Vermont
Crime Research Group & Center for Crime Victims Services
Partnership to Enhance Victims Services

Final Report on the Vermont Legal Partnership
Performance and Outcome Measures

Submitted to:

Justice Research and Statistics Association

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Introduction

Crime Research Group, Inc. (CRG), Vermont's Statistical Analysis Center, (SAC), and the Vermont Center for Crime Victim Services (CCVS) partnered on the VOCA-SAC Partnerships to Enhance Victim Services Request for Proposals to collect and analyze victim-and victim-services related data in Vermont. The purpose of this project was to enhance the capacity of CCVS and the local legal service providers to use data and empirical evidence to improve services to crime victims.

The State of Vermont is unusual as compared to many other state victim programs in that CCVS, the state VOCA administrator, oversees a full array of state and federal grants that support victim services while also managing several direct service programs, including Victims Compensation and a special restitution fund that primarily benefits victims of property crime.

CRG is a non-profit criminal and juvenile justice research center that provides SAC services to Vermont. CRG collects and analyzes criminal justice information; produces general information and statistical reports on crime, criminal offenders, victims, and the administration of justice; provides technical assistance to stakeholders; and assists with the development of evidence-based criminal and juvenile justice systems.

This project worked with a specific group of VOCA Assistance subrecipients: the Vermont wraparound legal network called the Vermont Legal Partnership for Crime Victims (VLP). The intention of the project was to promote and expand data collection beyond the Office for Victims of Crime (OVC) Performance Measurement Tool (PMT), improve victim service planning and implementation in the area of legal services, and identify trends and gaps in the use of legal services to ensure that the needs of victims are met, and improve outcomes. This project proposed using data to identify service delivery gaps, a plan to meet those gaps, as well

as developing, implementing, and assessing performance measures for more effectively using the current PMT data.

Problem Statement

The Office for Victims of Crime (OVC) Vision 21 goals include that "[e]very state will establish wraparound legal networks that help ensure that crime victims' rights are enforced and that victims of crime receive the broad range of legal services needed to help rebuild their lives in the aftermath of crime." After housing, access to legal services comprises the second most significant victim service gap identified in the State of Vermont's 2016 Victims of Crime Act (VOCA) Strategic Plan.

In response, CCVS dedicated an even greater portion of the state's VOCA Assistance formula funds to legal services for crime victims delivered by Vermont's legal service agencies: Vermont Legal Aid, Law Line of Vermont, South Royalton Legal Clinic, Have Justice Will Travel, the Vermont Network Against Domestic and Sexual Violence Legal Clinic, Disability Rights Vermont, and the Vermont Bar Association (VBA) Low Bono/Pro Bono Programs. CCVS also awarded an additional grant to Law Line of Vermont[1] to develop a dedicated telephone hotline and web-based referral system for crime victims and advocates. This centralized intake system, staffed by a trained attorney, provides a timely, efficient response and referral to the VLP partners, or to the private bar where indicated.

The fundamental goal of this initiative is to ensure that all Vermont crime victims have access to high-quality, trauma-informed services to address the legal challenges arising from their victimization in a manner that minimizes multiple intakes with different service providers.

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[1] Law Line of Vermont changed its name to Legal Services of Vermont in 2019 and will be referred to by the new name for the rest of this report.

Likewise, the legal service agencies benefit from referrals appropriately matched to their expertise and geographic service areas. The project is now called the Vermont Legal Partnership for Crime Victims (VLP), and the attorneys funded through the project served approximately1826 crime victims in 2018.

In 2018, VLP subgrantees identified data collection and analysis as a key area for growth and development as the project deepened its work. Each of the legal service providers collect and report data to the Office for Victims of Crime (OVC) Performance Measurement Tool (PMT) which is required of all VOCA Assistance subrecipients. The group expressed an interest in identifying other data points and performance measures that might better reflect the richness of the services they provide and demonstrate the impact of the work. For example, tracking both the types of legal services performed (e.g., eviction defense, immigration, protective order, etc.) and types of legal services declined could help VLP and CCVS identify trends in legal service needs and gaps in specific types of legal services across geography.

