

Bridging the Gaps

SUMMARY OF RESPONSES TO THE SURVEYS AND QUESTIONNAIRE

We would like to thank you for taking the time to reflect on and respond to our surveys and questionnaire. Your contribution is invaluable to ALF's needs assessment project and to informing other stakeholders in the justice sector.

This Summary of Responses aims to concisely (and anonymously in most cases) capture the essence of the answers given by respondents. The only source of information was the written responses received. We may follow up with certain organizations to clarify their individual responses after our workshop. We hope these findings will be a good primer for our conversation on May 9.

Workshop Particulars

Wednesday, May 9, 2018
9:00 a.m. – 3:30 p.m.

Kahanoff Centre, Room 208
105 – 12 Ave SE, Calgary, AB

Onsite Contacts:	Flora Stevenson	403-861-6922
	Deborah Duncan	403-585-9421

The workshop will be a world café style, where conversations will occur at various tables over the course of the day. Each participant will have an opportunity to visit each table. We anticipate about 25 people to participate.

Agenda Outline

- 9:00 Hot breakfast and meet and greet
- 9:30 Welcome & Introductions
- 10:00 Morning Sessions
- 12:00 Hot Lunch
- 12:30 Afternoon Sessions
- 3:00 Next Steps and Closing Remarks

Overview of Responses

Respondents

21 organizations were invited to participate in ALF's needs assessment project. 18 organizations responded to the surveys and questionnaire. Some questions were not answered by all respondents. The Matrix of service providers at the end of this document lists the respondent organizations and their web site address.

Survey on Common Statements

27 of the 31 statements received more than 75% agreement. The following two statements received the lowest levels of agreement:

- "The vast majority of justiciable problems are solved outside of the formal justice system" (50%)
- "The most common and useful source of information for SRLs is court staff" (44%)

Survey to Prioritize Recommendations

The 4 recommendations identified by the most respondents were:

- Educate the public on a variety of topics (88%)
- Reduce multiplicity and simplify language of court forms and procedures (78%)
- Expand use of technology in service delivery (61%)
- Provide specialized legal information and advice to targeted linguistic or social sub-groups (61%)

Questionnaire About Existing Legal Services and Priority Legal Needs

Services Provided

Information provided on the service matrix by the individual respondents was collated into one document (see attached *Matrix of Existing Legal Services*).

Communication/Coordination

Many participants described the communication with other service providers as good, but only a few provided examples of good coordination. The most common answer regarding how to improve communication, collaboration and sharing of information and resources was having more regular scheduled meetings with legal service providers.

Demographics

Most participants identified Indigenous people and newcomers as demographics in great need of legal services. Many believe that these groups are not being served or reached because of the large number of individuals who cannot afford a lawyer but do not qualify for legal aid.

Fear and mistrust, and difficulty reaching Indigenous people living on reserves, were identified as the primary reasons Indigenous people are not being reached and adequately served. For newcomers, language and cultural barriers pose the biggest challenges to legal service delivery.

Most participants identified PLEI, legal advice and representation as types of legal service these people need the most. Language services, with translation and multilingual PLEI, were listed as important tools to better reach and serve immigrants. Building relationships and partnerships with the community was identified as an important strategy for both Indigenous people and immigrants. Cultural awareness training for service providers was also mentioned by a few participants.

Type of Legal Service

Legal advice and representation, and assistance with court forms and procedures, were listed as the types of legal services in highest need in our community. Most indicated lack of capacity/resources to meet high demand for legal services as the main cause for gaps in service and many indicated complexity of court procedures and forms.

Many mentioned the need to expand capacity/funding to establish or expand needed services. Other individual answers include coaching, form filling services, legal hotline, online access to in person PLEI sessions and etc.

Area of Law

Most participants identified Family Law and Immigration Law as the areas of law in highest need in their community. Civil Law, Prison Law and Estate Law were also mentioned by a few. Once again, lack of capacity/ resources to meet high demand was listed as the primary cause for this gap in service. Complexity of area of law and lack of expertise/training in the area were also mentioned by a few participants. Additional funding, training and collaboration were the most frequent answers on ways to expand services in these areas of law.

Collaboration

A very large number of respondents are interested in expanding their services to bridge the identified gaps in demographics, types of service and areas of law. Most indicated additional funding, staff and training as requirements to expand services. Most respondents identified community organizations to collaborate with to bridge such gaps, and many mentioned other legal service providers.

Survey on Common Statements in the Access to Justice Literature

The results below indicate the percentage of participants who answered “yes” to agreeing to each statement. Answers such as “unsure”, “maybe”, “depends”, “sometimes” and “don’t know” are *not* accounted for as “yes”.

