housing accommodation for my special need child. I found this resource through my child prediction. It was helpful because I ended up with a positive result.
255. I was seeking legal assistance in the preparation of a will and HCPOA. I found assistance by researching the internet and calling legal aid of NC. The lady who initially took my call was helpful but it did not look promising from her end to receive help because I wasn't considered in the older age category that would normally take priority in these cases. Luckily there was a lawyer who decided to take my case and I was able to have my documents drawn up and now have things in place in case anything happens to me.
256. I was seeking legal assistance to get a divorce in which it was not successful I was turned away stating that I would need more funds to pay for representative. Till this day I have yet to receive the assistance needed to finalise the divorce, Or obtained the knowledge needed to go about it.
257. I was served papers to appear in court for eviction even though I had entered CDC form . I sought legal help with legal aid and they showed up to court with me to advocate and the case was thrown out. I was already under an enormous amount of stress and having their support , expertise and knowledge helped so much
258. I was taken to court for an eviction because I was called a racial slur. The service was very good and the attorney was really good at handling my case. The case was dismissed
259. I was terminated wrongfully from a job in April of this year. I emailed several attorneys through their websites and was contacted by many. I am being supported for my unemployment benefits claim as well as a suit through the NCDOL for retaliation. The case for both is still in process.
260. I was trying to get my W'2's from off the website but it did not let me do anything other than call.
261. I went through legal aid and they were awesome
262. I went to Legal Aid and asked for assistance with illegal Housing eviction and the female attorney act like she did not want to be bothered with my case and I waited 2 months after calling and calling and she called me 4 days before my hearing!!!!!! I asked for a continuance so I could find a Pro Bono lawyer or my parents could help me and this lawyer is helping me and I have been favorable in court since. I really feel that there are some Legal Aid lawyers that just don't want to work for low income based populations.
263. I'm going thru eviction with my apartments due to bullying towards my son and the legal aid has really helped me a lot so far I just wish I could get help with moving away from the area my son no longer wants to stay home or even in this city anymore. I'm in fear sometimes it's just a lot of senseless killings going on with kids now just sad!! I want to keep my son protected n safe!!
264. I'm tied in a contract with a lawyer that I have not heard from in over a year.
265. I'm currently seeking legal assistance with getting my license back. I have no idea where to even begin.
266. I'm looking for legal assistance to help me with my EEOC Right to Sue Letter that I recently received to help me with my next steps. I haven't found anyone still but the lawyers/attorneys are sending me to others when they do reply back I'm still looking for legal assistance but I'm not stopping hopefully someone will take my case only one lawyer and it was \$350 just for them to talk about my case for 90 mins
267. In progress, have to wait and see.
268. Information on tenant rights.
269. Issues with a housing program
270. Issues with property manager
271. It has been more than 5 years. In general it is expensive and I had to push fir services.
272. It was as described
273. It was fir my self and it was provided to me
274. It was for a will and living will. I used a lawyer I have known for years and it was very successful
275. It was for assistance with Domestic violence and the attorney was rude. She basically wanted to rush through and get it over with! My parents and I hired an attorney, then I got results in the court plus treated like a person but I guess you get what you pay for!
276. It was for custody of my children. I found the lawyer through a website on Google. The lawyer gave me some pretty solid advice but their fees were way too high for me. I ended up working things out with my children's father myself.

277. It was for eviction and I was unaware of rights and of the existence of legal aid
278. It was for help with not being evicted. I was referred by social services. They were and are still helping me as much as they can with information and steps to take. I'm still waiting for the actual help I was offered through a program for assistance. But legal aid is there with helpful information
279. It was for one of my clients dealing with CPS.
280. It was for rental assistance and legal aid was able to get four months of my rent paid
281. It was hard to receive and very little information out to show you how to receive help
282. It was help with a late payment with the landlord right before COVID. In reality I wasn't late the landlord was upset with me bc she wanted me to sign a new lease however my lease didn't expire until Feb of 2021 in June of 2020 it was unnecessary to sign another lease and she held my payment to make it appear I was 30 days late in reality I was not
283. It was horrible. With legal aid. I am currently looking for a way to pursue legal action against the ethical inappropriate circumstances of the situation and the legal advice.
284. It was landlord tenant situation and did not receive help was led to feel that it wasn't in their interest.
285. It was pretty good. The lawyer did what she said she would do.
286. It was when I was crying to get a lawyer Ford to get my disability and they couldn't help me
287. It was with rent assistance and eviction case
288. It's a on going process it is for child custody
289. It's was a really good experience and I enjoyed the fact I was involved.
290. Its been 5 months since i applied with social services and they put me in a legal aid service and until this day i waiting for approval my landlord has not evicted me because of covid but he is frustrated because he is not receiving any money i asked for loan and no one wants to loan
291. Its been a while but I was grateful for the help I had received
292. It's been upfront and I always appreciate that!! I have also had great results in the past.
293. judgement for credit card debt. Found help from nc senior legal aide by online search. The attorney was a great help with filing property exemption forms.
294. just beginning the process.
295. Katie Barkley helped me prevent eviction and also helped me receive assistance for rent owed. Ryan Evans is currently supposed to be aiding me in my wrongful denial of unemployment benefits. I have been waiting 3 mths since I filled the appeal and almost a year since I first attempted to file for unemployment/PUA benefits.
296. Landlord issues! Increasing cost of property that wasn't in Lease agreement!
297. Landlord not fixing issues
298. Landlord tenant issues, Legal Aide was not much of any assistance, closed my case without assuring my needs were met stating due to shortage of staff due to Covid Pandemic .
299. Landlord trying to Evict us. I got an Excellent Attorney via The Hope Program, he is from Legal Aid of NC. His Assistance was very Knowledgeable and very Professional. I was very nervous on Court day. His Professional Calm demeanor, made me feel secure, I knew God and Legal Aid had put me in Great hands. Thank you.
300. Landlord/Tenant rights Notice to vacate and eviction procedures Tge lawyers were very knowledgeable on the subject ,explained my rights as a Tenant very clearly.Explained what my landlord cannot do. It really put me at ease
301. Landlords threats..No.
302. Lawyer was from Charlotte and well known - excellent job
303. Legal aid (Wake County) assistance with judgement for medical bills. Legal aid assisted promptly, efficiently, and treated me with dignity.
304. Legal Aid assistance with my unemployment. I made a mistake and answered a confirmation question that I had marked incorrectly saying that that I applied for disability when I didn't. When I appealed, and explained, they didn't reactivate my claim. I then hired a pro bono lawyer from legal aid.
305. Legal Aid did as much for as as possible when we were having issues with a landlord being horrible to us for a few illegal reasons (disability, religion), and several legal but immoral reasons (they were in trouble with the city for illegal dumping into a protected environmental park because of me; retaliated against us for it). Legal Aid were great. Did a lot of research and letters and etc until they couldn't do anything else.

The for profit lawyer that the NC Bar referred us to afterwards really didn't know what he was doing though, and the moment the landlord company's lawyer gave him any friction he just gave up and we were forced to move.

306. Legal Aid help me abuse court and eviction court
307. Legal aid help me with an eviction issue
308. Legal Aid helped me to file for child custody.
309. Legal aid lawyer was helpful and informative
310. Legal Aid, my landlord is threatening to file for eviction even with the moratorium.
311. Legal aide has been awesome Shamkia Jameson is absolutely fantastic. She stays in contact and is very honest with you. Best attorney ever
312. Legal assistance was given to me when I applied for rental assistance with Durham County in July 2020. I am beyond grateful because Brent has been absolutely wonderful and very detailed oriented. He has walked me thru everything, explaining everything along the way. I feel more at ease knowing he's on my side. My award was granted because of him.
313. Legal assistance was sought to help with DVPO. Legal Aide was recommended by Interact. My attorney at Legal Aide has been great but the judicial system is, in my opinion, deficient when it comes to handling domestic violence especially when it comes to children. I am still awaiting the outcome.
314. Legal help with disputed unemployment benefits during the COVID-19 pandemic of 2020. The help was both reassuring and effective. Also, just prior to that, I received successful legal assistance from another entity focused on domestic violence prevention.
315. Looking to get help with disability for me and my son can not work any longer thus causing me and my children to have to get ready to find some sort of housing also home needs repairs they haven't fixed everything but that's two different things
316. Lost home during Hurricane Florence 2018. FEMA denied me seven times. Contacted Attorney to assist. Still denied.
317. making a will
318. making a will and advanced directives
319. Mar. 2020/.Credit Issues/Bankruptcy, talked with legal assistance Lawyers. Their assistance us very helpful. Because of my low-income, deemed Judgement Proof..
320. Medicaid continues to deny me help based on lack of medical evidence while also continually denying me assessments. I need to be seen and treated by a Nuerologist, Psychologist and Gastroentriologist based on doctor/PA and therapist recommendations and referrals. I have existing prescriptions I cannot afford and I really need help.
321. Most recent experience with the legal aid office went well , only down fall was getting a hold of the office due to the lines being busy . Other than that, after that the process was quick and easy . I appreciated the assistance!
322. Most recently Legal Aide of NC helped me with the CDC's Moratorium for evictions. I actually called to see if I could even get help with it. Fortunately, I was. The attorney went to court with me, advocated for me and the eviction was dismissed. I am still in my home but still unemployed so I may need assistance once again when the moratorium expires on January 31st. The staff were super responsive, sensitive to my situation, kind to me, understanding and most importantly knowledgeable. I was incredibly pleased with how I was treated and the outcome of the case.
323. Most recently received legal assistance with pending eviction during pandemic. The assistance provided was easily accessible, knowledgeable, and provided many solutions/options. Case was dismissed.
324. Most recently, an attempt to gain full ownership of property that I have been maintaining and paying taxes for by myself for nearly a decade. This is still ongoing, but so far the decision to find new representation has me more confident that this can be resolved quickly.
325. Most recently, I needed legal assistance in getting a speeding ticket addressed. I did not have the funds to do this myself and relied on familial support. The assistance was extremely helpful, and I did not receive any points on my license and had a lower fine.
326. My Apartment complex was not taking care of maintenance issues in a timely manner. They completely neglected leaks, and my broken AC. I was still required to pay rent. I was referred by a relative about legal aid. The assistance provided me with other resources and steps to take to move forward on my own.

