2011 LEGAL NEEDS ASSESSMENT
FOR
LAND OF LINCOLN
LEGAL ASSISTANCE FOUNDATION, INC.

"Re-examining Where Communities Need Us the Most"

LAND OF LINCOLN
LEGAL ASSISTANCE FOUNDATION, INCORPORATED

Updated August 2011

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INTRODUCTION

Land of Lincoln Legal Assistance Foundation, Inc. (Land of Lincoln) is an Illinois not-for-profit organization that provides free civil legal services to low-income people and senior citizens in sixty-five counties of central and southern Illinois. Our mission is to pursue civil justice for low income persons through representation and education. Land of Lincoln periodically conducts legal needs assessments in order to effectively carry out that mission.

Land of Lincoln is governed by its own Board of Directors made up of attorneys and eligible clients who live throughout our sixty-five county territory. Much of our funding comes from the federal Legal Services Corporation (LSC), which receives funding through congressional appropriations. "Periodic comprehensive assessment and ongoing consideration of legal needs" is specifically discussed in the *LSC Performance Criteria*.[1] However, legal needs assessments are not conducted because funders require them. They are conducted because they are part of our best practices.

The American Bar Association's Standing Committee on Legal Aid and Indigents Defendants' *Standards for the Provision of Civil Legal Aid* notes that "A (legal aid) provider should be aware of the most compelling legal needs of the low income persons that it serves. That awareness enhances a provider's capacity to make sound choices regarding its operation; supports necessary planning; and facilitates the establishment of appropriate provider priorities." The Committee also states that "A more formal assessment of the legal needs of the low income community conducted periodically by the legal aid provider on its own or in concert with others in the statewide or regional system, may serve to identify issues that might be missed with ongoing interaction with the same set of client and community groups."[2]

In 2001 Land of Lincoln partnered with Southern Illinois University at Carbondale's School of Social Work to produce a legal needs assessment specific to our service territory. The Chicago Bar Association, Illinois State Bar Association, Chicago Bar Foundation, Illinois Bar Foundation, and the Lawyers Trust Fund of Illinois jointly produced *The Legal Aid Safety Net: A Report on the Legal Needs of Low-Income Illinoisans* in 2005. This legal needs assessment will center on the sixty-five counties served by Land of Lincoln.

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[1] Legal Services Corporation Performance Criteria (2007 Edition), Performance Area One – Criterion One, pp. 5-7.

[2] Standards for the Provision of Civil Legal Aid (August 2006), American Bar Association Standing Committee on Legal Aid and Indigent Defendants, Section 2 – Standard 2.1 on Identifying Legal Needs and Planning to Respond, pp. 35-40.

EXECUTIVE SUMMARY

The ABA's *Standards for the Provision of Civil Legal Aid* notes that "A (legal aid) provider should be aware of the most compelling legal needs of the low income persons that it serves. In 2001 Land of Lincoln partnered with Southern Illinois University at Carbondale's School of Social Work to produce a legal needs assessment specific to our service territory. The Chicago Bar Association, Illinois State Bar Association, Chicago Bar Foundation, Illinois Bar Foundation, and the Lawyers Trust Fund of Illinois jointly produced *The Legal Aid Safety Net: A Report on the Legal Needs of Low-Income Illinoisans,* a statewide study in 2005. This legal needs assessment focuses on the sixty-five counties served by Land of Lincoln.

Land of Lincoln determined that in order to get the broadest input on the legal needs of its service territory; it would collect data from several different sources. These groups would include: members of the client-eligible population; professionals (both legal and social service providers) that provide direct services to the client eligible population; the judges who preside over the courts where our clients seek legal remedies for many of the issues that they encounter; and our regional office advisory councils.

The study resulted in five broad findings:

1. The need for legal services for low-income persons in central and southern Illinois exceeds the resources available to meet it.

2. Clients served by Land of Lincoln in 2010 were reflective of the poverty population.

3. Clients, judges and other professionals differed in their assessments of the most important areas of legal need.

4. Housing, employment-related issues, public benefits and child support emerge as underserved areas, comparing the percent of Land of Lincoln revenue spent by subject area versus the need identified by the client eligible population.

5. There was general agreement by respondents on the most important issues facing the low-income community as a whole.

And five broad implications:

1. Land of Lincoln must target its limited resources to areas of need where it can have the most impact.

2. The private bar can be used to expand services to low-income persons and improve access to the courts.

3. As a program, Land of Lincoln must determine what impact it can have on the most important community issues.

4. Land of Lincoln must begin to realign revenues spent with client-identified areas of need.

5. In order to realign resources to target most important unmet legal needs, Land of Lincoln will need to review and revise its priorities and case acceptance policies.

DATA COLLECTION METHODS

Land of Lincoln determined that in order to get the broadest input on the legal needs of its service territory; it would collect data from several different sources. These groups would include: members of the client-eligible population; professionals (both legal and social service providers) that provide direct services to the client eligible population; the judges who preside over the courts where our clients seek legal remedies for many of the issues that they encounter; and our regional office advisory councils.

It was also discovered that reaching each of these groups for their input provided unique challenges. Because our regional staff attorneys have regular contact with the judiciary, it was decided that each region would assign attorneys to use a standardized needs assessment interview form with four open ended questions to guide them in a legal needs discussion with their local circuit court and associate judges. These interviews could be conducted in person or over the phone, and would eliminate any paperwork that might dissuade a busy judge from participating in the survey.

It was established that both the client eligible population group and the professional service providers group could use the same general survey tool. This survey tool would include a section that asked how frequently they encountered specific types of legal problems. The next two sections included open ended questions inquiring about their thoughts on the most important legal problems facing low-income individuals, as well as the most important issues facing the low-income community as a whole. Demographic and job function information was collected on each of the survey participants. Advisory councils only addressed the open ended questions. Copies of all survey tools are included in the appendices of this document.

While the surveys might be similar, reaching each group would require different methods. Professional surveys were sent via email through Survey Monkey to 275 individuals. Social service professionals were identified by each of the regional offices, with email addresses that were supplied by the regional offices. In the case of the pro bono and PBI attorneys, the email addresses were generated through Legal Server, our case management system.

The client advisory councils provided input on the open ended questions either in group settings or through email correspondence.

Client eligible participants were reached in one of two ways. First, two hundred surveys were mailed to individuals who had sought legal assistance from Land of Lincoln in the last 18 months. Next, twenty-five survey forms were sent to twenty-five different social service agencies to be distributed among low-income individuals who sought their services. These 625 surveys were distributed evenly among Land of Lincoln's five service regions.

PRESENTATION OF RAW DATA

JUDICIAL SURVEY

Statistical Validity

According to the list of Illinois Circuit Court Judges provided on the State of Illinois' web site, there are a total of 196 circuit and associate judges throughout Land of Lincoln's service territory. In order to obtain a 10% margin of error with 90% confidence level on standardized questions, a sample size of 51 would be required. Our staff was able to contact 81 judges. This resulted in an 8.3% margin of error with a 95% confidence level.

Open Ended Questions

Aside from gathering anecdotal information regarding Land of Lincoln's performance in the various judicial circuits, the survey sought answers to three specific questions: "What are the most common legal problems experienced by low-income people in your community?", "What are the three most important legal problems for us to address?", and "Are there areas of legal need that Land of Lincoln is not currently addressing that you think it should?". The following tables identify participant responses the frequency with which they occurred. The third question did not generate a sufficient number of responses to be statistically valid, and has not been charted.

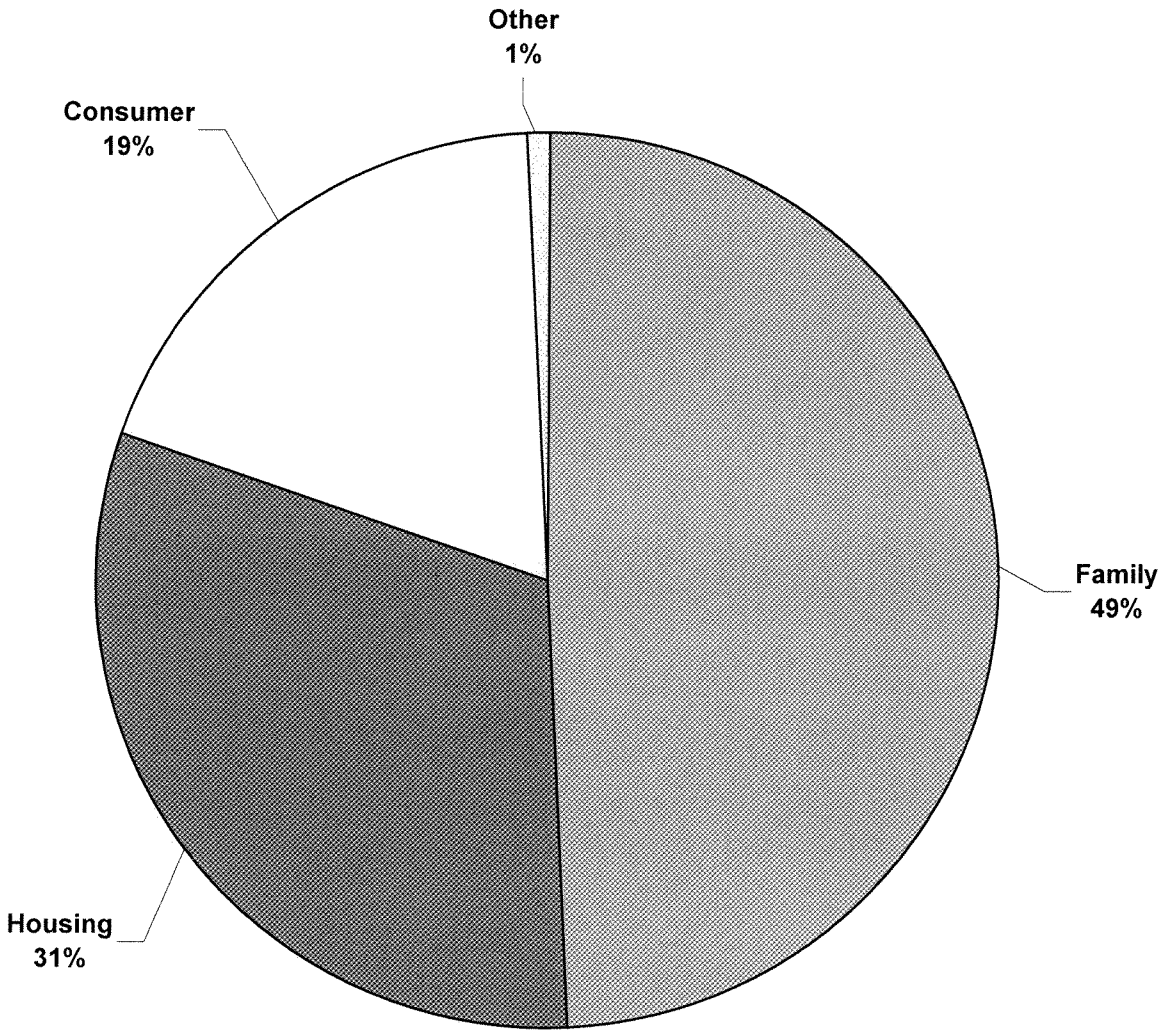
"What are the most common legal problems experienced by low-income people in your community?"

Legal Problem	Response Frequency
Family/Divorce Including Custody	48
Landlord - Tenant Issues	24
Collection Debt	23
Foreclosure	14
Domestic Violence	10
Guardianship	2
DUI	1

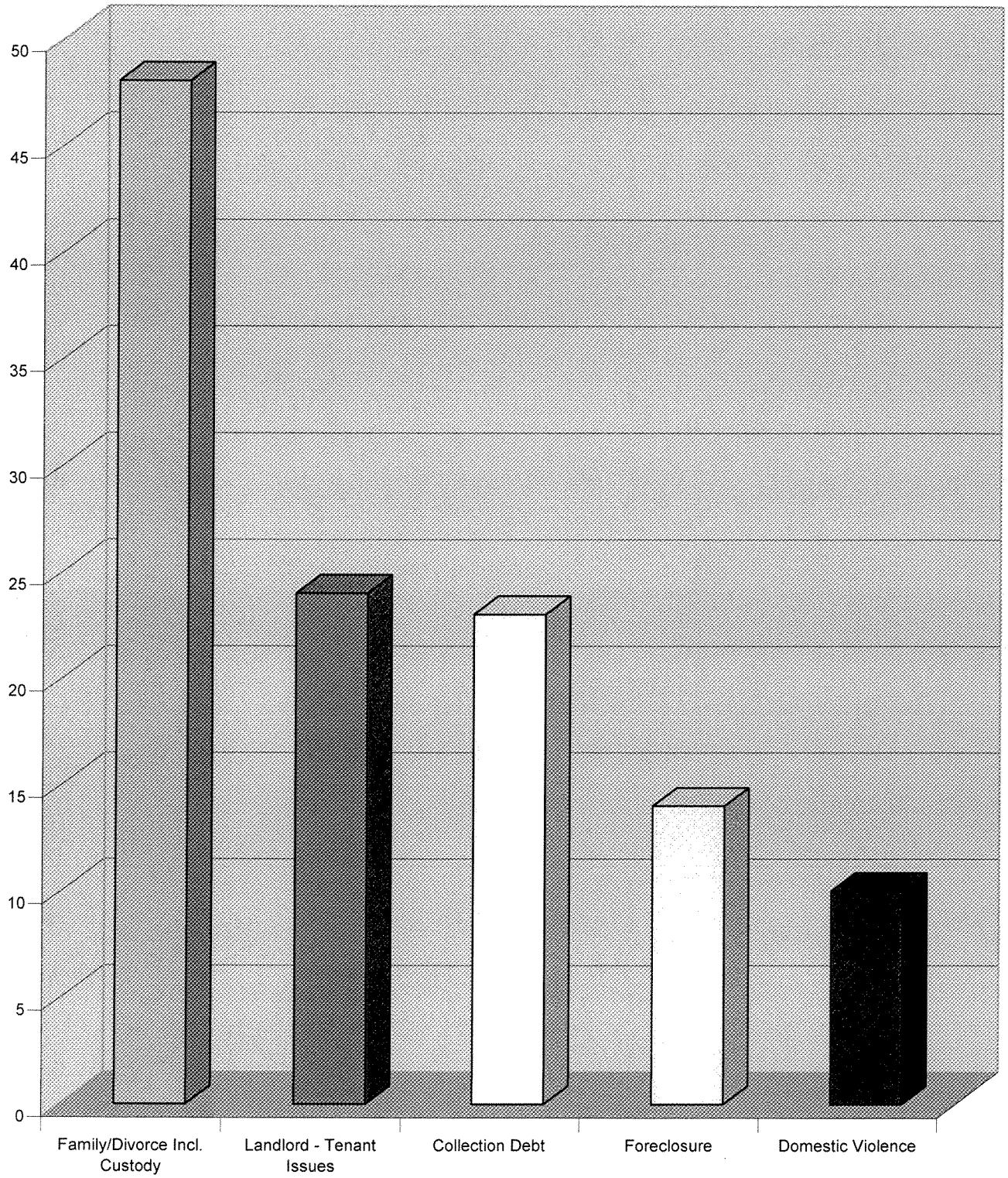
"What are the three most important legal problems for us to address?"