Common Statement	Participants who agree
Legal Problems and their Impact	
1. Over the course of a lifetime almost everyone will confront a justiciable problem.	94%
2. Legal problems tend to “cluster” and multiply. Legal problems are often linked to issues of health, social welfare and economic well-being.	89%
3. People often do not understand legal events, what to do or where to seek assistance.	100%
4. The poorest and most vulnerable experience more frequent and more complex, interrelated legal problems.	83%
5. Vulnerability factors have been found to not only compromise an individual’s capacity and resources to address a legal problem, but also compound the disruption and challenge created by the presence of a legal problem.	100%
6. Indigenous peoples are over-represented in the criminal justice, corrections and child welfare systems.	94%
7. Different people need different types of support based on their unique circumstances. A more vulnerable individual may need the assistance of a lawyer while another individual may require only access to clear and correct information. Assessing the litigant’s capabilities (understanding of the law, mental and physical health and etc.) and the problem’s complexity is key to determine the appropriate legal service needed. This is the reason why upfront triage – assessing and prioritizing needs – is so important.	100%
8. The greater the power imbalance between the parties, the more likely it is that extensive assistance will be necessary to impact the case outcome.	100%
The Justice System	
9. Overall, justice concerns have a lower priority compared to other parts of our social safety net, notably education and healthcare. Political attention to equal justice is unlikely given this lack of public awareness and support.	83%
10. The legal system is complex and difficult to understand and navigate for those untrained in law.	94%
11. One of the biggest barriers to access to justice is the uncoordinated and unintegrated nature of services available. People with legal needs must work very hard to discover what resources exist, which resource fit their needs and eligibility and how they should use them.	83%
12. The vast majority of justiciable problems are resolved outside of the formal justice system.	50%
13. The justice system has not been subject to the same technological transformation as other institutions.	78%

Common Statement	Participants who agree
Private Market Legal Services	
14. The main problem people identify in accessing legal assistance is perceived or actual cost.	78%
15. There are not enough lawyers practicing in the areas of law in which those with low incomes have needs.	78%
16. There are not enough lawyers in smaller, rural and remote communities.	72%
17. There is a very large gap between people who qualify for legal aid and those who can afford to pay for full representation. While full representation for litigants is preferable, in light of these realities the unbundling model is an important and promising development.	89%
Public Legal Services	
18. Legal aid's qualifying income level is too low and does not reach the working poor.	100%
19. There are strong practical reasons for ensuring meaningful access to justice. When people receive appropriate legal assistance, it saves public money in the long run and results in better outcomes. Plus, the overall justice system functions more smoothly and effectively, to everyone's benefit. Studies indicate that the average social return on investment is that every \$1 of legal aid spending results in \$6 in benefit to the public.	100%
20. Family law issues account for the majority of cases in community legal clinics in Alberta. Criminal law accounts for the majority of cases in Legal Aid Alberta, followed by family law matters.	72%
21. There are very few resources providing services in languages other than English.	100%
Self-Represented Litigants (SRLs)	
22. There has been an exponential growth of SRLs in Canada's courts. Estimates range from 10-80%, depending on the court and the subject matter. The problem is particularly pronounced in family law matters.	83%
23. Unrepresented parties lose significantly more often – and in a bigger way – than represented ones.	94%
24. Most unrepresented litigants would prefer to have counsel.	83%
25. Self-help services are most effective for people with higher levels of literacy and comprehension, while people who face other barriers are less likely to be able to use those tools to effectively navigate the legal system.	100%
Public Legal Education and Information (PLEI)	
26. There are many barriers low-income people experience in effectively accessing and utilizing legal information.	94%
27. While online materials offer the prospect of enhanced access to justice, many are too complex and difficult to understand. Available resources are often insufficient to meet the need for face-to-face orientation, education and other support.	94%

Common Statement	Participants who agree
28. The most common and useful source of legal information for SRLs is court staff.	44%
29. Court staff must constantly walk a fine line, distinguishing between legal information, which they are authorized to offer, and legal advice, which they must not provide.	78%
Data Collection, Evaluation and Research	
30. We still know little about the relative effectiveness and efficiency of different service delivery models, legal information, assistance and representation, or different dispute resolution mechanisms across different types of legal matters, and how to match processes and legal services to the nature and intensity of the legal dispute.	83%
31. There is a lack of access to justice research. This gap exists in tandem with the poor state of justice data collection and evidence.	89%

Survey to Prioritize Recommendations to Bridge the Gaps in Access to Justice

The following table shows the percentage of respondents who ranked each recommendation anywhere from 1 to 10.