The goals of the JRSA/VOCA research partnership was for Crime Research Group (CRG) to work with the VLP and CCVS to 1) determine the data that are currently being collected (including a review of common funders and the additional data that are required for them); 2) use Results Based Accountability (RBA) and/or a logic model process to identify priorities for shared data collection beyond the PMT; 3) develop a "business process" to support direct service providers affiliated with VLP in collecting data in a victim-centered, trauma-informed, efficient manner that maximizes the time available for direct service, and; 4) identify needs and gaps in specific types of legal services.

Method

CRG and CCVS worked with the VLP on data collection, performance measurement, and data analysis as key areas for growth and development as the project deepened its work. The questions posed were:

1. What data is currently being collecting in the PMT? What additional data would be helpful and is available? What data is duplicative across funders?

2. What are the outcomes the VLP is intending to achieve? What data is needed to evaluate/measure the project's success in achieving its outcomes.

3. What are the performance measures for the VLP and legal service project?

4. What is the best "business process" to support the service providers in collecting additional data that maximizes time for direct service work?

To answer the questions above, CRG:

1. Identified the data currently being collected in the PMT.

2. Identified additional data and performance measures using a logic model and/or RBA process for tracking outcomes and gaps in services.

3. Met with the members of the VLP and CCVS to work through the data collection process and performance measure identification for measuring impact and efficiency.

4. Developed a plan for ongoing data collection and analysis for legal services for victims.

5. Developed an agreement with JRSA to engage the JRSA Institutional Review Board.

CRG used a logic model to identify the inputs, outputs, activities, and outcomes for the project. In addition to the logic model, CRG used Results-Based Accountability™ (RBA)[2] to develop the project's intended performance measures and outcomes. This model was developed

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[2] https://clearimpact.com/results-based-accountability/.

by Mark Friedman, the framework was codified into law by the Vermont legislature,[3] and the three RBA questions below are used by some legislative committees when questioning agencies regarding program outcomes. RBA is a disciplined way of thinking and acting to improve the understanding of complex social problems. RBA is also used by organizations to improve the effectiveness of their programs. Developing performance measures helps determine whether a target population, here, victims who need legal services, is better off as a result of the services. The performance measures also look at the quality and efficiency of these services. RBA asks three simple questions to determine the most important performance measures:

1) How much did we do?
2) How well did we do it?
3) Is anyone better off?

RBA uses a data quadrant for sorting and categorizing performance measures. The identified performance measures fit into one of four categories that stem from the intersection of quantity and quality, and effort and effect.

	Quantity	Quality
Effort	How much did we do?	How well did we do it?
Effect	Is anyone better off? (#)	Is anyone better off? (%)

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[3] 2 V.S.A. § 970; 3 V.S.A. § 2312; 3 App. V.S.A. ch. 3, § 79

Results of the Analysis

The first step was to identify the roles of the VLP members. For the purpose of the VLP, Legal Services Vermont and the Vermont Bar Association provide referrals to other VLP agencies that provide advocacy and legal services. VLP partners Disability Rights Vermont, Vermont Legal Aid, Have Justice Will Travel, the Network Against Domestic and Sexual Violence, and the South Royalton Legal Clinic receive the referrals to provide both legal services and advocacy.   The VBA also makes referrals to private attorneys if the VLP partners cannot serve the victim.

VLP Members' Roles:

***Provide referrals*:**

Legal Services Vermont

Vermont Bar Association: sets aside $45,000 to subcontract with private attorneys to take cases when other partners are not able to provide services.

***Provide legal services and advocacy*:**

Legal Services Vermont
Disability Rights Vermont
Vermont Legal Aid
Have Justice Will Travel
Network Against Domestic and Sexual Violence
South Royalton Legal Clinic

CRG met with all seven of the VLP partners to review their data collection systems and the data that they are currently collecting, and to compare the data for completeness, quality, and duplication. After meeting with the VLP collectively and with individual partners, CRG created a logic model based on the information received.