327. My attorney prepared our will/estate.
328. My aunt is trying to put me out of her property. She has taken money from me as well as threatened me.
329. My daughter was discriminated against because she is a black female and has a disability. A local non-profit that receives city and county funding was the culprit. I had a terrible experience working the disability rights NC who made me feel like I had to defend myself to them. After talking to a friend that works for the organization it was addressed appropriately. I found another lawyer who worked my case pro bono for a year and we were unable to pursue the lawsuit due to lack of track record
330. My experience was a very calm and smooth process. Thanks to the lawyer I was assigned, he helped me with my illegal eviction. I was directed to legal aid by the police department. We won my case against the landlord and I was able to return the property.
331. My experience was rather decent. I was looking for assistance in regards to eviction, due to my knowledge of the federal moratorium. I reported my landlord to DOJ, due to my landlord ignoring e-mails from myself and the HOPE program to assist in paying my rent, and attempting to evict me from my apartment by claiming that I'd abandoned the property. The DOJ office referred me to NC Legal Aid. The information that was provided was helpful. The issue with my landlord is still ongoing due to constant pop-ups without notice, and harassment.
332. My experience was terrible. I sought assistance for unsafe living conditions-the main sewer line was connected to two other neighbors lines and was backing up into the property I was renting. The attorney Ryan Hoffman was assigned to my case was a jerk. He was not knowledgeable about the law, he was rude and acted like your typical white man that doesn't want to be bothered by riff raff like me. He lied to me and said he was passing off my case to another attorney and closed out. I didn't find out until I followed up two weeks later. If lawyers are required to do pro Bono work please change that law and stop making people who don't want to help us stay away from us poor and stupid. The result-I educated Ryan Hoffman on easements. I educated him on the difference from a property managers in the apartment industry and property managers in renting property from a real estate company. The difference-apartment managers do not have to have a license. I received no help. The situation was already exacerbating living in those conditions, but then to deal with him for 4-5 months and he did nothing just made it worse.
333. My father passed away and I am seeking to be the Executor of his estate so we can move forward with administering his will.
334. My former landlord was not fixing repairs n I didn't pay rent but kept receipts etc he refused to fix sinking floors in kitchen n kitchen I called the tenant/landlord line n they tried to talk to him but he was not cooperating he took out eviction papers n i had already called the city to inspect my crawlspace n he found other violations with the ramp smoke alarms trees n other repairs by the time we got to court he was shocked to be handed his certified copy of the report also i gave the judge a copy she stated that i should pay rent even if he hadn't fixed things he was told that the matter could not be decided until his compliance with city ordinances he beat me at the house fixing things he agreed to come to meeting with the mediator n instead of 3000.00 he agreed to 2106.00 I was very thankful n we shook hands n hugged he renewed my lease for another year at the same amount before he sold the house last November
335. My HOA has a \$5000 lien on my home for a door that was painted to match one that had been in place since 2003. It was painted back a year and a half ago but they refuse to lift the lien. They returned every HOA payment made and added late fees and interest for a year. My first attorney took my money then stopped responding for a month. It turned out he wasn't even coming in the office. When I asked for a meeting he said he couldn't help me. Wasted money and I have no income. Then he tried to sue me for libel for a two-line review which wasn't scathing but merely stated the facts above. That cost me \$3000. My second attorney took my money then didn't start on my case for two months, using a myriad of excuses (decontamination time, homeschooling, errands, husband's rotation, 18 excuses in all). Finally she did a demand letter, which didn't work. Then she found out she was pregnant. I gave her a couple of months to digest. Now she says she's too pregnant to represent me and to call Lawyer Referral Service. I am depressed and drained. I There is no trust in attorneys. I know there has to be one decent one out there somewhere. Hope springs eternal though I'm 64 without an income and about to give up even on hope. Thanks for asking.

336. My husband and I had our wills made. The wonderful lady that helped us was kind and patient and thoughtful. We were impressed and delighted at her skill and knowledge and her humane way of treating us. We have copies of them and will sign the official copies next month. We are very humbled and appreciative.
337. My kids and I were in the process of being evicted from the hotel we were living in due to the pandemic. I googled legal aid and spoke with a nice lady that assisted me with useful resources and also told me my rights and the laws that applied to my situation. It was very helpful and a life changing experience.
338. My landlord did not accept cares act funds
339. My landlord of 3.5yrs neglected upkeep of the property and wasn't responsive when we requested repairs in the kitchen due to a rat infestation. He neglected our requests for months and then forced us to move after more than 6 months of ignoring our requests. He was in violation of N.C. law re: rat infestation but he never responded to the letter demanding financial compensation.
340. My latest experience seeking legal assistance was due to my current landlord took a month and a half to repair a leaky ceiling due to a ac repair from the upstairs unit above me. this caused mold and mildew in the ceiling itself which was a health concern. then the landlord did not want to provide other temporary housing till the ceiling issue was resolved. Legal aid provided me with resources including small claims court to address the issue with the landlord. I am satisfied with legal aid
341. my legal issues consisted of landlord/tenant wrongful eviction. My landlord tried to evict me for something I did not do however they was successful and that is why I i am seeking a civil attorney. For further detail please contact Luis Pinto Staff Attorney Legal Aid of North Carolina, Inc.
342. My most recent and I should say ongoing experience is that regarding child custody. I am an unemployed stay at home mom and have not been able to find legal aid nor hire an attorney that would accommodate those with low to no income in the state of North Carolina.
343. My most recent experience (very recent actually) was for criminal charges brought against me because a local task force thinks I know more than I do because of my ex boyfriend, who's currently in prison. So they hit me with crazy drug charges (with 15yr minimums), even though I have no criminal record, & I can't afford a lawyer so I'm probably going to prison for something I didn't do, but that's not what you're asking I don't believe. The last time I sought help for a non-criminal matter was about my disabled sons SSI & back payments, when he turned 18 & had to reapply as an adult. But there were plenty of times when I definitely shouldve sought legal help & didn't.
344. My most recent experience seeking legal aid was good, in the beginning I wasn't sure if I could trust them I wasn't sure if they would really see that I needed their help, or if they'd look at me like I'm just another check. I needed assistance with a court case for an eviction, lucky I found them on Google and I read the reviews nobody said anything bad but they didn't say anything good either so I had to see it for myself. I called them for two weeks straight and finally received an email and a phone back the following week on a Tuesday I spoke with a lady and long story short they helped me out I was able to stay in my home and make a payment arrangement.
345. My most recent experience seeking legal assistance was due to landlord / living condition issues. I was very new to the state, I was not familiar with the laws and at the same time the world was just learning of the pandemic, so a lot was going on. I reached out so I could find out what could be done with getting my landlord to fix the issues so we could have a place to live. I was privileged to have gotten the lawyer I did, even though he was just advising me during the process, he was very thorough, helpful, and caring. He didn't hesitate to answer any of my questions, returned my calls/ emails, helped ease my worries through it all. We found a place before we ended up in court, but had we - I would have trusted that he would have helped every bit of the way to get the best outcome of the situation.
346. My most recent experience seeking legal assistance was for eviction. I found assistance through social services. The assistance provided was extremely helpful. I was able to avoid having an eviction on my record and paying rent for unfit housing conditions.
347. My most recent resolved legal issue dealt with immigration and VAWA. I was informed every step of the way. They assisted me by getting me out of a very violent situation that was no doubt spiraling to get a lot worse. LegalAide assisted by helping me get a restraining order, filing my immigration paperwork to adjust my status, and keeping my address secure so that my ex can not find me to repeat his actions. I am extremely thankful for this organization!