Recommendation	
1. Educate the public: <ul style="list-style-type: none"> • Economic and social costs of inaccessible justice • Challenges faced by poor and vulnerable people trying access and navigate the legal system • Legal and community resources/services available. • The history and legacy of residential schools, the <i>UNDRIP</i>, treaties and Aboriginal rights, Indigenous Law and Aboriginal/Crown relations. 	88%
2. Reduce multiplicity and simplify language of court forms and guides	78%
3. Expand use of technology: <ul style="list-style-type: none"> • Online access to interactive court forms • E-courts initiatives (e.g. document management systems, online filing and scheduling tools, teleconferencing and videoconferencing in remote areas and inter jurisdictional proceedings) • Online dispute resolution • Remote delivery of legal advice 	61%
4. Provide specialized legal information and advice to targeted linguistic or social sub-groups.	61%
5. Invest in data collection, evaluation and research to learn more about relative effectiveness and efficiency of different service delivery models, legal information, assistance and representation, or different dispute resolution mechanisms across different types of legal matters, and how to match processes and legal services to the nature and intensity of the legal dispute.	55%
6. Provide "form checker" services to review court forms and documentation prior to submission to avoid delays.	55%
7. Educate service providers: <ul style="list-style-type: none"> • Preliminary identification of problems that may have a legal component for staff in community and government organizations (e.g. legal health check). • Resources and services available in the justice system for the purpose of effective triage and referral to most appropriate legal service. 	55%
8. Increase Legal Aid funding to expand financial and service eligibility.	50%
9. Reform the rules of court to provide more expeditious resolution of actions, applications and appeals.	50%
10. Expand alternative dispute resolution (e.g. mediation, judicial dispute resolution, judicial settlement conferences, case management procedures and court-expedited arbitrations).	50%
11. Coaching for court appearances, settlement and mediation	50%

Recommendation	
12. Lawyer-supervised paralegal services: <ul style="list-style-type: none"> • Evaluation of what tasks and responsibilities require intervention of a qualified lawyer and the potential for other information and assistance to be offered by paralegals 	50%
13. Limited Scope legal services: <ul style="list-style-type: none"> • Further research and evaluation to determine who may benefit from what types of limited legal services and in which situations • Educate the public, legal service providers and the judiciary about the need and benefits of unbundled legal services 	50%
14. Undertake research and data collection to evaluate the need for more Aboriginal-specific, community-based legal services.	39%
15. Expand language services (e.g. translation/interpretation, multilingual staff and multilingual PLEI).	39%
16. Integrate client assessment, intake and database tools across legal service providers, with protocols to share information in compliance with privacy laws.	39%
17. Enhance technical support and maintenance to keep public legal information up to date and maintain active links for online PLEI.	39%
18. Conduct individual legal health checks by community and government organizations to create awareness of common legal problems and suggest how to address them.	33%
19. Evaluate the need to expand Duty Counsel services.	27%
20. Further research and evaluation on the effectiveness of online PLEI.	22%
21. Expand case management initiatives	17%

Summary of Responses to the Questionnaire About Existing Legal Services and Priority Legal Needs

21 organizations were invited to participate in this questionnaire. 18 responded but some questions were not answered by all respondents.

The following summarizes the answers to each of the questions in the questionnaire. When more than two organizations indicated the same answer, the percentage of respondents is presented beside the particular answer.

Overview of legal services provided (whether funded by ALF or not)

1. On the matrix appearing after question 27 below, please indicate the legal services provided by your organization by marking the relevant boxes on the matrix.
 - See summary of responses in the *Matrix of Existing Legal Services* at the end of this document.
2. What are the three main organizations or services your organization receives referrals **from**? (n=18)
 - Legal Aid 55%
 - Legal clinics 50%
 - Courts (e.g. RCAS, Duty Counsel, Judges, Courthouse staff) 50%
 - Self-referral (i.e. internet) 22%
3. What are the three main organizations or services that your organization makes referrals **to** for legal services? (n=18)
 - Legal Aid 78%
 - Legal Clinics 61%
 - Lawyer 50%
 - Courts 44%
 - Student legal organizations 28%
4. Part 1: How well do you feel that your organization communicates, collaborates, coordinates services, and shares information and resources with other legal service providers in Alberta? (n=18)
 - Overall, most participants focused only on the aspect of communication. Feedback indicates:
 - Good communication 83%
 - Good collaboration 39%
 - Good information and resource sharing 28%
 - Good coordination 17%

Part 2: Provide examples: (more than one participant mentioned the following)

 - Referrals made to and from service providers located within courthouses
 - Pro Bono Collaborative (comprised of community legal clinics)
 - PLEI resources shared among service providers
5. How do you believe that communication, collaboration, coordination and sharing of information could be improved among legal service providers? (n=18)
 - More regular meetings with public legal service providers (e.g. legal clinics, student legal organizations, Legal Aid) (50%)
 - Database of existing services (17%)
 - Shared client file management (11%)

Gaps Identified – Demographic (e.g. new Canadians, seniors, youth, Indigenous, LBGTQ2S+)