Legal Problem	Response Frequency
Landlord - Tenant Issues	35
Cases Involving Children (Including Custody Visitation & Guardianship)	34
Family/Divorce	28
Domestic Violence	21
Collections	21
Foreclosure	17
Child Support	6
Elderly	3
DUI	1

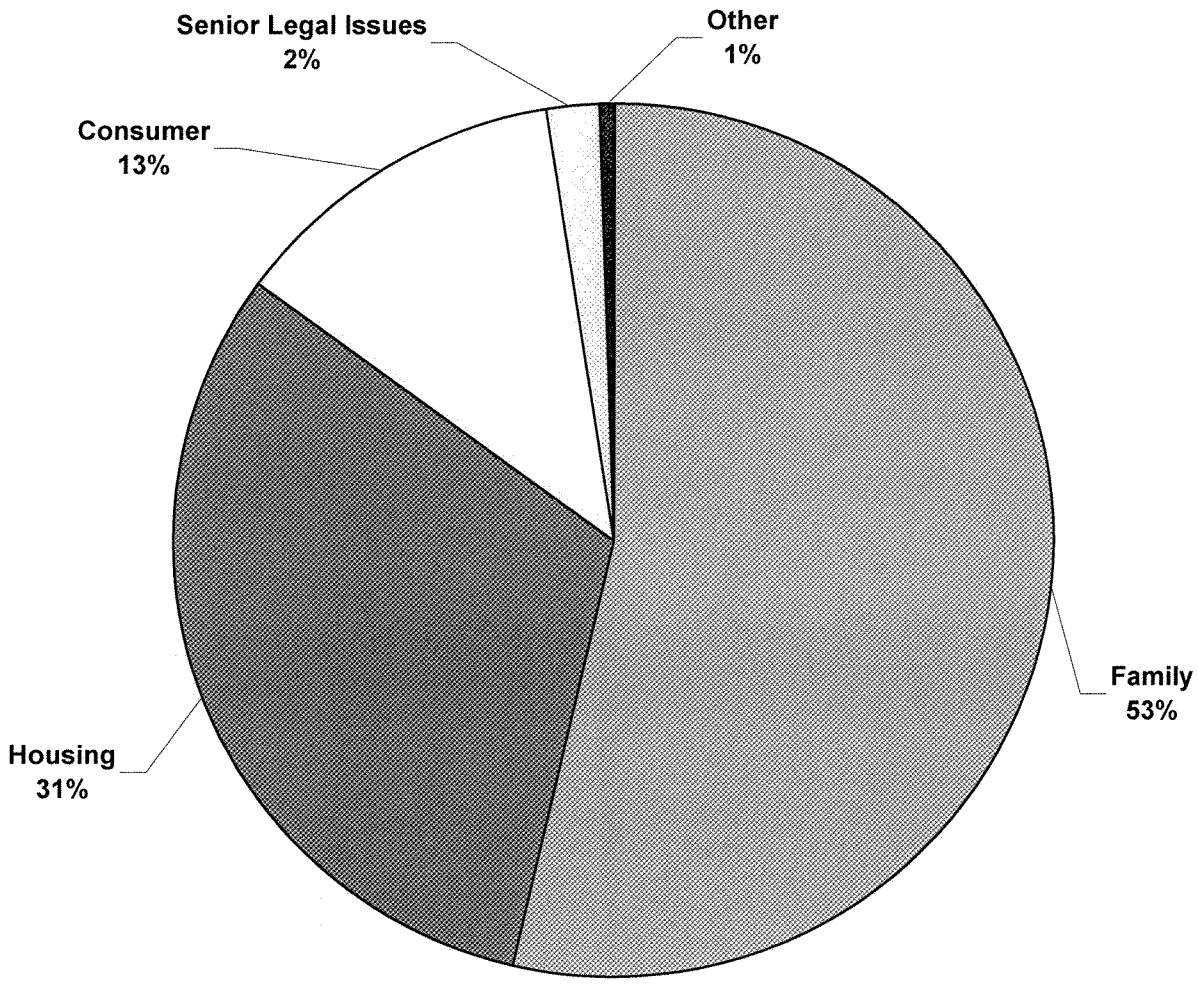
Most Common Legal Problem Categories Encountered by Judges



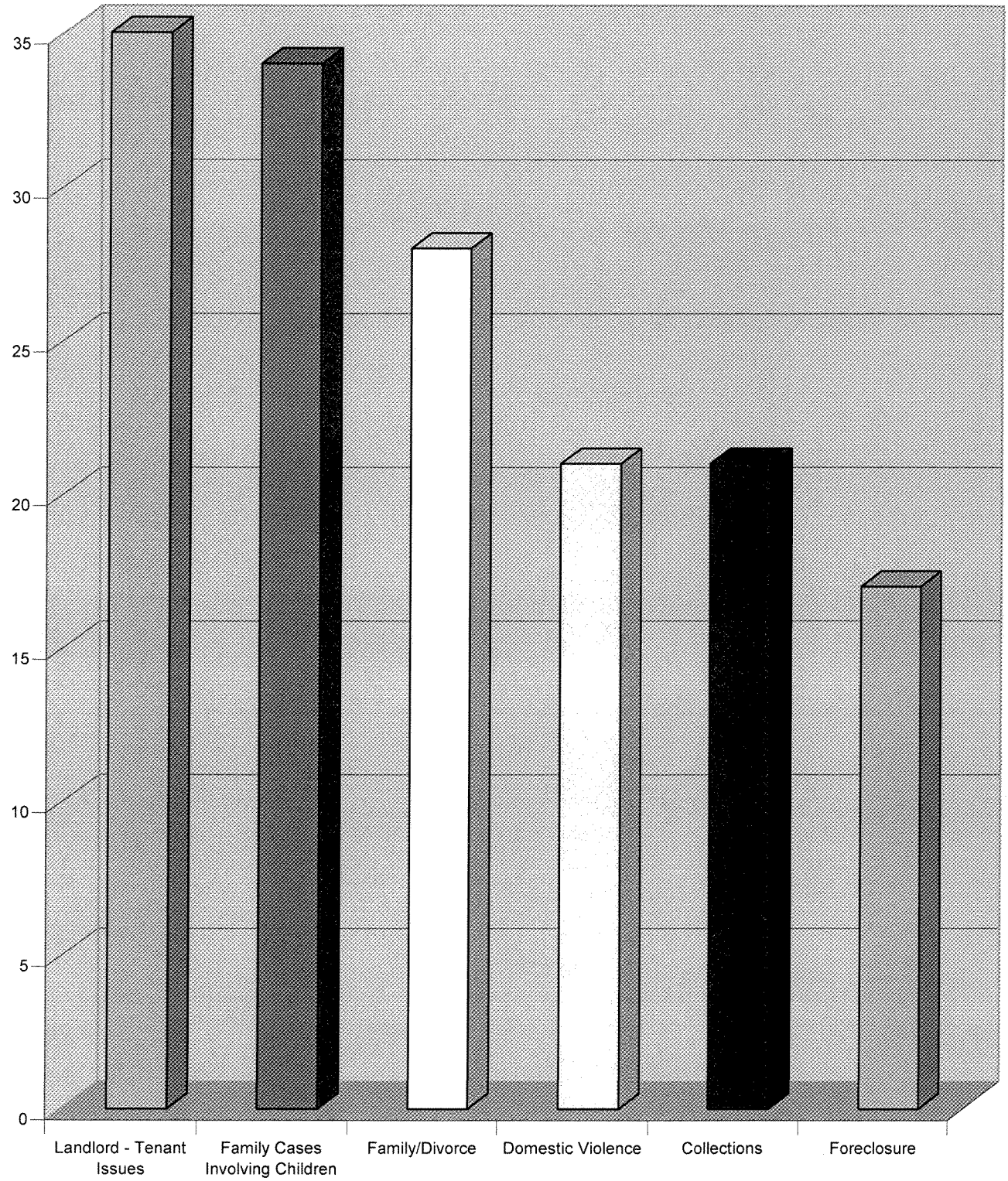
5 Most Common Legal Problems Encountered by Judges



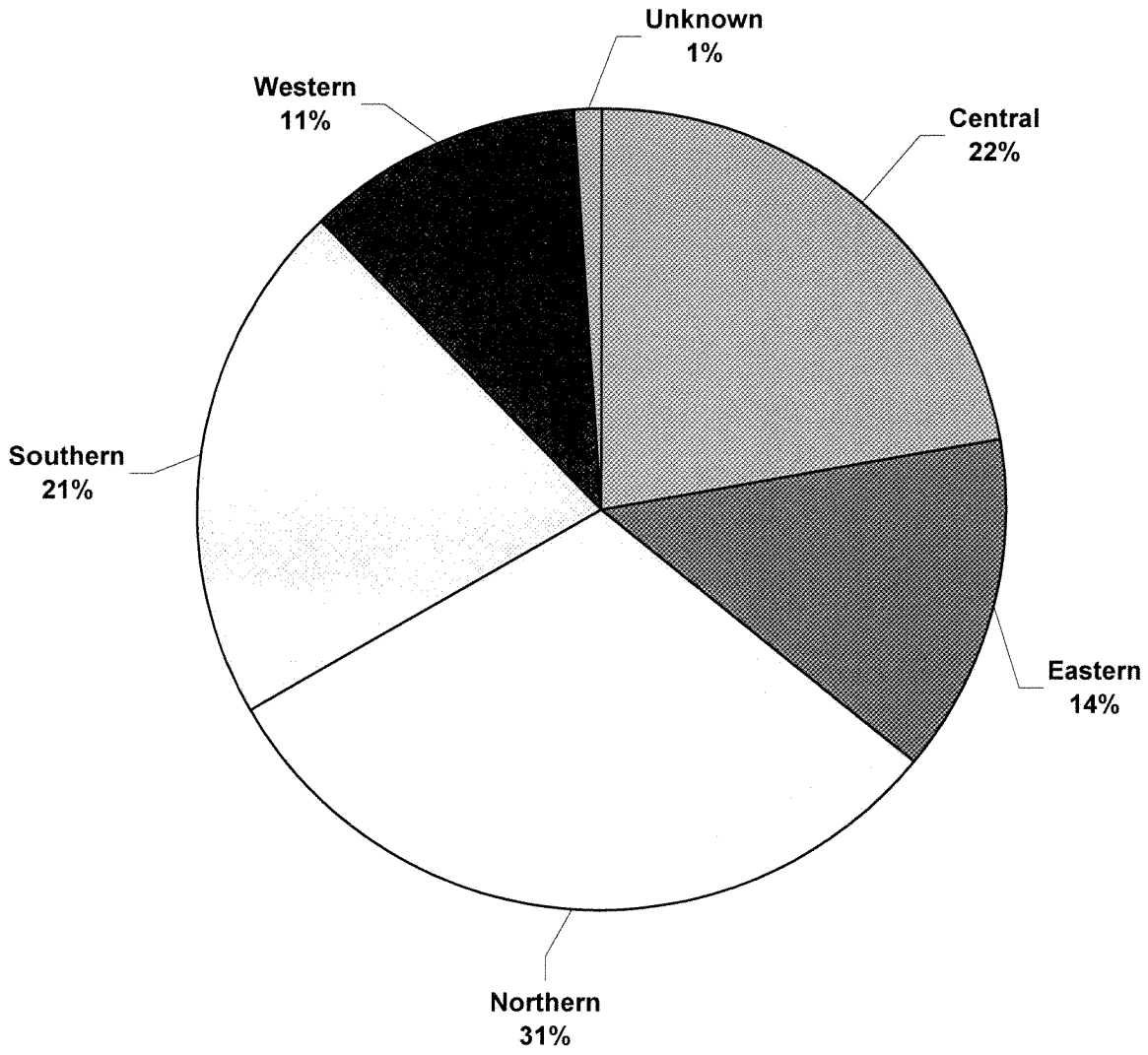
Most Important Legal Problem Categories Identified by Judges



6 Most Important Legal Problems Identified by Judges



Judicial Responses by Region



CLIENT ELIGIBLE POPULATION SURVEY

Statistical Validity

According to the U. S. Census Bureau's 2006 population estimates, there are 274,108 people living at or below the federal poverty level throughout Land of Lincoln's service territory. In order to obtain a 10% margin of error with a 90% confidence level on standardized questions, a sample size of 68 would be required. The 186 client eligible population surveys returned resulted in a 7.25% margin of error with a 95% confidence level.

Issues Ranked by Frequency of Occurrence

In the first portion of the survey participants were asked to note if anyone in their household had experienced specific legal problems in six different categories over the past year, as well as how frequently they saw these problems occur. The following table identifies the legal issues presented and the number of survey participants whose household identified having experienced the problem at least once in the past year.

Legal Issue	Number of Households Experiencing Problem Over the Past Year
Difficulty finding affordable housing	99
Domestic Abuse or Violence	72
Problems with collection agencies or debt buyers	72
Denial or cut-off of cash benefits or food stamps by Public Aid or DHS	63
Barriers to participating in work or training programs	60
Evictions or threat of eviction	58
Denial by Medicaid or Medicare for coverage, or for specific service	56
Obtain or increase child support	55
Denial of medical care by a doctor or hospital due to lack of insurance	55
Divorce	52
Denial or cut-off of disability (SSI) benefits by Social Security Admin	50
Unsafe housing	49
Denial of Unemployment benefits	45
Custody Dispute	45
Repossession of car or personal belongings	43
Wills and/or powers of attorney	42
Lending practices such as "pay day" or "car title" loans	42
Garnishment of wages or bank accounts	42
Obtain or enforce visitation rights	41
Bankruptcy	41
Establish custody and visitation rights for an unmarried parent	39
Obtaining necessary services for children with disabilities	39
Threat of or attempted child snatching by non-custodial parent	39
Criminal record preventing employment	39
Denial of housing because of sex, race, disability or family status	36
Expulsion or suspension of children from school	34
Documents to allow others to make medical decisions for them	32
Purchase of defective car	31
Lock-outs, belongings taken or utility shut-off by landlord	30
Senior citizen whose money/property has been taken by family/friend	27
Quality of care or ability to remain in a long-term care facility	27
Obtain custody or visitation of grandchildren	26
Foreclosure	26

Physical abuse of an elderly person	26
Denial of admission of children to school	25
Issues involving a senior who is incompetent	22
Senior citizen against whom a guardian has been filed	19

Open Ended Questions

In addition to the "Issues Ranked by Frequency of Occurrence" the survey sought answers to two specific questions: "What do you think are the five most important legal problems facing low-income individuals and families in your community?" and "What are the three most important issues facing the low-income community as a whole?" The following tables identify participant responses and the frequency with which they occurred.

"What do you think are the five most important legal problems facing low-income individuals and families in your community?