348. My most recent was for housing. My property management doesn't want to my fix the necessary things so that I can have better living conditions The Roy Copper Hope Program help me get a legal Aid lawyers My case is still in the making so I not sure on how the results will be
349. My partner is a lawyer so they were able to easily find assistance.
350. My recent experience for legal assistance was to prevent an eviction when I didn't pay rent to my landlord who was not willing to Fix the damage in my home to where it became unsafe to continue to live in along with my children.
351. My recent experience with legal aid was for a rent program through legal aid, it was very helpful because I didn't know where to turn and they were professional and helped me get some funding for my rent
352. My son & I were involved in a vehicle accident which has left me disabled. I have a lawyer but I don't feel right with him. Lost my job because I can't work, he hasn't helped me with anything other than when I see a doctor let him know. I don't have my disability checks coming in time. My son & I went to Urban Ministry & they told us they couldn't help with our bills because I wasn't working! I'm disabled & I brought my palate work. Also have called legal aid because my landlord is trying to put me & my son out. She says they need to update our unit. It's been a year after they did some work in this place. We have mice, a sump pump under the house pushing old, standing still water back into a bucket I have to catch it under the kitchen sink. Mold in the bathroom. I have always paid rent on time. I was told they would help if my landlord actually files for eviction. Our lease ended in September, was in the car accident in June last year. My landlord wants us out by the 7th of February... and we have nowhere to go.
353. My son n wife lost their job due to Covid, unable to pay their rent .They lost their place in the middle of the night. I put them in a intown suite for 2 weeks ,work was hard to find so they could not pay but by law due to Covid they could not be evicted. After 3 months they suite for \$5,000. I seemed legal aid and we were able to settle case paying \$3,000 in two months
354. My sons aunt is trying to get custody, I currently have a lawyer retained.
355. my ssi aand my lawyerr is the greatest
356. My wages were being garnished at my restaurant server job for a credit card debt with capital one, the attorney said there was nothing she could do and quickly closed my account.
357. My wife and I got wills and other estate planning documents prepared. As a lawyer myself, I was able to find a lawyer to help with those tasks through my personal network. Very good results in getting our work done.
358. My wrongful illegal eviction. Even took to nchrc . Unfortunately had two investors, yet first one was lawyer who didn't hear me.,he was leaving employment.,yet second one deemed me incompetent w/ o proof. As that was the narrative management took. Didn't have an opportunity to say anything. Trying to send I fir recondition . Yet I have can do. I merely want to prevent from ever happening again. Have all emails contemporaries notes pics and recordings., I would like help to prevent EVER happening again !!!
359. NC Legal Aid to help with Medicaid denial. Multiple contacts led to me 'being entered' in the system 3 times. 1st time, LANC website asked me many questions and assured me I was entered. 2nd time, phone call assured me I was entered. 3rd time, actually passed intake and atty could not be assigned because they thought I 'would not win.'" 8 months later, I am still fighting for aid with my \$190k+ cancer bills, gave \$46k+ to the hospital, and have no income. I lost my inheritance money and am now homeless. Thanks, LANC.
360. Need a lawyer for custody case
361. Need help with rental still getting the help i need.Thanks.
362. Needed assistance with an eviction by a landlord after they received payment for past due rent from a local housing agency. The assistance was extremely helpful, however because I also own a home I was considered to be over the asset limit for assistance and the attorney was not able to push forward. I was eventually advised to contact the opposing counsel on my own and directed as to what to do. However, I was unable to move forward because the attorney for the apartment community never returned my call. The apartment remained padlocked despite a court order from a judge and me and my children were forced to move between hotels and our home (in middle of renovation process) with no heat or working stove.
363. Needed help to get custody of my sister's newborn. Couldnt affords tonhire an attorney. Child was placed for adoption to strangers through DSS.

364. Needed help with will and end of life matters. Paid for services
365. Needed to execute a will A legal aid attorney helped me
366. Negligence against my 12yo daughter after diagnosed with Sars-Cov-2 Long Covid. The district erased everything.
367. None
368. not able to disclose, but it worked in my favor
369. not applicable
370. Oh my , mega need . Falsely evicted. From Gossip . Perjury at nchrc by falsehoods. I have proof, yet not ever asked. Still fighting. I have all the written proof. In emails contemporaries noting pics also recorded conversations. I truly need to stop this from ever happening again !!!!!' Its a win able case . More than Copious notes. I
371. On about Jan. 2020, I requested assistance regarding a public housing irregularities and I was told that legal aid of NC no longer handles cases for housing issues. However, I was referred to a lawyer and I only received 1 phone call in March 2020 from his secretary in which she said he would call me back but as of today no call.
372. On December 3, 2020, I received a letter by FedEx. I opened the letter and it was from my landlord of 7 years saying, that he could not afford to pay for the properties up keeps and he wants my family of 3 to be out by December 31, 2020 and he would be here Jan 1, 2021 for the keys. I was devastated, I immediately tried to call and text him and I didn't receive a response for days. Meanwhile, I'm panicking, worrying about how are we going to find a house right before Christmas in the middle of a National Pandemic? I have underlying health conditions were I receive Iron infusions weekly and has had 4 blood transfusions in the past 3 months which suppresses my immune system, so I cannot be around anyone. He responded telling me that he didn't have to give me 30 days, he was being nice, he has already sold the property and my family and I must go. Unfortunately I am not familiar with the NC tenant laws and wasn't sure what rights my family and I have in this situation. I was venting to my cousin about it and she told me you need to contact Legal Aid soon as they open tomorrow because he can't just put you out that way. The next morning I contacted Legal Aid explained my situation and someone contacted my back with 24 hours. We went over the tenant laws and my rights as a tenant in full detail and my information was sent to the local office. I received a call from Mr. Richard Craig and he was very knowledgeable and helpful. There was not 1 question or concern that I had that went unanswered. After this conversation I felt a little weight lift up off of my shoulders. Mr. Craig contacted my landlord and let him know I am seeking legal advice on how to handle the situation. It is now January 26, 2021 and My family and I are still looking for a place. I have not been contacted by my landlord, but my family and I are looking for another home we respect his wishes to sale and don't want to hold him back but I can't just allow you to just put us out either. We need a reasonable
373. our apartment building was purchased and new landlord gave the 7 tenants who were on month-to-month a 30 day vacate notice, while the 8th would be allowed to stay thru their lease end (4 additional months), we were seeking advice for 1) it was Sept '20 and could they force us to move during the pandemic, 2) 1 tenant was on fixed income (Social Security) & has health issues and 1 tenant had been laid off & was living on half wages so could landlord force them to take undesirable living conditions, 3) did we have rights to request additional time, 4) did we have rights to stay until final lease was up. we sought advice from legal aid. were told that we had no grounds to fight landlord on any of our issues
374. Personal Rep of a loved one
375. Pittsboro office helped me get health power of attorney. They far exceeded my expectations and explained everything to me. This was 2 or 3 months ago.
376. Pretty much the same as I stated already, I'm having problems texting due to severe pain in my hands.
377. Prevention of eviction was the reason for contacting legal aid. Everyone I spoke with was courteous and tried to help. Unfortunately nothing could be done and I was evicted from my home on January 4, 2021. This was all done prior to the expiration of the governors order. I was padlocked out of my home on December 23, 2020 and was unable to get back in until after January 4th and had from 10 am until 4 pm to pack all of my stuff and get it out. I am currently still looking to see if there is any help as I applied for the hop program and was approved for it but the property manager said they would not accept the funds. I offered to pay half and the rest when I got paid and was told I had to pay it all or I had to get my

- belongings and leave the premises. I would like for someone to reach out to me as having an eviction on my record will make it difficult to find another home for myself and my children. Thanks
378. Previous section. I called someone I knew that was an attorney. The assistance was helpful but due to the fact that opposing party was government, my counsel was soon being intimidated and wanted to settle.
379. Reached out for eviction prevention. Wasn't helpful and felt hopeless. I have court coming up in Feb 2021 dealing with the same issue that's gonna impact my rental history.
380. Real Estate Legal Services were sought to finalize the purchase of a home. The assistance was helpful and the purchase was finalized.
381. Real property transactions through my place of work.
382. Recent assistance sought was for myself and others residing regarding the privatization of Public Housing, Greensboro Housing Authority and the LLC Corporations (Gateway Plaza LLC). Because of the privatization LLCs disregard regulations of Housing and Urban Development (HUD), and HUD does not respond to the complaint process. • Lack of Transparency Before, During, and After RAD Conversion - RAD improvements were reported as done but were not • Resident Education about RAD Conversion • Failure to offer payment plans to prevent homelessness as provided in CFR • Illegally charging senior residents in multi-family buildings bed bug inspection fees • Violation of ADA by NOT allowing donated shopping carts to assist resident independence • Violation of religious freedom by not allowing religious services for those home-bound • Resident Organizing, Interfering with Resident Council elections • Resident Grievance Procedures exist but are not adhered to • Failure to insure safe and secure building stating there were no funds for this • Failure to utilize funds awarded for Education and Employment resources and Homeless Prevention Magistrates basically have no knowledge of Federal Register Rules and Regulations on Housing Law and because many residents are not aware of their rights have no voice in the hearing process. When residents do come prepared with proof of their claim's many magistrates disregard and rule on behalf of the Authority. RECEIVING LEGAL SERVICES Legal Aid's (Greensboro) new policy is to instruct those needing assistance to contact the Raleigh office. For an appointment. the Raleigh office directs callers back to the Greensboro. North Carolina Pro Bono Resource centers NEVER responds
383. Record expungement. Applied at courthouse. I was contacted via but haven't met with an attorney in this matter. Nothing has been resolved and it's been about 3 months now.
384. Relatively easy in reference to bankruptcy assistance
385. Remove a file... Or reopen the case
386. rent eviction
387. Rent Assistance
388. Rental assistance due to possible eviction. Resolved back due Rent without legal aid assistance but appreciated the ability to talk it through with an attorney and the follow up call I received yesterday
389. Rental Assistance was very helpful
390. Rental Assistance. Legal Aid. Yes. I turned in the form and was not facing immediate eviction for nonpayment.
391. Reported sexual assault at work but no action was taken so I quit my job
392. Restraint order on someone and I got no help at all
393. Roofing scam on my home
394. Scammed
395. Seeking an appeal because I was denied Unemployment benefits.
396. Seeking legal aid lawyer for a retaliatory eviction and housing authority code violations. Housing authority closed out my case without most repairs being made or addressed, it has taken months due to covid to get any kind of help. With small children I feel it's very unfair to be faced with safety and health issues arising from problems that have not been properly fixed by landlords and continuing to pay full rent without repairs being made for months. I lost both of my jobs due to covid and I am a single mom who may face homelessness due to property owners not willing to keep my rental safe or habitable for myself or my children, I have reached out to several organizations with minimal Results so far.
397. Shelter Plus Care program and 211 not referring or instructing employee to refer to complete law in regards to housing assistance for the homeless. I've TRIED since August to bring this to the attention of your Legal Aid office in Charlotte yet nobody is returning my calls or emails to even tell me they're not