6. Is there one (or more) particular group of people that is in great need of legal services in your community but is not being served or not being adequately served? (n=17)
 - Indigenous (59%)
 - Immigrants (59%)
 - Low income (23%)
 - Youth (23%)
 - Victims of domestic violence (18%)
 - People in jail and released from jail
 - Seniors
 - Rural/Remote

7. Why do you believe this group is not being served or the group is not being reached? (n=17)
 - Large number of individuals who cannot afford a private lawyer and do not qualify for legal aid (29%)
 - Fear and mistrust (29%)
 - Difficulty reaching Indigenous people living on reserves (23%)
 - Legal service providers lack cultural sensitivity to properly reach and service the group (18%)
 - Language and cultural barriers (18%)
 - Lack of capacity/resources to meet high demand for legal service
 - Lack of awareness of existing services
 - Lack of communication and collaboration between communities and legal service providers

8. What type of legal services are these people in need of? (n=17)
 - PLEI (e.g. rights and obligations, how to navigate the system, court procedure and forms) (41%)
 - Legal advice and representation (41%)
 - “All types” (did not describe the type of legal service, only answered “all”) (18%)
 - “Family and criminal” (did not provide the type of legal service, only area of law)
 - Special services tailored to demographic

9. What could be done to reach this group of people and provide them the services they need? (n=17)
 - Partnership with community organizations/ community based programs and support (41%)
 - Language services (e.g. translation, multilingual PLEI) (35%)
 - Indigenous-specific legal services (22%)
 - Outreach and remote legal service delivery (18%)
 - Engage with group and ask them what they need
 - PLEI for early intervention and resolution
 - Unbundled legal services
 - Coaching on legal procedures
 - Cultural training for service providers

10. What resources would be needed to reach and provide services to this group? (n=17)
 - Additional funding/staff (41%)
 - Early education
 - Lawyer referral hotline with language support
 - Public awareness and education

- Balance of legal advocacy with social advocacy
- Cultural education
- Multisectoral approaches to serving communities
- Multilingual PLEI
- Use of technology
- Trained interpreters
- Collaboration and genuine partnerships

11. Would your organization be interested or able to provide this service if you were supplied the resources and not restricted by your current formal mandate? (n=15)

- Yes 93%
- Possibly 7%

12. Does your organization have any current plans to provide/expand this service to this group? (n=16)

- Yes 44%
- No 25%
- No (we would need more funding) 12%
- We still need to know more about how to effectively reach these groups and meet their needs 12%

13. What other organization(s) would be useful to collaborate with in this type of work? (n=16)

- Community organizations (legal and non-legal service providers) (50%)
- Legal clinics and student legal organizations (37%)
- Courts (25%)
- PBLA (19%)
- Private lawyers (19%)
- Legal Aid (19%)
- LSA (19%)
- CPLEA
- 211

Gaps Identified - Type of legal service

14. Is there one (or more) particular type of legal service that is in high need in your community that is currently not offered or not offered in adequate numbers? (n=16)¹

- Legal advice and representation (81%²)
- Assistance with court forms and procedures (31%)
- Duty Counsel
- ADR services
- PLEI

15. Why do you believe this type of legal service is not offered or not offered in adequate numbers? (n=16)

- Lack of capacity/resources to meet high demand for legal services (61%)
- Complexity of court procedures and forms (12%)

¹ One participant answered this section on “type of legal service” as “type of area of law”. The organization’s answer was not accounted for in this section and was moved to the “type of area of law” section.

² One participant indicated the need for specialized legal advice tailored to indigenous clients.

- Complexity of legal case/client and low profit for private lawyer
- Over representation in child welfare and jails
- Lack of expertise to provide services tailored to indigenous population

16. What could be done to establish or expand such services? (n=16)

- Expand capacity/funding (37%)
- Online access to PLEI in person sessions from legal clinics
- Internationally trained lawyers helping newcomers with court appearance
- Culturally appropriate dispute resolution
- Staff training
- Expand PLEI
- More collaboration/partnerships
- Coaching for court/tribunal appearance
- Form filling services
- Full service not-for-profit law firms that offer social services (e.g. counselling)
- Low bono opportunities
- More legal assistance from law students
- Innovative programming
- Legal hotline
- Self-help client online portal

17. What resources would be needed to provide the services? (n=16)

- Additional funding (some respondents answered: “sustainable funding”) (61%)
- More volunteer lawyers/staff (44%)
- Expertise/Training (25%)
- PLEI (12%)
- Research
- Collaboration
- Advocacy

18. Would your organization be interested or able to provide this service if you were supplied the resources and not restricted by your current formal mandate? (n=16)