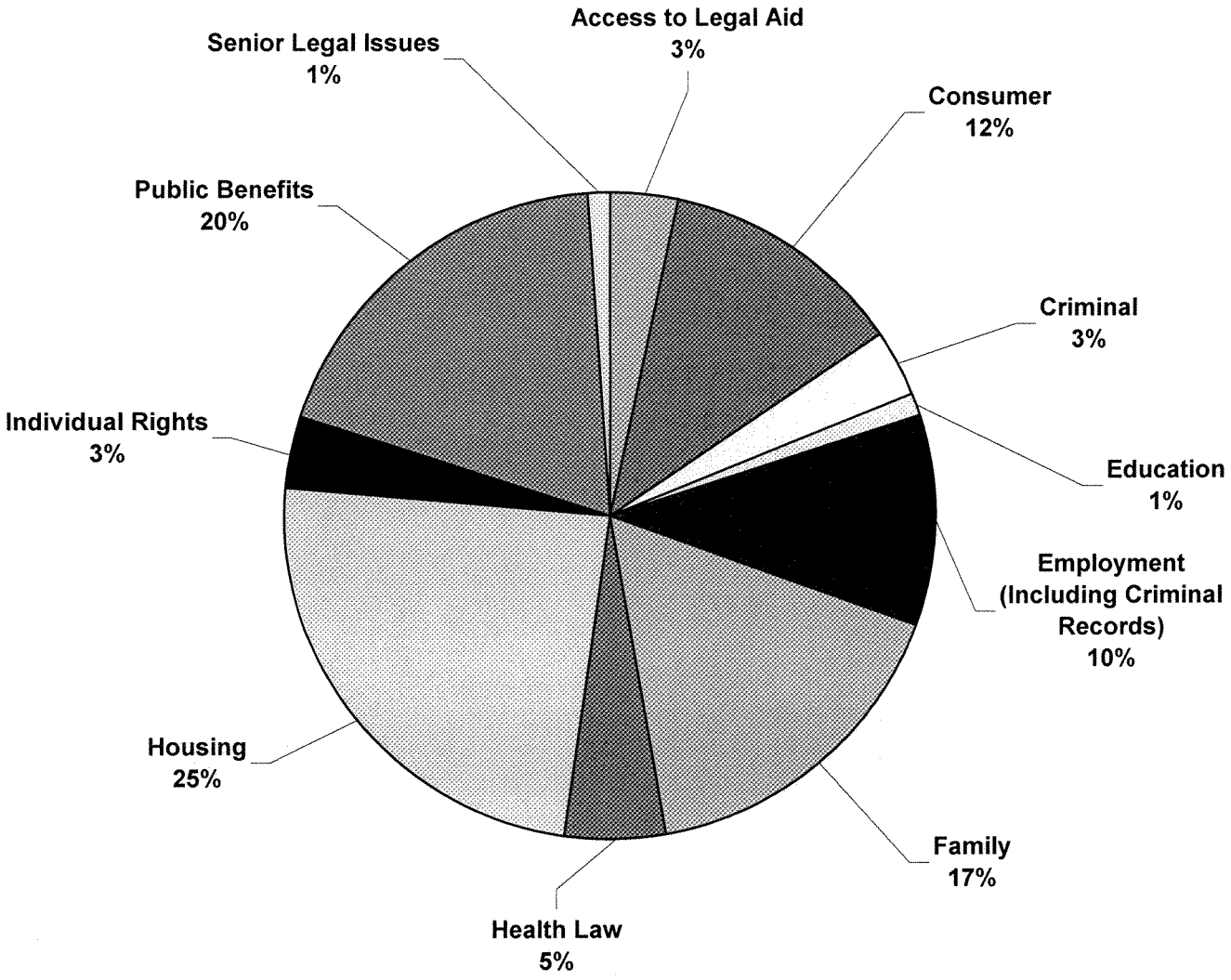
Legal Problem	Response Frequency
Housing	37
Employment	22
Income Benefits	19
Evictions	14
Child Support	13
Health Insurance\Care	12
Utility Bills	11
Denial of Food Stamps	10
Domestic Violence	10
Criminal	10
Lack of legal aid resources	10
Divorce	9
Custody\Visitation	9
Criminal Background	9
Transportation	7
Foreclosure	7
SSI Disability	6
Agency Advocacy	6
Medical Assistance	6
Discrimination	6
Bankruptcy	5
Unsafe Housing	5
Education	4
Child Care	4
Police Abuse	4
Bad Credit	4
Consumer Issues	4
Family Matters	3
Mental Health Treatment	3
Medical Insurance	3
Medical Bills	2
Denial of Housing	2
Property Taxes	2
Wills/POAs	2
Housing Discrimination	2
Landlord\Tenant	2

Parental Rights	2
Driver's License Back	1
Senior Housing Availability	1
Senior Issues	1

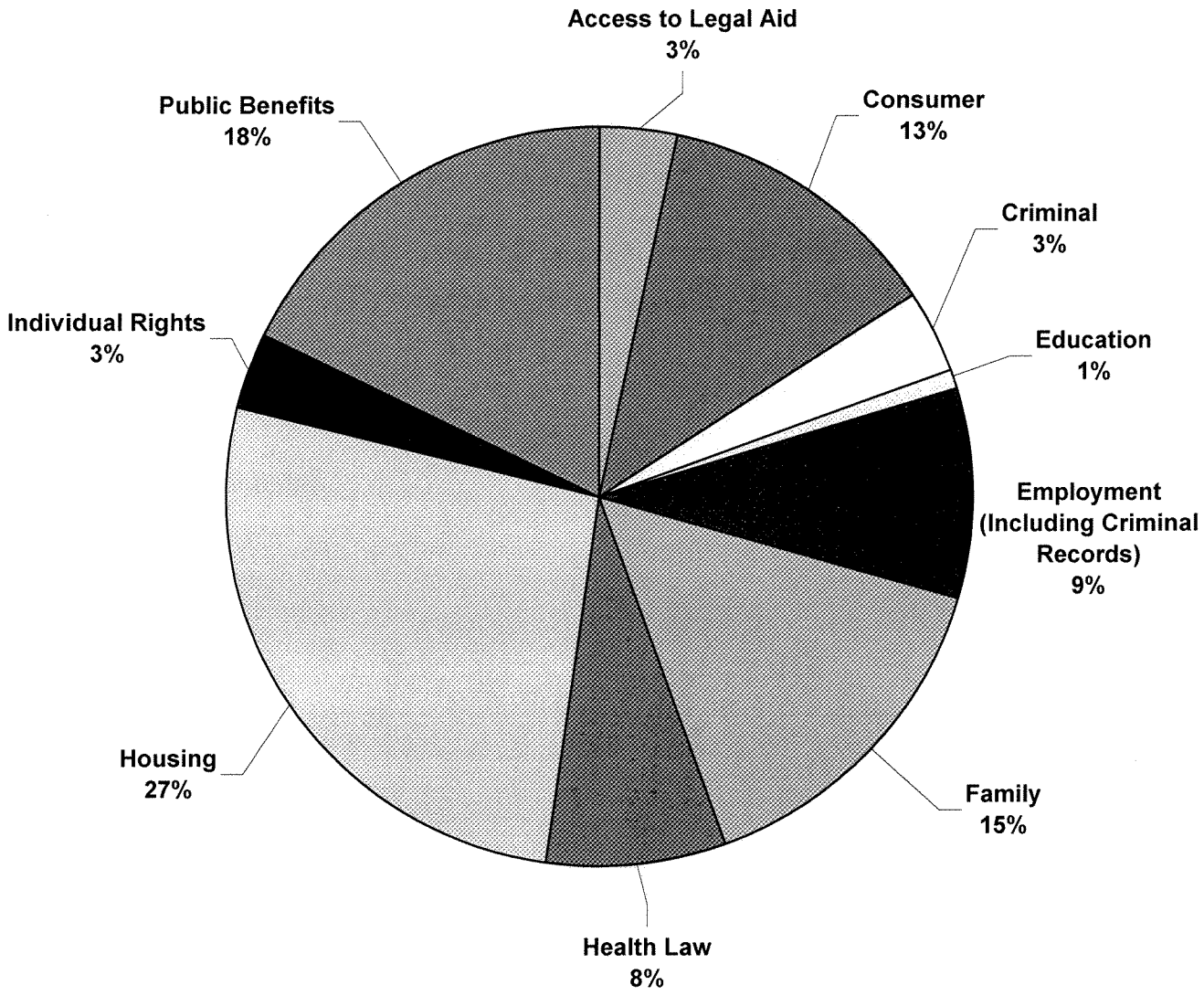
"What are the three most important issues facing the low-income community as a whole?"

Community Issue	Response Frequency
Unemployment\Unable to find a job	43
General Shelter Concerns	30
Lack of affordable housing	22
Paying everything on time\Rising Costs	21
Health care access and costs	20
Training and Education Opportunities	16
Lack of agency resources\support	15
Transportation	13
Child care	10
High cost of food	10
Unsafe housing	8
Income benefits	7
Domestic\Elder Abuse	7
Substance Abuse	7
Criminal Record Preventing Employment	6
Society looks down on poor	6
Child support	5
Utility bills	5
Lack of insurance	5
Lack of activities for youth	5
Crime	5
Racial Discrimination	5
Advocacy	4
Denial of Medicaid/Medicare	3
Custody	3
Divorce	3
Family Matters	3
Evictions	3
Bankruptcy	3
Garnishments	3
Motivation	3
Access to Credit	2
Property Taxes	2
Stagnant Wages	2
Senior citizen issues	2
Low-Self esteem	2
Visitation of Grandchildren	1
Stress	1
Consumer Issues	1
Selling Link cards for cash	1
Teen Pregnancies	1

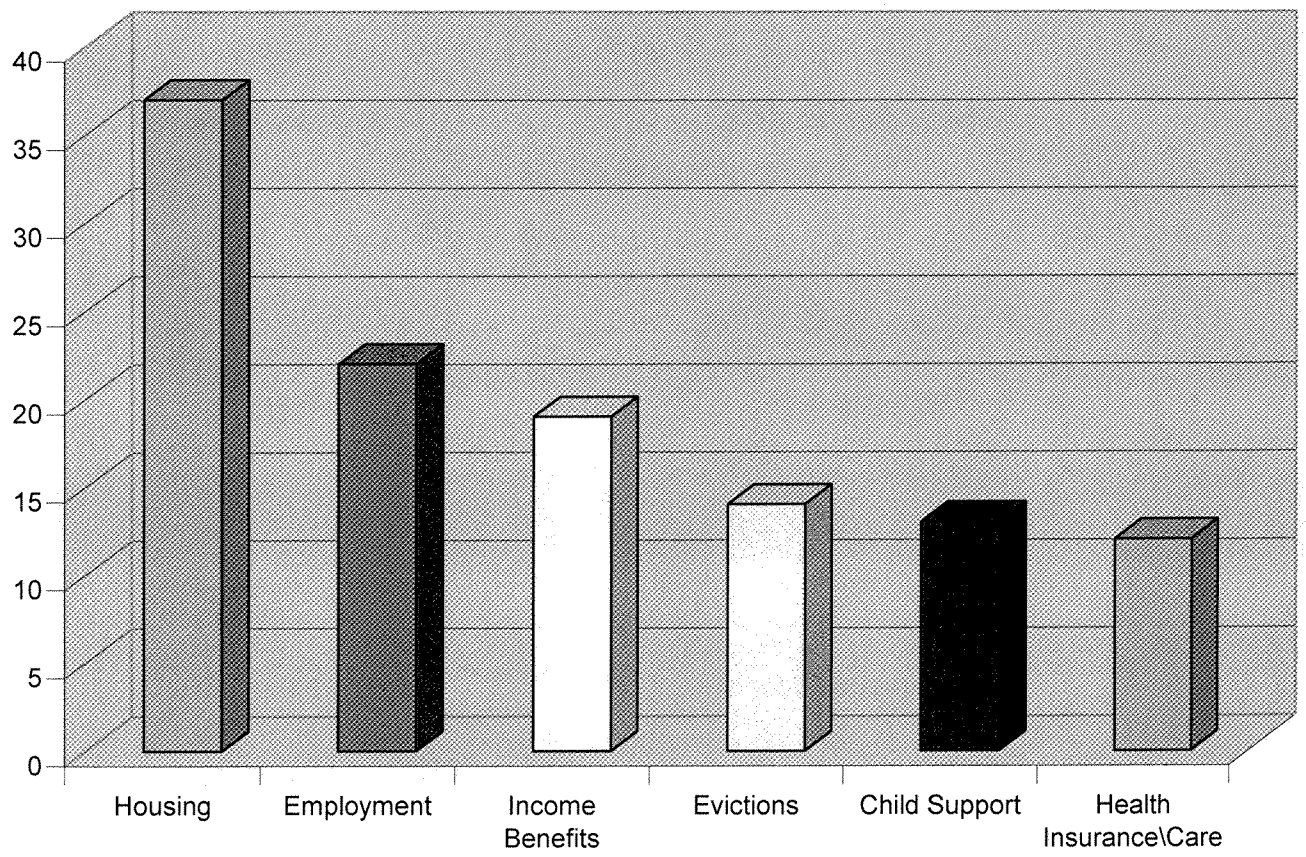
Most Important Legal Problem Categories Identified by Client Population



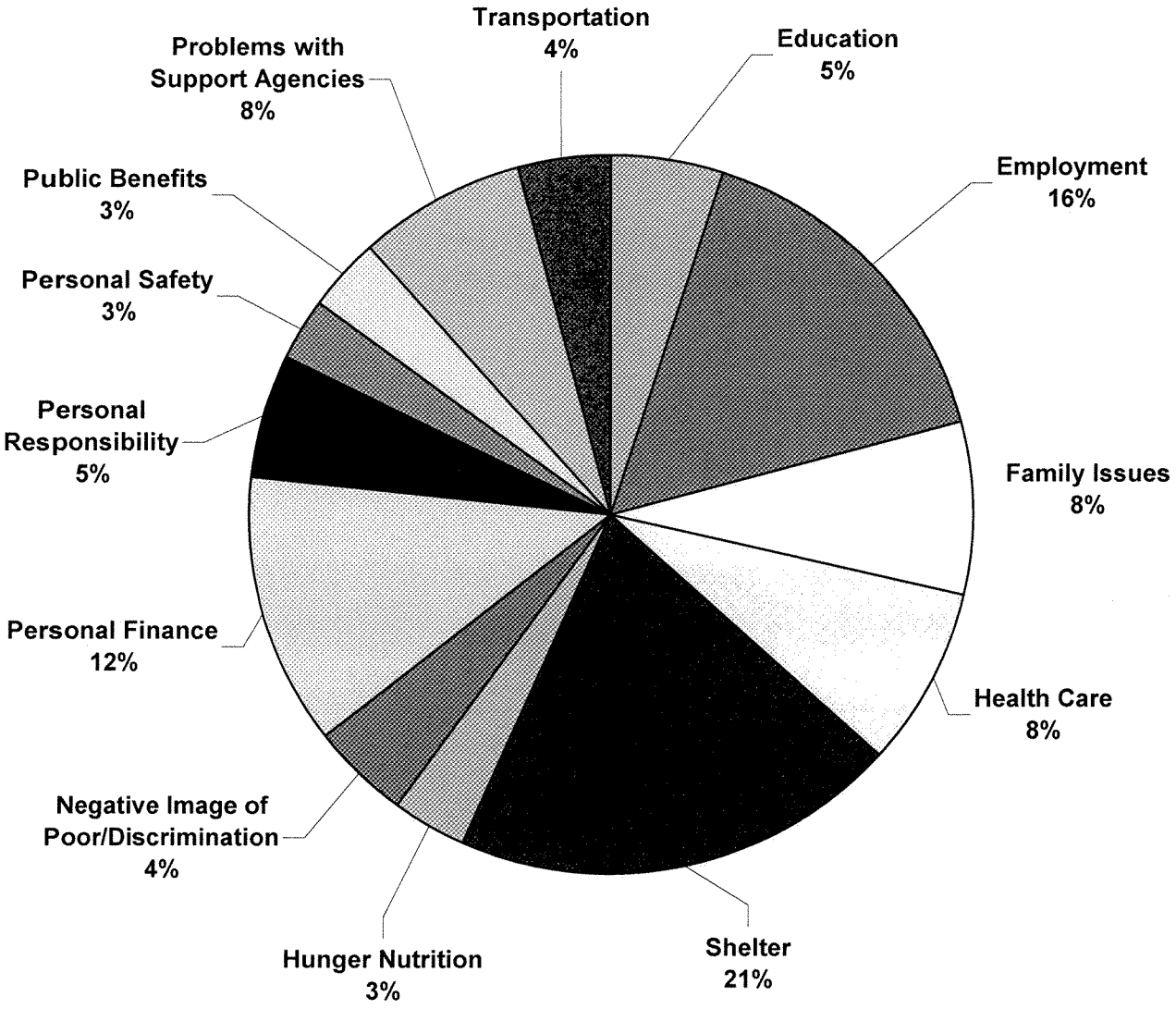
Most Important Legal Problem Categories Identified by Rural Client Population