interested. Legal Aid helped me concur that I should have been placed in a Passalong provision in 2004 but didn't have the funds or an attorney who thought it was important enough to stop the systemic DISCRIMINATION to myself or others. I strongly believe that this is why we have a 5000 Tent City/Homeless in Charlotte because when they do their counts they're not checking the hotels either intentional or no longer asked for by the Federal Government who does the main count. I've been technically homeless under the McKinney Vento Act for 6 YEARS now and STILL nobody wants to take action to help a disabled, Widowed mother with two kids both under the Spectrum! I have filed a Complaint with the IG for Social Security with the Passalong and overall systemic Wait-Time Manipulation, like they found in the Department of Veterans Affairs in 2014 had been occurring for decades! Oh I can offer more information, just ask!

398. Social services helped me pay bills lights and rent still need help need getting housing
399. sought legal aid for a divorce sought legal aid for appeal for social security benefits
400. Sought legal assistance for housing issues. NO HELP AT ALL! Intake took the case, Legal Aid denied the help MULTIPLE TIMES!
401. Sought out legal counsel for start up business. Found through referral. The counsel I received was too notch yet costly.
402. Speeding ticket. A friend of mine is a lawyer. He was helpful in explaining my options. I got it waived since I had a clean record, and I paid him for his work. I didn't have to go to court.
403. Still have an open case concerning unemployment and an overpayment. To be discussed
404. still seeking legal assistance
405. Stressful, i had to call around to different places.
406. suing santander after my car was eligible for full loan forgiveness because it was a predatory loan, after 4 months basically ya'll couldnt help me.
407. Tenant/Landlord. False accusations criminal. With the help from legal services. The only outcome was dismissed. My nephew had a beer on the balcony which is not illegal. My dog barked with their immediate removal threat's I got rid of the dog I had for three years from birth. I feel I was targeted since nothing criminal exists. But got the courts attention. Thanks for legal services everything is dismissed
408. The attorneys seem to care less when it's free legal aid I'm not sure how they're being paid but they treat you accordingly. My experience. I had to call for months before I heard anything back about my case, once an attorney was assigned to me he was very nice and seemed to be concerned and attentive to my needs and concerns. He doesn't follow up with me often I always have to reach out. I would recommend Legal aid because maybe someone else may have a better experience than I did
409. the buyer handled it, i just had to show up and sign
410. The help I received was very helpful.
411. The lady came out to my house, she was wonderful! An acception was made for me to have a POA and a Medical POA done last year even though I am under 65 because I was having major surgery on December 29th and I am very grateful that it was done and it made me feel more secure going into the surgery knowing things were taken care of. Thank you so much!!
412. The landlord and management company not making repairs to the house and the floor had been eaten away by termites and was caving in along with mood. I watched the YouTube live for Legal Aid NC. Contacted and completed the intake form. I was transferred to a lawyer. The management company made the repair after 8 months, at the owner's expense.
413. The last time I should legal service was for the will for my son and daughter.
414. The loan co. Didn't request payment(I have overdraft coverage) And balance to prove money was there, plus internal bank codes that are there for 12 years aren't there when I checked my account for dec 2018, and they've refused EVERY cash remedy, to pay back or missing, NO! You can only pay \$ by automatic draft, let's set it up then! Ok it's set Thank you for your payment! Next, end of month "Do you still have my autodraft #S? Oh yes sir and she repeated them to me. Ok, (me) we're good right? Yes sir everything is up to date! GUESS WHAT? THEY DIDN'T SAY OR WRITE ANYWARE I HAD TO CALL IN THIS PAYMENT IN PERSON BY "AUTOMATIC DRAFT" (YOUR WORDS, NOT MINE) JUST USING THE WORDS AUTODRAFT IS MY PROBLEM, I WAS PAPERLESS WITH MY INSTITUTION AND ALL I SAW WAS THERE WAS MORE THAN ENOUGH \$ TO PAY, IT'S ALL AUTO, PAYCHECK, GROCERIES, GAS, MORTGAGE, UTILITIES+++! BUT REALLY, THEY WONT TAKE MONEY'S IN ANY FORM OTHER THAN WHAT THEY SEE ON THEIR SCREENS, ALL THEY

DO IS KICK THE CAN, I HAVE 2 YEARS OF THEIR BROKEN PROMISES RECORDED! PLUS PAPERWORK TO SHOW MONEY WAS THERE, BUT THAT DOESN'T MATTER SIR YOU HAVE TO PAY THIS ONLY I CAN'T EXCEPT BACK PAYMENTS LET TRANSFER YOU TO SOMEONE WHO CAN, 30, 40, 70 MIN ON HOLD THEN CUT OFF, AND EVERY TIME YOU CALL BACK YOU GET SOMEONE ELSE AND YOU HAVE TO START FROM SCRATCH, OVER AND OVER AND OVER AGAIN AND AGAIN AND AGAIN AND AGAIN! IT'S SICK TORCHER TO PLAY WITH SOMEONES HOME! OHHH YEAH! ALL THE WAY THROUGH THEY'RE TELLING YOU THEY WILL DO, BUT DON'T AND "OH WE'RE NOT GOING TO TAKE YOUR HOUSE" BUT WON'T EXCEPT ANY FORM OF REMEDY OTHER THAN THERE'S THAT THEY WON'T SEND A CONTRACT TO! I ASKED A LAWYER TO LOOK INTO IT, THEY SAID THEY'RE STEELING YOUR HOUSE, BUT THEY'RE TO BIG FOR THEM TO MESS WITH! FIX THIS?

415. the most assistance ive got is food stamps
416. The most recent legal assistance I have used was seeking assistance with an eviction. I called legal aid of Charlotte and left a message the next morning I recieved a message from the legal aid team. Due to covid-19 we talked on the phone and we also communicated through email. She was very responsive with getting back in contact with me and I was compliant with responding back to what she asked for immediately. Even though we never met in person she did a amazing job with telling me what is going to happen before I went into the courtroom.
417. The most recent legal seeking experience was with Sarah Hoffman for expungement for one deferred dismissal and one simple assault. She is an excellent lawyer who kept me up to date with the process of the petition for expungement. Mrs. Hoffman was very detailed oriented about my case and thoroughly explained how the expungement procedure operates and what to expect. The assistance was so helpful because of Mrs. Hoffman and her endless efforts brought on by her and her legal aid office my case was expunged. Both the deferred dismissal and simple assault. I'm so excited.
418. There was an issue or clerical error with my unemployment that held it back for 2 months. It took legal aid less than a week to solve it
419. They was very helpful and caring. They helped me with the landlord issues I was having
420. This... is really tiring. I put in a lot of effort and eventually got some good advice, but unfortunately due to my situation the best advice is basically to just "wait it out"
421. To clarify, I trust legal aid attorneys far more than any private firm on any day of the week. I sought legal aid for a landlord / tenant issue in August or September, 2020. It could have been October, 2020. I got the assistance requested and was very satisfied. Attorney Luis Pinto is a treasure to our community. He is patient, communicative and went above and beyond providing basic legal advice. I sought private attorney assistance for the same issue, directly prior, as a covered issue under Legal Resources and it was treated with woeful inadequacy. For example, they should have been in court with me and were not. This resulted in a whole, "Look at the pretty lil lady making a fuss," fiasco. Followed by a judgement and the eviction ban being ignored. I had to beg & borrow from my child to pay the landlord enough to settle down. My blood pressure still is not right and I pay bi-weekly for that luxury. I sought private attorney assistance for a custody matter earlier this month, but unless a windfall occurs I will be required to seek legal aid again for self-help direction & (prayerfully,) representation. The phones have been overwhelmed & last I checked online applications were not being accepted.
422. To update wills and advance directives. Elizabeth Martin was very compassionate and she clearly explained the entire process and each step. I met Betsy when she was with Hatch, Little & Bunn working on landlord tenant law. We both taught at the City of Raleigh's landlord/tenant training, which the City of Durham has as well. We ended up with a notebook that contained all of our important will and advance directive documents, so anyone in our family can easily find it and implement the actions. We had a very positive experience working with her.
423. Traffic ticket online yes solved
424. Trying to find out about my housing voucher increase. No one from GHA responded to my inquiry.
425. Unemployment appeal, I used an attorney in Raleigh that did not give my case the proper attention and I lost the appeal. I had all documentation from the company emails. The attorney was not prepared and acted as if he didn't care in the end. He didn't defend me at all and this is during Covid-19 where there is a global pandemic and no one was prepared and the job didn't have proper PPE and I am asthmatic. The unemployment appeal was ridiculously unfair but what can I do about it we live in an unfair world!!

