

Appendix 2: Community Legal Clinics and Intermediary Groups

LEGAL CLINIC	INTERMEDIARY	TOTAL OF LHC FORMS
Community Legal Clinic – Brant Haldimand Norfolk	Churches Out Serving	1
	Client Service Centre – Legal Aid Ontario	6
	Community Living Access Support Services	5
	De dwa da dehs nye>s Aboriginal Health Centre	0
	Haldimand Norfolk Resource Centre	3
	Literacy Council of Haldimand- Norfolk	3
	Norfolk Community Health Centre	0
	Ontario Works Haldimand-Norfolk	12
	Salvation Army	4
	Simcoe Caring Cupboard	20
	United Way of Haldimand and Norfolk	0
	Number of Intermediaries = 11	No. of LHC forms = 54
Chatham Kent Legal Clinic	AIDS Coalition	8
	Canadian Mental Health Association (Chatham-Kent)	38
	Changing Ways	1
	Chatham-Kent Ontario Works	157
	Chatham-Kent Women’s Centre	27
	Client Service Centre – Legal Aid Ontario	0
	Community Living Chatham-Kent	63
	Family Service Kent	35
	Legal Aid Ontario Applications Centre	0
	Legal Aid Ontario Family Law Service Centre	5
	Mental Health Network of Chatham-Kent	24
	The Salvation Army	10
	Tilbury Information & Help Centre	10
	United Way of Chatham-Kent	11
	Wallaceburg Information & Help Centre	0
	Youth Engagement Partnership Group	1

	Number of intermediaries = 16	No. of LHC forms = 350
Windsor-Essex Bilingual Legal Clinic	Collège Boréal	0
	Livingstone Centre, Tillsonburg	2
	Family Services of Windsor-Essex	17
	Financial Fitness Centre	4
	On-Site VON Nurse	0
	Sexual Assault Crisis Centre	12
	St. Clair College	1
		Number of intermediaries = 6
Elgin-Oxford Legal Clinic	Central Community Health Centre, St. Thomas	12
	Client Service Centre – Legal Aid Ontario	4
	Livingstone Centre, Tillsonburg	2
	Mennonite Community Services, Aylmer	2
	Operation Sharing, Woodstock	0
	Settlement Services, YWCA, St. Thomas	0
	West Elgin Community Health Centre, West Lorne	5
	Number of intermediaries = 7	No. of LHC forms = 25
Legal Clinic of Guelph and Wellington County	Anishnabeg Outreach	1
	Brant Avenue Neighbourhood Group	3
	Client Service Centre – Legal Aid Ontario	4
	East Wellington Community Services	5
	Guelph Community Health Centre	23
	Immigrant Services Guelph-Wellington	5
	North End Harvest Market	1
	Parkwood Gardens Neighbourhood Group	0
	Rural Wellington Community Team	16
	Number of intermediaries = 9	No. of LHC forms = 58

**Hamilton Community
Legal Clinic**

Barrett Centre for Crisis Support	13
Centre de santé communautaire Hamilton/Niagara	3
Client Service Centre – Legal Aid Ontario	2
Collège Boréal	0
De dwa da dehs nye>s Aboriginal Health Centre	1
First Pilgrim	2
Hamilton Housing Help Centre	11
Hamilton Organizing for Poverty Elimination (HOPE)	5
Hamilton Regional Indian Centre	5
Immigrants Working Centre (IWC)	16
Legal Aid Ontario	17
McMaster Family Practice	72
Neighbour to Neighbour Centre	7
Notre Dame House	63
Number of intermediaries = 14	No. of LHC forms = 211

**Huron Perth Community
Legal Clinic**

Canadian Mental Health Association – John Robertson	9
Client Service Centre – Legal Aid Ontario	0
Clinton Family Health Team	14
Clinton Food Bank	2
Developmental Services Ontario	2
Exeter Canada Employment and Learning Center (CELC)	8
Family Services Perth Huron	7
Goderich and Clinton Salvation Army (Food Bank)	18
Partners In Employment	0
Rural Response for Healthy Children	0
Stratford Social Services, Ontario Works Division	11
Wingham Salvation Army (Food Bank)	4
Number of intermediaries = 12	No. of LHC forms = 75