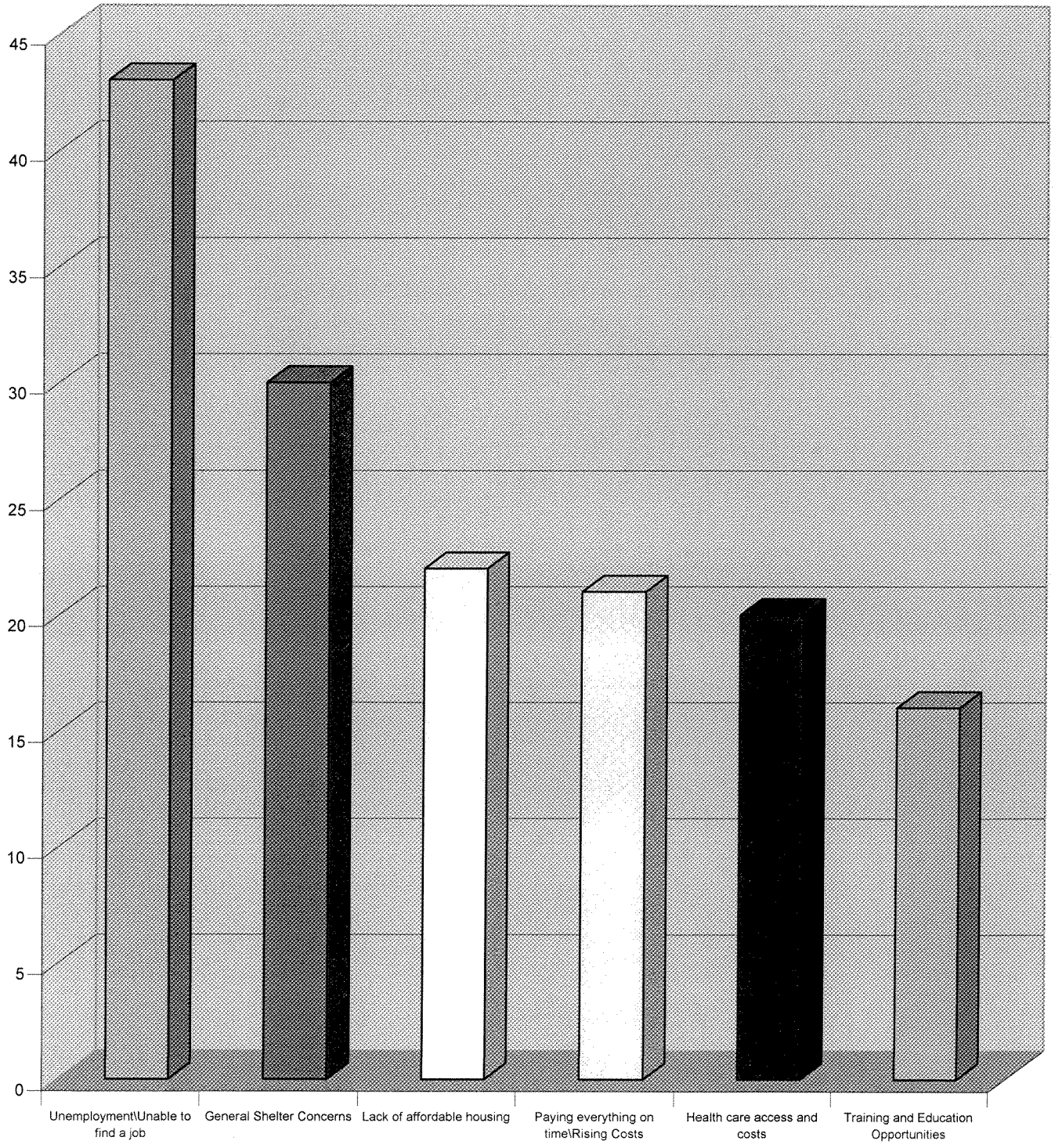
6 Most Important Legal Problems Identified by Client Population



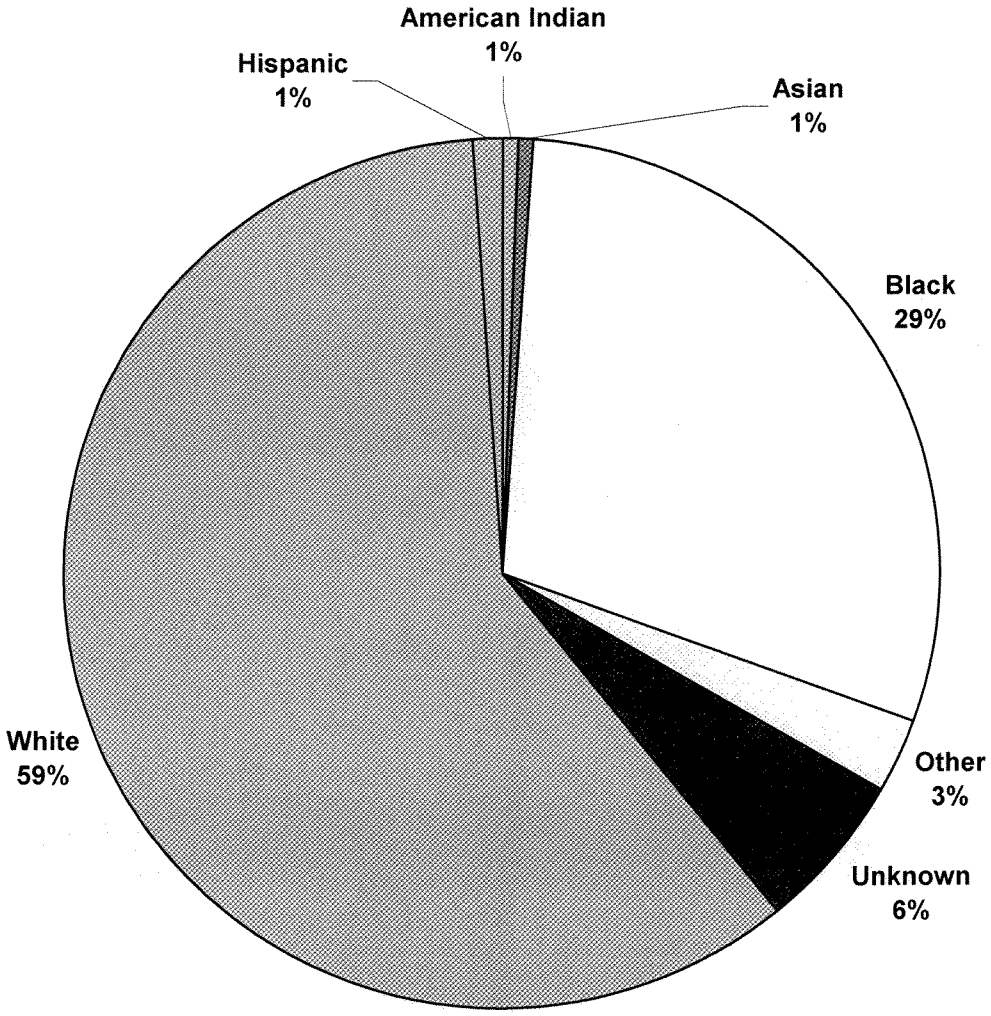
Most Important Community Issue Categories Identified by Client Population



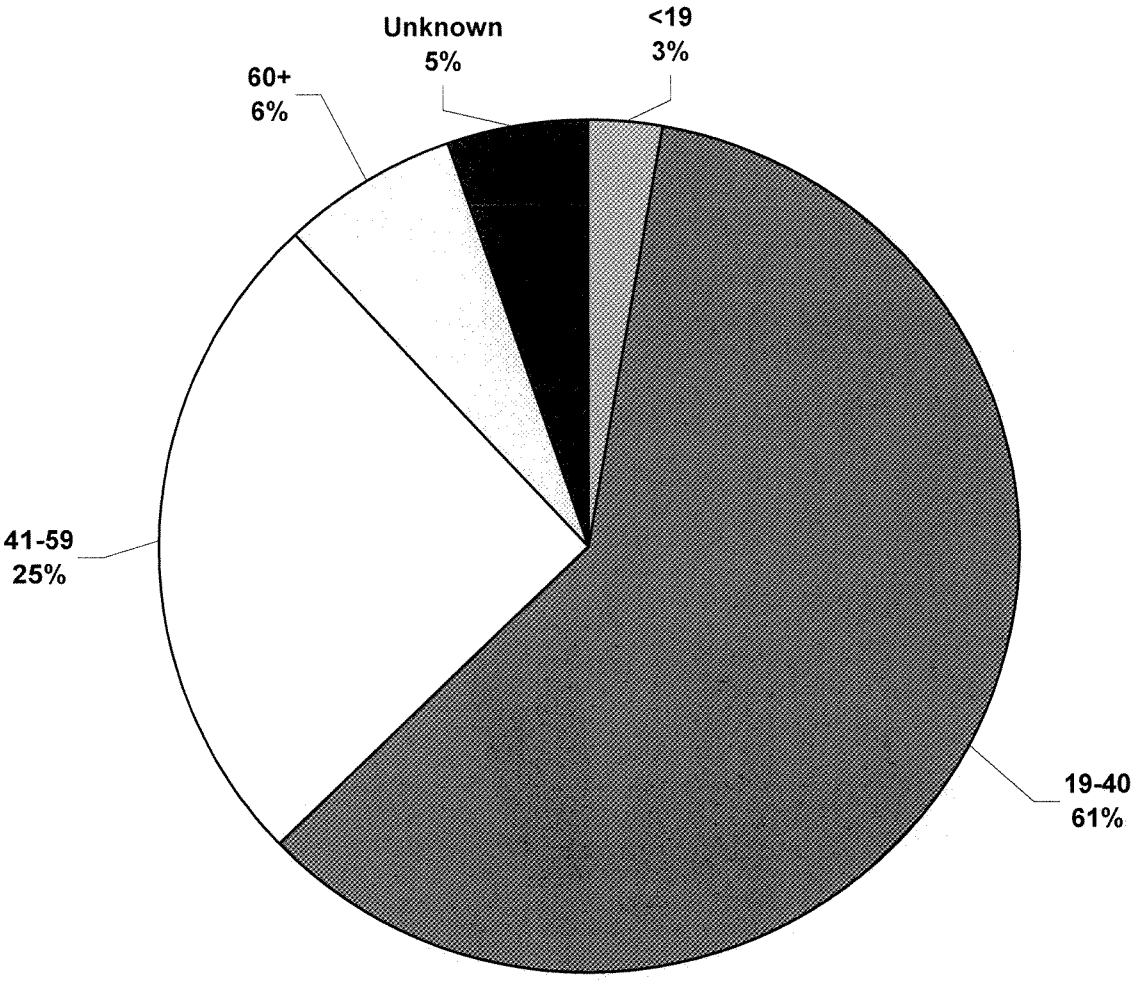
6 Most Important Community Issues Identified by Client Population



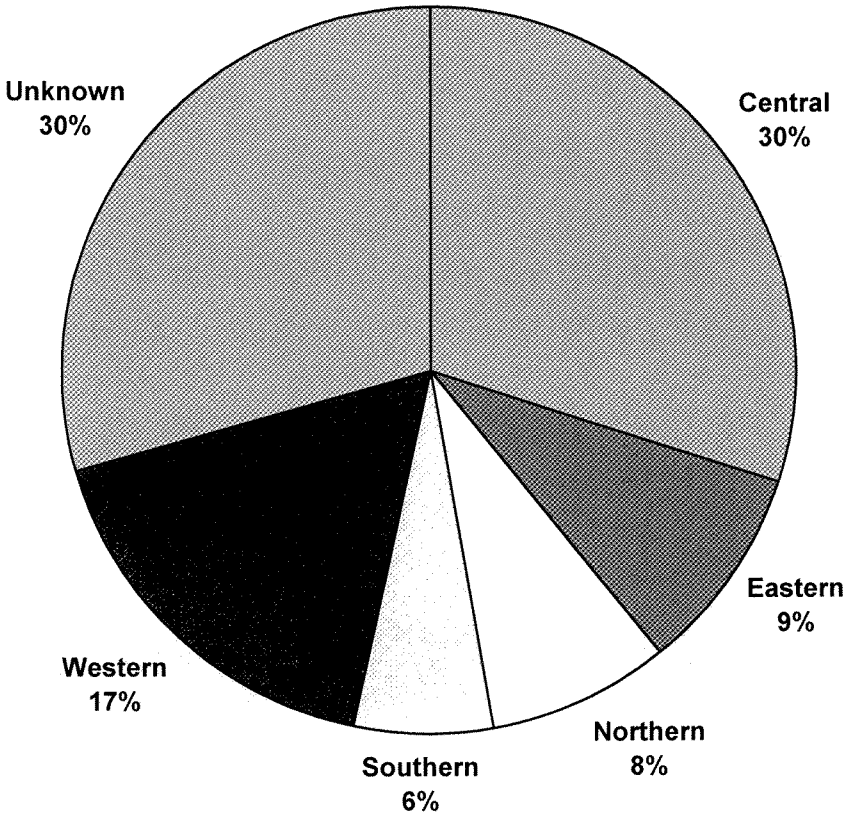
Client Responses by Race\Ethnicity



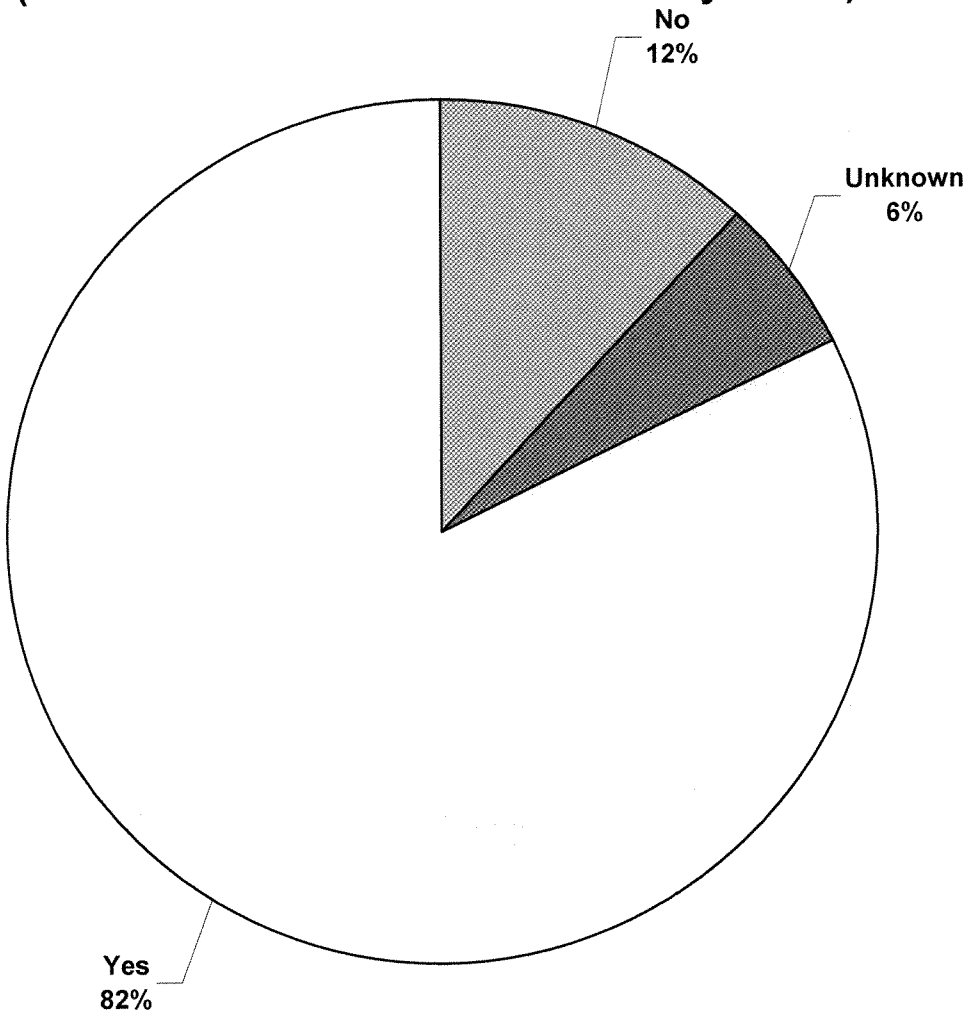
Client Responses by Age



Client Responses by Region



Client Responses by LSC Eligibility (Based on 125% of Federal Poverty Level)



PROFESSIONAL SERVICE PROVIDER SURVEY

Statistical Validity

According to Land of Lincoln's case management database there are 1,100 law firms and social service agencies providing various services to low-income individuals in Land of Lincoln's service territory. In order to obtain a 10% margin of error with a 90% confidence level on standardized questions, a sample size of 64 would be required. Despite sending out the survey on two separate occasions, only 46 surveys were returned. This resulted in an 11.8% margin of error with an 83% confidence level.