426. Unemployment Benefits, Still waiting on appeals.
427. Unemployment hearing. My former employee decided to appeal the decision for my unemployment. I received assistance thru Legal Aid and I was very happy with the assistance and we won. I continued to receive my unemployment.
428. Unemployment was saying that I owed 10k in overpayment. Nothing was resolved
429. Unfair discrimination by HOA. We used our family attorney. We let it go per the advice of our attorney.
430. Unfair garnishment of bank account.
431. Unfair termination, went to EEOC and received a right to sue letter but could not find atty willing to help me.
432. Unlawful eviction. I was referred by a court judge. I am thankful for the services because I was able to stay living in My home.
433. Unlawfully evicted 7/18/20; my property was bagged up without permission; my room deposit was embezzled and the landlord lied repeatedly to the Magistrate about the money he still owes me while I was Plaintiff.
434. unpaid credit card , thru legal aid, which i used before for the same thing . great but could have been done differently satisfactory.
435. Very 3
436. Was facing evicition due to loss of my job due to covid
437. Was getting evicted for non payment of rent.
438. Was not able to get assistance
439. Was not for myself, but was for a friend. She is a senior citizen that needed help from legal-aid. She could not reach anyone at the NC Legal Aid Helpline. I helped her contact the local office and they were very helpful.
440. We hired a lawyer to help with will and living will. She was referred by a friend. She did everything requested in a decent amount of time. Only bad thing was unexpected cost for service rendered.
441. We needed legal help in child custody and payment of alimony. We hired a family attorney and it was helpful
442. We received legal assistance with our rent. We were behind two months on our rental free. You helped us obtain those funds from Welfare Reform and the Greensboro, North Carolina Housing Coalition. The assistance helped us stay in our current place.
443. We were under an eviction order from our rental property company. We had missed three payments earlier in the year when the Covid-19 shut down began. We had started to pay our monthly rent again when our income resumed. However, in late November, the property manager changed and we were told the total amount due must be paid. It was for 3 months rent from earlier in that year. We had to ask our employee for a loan. The sheriff was coming to lock us out of our apartment the next morning. Our employee loaned us the money, and now we are paying back \$400/check until the full amount is repaid. But we did get to stay in our home. It was very frightening. Our employer gave us contact info to NC legal aide, and I also had reached out to them in the event the apartment manager would not accept the full payment and wanted to evict us anyway. They were very helpful and supportive. We are falling behind again due to paying back the amount we borrowed. We are hourly paid people. We don't have excess money. We pay rent, utilities, phone service, insurance, car loan, and a furniture payment (that we actually can't even pay now and will be returning within the next week). But we live paycheck to paycheck. We don't have a TV. We buy books at a local used bookstore for our entertainment, which is actually quite nice- so I'm not complaining. My point is that we live a modest life. Still have one child in college living at home. My full-time hours have not returned, and I don't feel comfortable claiming unemployment and putting undo pressure on our employer who was gracious enough to help us. The cut hours were not their choice or fault. We have no bed (I hope this is truly anonymous), except for our daughter in college. My husband and I crash on the sofa. We decided to return our sofa to the rental store this coming week. We can't seem to get ahead with these high interest arrangements, so we are going to get an air mattress and try something different until our income gets restored.
444. when I had Housing assistance
445. When my landlord put me out no I did not get the help

446. While I was obtaining cancer treatment due to the contamination of my home by Nationwide and could not live in my home, my home was vandalized, robbed and squatters took over my property. Legal Aid offered to help but I ended up alone in the eviction hearing. Having been tutored by Legal Aid's Ms. Lockett, I prevailed. Ms. Lockett indicated that Legal Aid might represent me in an "Exploitation of Elderly" case, but I have not received any contract for services for this.
447. will, poa found help from legal aid
448. wills made for us. very helpful. we sign the papers thursday
449. Wills, power of attorney,
450. With a disability claim
451. With the speeding ticket i paid my fee to have it taken off Car accident, the lawyer is representing us bc it wasn't our fault, still underway, no results yet but happy so far with the provided assistance
452. Without a lawyer my son would have never received a favorable decision regarding his disability. We had been working on this alone since 2008, with no happy ending. Grateful for his lawyer.
453. Worked with an estate planning attorney to create a will. I was referred by a co-worker, the cost of the service was covered by my employee benefits. It was a bit time consuming but helpful.
454. Workers compensation yes it was helpful google on line I'm still seeking assistance with it
455. Wrongful eviction case. Won the case with prejudice.
456. Wrongful termination. Got legal help by looking on line. Legal aide helped me in my case. We won the case.

## What other things would you like us to know about your experiences in seeking legal advice for non-criminal matters?

1. 211 has not been of any help, no matter how many times I have called or what I needed help with. There needs to be more assistance for those of us that legitimately need help for various reasons and have no money for the extremely high legal costs. I have been told that if I was a defendant and needed assistance I would get it, but if I was not the one at fault, I could not get help. This makes absolutely no sense. If I need help because of something someone has done to me and I have done nothing wrong, why can I not get help? When I needed help with pursuing child support from an absent and abusive "sperm donor," I was told by legal aid that I could not receive help. No attorneys would help pro bono. I was devastated. I had to depend on the child support court workers. They were kind and tried to help, yet the judge was prejudiced against me. The defendant had a family friend attorney who is in politics and friends with the judge. They hung out in the judge's chambers before my case was heard. I am of a different race from the defendant, his attorney and the judge. The judge was extremely cruel to me, as was the attorney. I spent a lot of money making and providing three copies for the past three years of receipts proving I had taken care of and provided for my daughter, as demanded from the judge. None of it was included. The defendant's attorney argued everything, using the copies I had to pay to provide for him and the defendant to nitpick and argue. I got no money toward the cost of those copies. The defendant perjured himself on the stand, saying he had provided help and money to me, as well as my daughter. My teenage daughter was not allowed in the courtroom nor to testify. The defendant was not required to provide proof of any of this. His attorney argued that all of my receipts were clothing for me and not my daughter. He argued a teenage girl would not shop at stores that I could also shop at. He argued her undergarments I provided receipts for, were for
2. Access to this information and help is not made available for those who need it most.
3. After seeing the broadcast on the local news channel I reached out to get help after being evicted during this pandemic and an executive order to stop eviction and still come up empty and to be told that you can't help me was very disappointing considering the fact that I sought legal representation before I was padlocked to the streets and since being evicted my have been living in a hotel so we're basically homeless thank you for nothing
4. Although there are a variety of services, I have found that what I was actually looking for legal aid doesn't always offer help with. However, I was able to find at least one thing that I could get help with. For a single mother if I needed help with child support or custody it is a struggle to try and pay for legal help and I wish that those type of services would be offered.
5. An attorney by the last name of Hightower had taken my case then I feel like they did the best job they could and there was just no other avenues or resources for them to look into it for myself and even in the end of the case afterwards they tried to help me with some housing and things and it was just nothing was in my grasp
6. As a person with some means, my own experiences with lawyers are radically different than many of the pro bono clients I work with on a regular basis.
7. As I stated I am very pleased with legal aid
8. At this moment i need a lawyer fot two different issues. Unemployment has stopped my payments but has not cut off my claim even tho i have proper documentation that i am supposed to continue receiving it. And my car loan company is trying to repo my car tomorrow for a payment that they confirmed that i could make on the 1st of Feb.
9. Be patient with clients especially during this Pandemic
10. Being able to access someone to correctly and properly present accurate, certain, detailed, and correct informations exhibits and or materials as to matters of importance and issues relative to gaining expert assistances.
11. Breach of contracts
12. Cases shouldn't be closed if trail court date hadn't been given.
13. Contact legal aid 1st
14. Cost is almost always the issue, with everyone I know.
15. Costs alot