Logic Model for the Vermont Legal Partnership[4]

Inputs	Activities of the VLP	Outputs	Proximal Outcomes	Distal Outcomes
VT Legal Partnership: Center for Crime Victim Services Disability Rights VT Have Justice Will Travel South Royalton Legal Clinic at Vermont Law School VT Bar Association VT Legal Aid VT Network Against Domestic & Sexual Violence Legal Services Vermont VOCA Assistance Formula Funds Vision 21 Goals Grant to Law Line of VT for hotline & referrals	Information on: -the criminal justice process -victim rights/how to obtain notfications Referral to: -victim services -other services & resources Civil legal assistance with family law issues Legal advice &/or representation Assistance obtaining protection or restraining order Notification of criminal justice events Emergency justice related assistance Advocacy/Accompaniment Victim impact statement assistance Prosecution interview advocacy Law enforcement interview advocacy Immigration assistance Restitution assistance	Referral Process: Referral sources tracked Referral dates recorded Client outcomes achieved: Likert Scale developed for tracking achievement of client outcomes. Clients Satisfied: Client satisfaction survey delivered, recorded, & reviewed by VLP VOCA PMT alerted that the PMT doesn't track legal services well. Recommend update to PMT or data dictionary developed for legal services data entry. Protocols are developed for referring cases back to Legal Services Vermont that include timing of referrals & triage for cases. Gaps in services are collected by Legal Services Vermont with help from the VBA.	Information on the source of referrals to ascertain if the project's case flow is operating as intended, e.g. most referrals are from Legal Services Vermont to other VLP partners. Clients' needs and outcomes are identified. Gaps in legal services are identified.	Clients outcome(s) are achieved. Clients are satisfied with outcome of their case. Clients are satisfied with the services received from the VLP partners. PMT or VLP tracking legal services.

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[4] A Logic Model is a way to describe the plan for a project. The chart is read column by column.
The Input column is what goes into the project - in this case all the agencies that make up the VLP.
The Activities column is all the services/activities that the VLP offers to victims.
The Output column is what the VLP has to do to be able to measure the outcomes in the next two columns.
Proximal outcomes are what can be achieved in the short term (in the JRSA/VOCA project) and
Distal Outcomes are what can be achieved in the longer term.

1. <u>What data are currently being collected by the Performance Management Tool (PMT)?
   What additional data would be helpful and are available? What data are duplicative
   across funders?</u>

The case management systems of all the partner agencies were reviewed with the attorneys and clerical staff who manage them. Three partners used spreadsheets to manage client data and reporting requirements under this grant. Four partners use databases and have the ability to modify them to address their own needs.

The PMT is just one of many grant reporting tools the partners are required to use. One agency has 29 separate funding streams, and even the smaller agencies have multiple funding streams. All of the agencies are required to collect data for their reports. It was important to the VLP partners that this project not add to the weight of data collection and reporting but still capture relevant information. CRG found that the VLP partners all collect an enormous amount of data including data on types of legal services provided in each of their databases or spreadsheets. However, the partners expressed dissatisfaction with the data collected by the PMT in that it does not adequately capture the legal services data. PMT was originally set up to capture advocacy services; it appears that it has not been updated for legal partners' services. For example, one data point is whether the attorney accompanied the victim to court. This question makes sense for an advocate - where advocacy work may include support in the courtroom. Attorneys, however, do not "accompany" victims to court, their presence is required by their role. Other examples are where and how to capture the initial intake call with potential clients or providing information about family court or the civil process.

As CRG worked with the individual partners it became clear that they are frustrated with the PMT data collection process. They are actually collecting the legal services data but cannot upload it to the PMT because it is not required or requested as part of the PMT system.

What is not collected by funders, but collected by some partner agencies, is client opinion relating to the services received. Currently, the VBA, Legal Aid, Legal Services Vermont, Disability Rights of Vermont, and the South Royalton Legal Clinic use a client satisfaction survey. CRG recommends that client satisfaction surveys be shared among the partners and implemented by all VLP partners. Some core questions should be standard across the various surveys. A sample client satisfaction survey is attached.

2. <u>What are the outcomes the VLP is intending to achieve? What data are needed to evaluate or measure the project's success in achieving its outcomes?</u>

When a client engages with legal services he or she is seeking a specific outcome or set of outcomes relating to civil law or criminal law. Whether or not these client outcomes are achieved is a simple and solid measure the VLP could be recording. The legal issues and related work addressed by the VLP are extensive and it is important to the VLP partners that this project not add to the weight of data collection and reporting but still capture relevant information, therefore, it would be beneficial if the PMT is updated to include legal services information.