Issues Ranked by Frequency of Occurrence

In the first portion of the survey participants were asked to note if any of their low-income clients had experienced specific legal problems in six different categories over the past year, as well as how frequently they saw these problems occur. The following table identifies the legal issues presented and the number of survey participants who identified having clients that experienced the problem at least once in the past year.

Legal Issue	Number of Households Experiencing Problem Over the Past Year
Domestic abuse or violence	41
Evictions or threat of evictions	40
Divorce where children are involved	39
Obtain or increase child support	37
Divorce where violence is involved	37
Custody dispute	36
Divorce where no children and no violence is involved	36
Unsafe housing	35
Difficulty finding affordable housing	35
Obtain or enforce visitation rights	34
Problems with debt collection	33
Criminal record preventing employment	33
Repossession of a car or personal belongings	33
Establish custody and visitation rights for an unmarried parent	31
Documents to allow others to make medical decisions for them	31
Denial or cut-off of disability (SSI) benefits by Social Security Admin	30
Bankruptcy	29
Foreclosure	29
Senior citizen whose money/property is being taken by a relative	29
Issues involving a senior citizen who is incompetent	29
Wills and/or powers of attorney	28
Lock-out, belongings taken, or utilities shut-off by landlord	28
Garnishment of wages or bank accounts	28
Lending practices such as "pay day" or "car title" loans	28
Barriers to participating in work and training programs	28
Denial of Unemployment Benefits	28
Threat of or attempted child snatching by parent without custody	28
Denial or cut-off of cash benefits or Food Stamps by Public Aid/DHS	25
Denial by Medicaid or Medicare for coverage or of a specific service	25
Obtain custody or visitation of grandchildren	24
Physical abuse of an elderly person	24
Expulsion or suspension of children from school	23

Obtaining necessary services for children with disabilities	21
Denial of medical care by a doctor or hospital due to lack of insurance	21
Quality of care or ability to remain in a long-term care facility	17
Denial of housing because of sex, race, disability or family status	17
Denial of admission of children to school	10

Open Ended Questions

In addition to the "Issues Ranked by Frequency of Occurrence" the survey sought answers to two specific questions: "What do you think are the five most important legal problems facing low-income individuals and families in your community?" and "What are the three most important issues facing the low-income community as a whole?" The following tables identify participant responses the frequency with which they occurred.

"What do you think are the five most important legal problems facing low-income individuals and families in your community?

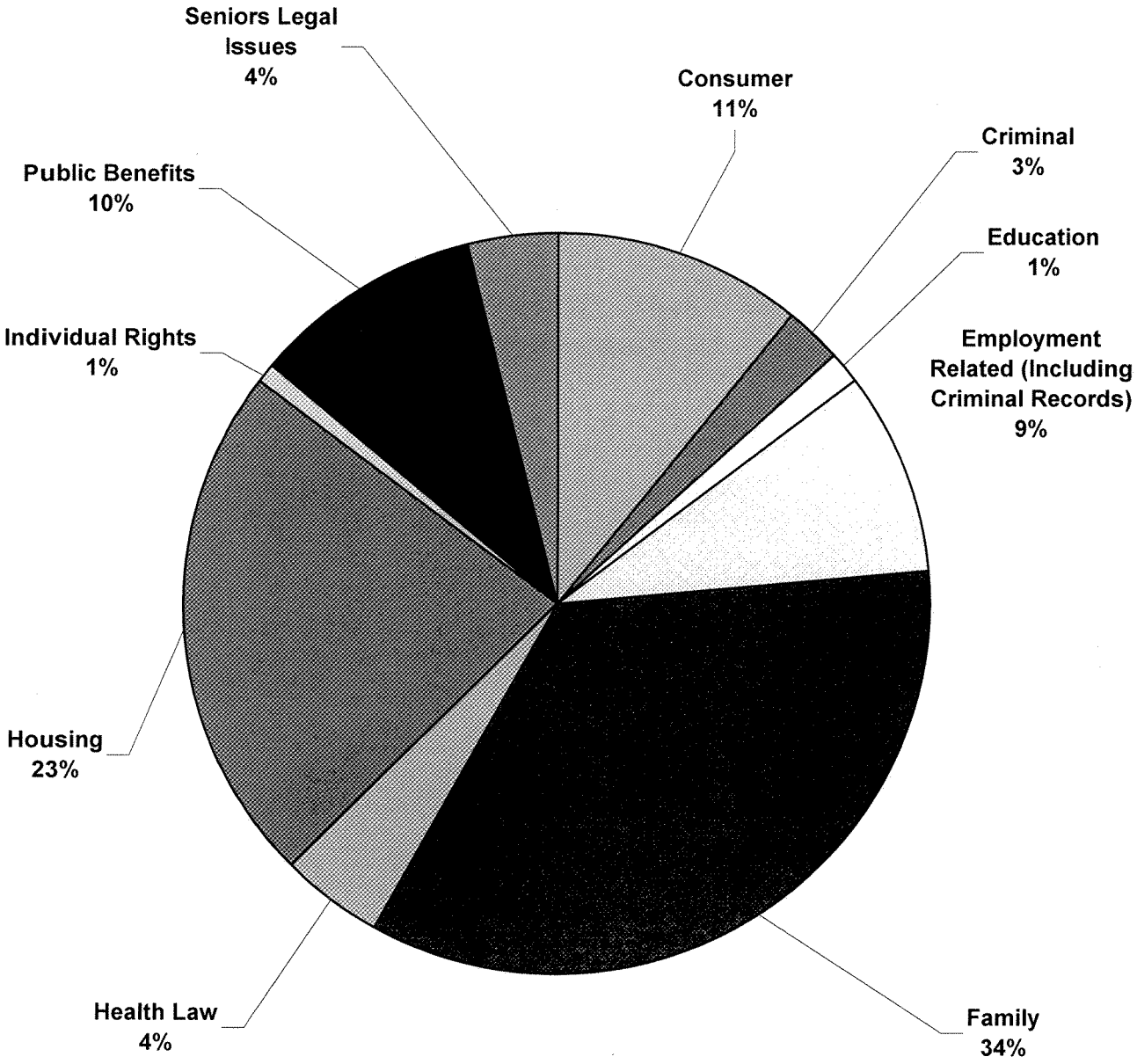
Legal Problem	Response Frequency
Divorce	15
Domestic violence/Orders of Protection	14
Child Custody/Visitation	12
Child Support	9
Housing affordability	9
Denial of Social Security/Medicaid Benefits	7
Proving eligibility for Social Security and Medicaid	7
Criminal Records/Backgrounds	6
Foreclosures	6
Landlord / tenant problems	6
Landlord refusal to make repairs	5
Criminal Charges	4
Access to mental health and substance abuse services	4
Eviction	4
Bankruptcy	3
Collection/garnishment	3
Employment Issues	3
Family Matters	3
Money management issues	2
Pay Day loan places taking advantage of clients	2
Utilities shut-off (unwarranted)	2
Drug/Alcohol abuse	2
Housing discrimination	2
Elder Abuse	2
Financial Exploitation of the elderly	2
Wills and Powers of Attorney	2
Medical bankruptcy	1
Credit issues	1
Financial Problems	1
Unemployment running out	1
Debt Repayment	1
School compliance with student needs	1
Access to appropriate education	1
Difficulties obtaining proper identification	1
Employment discrimination	1

Lack of marketable skills	1
Lack of personal skills	1
Lack of Sufficient income	1
Maintaining the family unit	1
Illegal discharge from long term care facilities	1
Decent Affordable Housing	1
Difficulties affording rent and utilities	1
Difficulty obtaining public housing	1
Housing mediation	1
Imprisonment due to mental illness	1
Over reliance on public assistance	1
Denial of Entitlements	1

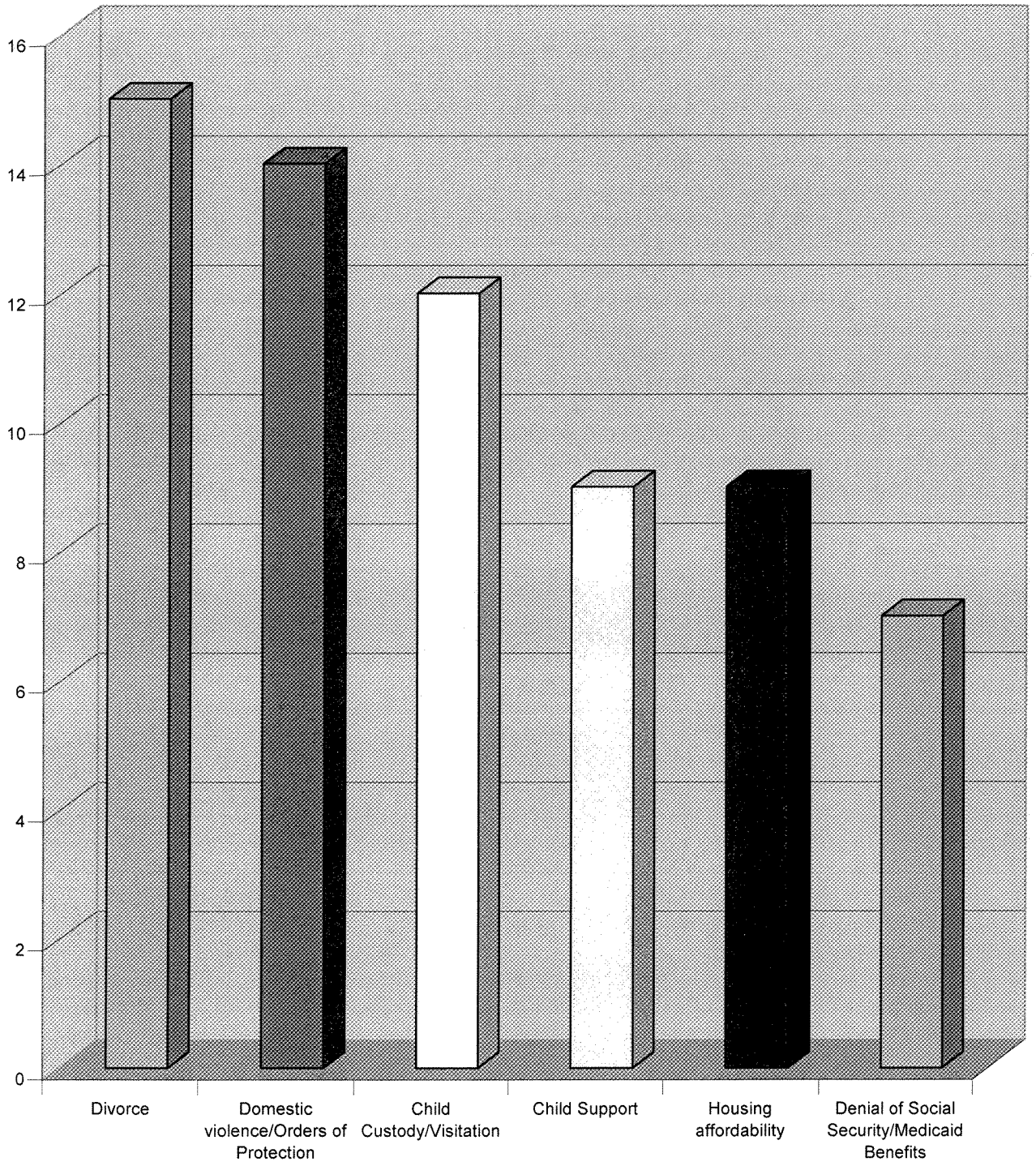
"What are the three most important issues facing the low-income community as a whole?"

Community Issue	Response Frequency
Lack of safe/affordable housing	16
Lack of jobs/employment opportunities	13
Healthcare Access and Quality	8
Transportation	7
Domestic Violence	6
Employment	4
Maintaining the family unit	4
Landlord Conflicts	4
Education Opportunities or lack thereof	3
Nutrition/hunger issues	3
Financial issues	3
Lack of Sufficient Income	3
Drug/Alcohol abuse	3
Difficulties affording rent and utilities	3
Cuts to social services	3
Crime	2
Pay Day loan places taking advantage of clients	2
Elder Abuse	2
Over reliance on public assistance/entitlement mentality	2
Housing issues	2
Lack of affordable, quality day care	2
Criminal Backgrounds	1
Access to mental health and substance abuse services	1
Finding medical/dental providers accepting Medicaid	1
Inability to afford health insurance	1
Bankruptcy	1
Financial exploitation	1
Poor credit	1
Issues involving children	1
Personal Safety	1
Proving eligibility for Social Security and Medicaid	1
Benefit denial	1
Evictions	1
Complicated and confusing structure of assistance agencies	1
Inability to have legal representation	1

