

APPENDIX D: Community Partner Survey Report

Background

During the course of the legal needs assessment, the evaluator requested community partners who were interviewed to also complete a survey that asked what legal cases should be prioritized by legal aid, barriers to legal aid, and suggestions to mitigate those barriers. One hundred and four (104) community partners either completed the survey verbally, via survey link, or on paper.

Results

Legal Aid Priorities.

The community partners observed the need for family law, housing, and Native American/Tribal Law. Figure 1 summarizes the top fourteen (14) ranked case types. Table 2 lists all cases that were noted in the survey results with the corresponding number of respondents.

FIGURE 1: Suggested Legal Aid Priorities

Community partners identified family law cases as top legal aid priorities.

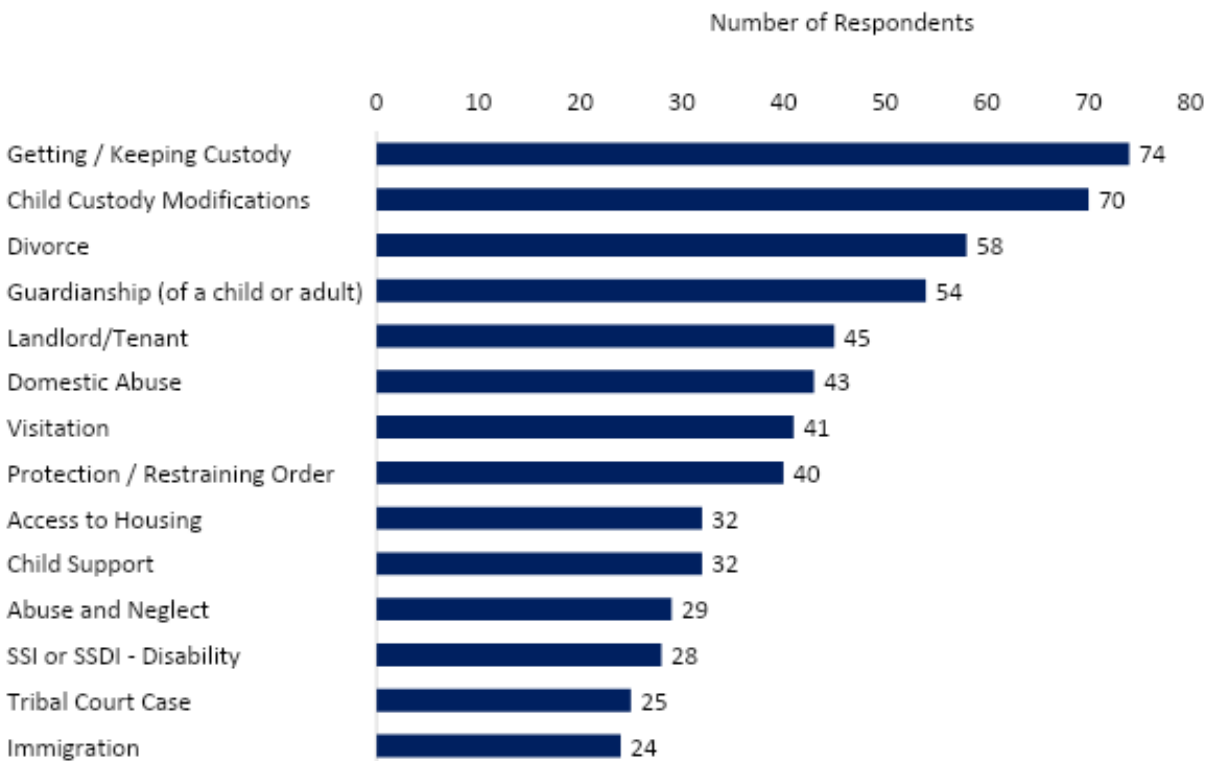


TABLE 1: Legal Aid Priority Suggestions

Getting/Keeping Custody	74	Child Custody Modifications	70	Divorce	58
Guardianship	54	Landlord/Tenant	45	Domestic Abuse	43
Visitation	41	Protection Orders	40	Access to Housing	32
Child Support	32	Abuse and Neglect	29	SSI or SSDI	28
Tribal Court Case	25	Immigration	25	Mental Health	23
Preventing Term. of Parental Rights	19	Probates	19	Wills	19
Debt Collection	17	Rental Repairs	16	Human Trafficking	15
Loan Modifications	15	Elderly Abuse	14	Guardianship	14
Medicaid	14	Truancy/Delinquency	14	Wrongful Termination	14
Discrimination	13	Living Wills	13	Bankruptcy	12
Nursing Homes	12	Sexual Harassment	12	Criminal Record Expungement	11
Disability Rights	11	Discrimination	11	Food Stamps/TANF	11
Medicare	10	Unemployment	10	Disability Rights	9
In-Home Medical Services	9	Retaliation	9	Special Education	9
Utilities	9	Car Fraud/Repossession	8	Children's Health Insurance Program	8
Foreclosure	8	Public Housing	8	Social Security	8
Veterans Benefits	8	Juvenile Discipline/Expulsion	7	Driver's License	7
Criminal Expungement	7	Health Insurance	7	Identify Theft	7
Indian Civil Rights Act	7	Individual Education Program (IEP)	7	Student Loan Debt	7
Emancipation	6	Enforcement of Native American and/or Tribal Law	6	Financial Aid	6
Health Care Access (Veterans)	6	Taxes	6	Bureau of Indian Affairs Probates	5
Contracts	5	Enrollment	5	Licenses and Permits	5
Power of Attorney	5	Private Insurance	5	Real Estate	5
Wages	5	Women, Infants, and Children's Benefits	5	Employment (Veterans)	4
Insurance	4	Native American/Tribal Law Studies	4	Adoption	3

Client Barriers. The survey listed barriers that prospective clients may encounter when trying to access legal aid services. The community partners were asked to check all barriers that apply based on their observations.

TABLE 2: Client Barriers

# of responses	Barriers to receiving legal aid
37	Legal aid could not take the case due to time/resources.
32	They struggle with understanding the legal process for their particular issues.
29	They did not know there was legal aid.
26	They did not understand what legal aid services were available.
22	They do not have a computer.
22	They could not drive to the legal aid office because they did not have a car or a car that works.
19	Their mental health or physical disability prevented them from utilizing legal aid services.
18	Legal aid could not take the case because it was not an eligible case type.
16	They struggle with communicating in English, especially about their legal issues.
14	Legal aid could not take the case because they were over the income or asset guidelines.
13	They do not have a telephone or cell phone to call legal aid.
12	They do not know how to fill out the legal aid application form on the computer.
11	There was a conflict of interest.
11	The nearest legal aid office was too far away.
8	It was too difficult to call or visit A2J, DPLS, or ERLS during the hours their office is open.
7	They were nervous to call legal aid.
7	Legal aid could not take the case because it was out of their service area.

Suggestions for Improvement. The community partners were asked to check a list of options that legal aid agencies should do to improve the delivery of free legal services in South Dakota. Table 3 summarizes the responses.

TABLE 3: Suggestions

# of responses	Suggestions to improve the delivery of legal aid
48	Hire more legal aid attorneys
29	Market their services
17	Expand organizational capacity
16	More private attorneys providing pro bono services
14	Educate private attorneys
8	Educate prospective clients
8	Expand client eligibility
6	Fundraise