Goals identified by the VLP included streamlining the process of connecting victims with appropriate legal services, providing appropriate legal representation, and assisting the client in obtaining desired outcome(s). During interviews of the partners, challenges related to these goals were identified and some anticipated performance measures were eliminated. One eliminated measure was "days from referral to first client contact." This measure was considered as a proxy for how quickly a victim was able to connect with an attorney. Data collection practices in the partner agencies make this measure unfeasible. For example, the South Royalton Legal Clinic relies heavily on students to connect with clients. Although the clinic uses one system to collect information on client contact, students use of the system is inconsistent,

resulting in no accurate gathering of relevant information. As such, it would be impossible to measure how soon after a referral the client was connected with an attorney.

Another issue is the difference between attempting to contact a client versus actual contact. Attempting to contact provides information on the partner's efforts, while actual contract can be significantly impacted by the client's response time. Not all VLP partners track attempted contacts which is the easier measure for data collection. A victim may not be readily available for an actual contact, may not respond right away or at all, and therefore, the number of days from referral to actual contact could vary significantly and provide a meaningful measure.

The first performance indicator that the VLP can measure is the effectiveness of the referral process. Clients can engage with the VLP in one of two ways. Clients can call Legal Services Vermont and be referred to a member partner who has the needed expertise, or a client can engage a partner directly. If there are needs that the partner cannot meet, the partner then refers the client directly to another partner or to Legal Services Vermont. It is possible then that one client with multiple needs could have multiple attorneys stemming from one victimization. For example, the Network Against Domestic and Sexual Violence could be tasked with handling the relief from abuse petition, Have Justice Will Travel could be handling the divorce, and the South Royalton Legal Clinic could be managing the issues regarding immigration status. This makes it impossible to track unique clients that are being served by the VLP as information sharing about clients is limited by client confidentiality and no unique client identifiers are used.

All VLP partners are able to track referrals and dates of referrals. Discussions with the partners yielded two main areas for data collection and potential evaluation. The first is to measure the referral process. If all partners record the referral source and date of referral, this would allow the VLP to track the flow of referrals. CCVS awarded additional funding to Legal

Services of Vermont to develop a dedicated telephone hotline and web-based referral system for crime victims and advocates. The development of this centralized intake system was to provide a timely, efficient response and referral to the other VLP partners or to the private bar when indicated. If a majority of referrals are coming from the partners and not the Legal Services of Vermont, then the system is not working as designed. Tracking referral sources and dates of referrals would help determine if the goal of streamlining the process of connecting victims with appropriate legal services is being achieved.

The second performance indicator is to develop a process to measure achievement of the outcome and client satisfaction with the outcome. This could be operationalized in two ways. First, data collection systems could be modified to determine if a client's needs were met based on the attorney's perception of whether the outcomes were achieved. Using a Likert Scale approach, the attorneys on a case could indicate whether the outcome that the client was requesting was: 1. Not applicable, 2. Not met, 3. Met somewhat, 4. Substantially met, 5. Completely met. For example, a client may wish to delay eviction for a few months and the representation is successful in doing so. The outcome is such that the victim is still evicted, however, the client's needs were met – eviction was delayed for a few months – and the outcome of the case deemed a success. This would be coded as client outcome was "completely met." If, however, the eviction took place within week of referral, then the client outcome was not met. Focusing the outcome measure on the success or failure of legal services to satisfy the client's initial reason for engaging in services, ensures that the VLP receives the feedback it needs to assess services.

Second, a client satisfaction survey should be utilized by all partner agencies with a common set of core questions. Survey questions can focus on the achievement of client

outcomes and satisfaction with the legal services. The responses would provide an indication of clients' satisfaction with the outcome as well as with how they were treated by the partners. The VLP could review the data from the surveys periodically and use client satisfaction as one solid indicator of performance. An example of a client satisfaction survey is attached to this report.

When the partners were asked about reasons for refusing or declining cases, there was agreement if a VLP partner is not appropriate for the services being sought, then the referral is made to the Vermont Bar Association, which may find a private attorney to take the case. As more cases are passed on to the VBA, it becomes more challenging to place them all with private attorneys. Sometimes capacity has been reached with the number of private attorneys available to take cases and sometimes it can be a function of the time of year if attorneys are on vacation. The VBA is constantly recruiting but there are still not enough attorneys to fill the need. In the absence of a private attorney to take the case, the VBA sometimes sends the case back to Legal Services Vermont for a phone consultation but is unsure how long to wait before doing so. Protocols that address re-referrals to Legal Services Vermont, including the timing of the re-referral, would help keep the cases moving. The VBA is willing to help Legal Services Vermont track gaps in services when there are not private attorneys to take the cases referred by the VLP. As the VBA has waitlisted cases that were unable to be placed, they have identified a second issue that could be addressed by the VLP. There is currently no process to determine the merit or relative merit of cases for priority processing. The VLP could develop a triage system to prioritize cases needing immediate attention, examples include: stalking cases versus sexual assault cases versus contingency fee cases where fees would be available on settlement or after trial, and also considering the cases that have a hearing within days. This would help manage the wait-list at the VBA.