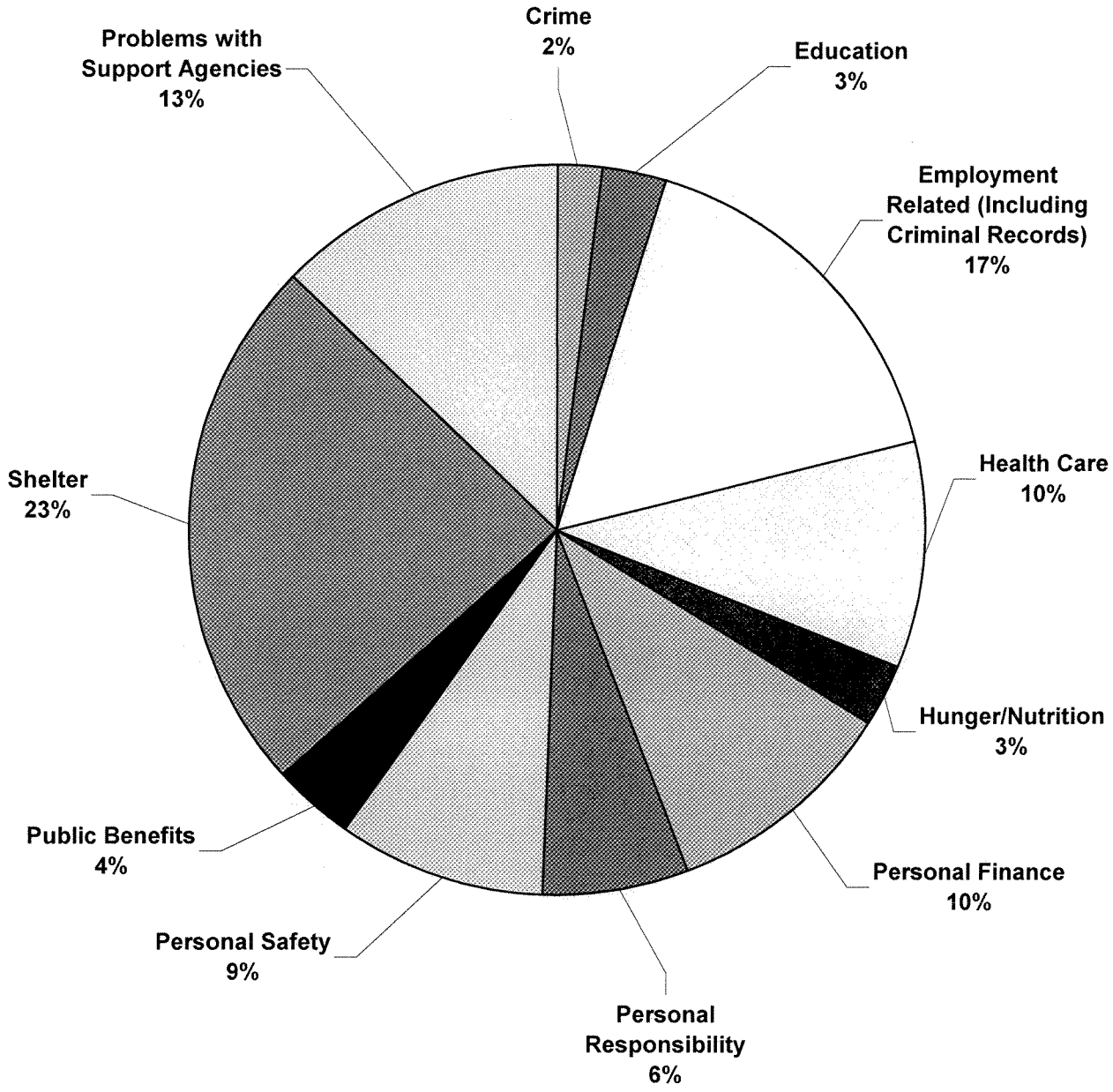
Most Important Legal Problem Categories Identified by Professionals



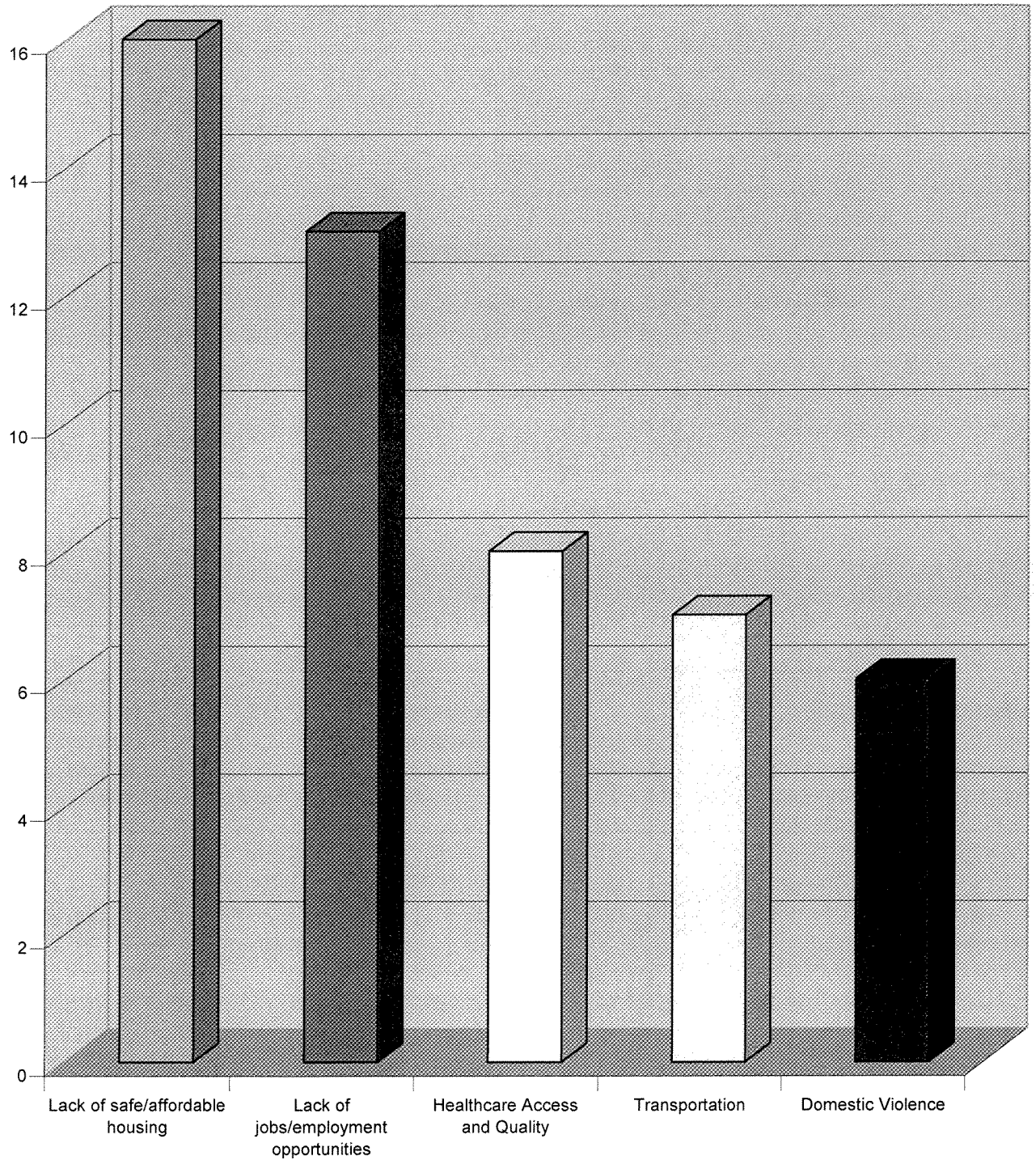
6 Most Important Legal Problems Identified by Professionals



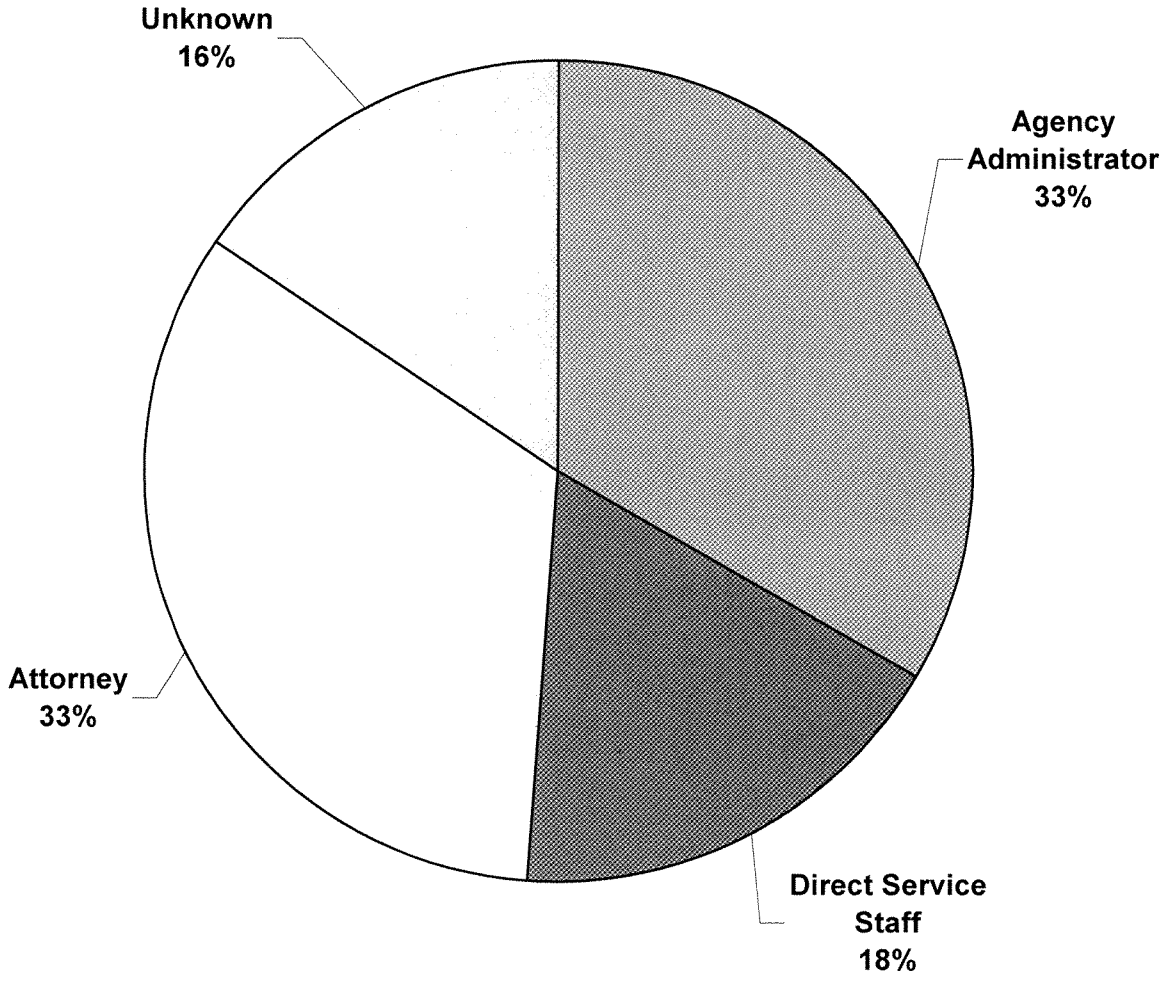
Most Important Community Issue Categories Identified by Professionals



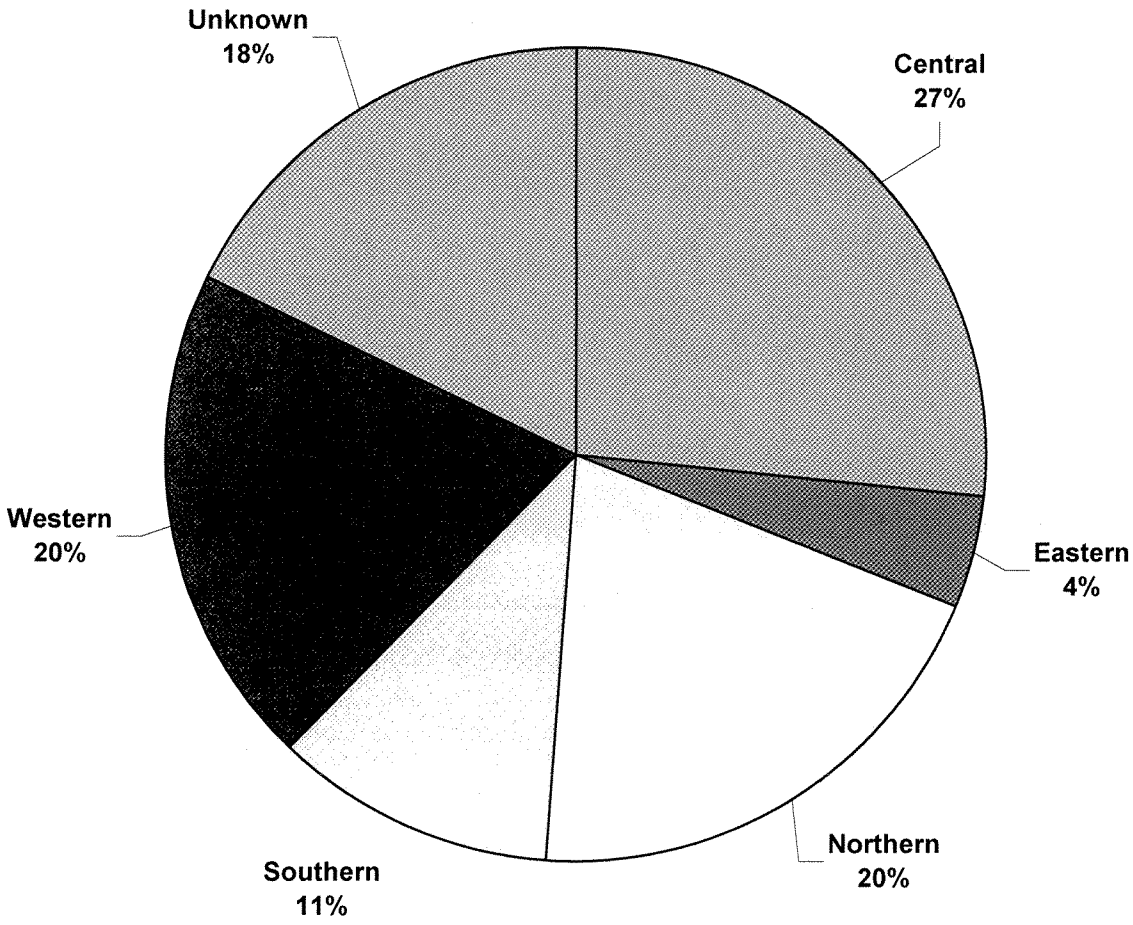
5 Most Important Community Issues Identified by Professionals



Professional Survey Responses by Position



Professional Survey Responses by Region



DISCUSSION OF SURVEY RESULTS

JUDICIAL SURVEY

During March 2011, Land of Lincoln managing attorneys and staff attorneys spoke to 81 judges from throughout our 65 county service area. All of the judicial interviews followed the format set out in the questionnaire attached as Appendix C. A few of the judges chose to complete the form and return it, one sent a letter response, and the rest of the interviews were oral and the judges' responses were noted on the interview form by the Land of Lincoln attorney.

Some of the judges indicated their responses were influenced by what their judicial assignment was, because this determined what kinds of cases they heard and where they were likely to encounter low-income litigants. Several judges did not respond to some or all of the questions because they were assigned exclusively to areas such as criminal, probate, or major civil, and did not feel they had enough information to answer the questions.

Because of the narrative nature of the discussions and the open-ended questions, there was not uniformity in how various legal problems were described. For example, many of the judges referred to "family law" while others may have specifically referred to "divorce" or "custody cases". It also appears that cases involving domestic violence and orders of protection were often included in the general family law category. The same applies to "housing", which was also referred to as FE&D court and landlord/tenant law. Because foreclosure is a different docket, it does not appear that most judges included foreclosure in housing, but rather mentioned it separately.

In the interviews, the judges were more likely to identify the larger categories of cases (e.g. family, housing, etc.), when asked the first question about the most common legal problems experienced. For example, one response about the most common legal problems, was: "Family cases. Divorce, custody, and child support, as well as domestic violence issues like orders of protection and divorces with violence." However, when asked the second question about the most important legal problems for Land of Lincoln to address, the judges' responses tended to be more specific. For example, the same judge identified domestic violence as the most important legal need because "violence makes it difficult for them to represent themselves", and second, divorce with custody and visitation because "litigants need representation in cases involving children due to the complexity of the legal process regarding those issues."

Observations on Specific Question Responses

Regarding the question ***"In your experience, what are the most common legal problems experienced by low-income people in your community?"***: Every judge did not identify the same number of common legal problems. Some mentioned only one, while some judges identified several issues. Also, several judges identified more general problems, such as a lack of understanding of the judicial process by low-income persons and lower educational levels or poor education, making it more difficult for the person to work through the legal system.