Justice Niagara	Bridges Community Health Centre	4	
	Client Service Centre – Legal Aid Ontario	1	
	Community Care of West Niagara	0	
	Community Cares of St. Catharines and Thorold	5	
	Fort Erie Multi-Cultural Centre	1	
	John Howard Society of Niagara	3	
	Niagara Regional Native Centre	0	
	Oak Centre / Lake House	6	
	Port Cares	9	
	Project Share – Niagara Falls	3	
	Salvation Army – Fort Erie	0	
	Start Me Up Niagara	0	
	Welland Heritage Council	1	
	Welland McMaster Family Health Team	2	
		Number of intermediaries = 14	No. of LHC forms = 35
	Legal Assistance of Windsor	AIDS Committee of Windsor	9
		Client Service Centre – Legal Aid Ontario	1
Community Legal Aid		3	
Community University Partnership		0	
Drouillard Place		34	
The Downtown Mission		20	
The Multicultural Council		28	
The Salvation Army: Windsor Community and Rehabilitation Centre		0	
The Welcome Centre Shelter for Women		2	
The Windsor Youth Centre		0	
Windsor Essex Community Health Centre		15	
Windsor Essex Community Housing Corporation		0	
Windsor Women Working with Immigrant Women		6	
Women’s Enterprise Skills Training of Windsor Inc.		52	
YMCA of Western Ontario, Windsor-Essex Branch		42	
	Number of intermediaries = 15	No. of LHC forms = 202	

Neighbourhood Legal Services (London & Middlesex)	Canadian Mental Health Association (Strathroy site)	4
	Client Service Centre – Legal Aid Ontario	3
	Community Employment Choices	6
	Glen Cairn Community Resource Centre	0
	LEADS Employment Choices	0
	Middlesex County Library	4
	The Salvation Army Centre of Hope – Housing Stability Bank	1
	Women’s Rural Resource Centre	3
	Number of intermediaries = 8	No. of LHC Forms = 21
	Waterloo Region Community Legal Services	
Cambridge Family Early Years Centre	7	
Canadian Mental Health Association	7	
Client Service Centre – Legal Aid Ontario	1	
Creating Opportunities Program	2	
Family Counselling Centre of Cambridge & North Dumfries	1	
Greenway Chaplin Community Centre	0	
Idea Exchange	0	
Ontario Works	13	
Preston Heights Community Group	1	
Self Help Alliance	0	
Two Rivers Family Health Team	45	
Waterloo Region Nurse Practitioner LED Clinic	2	
Waterloo Regional Police Service	1	
Number of intermediaries = 13	No. of LHC forms = 80	

**Community Legal
Assistance Sarnia**

All Saints' Anglican Parish	0
Baamsedaa	0
Big Brothers Big Sisters of Sarnia-Lambton	0
Canadian Mental Health Association Lambton Kent	0
Client Service Centre – Legal Aid Ontario	0
Community Legal Assistance Sarnia	2
Family Counselling Centre	0
Financial Fitness Centre (Sarnia)	26
Huron House Boys' Home	0
John Howard Society – Sarnia Lambton	3
Lambton Elderly Outreach	0
Lambton Mental Wellness Centre	0
Lambton Public Health County of Lambton	3
Legal Aid Ontario Sarnia-Lambton	0
Rapids Family Health Team	0
Sarnia Lambton Native Friendship Centre	1
Sarnia-Lambton Children's Aid Society	5
Sexual Assault Survivors' Centre Sarnia-Lambton	1
Sherri-Sarnia Community Advocate	0
The Good Shepherds Lodge	0
The Inn of the Good Shepherd	0
The Workplace Group	0
Walpole Island First Nation, Central Intake Worker	0
Women's Interval Home Sarnia-Lambton	0
Number of intermediaries = 24	No. of LHC forms = 41

Appendix 3: Questionnaire for Intermediaries Producing No LHC Forms

1. Why did you decide to participate in the legal health check-up project (LHC) with the legal clinic? At the time you first discussed the legal health check-up with the legal clinic did you feel that: (Record yes – no responses and record all that apply)

The legal health check-up is a good idea.