Results-Based Accountability (RBA)

VLP partners can use a simple RBA quadrant to report out on the performance measures and outcomes for their work to answer the questions "How much did we do?" "How well did we do it?" and "Is anyone better off?"

	Quantity	Quality
Effort	How much did we do? # of referrals # of cases placed # of clients' needs identified # of cases not accepted	How well did we do it? Referral source identified & used to track project's process. Date of referral recorded. Clients' needs identified / Client satisfaction survey handed out to clients, collected, & recorded. Client satisfied with the treatment received from the partner. Client outcomes identified / Likert Scale used to record achievement of outcomes. Gaps in services recorded and reviewed regularly by VLP. Triage system developed for managing referrals not immediately placed with a partner.
Effect	Is anyone better off? (#) # of clients satisfied # of outcomes achieved	Is anyone better off? (%) % of clients satisfied % of outcomes achieved

Using the quadrant is an easy way to provide information to others about what was accomplished. All VLP partners can answer the questions: are the referrals coming from Legal Services Vermont as intended, were the surveys handed out to clients, collected and record in the system, was the Likert Scale used to determine whether or not the client's outcome was achieved. These are important measures for determining if anyone is better off.

For example, by collecting the information in quadrant two to answer the question "How well did we do it?" the VLP will know if the clients are satisfied with their services and in answering the question in quadrant four "Is anyone better off?" the VLP will know the number

of cases where client outcomes were achieved, regardless of the type of case. Both are important measures.

3. <u>What is the best "business process" to support the service providers in collecting additional data that maximizes the time for direct service work?</u>

Because every partner has the ability to modify data collection methods in-house, partners should add the minimal modifications. The fields are: referred by, referral date, and the Likert Scale for meeting the client's needs. Additionally, it is recommended that Have Justice Will Travel use the Empower database with the module for reporting on the VOCA grant, as well as other features that will make data collection easier than the spreadsheet system currently in use. The South Royalton Legal Clinic and the VBA also use spreadsheets to track clients for this grant. As the spreadsheets appear to work well for their needs, there is not a recommendation for change.

Challenges for the Evaluation

1. There is not a way to get an accurate count of how many unique victims are served by the partnership. A victim is counted by any partner providing legal services, e.g., by Legal Services Vermont when it answers the call, by the Network when it handles the relief from abuse order, and by Legal Aid when it handles the housing issue.

2. Attorney-client privilege prevents the sharing of information that would be useful and necessary for non-duplicative client counts but that might not be in the client's best interest. The VLP should continue to explore ways to communicate about clients that do not violate client confidentiality.

Findings:

1. The VLP partners are capturing legal services data in each of their databases and spreadsheets but the legal services data is not uploaded to the PMT because it is not built to capture legal services data. This is a source of frustration to the VLP.

2. If a VLP partner is unable to take the case, the referral is forwarded from the VBA to a private attorney. If a private attorney is not available, the case is sometimes sent back to

Legal Services Vermont for a phone consultation. This would allow the VBA and Legal Services Vermont to work together to identify gaps in services if all cases are not successfully placed.

3. Unique individuals cannot be counted. Because of their various needs it is possible that they are referred to multiple partner agencies for services. There is no link back to a unique client identifier.

4. Attorney-client privilege and client confidentiality create an information sharing issue.

5. The definition of a good outcome is not always clear, e.g., a delay in eviction versus no eviction.

6. The lists of legal outcomes for victim clients are long and very complicated. Too many outcomes or performance measures can weaken or dilute the outcome for the client and may not accurately convey whether or not the client outcome was achieved.

7. A client satisfaction survey and use of a Likert Scale for the attorneys are simple and effective strategies for measuring performance and outcomes.