Some indicated that lack of income caused or contributed to the legal problems, such as evictions for non-payment of rent and collection cases. As one judge said, many legal problems are exacerbated by poverty. Many of the judges were concerned about the increasing number of pro se litigants, particularly in family cases. For example, one judge indicated no matter what the income level of the litigants, pro se litigants in family court are becoming an increasing problem for the courts. He also noted that it seemed like low-income pro se litigants had greater difficulty navigating the court system. He was especially concerned about pro se litigants in family cases where children were involved.

The most frequent responses to this question were:

1. Family Law (including divorce, custody, child support, and domestic violence): 48 responses, constituting 39% of the total. (Including orders of protection, the family law category totals 47% of the responses.)
2. Orders of Protection (to the extent these were identified separately): 10 responses, or 8% of the total.
3. Landlord/Tenant: 24 responses, or 20% of the total. (Including foreclosure in a Housing category, the total is 31%)
4. Small claims/debt collection: 23 responses, or 18% of the total.
5. Foreclosure: 14 responses, or 11% of the total.
6. Guardianships: 2 responses
7. DUI: 1 response

Regarding the question ***"Given our limited resources, we cannot provide representation to everyone who applies for our services. What do you think are the 3 most important legal problems to address? Why?"***: While responses to this question tended to be more specific, some of the responses referred to the category of cases, such as family law, that were inclusive of many issues within that category, such as custody and domestic violence. Also, not every

judge identified 3 legal problems. If the legal problem was specifically identified as involving children, e.g. divorce with children or custody disputes, then it is included in the category for "cases involving children" and not in the general family law/divorce category.

The responses were as follows:

1. Landlord/Tenant: 35 responses, or 21% of total. (With foreclosure added, housing category is 31% of total.)
2. Cases involving children: 34 responses, or 20% of total. These responses included divorce with custody, visitation and custody, and guardianships. (With family law/divorce, domestic violence, and child support, family law category is 54% of the total.)
3. Family law/Divorce: 28 responses, or 16% of total.
4. Domestic Violence/Orders of Protection: 21 responses, or 12% of the total.
5. Debt collection: 21 responses, or 12% of the total.
6. Foreclosure: 17 responses, or 10% of the total.
7. Child support: 6 responses.
8. Legal issues for seniors (such as adult guardianships, financial exploitation, elder abuse): 3 responses.
9. Access to public benefits: 3 responses.
10. DUI: 1 response.

Regarding the question ***"Are there areas of legal need that Land of Lincoln is not currently addressing that you think it should?***: Most of the judges indicated there were no areas of legal need that we were not addressing. Guardianships of minors (or non parent custody cases) was the single most frequent type of case cited. A few judges also mentioned adult guardianships. As discussed above, some judges expressed concern about having a guardian ad litem for the children in custody disputes. With regard to child support, several judges thought the dockets were too crowded and that the assistant attorney generals and state's attorneys were not able to handle all of the cases. Other areas specifically mentioned included: car loans, probate, juvenile cases and visitation disputes. A couple of judges in rural counties mentioned traffic cases and license revocations, because transportation is such a problem in rural counties.

Regarding the question ***"Land of Lincoln has worked with the courts and libraries on self-help centers to access resources on Illinois Legal Aid Online. Are there other ways we could work together to serve low-income, pro se litigants?"***:

Most of the judges were supportive of self-help centers where online forms and legal information are available. Several judges indicated that the quality of the forms they are seeing now, especially in divorces, is better. Some judges also said that online self-help was more available and practical than in person 'clinics', because most people have access to a computer and attendance at clinics can be spotty. In several counties where there is no self-help center, judges expressed interest in getting one at the court or local library. However, while there was general support for online self-help, many of the judges thought such assistance was of limited effectiveness. The judges had concerns about literacy levels and computer competence. One judge said for self-help to be effective, the user needed to be "extremely motivated and intelligent." Some judges said that while the forms were better, the pro se litigants still did not understand the legal process. Some judges noted that it can be a trap for the unwary who file something when not fully understanding the process and completing the forms incorrectly. The judges say they must be impartial and cannot provide legal advice to pro se litigants, which can be frustrating for both the judge and the individual, when the judge must dismiss the case because the forms are not complete or correct.

Generally, the judges thought that self-help, especially for divorces and family cases, would be more effective if personal assistance was available to the users. The judges suggested several models, including: special pro se dockets with time before the call to meet with an attorney on a limited representation basis to review forms and process; more pro bono projects for 'assisted' pro se; Land of Lincoln presence at dockets or assistance with pro se; and, encouraging the private bar to develop discrete task models or adjusting fee schedules.

Several judges from throughout the service area also mentioned FE&D court and small claims as areas where some limited assistance could help defendants understand the process and whether they had any defenses. In the small claims area, quite a few judges expressed concern about defendants signing payment agreements they could not afford or when they had exempt income.

Recurring Themes in Interviews

1. ***Concern about children***. This usually came up in family law cases, but some judges also indicated a concern in landlord/tenant cases that children would be affected by the eviction or foreclosure. In the family area, most judges said cases involving children were more complex and attorney representation was needed. Some judges were also concerned that unless the child is represented by an attorney or there is a GAL, they do not get all of the

information they need to make the custody determination. If only one parent is represented, they are concerned they are only getting one side of the story, and if both are unrepresented, they also cannot get objective information about what is best for the children.

2. ***Frustration with increasing numbers of pro se litigants***. This came up over and over in the family law area, and judges thought it was especially a problem in cases involving children because the issues and legal process are more complicated. Several judges pointed out court resources for helping pro se litigants are limited, and as judges, they cannot advise pro se parties.

3. ***Need to educate unrepresented defendants in collection and forcible entry and detainer cases.*** Several judges expressed concern that defendants sign payment agreements they cannot afford or when they only have exempt income. One judge even indicated that he signed those orders, because he felt he had no choice, but he was reluctant to enforce them. Judges in FE&D court thought defendants had defenses they did not raise, and they were at a serious disadvantage because the landlords always have attorneys. Several judges expressed interested in some limited services for defendants at small claims and FE&D dockets. One judge suggested we consider how we can handle a "problem" rather than representing individual clients, so we can help more people.

4. ***Recognition of our limited resources.*** One judge wished he could 'clone' Land of Lincoln attorneys. While the judges are frustrated by the increasing number of pro se litigants in the family area, they also expressed recognition of our limited resources and our need to prioritize.

5. ***Potential for increased pro bono and unbundled services.*** Many of the judges talked about the need for increased pro bono participation to address the need for legal assistance and representation for low-income persons. They also identified the potential for a pro bono role in assisted pro se projects.

6. ***Interest in more community legal education.*** This came up in the context of having more brochures available at court in a variety of areas, but especially in landlord/tenant cases and small claims. One judge suggested more practical legal education for high school students to prevent legal problems in the future. One judge also wanted a brochure for the courts to make available to court users about Illinois online resource, including self-help and legal information.

CLIENT ELIGIBLE POPULATION SURVEY

During March 2011, Land of Lincoln's Administrative office mailed surveys to forty individuals from each of our five service regions who had sought legal assistance within the past eighteen months. Thirty of those 200 surveys were returned as undeliverable. In April 2011, 625 surveys were sent to various governmental and non-profit agencies equally distributed throughout our five service regions. All of the client surveys used the survey tool attached as Appendix A.

Several demographic differences between the results of this survey and the characteristics of cases closed in 2010 need to be taken into consideration when evaluating survey responses. When comparing client responses by race/ethnicity to 2010 case statistics, the low response rate of whites (59% in survey vs. 76% in 2010 case closings) and the high response rate of blacks (29% in surveys vs. 21% in 2010 case closings) is definitive. The number of participants that did not disclose this information was only two percent, and insufficient to explain the difference. It could be explained by the fact that the total number of responses was heavily weighted by clients from the Central Region of our service territory. This region contains some of the highest concentrations of predominantly black communities in our service territory.

Because the Central and Western Regions provided the greatest number of survey responses, there was a concern that the opinions of our rural clients would be overshadowed in the survey results. However, when the survey results of those clients living in rural areas[3] were compared to those in urban/suburban areas, the legal problem categories identified by the two groups were nearly identical.

Due to the narrative nature of the open-ended questions, there was not uniformity in how various legal problems or community issues were described. For example, in describing the most important legal problems some of the respondents used the major categories from the earlier section such as "Family Law" or "Income Benefits" while others may have used specific problems identified under those categories. An even smaller group identifies legal issues that were not in the previous section. For this reason, legal problems and community issues were charted in categories, as well as listed individually.

Observations on Specific Question Responses

With respect to the ***"Issues Ranked by Frequency of Occurrence"*** the top five legal problems identified as having occurred at least once in survey participant households over the past year were:

1. "Difficulty finding affordable housing": 99 households or 53% of surveys

[3] Responses by clients from rural areas were identified as those with zip codes that did not fall into one of the three Metropolitan Statistical Areas within our service territory.

2. "Domestic Abuse or Violence" and "Problems with collection agencies or debt buyers": 72 households or 39% of surveys
3. "Denial or cut-off of cash benefits or Food Stamps": 63 households or 34% of surveys
4. "Barriers to participating in work or training programs": 60 households or 32% of households
5. "Evictions or threat of eviction": 58 households or 31% of households

In almost all instances, the legal problem identified as having occurred at least once in the greatest number of responding households over the past year was also the legal problem that occurred with the most frequency within the individual households. In the area of Consumer Issues that problem was "Problems with collection agencies or debt buyers". In the area of Family Matters that problem was "Domestic abuse or violence". In the area of Housing Matters that problem was "Difficulty finding affordable housing". In the area of Senior Citizen Issues that problem was "Wills and/or powers of attorney". In the area of Education Issues that problem was "Obtaining necessary services for children with disabilities". There was one exception. In the area of Income Benefits and Medical Assistance: "Denial or cash cut-off of cash benefits or Food Stamps by Public Aid/DHS" occurred in the greatest number of households over the past year, but "Barriers to participating in work and training programs" was the problem that they identified as occurring most frequently.

Regarding the open ended question ***"What do you think are the five most important legal problems facing low-income individuals and families in your community?"***: "Housing Matters" was the problem identified in the greatest number of surveys. When combined with the other more specific housing issues identified, the total reached 25% of all issues identified. The next four most important legal issues identified were "Employment", "Income Benefits", "Evictions", and "Child Support". When viewing responses in terms of categories, "Public Benefits" received 20% of problem mentions, "Family Matters" received 17% of mentions, and "Consumer" received 12%.

Regarding the open ended question ***"What do you think are the three most important issues facing the low-income community as a whole?"***: "Unemployment - Unable to Find a Job" was the issue identified in the greatest number of surveys. This was closely followed by "General Shelter Concerns" and "Lack of Affordable Housing". The fourth most frequently identified issue was "Rising Costs – Paying Bills on Time". When the wide variety of responses were placed into categories "Shelter" received 21% of issues mentioned, "Employment" received 16% of mentions, and "Personal Finance" received 12%.

Recurring Themes in Interviews

1. ***Housing Issues are the primary concern of the client eligible population.*** Whether identifying frequency of occurrence, important legal problems, or important community issues; Housing Issues were always at the top of the list. When survey respondents mentioned specific housing issues "Difficulty Finding Affordable Housing" was not only the legal problem experienced by most low-income households, it was also the problem that occurred with the most frequency.

2. ***Income Issues are the second highest concern of the client eligible population.*** In fact, "Unemployment – Unable to Find a Job" was identified by more survey participants as one of the three most important issues facing low-income communities than any other single issue. When both responses concerning unemployment and public benefits providing cash benefits are combined; it shows that the need for some type of income is only slightly behind Housing Issues as an overall area of concern. If "Child Support" responses were viewed as an Income Issue instead of a Family Issue, then Income Issues would become the primary concern of the client eligible population.

3. ***Family Issues provide conflicting impressions within the client eligible population.*** While Family Issues were the third highest concern of the client eligible population, its level of occurrence would be far less if "Child Support" was viewed as an Income Issue. With respect to the frequency that family matters occurred in survey households, "Child Support" problems occurred as frequently and to as many households as did the problem of "Domestic Violence". However, it is of interest to note that "Child Support" is viewed as a slightly more important problem than "Domestic Violence".

PROFESSIONAL SERVICE PROVIDER SURVEY

During March 2011, Land of Lincoln's Administrative office emailed surveys via Survey Monkey to a total of 275 social service providers and private attorneys who assist low-income individuals from throughout our five service regions. Due to a low response rate, the survey was sent a second time during the first half of April 2011. Despite sending out the survey on two separate occasions, only 46 surveys were returned. This resulted in an 11.8% margin of error with an 83% confidence level. All of the professional surveys used the survey tool attached as Appendix B.

Because of the narrative nature of the open-ended questions, there was not uniformity in how various legal problems or community issues were described. For example, in describing the most important legal problems some of the respondents used major categories such as "Housing" or "Family Matters" while others may have used specific problems identified under those categories. An even smaller group identified legal issues that were not included anywhere else. For this reason, legal problems and community issues were charted in categories, as well as listed individually.

One major demographic difference between the results of this survey and the characteristics of cases closed in 2010 needs to be taken into consideration when evaluating survey responses. Only 4% of the survey responses came from the Eastern Region. While 18% of the responses did not indicate their geographic origin, it is unlikely that enough of those surveys came from the Eastern Region to acquire representation equal to the percentage of cases closed in that region.

Another factor that may impact results is the response rate within the two different groups. While the survey responses indicate that the occupation of 16% of the responses was unknown, using an email survey allowed us to further investigate from where the unknown surveys came. We can say with a reasonable amount of certainty that all but one of those unknown occupation surveys came from an attorney. This would theoretically increase the number of attorney responses to nearly 46% of all responses.

Observations on Specific Question Responses

With respect to the ***"Issues Ranked by Frequency of Occurrence"*** the top five legal problems identified as having been experienced at least once in survey participants' clients' households over the past year were:

1. "Domestic Abuse or Violence": 41 client households or 89% of surveys
2. "Evictions or threat of eviction": 40 client households or 87% of surveys

3. "Divorce where children are involved": 39 client households or 85% of surveys
4. "Obtain or increase child support" and "Divorce where children are involved": 37 client households or 80% of surveys
5. "Custody Dispute": 36 client households or 78% of households

In most instances, the legal problem identified as having occurred at least once in the professional's clients' households over the past year was also the legal problem that occurred with the most frequency within the service provider's practice. In the area of Consumer Issues that problem was "Problems with collection agencies". In the area of Education Issues that problem was "Expulsion or suspension of children from school". In the area of Family Matters that problem was "Domestic abuse or violence". In the area of Income Benefits and Medical Assistance that problem was "Criminal record preventing employment." The notable exceptions were in the areas of Housing Matters where "Evictions or threat of eviction" occurred in the greatest number of instances over the past year, but "Difficulty finding affordable housing" was the problem identified as occurring most frequently and in "Senior Citizen Issues" where "A senior citizen whose money or property is being taken by a friend, relative, or caregiver" and "Issues involving a senior citizen who is incompetent" occurred in the greatest number of instances, but "Wills and powers of attorney" occurred with the most frequency.

Regarding the open ended question "***What do you think are the five most important legal problems facing low-income individuals and families in your community?***": "Divorce" was the problem identified in the greatest number of surveys. When combined with the other specific family issues identified, the total reached 34% of all issues identified. In fact, four of the top five legal problems identified involved Family Law. When viewing responses in terms of categories, "Family Matters" received 34% of problem mentions, "Housing" received 23% of mentions, "Public Benefits" received 10% and "Employment" received 9%.