- Yes 81%
- No 12%
- Possibly 6%

19. Does your organization have any current plans to provide/expand this service? (n=16)

- Yes 31%
- No 62%
- Considering 6%

20. What other organizations would be useful to collaborate with in this type of work? (n=14)

- Community organizations (legal/non-legal service providers) (71%)
- Legal clinics and student legal organizations (50%)
- Legal Aid (21%)
- Bar associations
- Immigrant serving agencies/organizations
- Courts

- PBLA
- CPLEA
- Private lawyers
- University faculty
- Funders
- LSA
- Politicians

Gaps Identified – Area of Law (e.g. areas of law mentioned in the matrix of services in question 1 above)

21. Is there one (or more) particular area of law that is in high need in your community that is currently not offered or not available in adequate supply? (n=16)

- Family law (56%)
- Immigration law (44%)
- Civil law (19%)
- Prison law
- Estate law
- Landlord/Tenant
- Criminal
- Tax
- Small business disputes
- Gladue Reports
- Employment
- Human rights

22. Why do you believe services in this area of law are not offered or not offered in adequate supply? (n=16)

- Lack of capacity/resources to meet high demand for legal services in this area of law (50%)
- Complexity of the area of law and related legal procedures
- Large number of individuals who cannot afford a private lawyer and do not qualify for legal aid
- Restriction in service and financial eligibility in legal clinics and legal aid
- Lack of expertise/training
- Uncertainty as to what is needed
- Language barriers
- Lack of concern socially and in the legal profession

23. What could be done to establish or expand services in this area of law? (n=14)

- Expand capacity/funding (28%)
- Training (21%)
- Collaboration
- More law school education in Immigration law and prison law
- Mandatory pro bono work for law students and lawyers
- Increase awareness in paralegal services available
- Expansion of legal clinic's services to this area of law
- More volunteer lawyers/staff
- Not-for-profit law firm

24. What resources would be needed to provide the service? (n=14)

- Additional funding (50%)
- More volunteer lawyers/staff (21%)
- Expertise/Training
- Database of existing legal and paralegal services available
- Research
- Political action
- Support from LSA and legislated changes
- Low bono legal services

25. Would your organization be interested or able to provide this service if you were supplied the resources and not restricted by your current formal mandate? (n=16)

- Yes 75%
- Possibly 19%
- No 6%

26. Does your organization have any current plans to provide/expand this service? (n=16)

- No 56%
- No 6% (need more funding)
- Considering 6%
- Yes 31%

27. What other organizations would be useful to collaborate with in this type of work? (n=14)

- Community organizations (legal and non-legal service providers) (50%)
- Legal clinics and student legal organizations (31%)
- Legal Aid (25%)
- PBLA (12%)
- Law school
- Courts
- CBA
- Private lawyers
- LSA

MATRIX OF EXISTING LEGAL SERVICES (as indicated in survey responses)

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	Criminal	Family	Landlord/ Tenant	Immigra- tion	Employ- ment	Traffic/ bylaws	Wills & Estates	Debt & foreclos- ure	Small claims	Domestic Violence	Human rights	Child protection (parent)	Social benefits	Other
1. Legal Information	RCAS EFry(E) CPLEA LLG CCCSA ALL CLG SLS CALC CNP EFry(C) CAWOS ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CLG SLS CALC CNP EFry(C) CAWOS ACLRC SLA NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CLG SLS CALC CNP PBLA EFry(C) CAWOS ACLRC SLA NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CLG SLS CALC CNP EFry(C) PBLA ACLRC SLA NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CLG SLS CALC CNP WRC CNP PBLA EFry(C) PBLA EFry(C) ACLRC LA NCSA	RCAS LLG CCCSA ALL CLG CALC EFry(C) ACLRC SLA NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CLG CALC CNP PBLA EFry(C) ACLRC SLA	RCAS CPLEA LLG ALL ECLC CALC CNP PBLA SLA	RCAS CPLEA LLG CCCSA ALL ECLC SLS CALC CNP PBLA ACLRC NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CLG SLS CALC WRC EFry(C) CNP CAWOS ACLRC SLA NCSA	RCAS CPLEA LLG ALL ECLC CLG SLS CALC WRC EFry(C) ACLRC SLA NCSA	RCAS CPLEA LLG ALL ECLC CLG SLS CALC CAWOS ACLRC SLA	RCAS LLG CCCSA ECLC CLG SLS WRC CNP EFry(C) CAWOS ACLRC SLA	RCAS* CPLEA WRC CNP PBLA ACLRC* SLA* NCSA
2. Referral to other service providers	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CLG SLS CALC WRC CNP PBLA EFry(C) ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CALC SLS WRC WRC CNP PBLA EFry(C) ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC SLS CALC WRC CNP PBLA EFry(C) ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC SLS CALC WRC CNP PBLA EFry(C) CAWOS ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CLG SLS CALC WRC CNP PBLA EFry(C) CAWOS ACLRC NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CALC CNP PBLA EFry(C) CAWOS ACLRC NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CALC CNP PBLA EFry(C) CAWOS ACLRC NCSA	RCAS CPLEA LLG CCCSA ALL ECLC CNP PBLA CAWOS ACLRC NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CNP CALC SLS PBLA EFry(C) PBLA EFry(C) CAWOS ACLRC NCSA	RCAS EFry(E) CPLEA LLG CCCSA ALL ECLC CALC WRC PBLA EFry(C) CAWOS ACLRC SLA NCSA	RCAS EFry(E) CPLEA LLG ALL ECLC CNP PBLA NCSA	RCAS EFry(E) CPLEA LLG ALL ECLC CNP PBLA NCSA	RCAS CPLEA LLG CCCSA ALL ECLC SLS CNP CALC PBLA EFry(C) ACLRC NCSA	RCAS* CPLEA CALC WRC
3. Summary legal advice (30-60min)	EFry(E)* LLG CCCSA CLG SLS* CALC CNP* EFry(C) NCSA	EFry(E)* LLG CCCSA ECLC CLG SLS* CALC CNP* CNP* EFry(C) NCSA	LLG CCCSA ECLC CLG SLS* CALC CNP*	EFry(E)* LLG ECLC CLG CALC CNP*	LLG CCCSA ECLC CLG CALC CNP*	LLG CCCSA CLG CALC NCSA	CCCSA ECLC CLG CALC CNP* EFry(C)	LLG ECLC CNP	LLG CCCSA ECLC CALC CNP*	EFry(E)* LLG CCCSA ECLC CLG CNP* NCSA	LLG ECLC CLG	LLG CLG CNP* NCSA	LLG CNP* NCSA	CNP*