What the clinic is trying to achieve with the check-up aligned with our overall goals.

The booklet with the LHC questions is a very attractive presentation of the concept.

It is important to identify the legal needs of our clients.

I think the LHC can benefit our clients.

The data from the LHC will be valuable for our planning.

Other(s) (specify)

2. How did you intend to use the legal health check-up with your clients?

3. Have you had any problems adopting the legal health check-up?

4. After initially becoming involved in the LHC project, your organization did not provide any LHC forms to the legal clinic. We are interested in understanding from your perspective why that occurred. Why do you think your organization did not use the LHC form? I am going to read a list. (Record yes – no answers and record all that apply.)

We didn't understand it well.

We didn't find legal problems are a concern for our clients.

The form was too long for our staff to fill out.

The form is too long for the clients/users of our services to fill out.

We have our own intake process and adding the LHC to it made the intake too long.

Other(s) (specify)

5. Did something unexpected happen that prevented you from using the legal health check-up in your work? If yes please describe

6. After the initial meeting with the legal clinic did anyone from the clinic contact you to discuss any difficulties you might have been experiencing?

Yes = 1 No = 2 Don't Know = 3

7. If no – do you think it would have been helpful to have been contacted by someone for the clinic?

8. Is there anything else about the LHC you would like to say?

Appendix 4: Questionnaire for Intermediaries Producing Some LHC Forms

1. How did you use the legal health check-up with your clients?

a) Informed all clients or users of the services of this organization about the LHC.

Yes = 1

No = 2

b) Encouraged everyone to complete the questionnaire.

Yes = 1

No = 2

c) Provided the form only to people we thought were having a problem.

Yes = 1

No = 2

d) Helped people fill out the questionnaire.

Always = 1 Usually = 2 Sometimes = 3 Not often = 4 Not at All = 5

Don't know = 7 No response = 9

e) Referred people to the legal clinic without filling out an LHC questionnaire.

Always = 1 Usually = 2 Sometimes = 3 Not often = 4 Not at All = 5

Don't know = 7 No response = 9

f) Did not use it.

Yes ____

2. Did you have any problems adopting the legal health check-up? (Record all responses.)

a) It takes too much time to complete.

b) It takes too much time when the person does not speak English well.

c) Front line staff are too busy.

d) Other(s) (Specify)

3. Why did you decide to participate in the legal health check-up project (LHC) with the legal clinic?

Thought it was a good idea.

It was important to identify the legal needs of our clients.

Felt that it would benefit our clients.

Thought the data from the LHC would be valuable for our planning.

Other(s) (Specify)

4. Now that you have had some experience with the LHC, do you have any indication that the relationship you have with the legal clinic based on the LHC is benefiting your clients? Would you say:

Very much = 1 A great deal = 2 Somewhat = 3 Not very much = 4 Not at all = 5
 Don't know = 7 No response = 9

5. If the response to Q2 is a, b or c, can you explain or illustrate how that is happening?

6. Now that you have had some experience with the LHC, do you feel that the LHC is helping your organization better assist your own clients? Would you say:

Very strongly = 1 Strongly = 2 Somewhat = 3 Not very much = 4 Not at All = 5
 Don't know = 7 No response = 9

7. If the response to Q4 is 1, 2 or 3, can you explain or illustrate how that is happening?

8. As a result of your partnership with the legal clinic based on the LHC do you feel you have you gained information or knowledge that will assist in your organizations planning or other activities? Would you say:

Very strongly = 1 Strongly = 2 Somewhat = 3 Not very much = 4 Not at All = 5
 Don't know = 7 No response = 9

9. If the response to Q6 is 1, 2 or 3, can you explain or illustrate how that is happening?

10. Do you feel that the data on legal problems collected through the legal health check-up form would be useful for needs assessment and planning in your organization? Would you say:

Very strongly = 1 Strongly = 2 Somewhat = 3 Not very much = 4 Not at All = 5
 Don't know = 7 No response = 9

11. If the response to Q6 is 1, 2 or 3, can you explain or illustrate how that is happening?

12. Do you wish to continue the partnership with the legal clinic using the legal health check-up?

Yes = 1 No = 2

13. If response to Q12 is "yes", do you have any suggestions that would improve the legal health check-up process or your relationship with the legal clinic?