16. Could I in fact have taken care of the situation myself. The legal system seems like a country club and you need a membership to play.
17. Cual es el porcentaje que un abogado debe cobrar?? A mi yerno le estan cobrando el 30% tuvo un accidents lo chocaron, daño collateral, el auto que chocaron lo choco a el. El abogado le dijo q tenia q ir al quiropractico y le dio la tarjeta donde debia ir. El abogado es La Torre tiene su oficina en la Spring garden av en Greensboro. Pienso q los abogados se aprovecha cuando vrn q el cliente no tiene educacion y no sabe sus derechos.
18. CURRENT ISSUE This issue is a current concern. I am an outspoken advocate for residents in the building and was asked to run for resident council. I was removed from the ballot the day before the election with no explanation and my official challenge (in writing) has not been acknowledge. Instead, they issued me eviction papers for a rental amount from last year when I was employed. I reported the employment in August and my re-certification was not completed until after the position ended. The failed to process the change in the required 30 days and tried to retroact back five months. I have sought legal advice on the interpretation of Federal Register Final Rules, GHA Admin Policy and HUD CFR 964 from several Greensboro "housing" organizations, LegalAid, and ProBono resource, with no success.
19. -Current legal aid website/phone direct consumers to Ask an Attorney which charges the indigent \$5.00 for useless information and an additional \$60 when they refuse to accept cancellation of their services. This is shocking for those expecting Legal Aid.
20. Discriminations are absolutely real
21. Divorce
22. Do better. In my case she couldve helped me file for bankruptcy. She did nothing
23. Do not always know when a lawyer can help
24. Do the right thing, y'all.
25. do your diligence. if someone tells you they were a CA resident at the time, make sure you can actually help them, that you're allowed to practice in both places.
26. Don't have any
27. Email is a very accessible means of communication for folks who don't always have reliable cell phone service (rural areas/cost/etc).
28. Es todo
29. Even though we didn't get the issue resolved i will still use legal aid again in the future if i ever need them. They have great people working there. They will go far and above to help their clients get down to the bottom of whatever is going on. I highly recommend legal aid to anyone who can't afford to hire a lawyer. If they can't help you they will help you find someone who can get to the bottom of what's going on with you or your family.
30. Everything has been good
31. For me, everything went well. I was assured by my lawyer that we would win our case based on the evidence I collected.
32. Free legal aid is very much needed in the community!
33. Got ignored all the way
34. Gracias por su trabajo
35. Great customer service and they actually cared
36. Having cultural tolerance can be a huge factor me as well
37. Hust want my case to be handle with care and as smoothly as possible.
38. I am 42 years old, and like with any disease it affects everyone differently,. Some days I feel I can work, but then even cleaning I over due it, and end up in pain, and in the bed for a couple days. I have no income except what my children help me with. I need my disability. I really need to get my divorce, and see what can be done about this money I owe the Government, and IRS....
39. I am grateful for people like you
40. I am hoping that having legal aid will speed up my recovery process from hurricane florence
41. I am not always very organized or able to Focus and lawyers ask for so much paper work and proof where I can never remember where it all is
42. I am very surprised at how lawyers claim to have a passion for law but in my experience the passion has been more about the money that goes into their pocket rather than helping people navigate the legal

system. Fees are astronomical and the average person cannot afford them and need legal help. When you are struggling to pay living expenses there is no way you can afford \$150+ an hour for an attorney.

43. I appreciate all the help.
44. I appreciate the help I received from the NC legal aide, even though we only asked for advice. It was still a comfort to be treated as a human being. I have great respect for your organization.
45. I believe I've been fully forthcoming in divulging all the details of the matter that rests on my heart at the moment.
46. I believe lack of education is the base of all problems. More services that offer education in our community is needed.
47. I believe some cases need to be more of a priority
48. I called legal aid but they said the same thing about the lack of new medical and psychological evidence and I cannot afford to pay out-of-pocket for doctors and psychologist. The system knows this and they are using this against me.
49. I can't think of anything.
50. I contacted every agency I could to get assistance for a Senior. It took two years of going from one agent to another. It should not have taken two years to find the NC Legal Aid. A lot of other people would have just given up.
51. I don't have anything to add at this time.
52. I feel because it is a free service you don't really have an option to a good or different attorney
53. I felt in good hands with Mrs. Hoffman and her legal team, this has been one of the best experiences with any lawyer. I had sought out a lawyer for credit repair it was a little confusing and I never did submit the paper work to the credit collections agency. A lot was going on at the time. I really want to restore my credit.
54. I find recommendations from friends my first option. I had a wonderful attorney for my divorce in 2001.
55. I found all the help I need through legal aid
56. I had a very good experience
57. I have been trying to get legal help with my my who has Dementia. Spoke with a lawyer with legal aid that didn't talk like they didn't want to help me. He states he only do living wills and I needed power of attorney for medical for my mom.
58. I have been very fortunate. The peace of mind is priceless and I haven't had to pay.
59. I have been victimized as a victim of a violent crime in the custody trial. There's been lying on the stand and my word Doesn't have to be taken it's contradictory to previous testimony HELP ME PLEASE I FEEL SO HELPLESS
60. I have eidetic mind. Kept excellent notes . Have a good memory, I think I do repress awful or wrongful experiences . I have severe ptsd
61. I have learned that lawyers will try to overcharge you, they will lie if you report them to the bar, it's best to keep a detailed record of all interactions with lawyers, sign a contract with the lawyer, never pay in cash, and always a witness when speaking with a lawyer or record the conversations.
62. I have lived for 26 years in US. I have never had such housing problems as I have had in NC. Please hire more legal aid attorneys to help people of low income.
63. I have memory issues so I don't always remember thing right away.
64. I have none
65. I have noticed that lawyers in my county will not help people in county unless it is a criminal matter. People in Wayne county have to contact attorneys out of county to get any kind of free legal help.
66. I have tried to file a gender discrimination law suit with EEOC. Still have not heard anything.
67. I have used Legal-aid of N.C. twice, they seem to always get back to me in a timely fashion. And told me to call them back if I needed further help before the matters were totally closed out.
68. I honestly didn't think that nowadays, still was a Wonderful Group of people that after Studying so hard for years. Would Genuinely care for people that couldn't effort to pay thousands of Dollars for their help. The Staff and 100% Support, Education and Knowledge of Legal Aid of NC and Mr. Luis Pinto gave us Faith, made us feel Safe and help us tremendously with everything we were going thru. I can't tell you enough how Grateful my Dog and I are for his help. He came from far on a freezing Snowy day to help me. To go with me to Court. I thank God for this Institution and Attorneys like Mr Luis Pinto. Thank You.

69. I have no other problem with a lawyer.
70. I just feel that I was not given the advice needed to proceed with my case and may have to start all the way over after three years.
71. I just think that things should be more clear and available. Maybe use students to help answer small questions that people may have and provide referrals for the larger issues.
72. I know in our area there is no agencies here that advocate for our special education and disabled students. You can see that the school district isn't scare of following theblaw because no one is here putting pressure on them and holding them accountable.
73. I know lawyers are over-whelmed that take on pro bono cases. But, factually after Black Lives Matter movement, NOTHING has changed in 1964 Civil Rights Act for people of color. I want lawyers to TREAT poor people just as equal as paying RICH clients. THE LAWS and LEGISLATION needs to change so LAWYERS can have a willingness to represent people in discrimination cases. Also individuals can self represent themselves in *pro se*, plaintiff cases if our Laws in the Constitution were AMENDED to actually reflect BLACK LIVES MATTER written in General Statue CASE LAW.
74. I know the legal aide is limited, but it would have helped to have more participation, rather than just telling me what to do.
75. I need a place to live. I need to have both a living will and a regular will and maybe a power of attorney given to someone in my family.
76. I need a settlement in my favor. but I have no earnest money anymore.
77. I need to change my alimony arrangement. I can't pay but my ex is hounding me to pay. I shouldn't even have to pay except for my attorney didn't fight for me, I did nothing wrong that would make me legally forced to pay.
78. I once hired an attorney who went bankrupt to avoid paying me a settlement.
79. I put my boyfriend out in Nov.2020 he caused a lot of damage to my property/personal items and I am seeking money for my damages . I latter found out that ,He has done time for a previous assault on a lady and her son, and had to wear an ankle bracelet and attend anger management for a year. I need legal aid asap
80. I really don't know at this moment, I thought I was in a new beginning but have found that I am running into the same issues. Apartment management are given to much power and it's very intimidating. I just got out of a struggle sadly it on again. I least I am better equipped with more knowledge. Hats off to the Tenants leadership Academy.
81. I think cost is the main issue with seeking legal assistance. It is difficult to know where to turn for certain matters and whether there are people who can actually help with non-criminal matters.
82. I think we covered most of it.
83. I truly wish lawyers would at least tell you where to find needed help or at least not make me feel like I'm not worth their time to talk to.
84. I was able to get assistance through persistence. I didn't stop looking for help because I knew I had been done wronged by my former employer. I am still waiting for the outcome of my cases, but my experience this far with my attorneys has been very good.
85. I was fortunate to find an attorney, online, to help with my hernia mesh case. If I needed any future assistance with something else, I would call Legal Aid for advice.
86. i was scammed on line and lost my home , my business and approximately 30000 dollars. i called FBI and was basically laughed at !!!
87. I was told by Legal Aid that they couldn't help me unless I had young children. I'm 64, my children are adults.
88. I went to school for Criminal Justice technology.
89. i will always go with a friend or family members referral
90. I work at a senior center in Iredell County and we recommend NC Legal Aid any time someone asks us where can they go for legal advice.
91. I would just like to know that there is this service that helps those of us who cannot really afford a lawyer and can give good advice and expect it to get done in a timely and fashionably manner and also you guys have great respect you call me back and that really means a lot to me by being a single parent and a disabled mother so thank you so much