MATRIX OF EXISTING LEGAL SERVICES (as indicated in survey responses)

ALBERTA LAW FOUNDATION

	Criminal	Family	Landlord/ Tenant	Immigra- tion	Employ- ment	Traffic/ bylaws	Wills & Estates	Debt & foreclos- -ure	Small claims	Domestic Violence	Human rights	Child protection (parent)	Social benefits	Other
4. Brief legal advice	EFry(E)* LLG CLG SLS* CNP* EFry(C) NCSA	EFry(E)* LLG ECLC CLG SLS* CNP* EFry(C) NCSA	LLG ECLC CLG SLS* CNP* NCSA	EFry(E)* LLG ECLC CLG CNP*	LLG ECLC CLG CNP* NCSA	CLG NCSA	ECLC CLG CNP* EFry(C)	LLG ECLC CNP*	LLG ECLC CNP* NCSA	EFry(E)* LLG CLG CNP* NCSA	LLG ECLC CLG NCSA	LLG CLG CNP* NCSA	LLG ECLC CLG CNP* NCSA	CNP*
5. Duty Counsel type of service	CLG SLA NCSA	LLG CLG NCSA	PBLA		PBLA	NCSA		PBLA SLA	PBLA NCSA	NCSA		NCSA	NCSA	PBLA
6. Mediation facilitation negotiation	SLS CALC NCSA	RCAS ECLC CLG SLS CALC SLA NCSA	ECLC CLG CALC PBLA NCSA		CALC WRC PBLA	CALC		PBLA	RCAS CALC PBLA SLA NCSA	NCSA	WRC	RCAS CALC NCSA	ECLC CLG WRC NCSA	WRC PBLA
7. Coaching	CALC NCSA	RCAS CCCSA CLG CALC ACLRC NCSA	CLG CALC PBLA ACLRC NCSA	ECLC ACLRC	WRC PBLA ACLRC NCSA	CALC ACLRC NCSA		PBLA	RCAS CCCSA CALC PBLA ACLRC NCSA	ECLC CLG NCSA	WRC ACLRC	RCAS CLG CALC NCSA	CLG WRC ACLRC NCSA	WRC PBLA
8. Document preparation and filing	EFry(E)* RCAS LLG CLG CALC CNP EFry(C) SLA NCSA	EFry(E)* RCAS LLG CCCSA CLG CALC CNP EFry(C) SLA NCSA	RCAS LLG CLG CALC CNP PBLA EFry(C) SLA NCSA	LLG CLG CALC CNP EFry(C) SLA	LLG CALC WRC CNP PBLA SLA	RCAS CLG CALC SLA NCSA	RCAS CCCSA CLG CALC SLA	RCAS LLG CNP PBLA	RCAS LLG CCCSA CALC CNP PBLA SLA NCSA	RCAS LLG CCCSA CLG CNP SLA NCSA	EFry(E)* LLG WRC SLA	LLG CLG CNP EFry(C) NCSA	LLG CCCSA ECLC CLG WRC CNP EFry(C) SLA NCSA	RCAS* WRC CNP PBLA SLA