Appendix 5: Questionnaire for Clients

We are trying to develop ways to improve the service we provide. We would like to ask you a few questions to help us understand how well it worked for you. This information will be absolutely confidential. We are not asking for your name. This questionnaire cannot be linked with any other information you have given to the legal aid clinic.

1. How did you learn about the legal health check-up?

1 = On-line 2 = Paper 3 = Advertisement 4 = Legal clinic 5 = Community member or group
6 = Not sure

2. Did you fill out the legal health check-up on line?

1 = Yes 2 = No

3. Did a community member or group help you fill out the form?

1 = Yes 2 = No

4. If “yes, which one?

5. Would you have filled out the check-up form without the help of a community worker?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

6. Do you think the legal health check-up form was easy to fill out?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

7. If the legal health check-up was hard to fill out, was it because:

1 = The questions were hard to understand 2 = There were too many questions
3 = The questions did not address your problems 4 = English is not your first language
5 = Not sure 6 = Other

8. Is there anything you would have liked the legal health check-up to ask that it didn't?

9. Did the legal health check-up help you identify any legal problems?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

10. What was the main problem that was identified?

11. Did the legal worker at the clinic help you (or is helping you) solve that problem?

1 = A lot 2 = Some but not a lot 3 = Not very much 4 = Not at all 5 = Not sure

12. Did the lawyers or legal workers at the clinic ask you if there were **other** problems in your life you wanted help with?

1 = Yes 2 = No

13. Were you able to tell people at the legal clinic everything you wanted to say about the problem?

Completely = 1 Mostly = 2 Some but not everything I wanted to say = 3 A little = 4
Not at all = 5

14. Would you have gone to the legal clinic when you did if you had not done the legal health check-up?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

15. Would you return to the clinic to get help with a new problem?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

16. Would you take the legal health check-up again?

1 = Definitely 2 = Probably 3 = Maybe 4 = Probably not 5 = Definitely not 6 = Not sure

17. How old are you?

Write in _____

18. What is your gender?

Male = 1 Female = 2 Trans = 3

19. Where do you live?

1 = At home with parents 2 = Apartment 3 = With friends 4 = Shelter or group home
5 = Homeless

20. Do any of these statements describe you?

1 = I am Aboriginal 2 = I am a visible minority (but not Aboriginal) 3 = I was born in Canada,
4 = I immigrated to Canada when I was very young.
5 = I immigrated to Canada when I was 12 years old or older

THANK YOU.

Appendix 6: Caseworker Data Form

Clinic name: _____

Overall impression of crisis? (please circle)

0 = No 01 = Emergent/to be monitored 02 = Yes 08 = Don't know

Please note the reasons that led you to come to your impression of crisis.

Length of time since problems began:

Less than 1 mth 1–3 mths 3–6 mths 6–12mths
 More than 1 year 1 2 3 4 5

Number of legal problems identified (please circle)

0 1 2 3 4 5 6 More than 6 = 7

What legal service is provided for each legal problem?

1 = Referral

2 = Summary Advice

3 = Brief Services

4 = Representation

5 = Declined assistance

Legal Problem 1:

Legal Problem 2:

Legal Problem 3:

Legal Problem 4:

Legal Problem 5:

Legal Problem 6:

Was a Referral Made?

0 = No 01 = Yes

(Please list referrals)

Is client a member of a targeted group: 0 = No 01 = Yes

Which group:

A

B

C

D

Other:

Intermediary engagement with client

Name of Intermediary _____

Form of intermediary engagement with client (please check all that apply) 0 = No 01 = Yes

_____ handed out LHC

_____ assisted client [to] complete LHC

_____ provided warm referral to legal clinic

_____ Intermediary provided client with services/support

_____ organized group session for clients to meet clinic staff
(e.g. group intake/form completion/PLE)

_____ works with clinic on case conference or issue planning

_____ Other (please describe):