92. I would love to purchase a home
93. I'm actually still in process with a legal aid lawyer now from Greensboro
94. I'm open to being contacted. My experience has to be a violation of my civil rights. 202 740 2777
95. If the matter wouldn't of happened the way it did I feel like I could of keep it from going to court.
96. If they can re look at my case I would be so appreciative I still have all emails and pictures and everything I need for a case my name is Nakesha Teasley my number is +17043146745 thanks so much.
97. I'm a single father of a 9-year-old so rental and utility assistance is essential for my life and hers. It's important I keep a roof over my daughter's head
98. I'm heartbroken by the behavior of those in the legal community. It's about greed, not about helping. I see now why there is such a negative connotation. Someone needs to take up of the cause of HOA's threatening foreclosure, putting liens on an elderly woman without an income, refusing fees for a year and adding excessive amounts. This has been held over my head for years and not one attorney has fixed the issue.
99. I'm not sure
100. I'm seeking help to modify a permanent custody order (with good reason and significant evidence) but I've been told that legal aid isn't able to help with that and that I'll need to go through a private attorney. I can't afford that and so I feel stuck (or that my kids are stuck) in a bad situation. It would be extremely helpful if this was something that could be addressed by legal aid.
101. In 2010 I sought help for Discrimination in Education and was told by Legal Aid in WNC that it wasn't pursuing because nothing would come from it. I not only filed and successfully mediated for myself but effected an overall statement within The Record at Western Carolina University, their Student Policy, that anyone who has a Documented Disability would be eligible up to 225% to finish their degrees and receive financial aid! I do have a background in being a fully licensed Insurance Agent before disability took me out of the profession, so interpreting law and where to chase the fine print with other Legal footnotes, comes naturally to me after 35 years. It's the Myalgic Encephalo-Myelitis that I have that limits my daily energy and completely exhausts me in stressful situations either inward or outward, that keeps me from being consistent and even that aspect of disability is a discrimination for not just myself but those struggling to recover from drug and alcohol addictions. They're thrown out of programs at one violation often from what I'm told and they have to start all over again at step one in the process when even addiction has degrees of effect on Individual minds. Should I go all the way back and would you all like to discuss Generational Poverty leading to Generational Wealth Reduction? And that wealth is not limited to money or assets but denying opportunity to THRIVE! Another area, why is there no bridge for benefits to be transferred to Veterans DEPENDANTS for WWII whom are caught up in the middle of this generational poverty? Both my Father and my children's late Father's father, were WWII Vets both honorably discharged and had those GI benefits from WWII in education had been transferrable to me there would have been NO DOUBT I would have went to law school at UNC Chapel Hill! Imagine where my life and my children's lives could be right NOW if that should have been equitable opportunity had been there. How about since they're both dead and never ha
102. in each of my experiences I have felt those advising me were able to understand my issues and to do their best for me
103. In my experience, attorneys that I have called are unwilling to assist if they don't think your case will bring in a certain dollar figure for them. I was under the impression that all lawyers are required to do a certain number of pro bon hours in order to keep their license, but when you inquire about payment plans, or even ask if this is possible, because you have a simpler case, you are shut down immediately. It's disheartening, especially if you are low income or indigent. It is the lower income who are most often taken advantage of and preyed upon.
104. In past, I felt Legal Aid wouldn't be Interested in representing me
105. It can be difficult to know what outcomes to expect if you do hire an attorney. I lost my job due to a car accident before COVID and am currently deciding whether to accept a settlement or sue. It's daunting because I don't know how much I could get or how much the attorney should cost. I think this must be common.
106. It has been a pleasant experience so far.

107. It has been very emotionally, physically, and mentally daring dealing with landlords who won't fix repairs issues in a timely manner or not at all.
108. It is difficult to find funding and to find out who to call
109. It is vital service for seniors living on low income. It is easy. Professional. Most helpful.
110. It may have went faster if it wasn't so hard to get through on the phone keep having to call back until I was able to speak with a person about 1 week if not longer
111. It maybe a matter that legal aid doesn't have knowledge about.
112. It seemed as though my case was taken lightly mainly because I had no income due to losing my job during transition.
113. It was an easy process to find help. Without it my family would be homeless.
114. It was helpful to have the Durham Crisis Center and then InterAct be a liaison between myself and legal aid. It made this process less intimidating.
115. It wasn't hard at all and communicating was awesome as well
116. It would be best if the maximum income limit for household of 3 were higher for free legal aid services or discount services.
117. It's dismaying that you divulge so much information with third parties in order to seek out a better life and existence, only to be left behind because of discrimination. Clearly, if we caucasian, the landlord would have handled the mold, repaired the heating and plumbing issues with his home and did the right thing.
118. It's been very helpful.
119. It's busy at this time which builds stress in my situation I just pray for the best and a good outcome.
120. It's hard to know who to trust with so many fraudulent websites and advertisements, if you have little or no money lawyers make you feel you are a waste of time.
121. It's very hard to find the help
122. I've always had a good experience with legal aid and the attorneys and staff are friendly, knowledgeable, and very informative.
123. Just as doctors have to learn bedside manner before dealing with patients, I feel like attorneys should learn and understand how to talk to people facing situations that may be scary or frustrating to them without being dismissive, acting as if their questions aren't important, or being more concerned with keeping conversations timeboxed rather than making clients feel at ease that they are doing their best.
124. Just it's been hard and I tried mecklenburg county bar association referral so far the first referral was more for corporation employment law and not employment discrimination lawyer But still looking for legal assistance and representation
125. Just knowing there is assistance out there for us, who need it
126. LANC's data system is broken. The fact that I can complete online intake, without confirmation email or a record of the transaction, as well as via phone without record IS SCARY. Then, refusing to take a case because it would hurt their win-loss ratio is inhumane.
127. Lawyers aren't often very thoughtful about individual cases and possible ways to approach them. Telling someone who is completely being screwed over that it's technically legally okay for that to happen to them - and then not really doing any work to see if the offending party has a history of being horrible that could reveal inroads to dealing with them? What's the point of being a lawyer and having the power to help people if you won't do that? The landlord company that was persecuting us is HUGE and has a tremendously long list of tenants of former tenants that have been mistreated, and they have set their business up so only three or four people are reporting to one another in a small incestuous circle of unaccountability. A lawyer uncovering the details behind this shadiness would be incredible for so many people they rent to.
128. Lawyers can only do so much when the laws are messed up.
129. Lawyers need to use respect and professional courtesy
130. Lawyers view poor clients with resentment and disdain. And thus the treatment of the case poor people bring to them are handled accordingly. They feel poor people are lazy or are trying to circumvent a system or get over on the system.
131. Legal aid is always there to help and give good advice.

132. Legal aid can be helpful in some instances but in cases of custody issues they seem only willing to assist if CPS is involved.
133. Legal Aid is an EXCELLENT source.
134. Legal aid is excellent and what I'll do is priceless. 1000 thanks
135. Legal aid of NC has been very helpful to me when paid attorneys have said they could not help me I r i did not have a case
136. Legal aid takes a stronger interest in the case than the attorneys on-call who provide pro bono cases.
137. Legal aid was the most helpful! I spoke with an attorney, but their retainer was so high I couldn't afford their services. Legal aid told me everything I needed to know to represent myself, from steps to take to how to dress for court.
138. Legal Aide disregarded an extension of federal housing assistance willing with no other options to continuing with the case. A paralegal did explain it was a case that could be argued in the NC Supreme Court.
139. Legal Services is vital when You are on a fixed income and need legal assistance. I refer Legal Services to people often.
140. Legal Services will Definitely Fight for You
141. Looking for compensary education for Daughter
142. Mainly I think you should know that for the most part people aren't aware of what legal help resources are available. They \*may\* know about NC Legal Aid, but that's not common & even then most people don't really understand what all they do. I've never heard anyone mention any low cost or pro bono legal services other than NC Legal Aid.
143. Make the words in this survey Bigger. Some of us have trouble seeing during the day light. I Would like to know more about child support and custody. Also, I need file suits on some gaoive been playing that don't pay out as promised. It is more than \$5,000.
144. Maybe brochures in places where people seek other human resources.
145. Money if anyone will take case being unheard
146. Money is the biggest issue
147. More frequent communication between client and lawyer
148. Most lawyers discriminate and only help when there is money involved.
149. Most lawyers would not take my case either due to current circumstances or due to location restrictions as many were bound to a certain area and couldn't help me in my area.
150. Most people don't understand the process.
151. My attorney was great he made contact with me very often he kept me informed and up to date. on everything.
152. My daughter is an attorney, so when I need advice she is very helpful in directing me to the necessary organization/agency where I can seek advice
153. My experience is they weren't very helpful.
154. My first accident, & I have not been given the basic information of you are paying for all expenses including healthcare. Chiropractors & or physical therapy, doctor visits too because if you don't have enough money for your visit they will not see you.
155. NC Legal Aid is a scam, they suck!!!
156. need criminal attorney.
157. Never give up
158. Never go to court without a lawyer no matter what it's for.
159. no other input at this time
160. Non at the moment
161. None really
162. None thing.
163. None why talk about something you are not going to be qualified for
164. None. Legal aid does a great job assisting the public
165. Not enough legal advocate to assist in mediation or pro bono vases for simple representation and legal rights explained