MATRIX OF EXISTING LEGAL SERVICES (as indicated in survey responses)

ALBERTA LAW FOUNDATION

	Criminal	Family	Landlord/ Tenant	Immigra- tion	Employ- ment	Traffic/ bylaws	Wills & Estates	Debt & foreclos- -ure	Small claims	Domestic Violence	Human rights	Child protection (parent)	Social benefits	Other
9. Form filling	EFry(E)* LLG CLG CALC CNP EFry(C) CAWOS SLA NCSA	EFry(E)* RCAS LLG CCCSA ECLC ECLC CLG CALC CAWOS CNP EFry(C) SLA NCSA	LLG ECLC CLG CALC CNP PBLA EFry(C) CAWOS SLA NCSA	LLG ECLC CLG CALC CNP EFry(C) SLA	LLG CALC WRC CNP PBLA SLA	CLG CALC SLA NCSA	CCCSA CLG SLA CALC	LLG CNP PBLA SLA	LLG CCCSA ECLC SLA CALC CNP PBLA ACLRC NCSA	LLG CCCSA CLG SLA CNP CAWOS NCSA	EFry(E)* LLG ECLC SLA WRC ACLRC SLA	LLG CLG CNP EFry(C) CAWOS SLA NCSA	LLG CCCSA CLG WRC CNP EFry(C) CAWOS SLA NCSA	WRC CNP PBLA CAWOS SLA
10. Calculations (e.g. child and spouse support)		RCAS LLG CCCSA* ECLC CLG SLS CAWOS SLA NCSA	CLG CALC		CLG WRC		CLG			CLG NCSA	ACLRC	NCSA	CLG WRC NCSA	WRC
11. Do-it- yourself legal workshops	NCSA	CCCSA CLG SLS NCSA	CLG NCSA	EFry(C)	WRC		CLG		CCCSA NCSA	NCSA	WRC ACLRC	NCSA	WRC	WRC
12. PLEI print video and audio resources	RCAS CPLEA CCCSA ACLRC NCSA	RCAS CPLEA LLG CCCSA ECLC ACLRC NCSA	CPLEA LLG CCCSA ACLRC NCSA	CPLEA LLG CCCSA ACLRC	CPLEA CCCSA WRC ACLRC NCSA	RCAS CPLEA ACLRC NCSA	CPLEA CCCSA ACLRC NCSA	CPLEA NCSA	RCAS CPLEA CCCSA ACLRC NCSA	RCAS CPLEA CCCSA ACLRC NCSA	CPLEA WRC ACLRC NCSA	RCAS CPLEA NCSA	RCAS CPLEA WRC ACLRC	ALL* WRC
13. PLEI online	CPLEA ACLRC NCSA	RCAS CPLEA CCCSA ECLC ACLRC NCSA	CPLEA ECLC ACLRC NCSA	CPLEA ACLRC	CPLEA ECLC ACLRC NCSA	CPLEA ACLRC NCSA	RCAS CPLEA CCCSA ECLC ACLRC NCSA	RCAS CPLEA NCSA	CPLEA CCCSA ACLRC NCSA	CPLEA CCCSA ACLRC NCSA	CPLEA ACLRC NCSA	CPLEA NCSA	CPLEA ACLRC	ALL*

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14. PLEI in- person sessions	CLG CALC ACLRC SLA NCSA	RCAS CPLEA CCCSA ECLC CLG CALC ACLRC SLA NCSA	CPLEA ECLC CLG CALC ACLRC SLA NCSA	ECLC ACLRC	CPLEA CCCSA ECLC WRC ACLRC NCSA	ACLRC NCSA	CPLEA CCCSA ECLC CLG CALC ACLRC NCSA	NCSA	CCCSA NCSA	CPLEA CCCSA CLG NCSA	EFry(E) CPLEA CLG WRC ACLRC NCSA	NCSA	CCCSA WRC	ALL* WRC CAWOS *
15. Photo ID clinic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	ECLC CLG CALC
16. Translation/ interpretation services	CCCSA SLS EFry(C) NCSA	CCCSA ECLC CLG SLS EFry(C) NCSA	CCCSA ECLC SLS	CCCSA ECLC EFry(C)	CCCSA ECLC	CCCSA EFry(C)	CCCSA ECLC	ECLC	CCCSA ECLC NCSA	CCCSA ECLC CLG EFry(C) NCSA	ECLC ACLRC	NCSA	CCCSA ECLC	
17. Special services – Indigenous	CLG EFry(C) NCSA	CLG EFry(C) NCSA	CLG NCSA		NCSA	EFry(C) NCSA	CLG		NCSA	CLG EFry(C) NCSA	CLG	CLG EFry(C) NCSA	CLG	
18. Special services - women	EFry(E) EFry(C) CAWOS	EFry(E) CLG EFry(C) CAWOS NCSA	EFry(C) CAWOS NCSA	EFry(E) EFry(C)	WRC NCSA		EFry(C)		NCSA	CPLEA CLG CAWOS NCSA	EFry(E) WRC	CLG EFry(C) CAWOS NCSA	WRC CAWOS	CPLEA* WRC
19. Special services - immigrant	EFry(C)	ECLC EFry(C)	ECLC EFry(C)	LLG ECLC CLG WRC EFry(C)	ECLC	EFry(C)	ECLC EFry(C)	ECLC	ECLC	ECLC EFry(C)	ECLC CLG WRC		ECLC WRC	WRC
20. Special services - homeless	EFry(E) CLG EFry(C) CAWOS NCSA	EFry(E) CLG EFry(C) NCSA	CLG EFry(C) NCSA	EFry(E) EFry(C)	WRC EFry(C) NCSA	EFry(C)	EFry(C)			CLG EFry(C) CAWOS	EFry(E) CLG WRC	EFry(C)	CLG WRC CAWOS NCSA	WRC
21. Special services - elder	EFry(E) NCSA	EFry(E) NCSA	NCSA	EFry(E)			CLG	NCSA	NCSA	CLG	EFry(E) CLG		CLG NCSA	CPLEA*