Recommendations:

1. Request that OVC update the PMT to include legal services to victims or find a way for the VLP to share legal services and outcomes with federal funders so the depth and breadth of services are acknowledged and captured. As an alternative, create a data dictionary so that the VLP understand where to put the legal services data.

2. Partners should add the minimal modifications to their databases and spreadsheets. The fields are: referred by, referral date, and the Likert Scale for achieving client outcomes. Additionally, it is recommended that Have Justice Will Travel use the Empower database with the module for reporting on the VOCA grant, as well as other features that will make data collection easier than the spreadsheet system currently in use.[5]

3. Create or identify common questions for the client satisfaction survey for use by the VLP partners. Client satisfaction is a superior performance indicator and a way to determine if the client ultimately feels that they are "better off."

4. Use the RBA quadrant (or something similar) as a simple tool to report out on common performance measures and outcomes.

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[5] Have Justice Will Travel is inquiring about the Empower database.

5. Track the gaps in legal services through Legal Services Vermont with the VBA's assistance when there are no private attorneys to take the cases referred by the VLP partners. Regularly report out to the VLP to identify trends and gaps in use of legal services to ensure that the needs of the victims are met.

6. Develop a triage system to determine merit or relative merit of cases, improving victim service planning and implementation of legal services.

7. Develop a protocol for the timing of re-referrals from the VBA to Legal Services Vermont so cases don't fall between the cracks.

Policy Implications

The data collected from the legal partners receiving funding under VOCA through CCVS can only be used in a limited capacity to begin to understand the nature and impact of the programs being funded to serve victims of crime in Vermont. Through the VOCA-SAC partnership CRG, CCVS, and the VLP were able to identify areas of improvement in the data collection and analysis process in order to improve the accuracy, relevance, and usefulness of the data regarding legal services provided by these subgrantees. As a result, going forward, enhanced data collection can be used for improving victim service planning and implementation of legal services and identifying trends and gaps to ensure that the needs of the victims are met.

Tracking referral sources and dates of referrals will allow the VLP to determine if the project is working as anticipated and planned. If referrals are not flowing through Legal Services Vermont, the VLP can assess why this is not occurring and whether or not it is a feasible process. CRG established that types of legal services are being collected by each of the partners for themselves and for the project but not being provided to the federal funders. If the PMT could be adapted to include legal services to enhance data collection, the information collected would give a much more accurate picture of the services being delivered to clients. The VLP can also use the recommendations to improve their process to determine if victims' needs are being addressed.

Additional victim-related research will allow VLP and CCVS to determine existing gaps in services, inform legal service planning and implementation, incorporate outcome driven practices into referrals and services, and ensure that victims' needs are met.

During the VLP meetings the final report will be used as a reference to further identify and meet the legal services needs of victims, and to consider how to best deploy resources.

Partnership between CCVS and CRG

CCVS and CRG have had an ongoing relationship. CRG provides information on domestic and sexual violence cases from the court database to CCVS. In 2015, CCVS engaged CRG to develop a statewide crime victim needs assessment that directly engaged victims and survivors from historically-underserved populations. Currently, CCVS and CRG are on the Advisory Team for the National Criminal Justice Reform Project (sponsored by the National Criminal Justice Association and the National Governors Association) working on bail reform and pretrial services planning. This project strengthened the existing relationship. Since beginning this project CCVS has engaged CRG as a research partner on a Human Trafficking grant that was awarded last year. CCVS and CRG also collaborated on the first JRSA/VOCA partnership grant. As a future collaboration activity CRG is willing to meet with the VLP to review a draft of the client satisfaction survey and other recommendations suggested in this report. Going forward improved data can be of better use for program and grant management at both the state and local levels.

SAMPLE CLIENT SATISFACTION SURVEY

Hello! You recently had a case with_____. We would greatly appreciate your feedback about how we did. Please fill out this survey and return it to us in the enclosed prepaid envelope. Thanks for your help!

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My advocate helped me understand my rights.					
My advocate treated me with respect.					
My advocate kept me informed about my case.					
My advocate helped improve my situation.					
My advocate was professional and competent.					
I am satisfied with the results of my case.					
I would recommend _____ to a friend.					

My advocate was _____

How did you first contact us?

_____Telephone   _____Walk-In   _____Internet   _____Advocate Referral   _____Other

My case was about

_____Housing   _____Money   _____Benefits   _____Family   _____Other

Please share any thoughts or comments—feel free to use the back.