166. Not much other than if and when you make 1st contact with the loan agency, don't believe them until you get the homeowner's information! Your there to protect U.S., don't assume what we need then talk to the financial institutions, the last one has me next to foreclosure with my \$ always there, forced modification, refusal of anything but there way, if it's not on the screen I can't accept payment, I have to refer you higher to someone that can! P O O O O F F F F F! HOLD THEN CUT OFF, THAT'S NOT COLLECTING A DEBT! IT'S BLATANT HARRASMENT NOT TO ACCEPT CASH REMEDY!
167. Nothing at the moment
168. Nothing at this time
169. Nothing else
170. Nothing else
171. Nothing else at this time.
172. Nothing I can think of at this time.
173. Nothing. But its always worth it to try to find help.
174. Nothing. You guys have been amazing.
175. Nursing homes get away with abuse even though the diagnosis reveals abuse. This needs to be investigated and the homes should have to pay!!!!!! I am very angry about this. I got legal advise and the attorney said that it was hard to prove without a witness. The diagnosis proved it.
176. Offer state funded attorneys/pro bono attorneys or actual reduced cost for those who cannot afford an attorney, especially in matters of child custody where the costs are unreasonably high.
177. only thing i need help with is affordably getting a name off the deed to my house
178. Overall the experience has been good , however the wsit time can be extremely long. Locsl lawyers want too much money for their services and they seem to be unconcerned for low income needy people. The police, deputies , lawyers, district attorneys all seem to be working with each other especially in small town America. There are still a few liberal judges who protect the weak but are hard to come by.
179. Paralegal was unresponsive to a major reason for my legal situation and I felt she was not being respectful
180. Please council every staff member, every person matters! Not money or status. We will all need help at some time. Even them!
181. Please take time to listen to each person and make each of us feel that our concerns are being taken seriously, even if we cannot get the results we want. Don't sugar-coat what you can't do - give it to me straight AND offer what you can do. Take time to explain the law and the steps that are required. Most of all, thank you for helping my community members who do not have the same access and privilege that I do to quality legal assistance.
182. Record expungement(cost,process,length of process,what charges can be expunged if not all)
183. Since I am on a limited income and most free legal services or organizations don't have the time lor resources to handle the type of issues I might need, it's generally frustrating and pointless in contacting them for help. I still end up in the same position with no help available for what I really need. The intake people and paralegals do the best they can, but usually the lawyers are useless.
184. So many people need help, but it seems the more desperate someone is, the harder it is to find good help. Those with the best intentions are absolutely overloaded with cases. The system's broken...
185. Sometimes it seems like my problem not important enough if I can't pay for the time it takes to just get a few simple answers to know how to proceed.
186. sometimes so many questions are asked and you dont want to divulge personal information
187. That Legal Aide does reach out to help yiou. If they cant help you they will get you to the right people who can
188. That whomever takes my case on will make it just as important as other cases and not get pushed to the side. Showing empathy helps as well.
189. That's all.
190. The attorney should take cases only if they had experience in similar matters. Then it can be determined if they truly will help or admit that they can't and be ok not to make easy money. S/he should engage their conscience and wear the proverbial shoe of their client on their feet.
191. The cost for a child custody lawyer is way too high to afford.
192. The cost of legal and the legal jargon. The cost of legal help and most lawyers don't take payment plans without a huge deposit. The fear that the cost of the lawyer may determine how they represent you. The

- lawyer may not fight for your case if you were a high paying client. Also the understanding of legal jargon. Some lawyers may not have time to explain in detail or in an understandable way for the common person.
193. The costs for some of these services are outrageous. I think as part of their license to practice, lawyers to perform and document free-public legal services (at least 500 hours a year).
194. The experience was good its just that the landord seems to slack off again or doing sneaky things once the case is officially closed. Its messed up that I would have to pay money to file against my landlord because they switched up after they know the lawyers are not involved.
195. The judicial system makes little sense especially when it comes to having 3rd parties involved such as parenting coordinators etc.
196. The legal advice and help that I received from Legal Aid of North Carolina was friendly, thorough, and professional. Thank goodness for Legal Aid, otherwise I could not have afforded to have a lawyer draft my will, durable power of attorney, and medical power of attorney.
197. The legal aid contacted me then disregarded any further help. No call no text no nothing .
198. The legal assistance I received was excellent. Everything was explained as to what would be the steps taken, I assisted and we worked well together.
199. The millennials are going to do great in this field.
200. The only lawyer that would take my case has done nothing to benefit me. My accident was in 2019.
201. The phone system is not good.
202. The process is very complicated, even for a reasonably well-educated person who has navigated complex systems in the past.
203. The process was easy
204. The system needs to be set up better to assist people. Not turn them away after six to seven months. As well have some real referrals for the family,
205. The time limit on the phone you wait for someone to help
206. The whole system is flawed from the ground up
207. there are so many other things to spend time doing instead of trying to get a single dollar from this government. hell just give all our tax money to iran or some shit
208. There's been times non communication due to couldnt afford cell phone- was evicted so could not communicate back and forth.
209. These are serious matters and effect the lives of more than those directly invovled. I believe the Legal Aid system in NC is doing it's best but vastly underfunded and understaffed. The health and well-being of children, individuals, and therefore the whole people of NC, are not well versed in and yet are subject to the legal system of NC. There are often multiple forms pertaining to the same issue and what can or cannot be applied to a certain case does not always mean it was the best choice for the situation.
210. They are very good
211. They have extremely high prices
212. They just seem like its not important enough
213. They need help on custody matters concerning teens
214. They really stood strong to help me
215. This program has been a great help
216. Too much to explain
217. Tried several times to have tax matter cleared with the state of NC and I cannot get help figuring out how much I really owe and how much is just penalties and fees.
218. Was very helpful in a time of need.
219. Was very vague and hard to get in touch with the lawyer who was very cold and unsympathetic
220. We are treated like combatants. Every court document is phrased (blank) Vs. (blank) as if we are at war. Stop it. Someone needs to stop it and start incorporating systems that don't exploit individuals due to their more base forms of hatred for each other. Individuals or institutions or governments or corporations. We are all truly all in this together. There is no "Vs.." Our legal system needs to acknowledge harmony and unity that is required to get anywhere solid. I want a system of support that would encourage us to be understanding of one another.
221. Wealthy people with access to legal advice and representation enjoy a controlling advantage, which is unfair, and the root of many social problems.

222. well i wasn't going to go there my mother was a victim of nursing home neglect she suffered several incidents at the hand of staff etc even though i had health poa i had no say until the last 12 days of her life i met with 2 different lawyers n the first one did nothing stringing time along the second said nothing revelant also my mother was at cone heartland on CHURCH street april 2015 she went there for rehab n she suffered until her death mental abuse put on antidepressants respiratory arrest sent to er at cone hospital the doctor said she was no code n listed as hospice patient my mother said she didn't know he said get her out they not taking care she talked to staff there they informed my brother n i before team meeting your mother said she not leaving she's staying here then bleeding from rectum a nurse had told me week or so before how she had to go up high n dis impact stool from my mother she had baseball size blood clots heavy hemmorsghing given blood in hospital for week colonoscomy found a tear in rectal wall area then i found her i have pics no oxygen on in wheelchair gasping for breathe her o2 machine off tubing on floor no water in vapor bottles her phone on other side of bed i had been calling her #n calling nurse station no answer i let myself in front door no one in sight no one on hall i push call button cna say she was down hall my mother short of breathe n labored said help me get into bed then next morning i check on her before i leave 2 cna say they will get her up o get home pull up in my driveway 20 minutes later that she fail she ended up with broken ankle n 3 weeks went by before anything done her foot was turned in by then she never walked again or pivot or bear weight i have pics of her soaked in feces n piss bedsores n in pain when enduring the hoyerlift then i got a call that she fell forward out of the hoyerlift when one not two were transferring her to the wheelchair she reinjured the ankle walked again i called t
223. What my rights are
224. When i did seek help from attorneys in the past for police misconduct, they didn't want to take my case, so I felt like i was not important. Also, I didn't have any money for an attorney so I let it go.
225. When I had a case settled, the person whom the case was against did not fulfill his end of the settlement so I did not recover my investment
226. When someone calls the NC Legal-Aid Helpline # 1-866-219-5262, it can be very difficult to navigate the menu correctly in order to reach the department needed. The choices should be more straight-forward and easier to understand. For example, if the caller is a a senior citizen, and they needs help with Foreclosure or mortgage related issues--they may not understand they need to press the option for 'HOUSING' The menu is intimidating--especially to senior citizens or someone with a lower education level. I know people who just hang up instead of calling back or continuing to try to reach a 'person'. And most senior citizens do not know about the Senior Law Project in Asheville, The phone menu for their # 877-579-7562 is easier to navigate--but only if someone has passed along the phone # to them and encouraged them to call if they are a senior citizen. Also, on the legalaidnc.org website--there is an option to leave a written message--and someone will contact them back in several business days. I know people who will not leave a message--because they need to talk with someone more quickly.
227. While working for the Dept of Aging in 2013, I saw Legal Aide representatives attend conferences to be available to help attendees. Typically, they sat eating donuts and coffee rather than mingling among the conference attendees seeking people to represent. They did not seek out people to help. What a waste of time. The ones I talked to left the conference without having helped a single person or obtaining a future case to pursue.
228. Yes
229. You are looked down upon for going to seek advice in some cases