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22. Special services - TFW		ECLC NCSA	ECLC	ECLC EFry(C)	ECLC WRC		ECLC	ECLC	ECLC	ECLC	ECLC WRC		ECLC WRC NCSA	WRC
23. Special services – mental capacity	EFry(E) CLG EFry(C) CAWOS NCSA	EFry(E) CLG EFry(C) CAWOS NCSA	CLG EFry(C) CAWOS	EFry(E) CLG EFry(C)	CLG	CLG EFry(C)	EFry(C)			CLG EFry(C) CAWOS	EFry(E) CLG	CLG EFry(C) CAWO	CLG EFry(C) CAWOS NCSA	
24. Special services - LGBTQ2S+	EFry(E) EFry(C) NCSA	EFry(E) CLG EFry(C) NCSA	EFry(C)	EFry(C)		EFry(C)	EFry(C)			CLG EFry(C)	EFry(E) CLG	CLG EFry(C)	CLG EFry(C)	
26. Remote legal service delivery (e.g web conference)	CALC NCSA	ECLC CALC	CALC	CALC	CALC WRC	CALC	CALC	CALC	CALC	CALC	CALC WRC	CALC	CALC WRC	WRC
27. Other	EFry(C)	EFry(C)	EFry(C)	EFry(C)		EFry(C)								

Service Provider Key

Acronym	Name	Location	Service Area	Website
ACLRC	Alberta Civil Liberties Research Centre	Calgary	Alberta	www.aclrc.com
ALL	Alberta Law Libraries	Provincial	Alberta	https://lawlibrary.ab.ca
CALC	Central Alberta Community Legal Clinic	Red Deer	Central Alberta	www.communitylegalclinic.net
CAWOS	Central Alberta Women's Outreach Society	Red Deer	Central Alberta	www.womensoutreach.ca
CCCSA	Calgary Chinese Community Service Association	Calgary	Calgary	www.cccsa.ca
CLG	Calgary Legal Guidance	Calgary	Calgary	www.clg.ab.ca
CNP	Crowsnest Pass Women's Resource & Crisis Centre	Blairmore	Crowsnest Pass	www.cnpwomensresourcecentre.ca
CPLEA	Centre for Public Legal Education Alberta	Edmonton	Alberta	https://www.cplea.ca
ECLC	Edmonton Community Legal Centre	Edmonton	Edmonton	www.eclc.ca
EFry(C)	Elizabeth Fry Society of Calgary	Calgary	Calgary & Area	www.elizabethfrycalgary.ca
EFry(E)	Elizabeth Fry Society of Edmonton	Edmonton	Edmonton & Area	www.efryedmonton.ab.ca
LLG	Lethbridge Legal Guidance	Lethbridge	Lethbridge	www.lethbridgelegalguidance.ca
NCSA	Native Counselling Services of Alberta	Edmonton	Alberta	www.ncsa.ca
PBLA	Pro Bono Law Alberta	Calgary	Alberta	https://www.pbla.ca
RCAS	Resolution and Court Administration Services (Alberta Justice)	Alberta	Alberta	https://www.alberta.ca/rcas.aspx ;
SLA	Student Legal Assistance	Calgary	Calgary	www.slacalgary.ca
SLS	Student Legal Services of Edmonton	Edmonton	Edmonton	www.slsedmonton.com
WRC	Workers' Resource Centre	Calgary	Alberta	www.helpwrc.org