Regarding the open ended question ***"What do you think are the three most important issues facing the low-income community as a whole?"***: "Lack of safe/affordable housing" was the issue identified in the greatest number of surveys. This was closely followed by "Lack of jobs/employment opportunities". The third most frequently identified issue was "Healthcare Access and Quality". When the wide variety of responses were placed into categories "Shelter" received 23% of issues mentioned, "Employment" received 17% of mentions, and "Problems with Support Agencies" received 10%.

One important thing to note is how the legal problems identified by the professionals surveyed centered around Family Law and were quite different from the community issues they identified, which centered on shelter and income issues.

Demographic Profile of Service Area Population and Clients Served in 2010

In 2010, Land of Lincoln closed 11,046 cases. Seventy-seven percent (77%), or 8,459, of the cases closed were for women of all ages. Of the total cases closed, 7,941 or 72% were for persons under the age of 60, and 80% of those cases were for women. Of the clients under age 60, 73% were White, 24% were African American, and about 1.5% were Hispanic/Latino. For clients age 60 and over, 85% were white and 14% were African American.

About 30% of clients under age 60 lived in Madison or St. Clair County, Land of Lincoln's two most populous counties. Adding clients served in Champaign, Sangamon and Macon counties totals 46% of clients under age 60 lived in five counties, with the remaining 54% in the other 60 more rural counties. This distribution of services corresponds to the poverty population of the Land of Lincoln service area, since 44% of individuals at 100% of the federal poverty level reside in those five counties.

According to the 2005-2009 American Community Survey (ACS) data, over 2,250,000 individuals lived in the 65 county Land of Lincoln service area. The 2010 Census Demographic Profile indicates that the population has increased in all but a few of the counties, bringing the total population to over 2,400,000. The most recent available estimates of poverty by county are in the 2005 -2009 ACS profiles, and when applied to the ACS population figures, there are 335,736 people living at 100% of the federal poverty level in Land of Lincoln's service area. That is an increase of 22.5% or 61,628 over the 2000 figure of 274,108. The poverty level in 35 of Land of Lincoln's counties exceeds the national average of 13.5%, and six counties have poverty rates greater than 20%. (See Census Tables attached as Appendix E.)

The ACS racial and ethnic data indicate that of the total population, 92% are white, 9.4 % are African American and 2.2% are Hispanic/Latino. However, the rate of racial diversity varies significantly, with some counties having an African American population of over 30% (such as St. Clair, Alexander, and Pulaski) and many of the smaller rural counties having an African American population of less than 1%. According to 2008 Census data for poverty level by race, Whites have a national rate of poverty of 11.2; Blacks/African Americans, a rate of 24.7%; and Hispanics/Latinos, a rate of 23.2%.[4] The higher rate of poverty among African Americans is also reflected in Land of Lincoln's 2010 case data.

[4] U.S. Census Bureau, Statistical Abstract of the United States: 2011, Table 710, People Below Poverty Level by Race and Hispanic Origin: 1980 – 2008.

FINDINGS & IMPLICATIONS

FINDINGS

1. The need for legal services for low-income persons in central and southern Illinois exceeds the resources available to meet it.

This needs assessment was not designed to measure the unmet need for legal services, because other studies have done that.[5] However, the findings of this study affirm that low-income persons experience a wide range of legal problems in the course of a year: over half of the client eligible respondents reported difficulty finding affordable housing in the last year; over a third reported domestic violence, problems with debt collection, public benefits and child support; and over 30% reported eviction or threat of eviction. The judicial interviews affirm that many low-income persons appear in court without a lawyer at risk of losing their children, their housing, and their income.

2. Clients served by Land of Lincoln in 2010 were reflective of the poverty population.

Almost half of clients served lived in the 5 most populous counties, and most were white and female. Although African Americans comprise only 9.4% of the total population of the 65 county service area, some counties such as St. Clair, Alexander and Pulaski have African American populations of over 30%, and the city of East St. Louis is 98% African American, with a 35% poverty rate. The Hispanic/Latino population overall is about 2%. Nationally, African Americans and Hispanics have poverty rates of over twice that of Whites, and that is reflected in Land of Lincoln's 2010 case data: 73% of clients served were White; 24% were African American; and 1.5% were Hispanic. Although the overall Hispanic population is small, the data may indicate that they are underserved and more outreach is needed to inform them of Land of Lincoln services.

3. Clients, judges and other professionals differed in their assessments of the most important areas of legal need.

When legal problems are grouped by categories, housing was by far the most important legal issue identified by the client population. By contrast, judges identified family issues as most important with cases involving children as the highest priority within that category, while other professionals identified divorce as most important. The family category came in second as most important for clients while housing issues came in second for both judges and other professionals. Despite the differences, it was clear that all groups identified family and housing as the top two in importance.

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[5] State and national studies of civil legal services consistently find that no more than 20 percent of the eligible low-income population is served and that half of all potential clients are turned away for lack of resources. See The Legal Aid Safety Net: Illinois Legal Needs Study II (February 2005) and the Legal Services Corporation "Documenting the Justice Gap in America," online at www.lsc.gov/press/pr_detail_T7_R6.php.

Assessment becomes more complex when legal problems rather than legal categories are compared. In that case, landlord-tenant issues rise to the top of the judge's list, while lack of affordable housing remains at the top of the client's list. However, for other professionals, housing is listed fifth after four types of family issues. Other than a much greater emphasis on housing than on family legal problems, the clients also gave much higher importance to employment and income legal problems, ranking them second and third after housing. The clients' rankings in the family law area also shows this emphasis on income issues, with child support ranking as the most important of the family issues.

For the client eligible population, meeting their basic needs for housing and a source of income took priority. For the judiciary, the most important issues for Land of Lincoln to address are those that promote the administration of justice, such as representation of low-income litigants in the high volume family law area, particularly in cases involving children where the legal process is more complex. The judges want to be able to make the best decision for the children, and the stakes are high – as one judge said "children are more important than money." The judges seemed receptive to limited assistance models and assisted pro se in FE&D court, small claims, and divorces without children, considering Land of Lincoln's limited resources. They also expressed the need for appropriate legal education pamphlets or fact sheets to be available in their courtrooms.

4. Housing, employment-related issues, public benefits and child support emerge as underserved areas, comparing the percent of Land of Lincoln revenue spent by subject area versus the need identified by the client eligible population.

Looking at time spent on cases, Land of Lincoln spent over half of its resources on family law cases in 2010.[6] Time spent on housing cases (including private landlord/tenant, public housing and foreclosure) was only 23%, and time spent on employment-related issues and income benefits was 6%. This contrasts sharply with the survey results in which clients ranked housing and economic/income legal problems above family law in importance.

5. There was general agreement by respondents on the most important issues facing the low-income community as a whole.

The areas identified by the client eligible population and professional respondents clustered around: (1) employment (jobs, unemployment, and training and education); (2) shelter and lack of affordable housing; (3) inability to pay everything on time and rising costs (identified by low-income respondents); and (4) access to health care. A significant number of respondents specifically mentioned criminal records as a barrier to employment. They can also be a barrier to housing. Both groups also identified transportation as an issue, and considering the rural

[6] Without including wills and powers of attorneys funded by Title III grants for persons over age 59, family law was 56% of time spent in 2010, and 53% if wills and powers of attorney are included.

nature of Land of Lincoln's service area, lack of reliable transportation can be a major barrier to employment.

IMPLICATIONS

1. Land of Lincoln must target its limited resources to areas of need where it can have the most impact.

Because of limited resources, Land of Lincoln is forced to adopt a triage system of only providing help in the most compelling cases and to screen cases through a centralized intake system designed to match the caller's legal problem with available resources, such as advice, extended representation or referral. Though many applicants cannot be served, the evidence from judges indicates that Land of Lincoln provides high quality legal services to those clients who can be served. To increase its impact, Land of Lincoln must continue to develop additional financial resources. However, in an era of shrinking state and federal budgets, Land of Lincoln must also evaluate and then realign its current delivery system to insure use of resources in ways to make the most difference at every level of service (from intake to advice to representation to multi-forum advocacy). Land of Lincoln must also leverage existing resources to address the unmet need, including working with local agencies, community and client groups, and the private bar.

2. The private bar can be used to expand services to low-income persons and improve access to the courts.

Currently, Land of Lincoln refers mostly family law cases to private attorneys. For pro bono attorneys, that usually means routine divorces that have been screened to ensure most issues will not be contested. For compensated private attorneys (serving primarily rural counties), the family law cases also include domestic violence and contested custody and visitation issues. In their interviews, the judges suggested many ways in which the private bar could assist with the volume of pro se litigants, including taking more cases on a pro bono basis, reducing their fees schedules, and discrete task or limited representation models. To address the judges' concern about doing what is best for children in family cases, one possible approach would be to have pro bono attorneys serve as guardians ad litem in cases where both parties are low-income. (We are piloting this approach using staff in one rural county as a result of the local judge's suggestion.) The judges also suggested clinics or pro bono projects at the courthouse to provide assistance to pro se litigants.

3. As a program, Land of Lincoln must determine what impact it can have on the most important community issues.

Issues such as lack of affordable housing, barriers to employment, inadequate training and education, and lack of health care are all complex multi-faceted issues. Land of Lincoln must determine what unique role legal services can play in addressing these issues. This may entail more staff training on community lawyering; identifying new community partners; and designing new initiatives to address these problems.

4. Land of Lincoln must begin to re-align revenues spent with client-identified areas of need.

Both the LSC Performance Criteria and the ABA Standards for the Provision of Civil Legal Aid[7] make clear that legal aid programs must be aware of and plan to address the most compelling legal needs of the low-income persons they serve. As ABA Standard 2.1 states: "A legal aid provider typically has severely limited resources to address the competing demands and overwhelming needs of its client eligible population. It, therefore, needs to allocate its resources to provide assistance that addresses the most compelling, unmet needs of that population."

For the client eligible population, the legal needs identified as most important (housing, employment, income, child support, then divorce, custody and visitation) also corresponded to the legal problems they experienced in the last year (difficulty finding affordable housing, domestic violence, debt collection, denial of public benefits, child support and eviction). The areas of housing and employment also correspond to the most important community issues identified by all respondents.

Almost 60% of clients identified housing, employment and public benefits or health issues as the most important legal problems faced by low-income individuals compared to 23% who identified family as most important. These issues are also those identified by them as the most important community issues. Under those circumstances, it appears that Land of Lincoln's current allocation of over half of its resources to family problems is out of sync with the expressed needs of the low income population. While the current resource allocation appears to match the preferences expressed by the judiciary and other professionals, it must be kept in mind that those preferences are based on the poor persons they see in their courtrooms or offices who are not so likely to be those low income persons experiencing problems with lack of shelter (other than those actually facing evictions), lack of access to health care or other public benefits, or barriers to employment.

Land of Lincoln should allocate more resources to those legal problems of most importance to clients and of most importance in the community. How many resources can or should be

[7] See LSC Performance Criterion 1 and ABA Standard 2.1 on Identifying Legal Needs and Planning to Respond.

reallocated depends on a number of factors. In some areas, we have fundors who support specific work such as representation of domestic violence victims; those resources cannot be reallocated although future fundraising can be more focused on the most important unmet needs. Realignment also requires an assessment of each legal problem category, to determine in what kinds of cases legal advice or representation makes the most difference and on what types of community issues Land of Lincoln can have the most impact.

5. In order to realign resources to target most important unmet legal needs, Land of Lincoln will need to review and revise its priorities and case acceptance policies

From the client eligible population responses, it is clear most low-income people experience trouble finding and keeping safe and affordable housing and they experience income insecurity, whether it is related to lack of jobs, low-wage employment, income benefits and Food Stamps, or child support. Some low-income persons experience domestic violence and/or need a divorce or custody and visitation issue resolved.

To target more resources to the highest priority areas of need, Land of Lincoln will need to review and revise its current Statement of Priorities, and LARC and the regional offices will need to implement the changes through case acceptance policies and individual and office work plans. The program can begin review of the Priorities as part of the strategic planning process. Change comes at a cost. For example, an increase in work on housing issues will require some reduction in other areas, likely lower priority family law work.

The task forces also need to consider the results of the needs assessment. For example, the Housing Task Force needs to evaluate how Land of Lincoln can have the biggest impact on both lack of safe, affordable housing as well as housing instability for low-income families. Similarly, the Health and Economic Security Task Force needs to identify how Land of Lincoln can address income security and employment related issues, including addressing barriers to employment and issues of low-wage workers. Resources committed to the family law area need to be reduced overall and prioritized. For example, it may be necessary to limit representation to order of protection cases where we can have the most impact for the client and only handle divorces and custody cases involving violence and children of the parties. Child support was also identified as a need by the low-income respondents, as well as a number of judges. This merits more investigation by the Family Law Task Force into the current child support establishment and collection system.

What are the legal issues most often experienced by Land of Lincoln's targeted populations?

Each year, thousands of low-income persons call Land of Lincoln for civil legal help. Unfortunately, Land of Lincoln only hears about a small percentage of the issues faced by people in the community. We are asking for your help in identifying how frequently certain types of problems occur.

In the first set of questions, please rate how often you or anyone in your household has experienced each type of problem over the past year by circling the most appropriate response for each question.

Types of problems:

Housing Matters:	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Evictions or threat of eviction.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Foreclosure.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Lock-out, belongings taken, or utilities shut off by landlord.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Unsafe housing.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Denial of housing because of race, sex, disability or family status.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Difficulty finding affordable housing.	Never	Rarely	Sometimes	Frequently	Don't Know
Education Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Expulsion or suspension of children from school.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Obtaining necessary services for children with disabilities.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Denial of admission of children to school.	Never	Rarely	Sometimes	Frequently	Don't Know
Family Matters	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Domestic abuse or violence.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Threat of or attempted child snatching by parent who does not have legal custody.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Custody dispute.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Obtain or enforce visitation rights.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Divorce.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Establish custody and visitation rights for an unmarried parent.	Never	Rarely	Sometimes	Frequently	Don't Know
7. Obtain or increase child support.	Never	Rarely	Sometimes	Frequently	Don't Know
8. Obtain custody or visitation of grandchildren.	Never	Rarely	Sometimes	Frequently	Don't Know
Senior Citizen Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Physical abuse of an elderly person.	Never	Rarely	Sometimes	Frequently	Don't Know
2. A senior citizen whose money or property is being taken by a friend, relative or care giver.	Never	Rarely	Sometimes	Frequently	Don't Know
3. A senior citizen against whom a guardianship petition has been filed.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Issues involving a senior citizen who is incompetent.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Quality of care or ability to remain in a long term care facility.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Documents to allow others to make medical decisions for them if they are unable to make the decisions for themselves.	Never	Rarely	Sometimes	Frequently	Don't Know
7. Wills and/or powers of attorney.	Never	Rarely	Sometimes	Frequently	Don't Know

Income Benefits and Medical Assistance	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't Know
1. Denial or cut-off of cash benefits or Food Stamps by Public Aid/Dept. of Human Services.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Barriers (such as lack of child care or transportation) to participating in work and training programs.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Denial or cut-off of disability (SSI) benefits by Social Security Administration.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Denial of Unemployment Benefits.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Denial by Medicaid or Medicare for coverage, or of a specific treatment or service.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Denial of medical care by a doctor or hospital due to lack of medical insurance.	Never	Rarely	Sometimes	Frequently	Don't Know
7. Criminal record preventing employment.	Never	Rarely	Sometimes	Frequently	Don't Know
Consumer Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Garnishment of wages or bank accounts.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Problems with debt collection.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Bankruptcy.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Repossession of car or personal belongings.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Purchase of defective cars.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Lending practices such as "pay day" or "car title" loans.	Never	Rarely	Sometimes	Frequently	Don't Know

What do you think are the five most important legal problems facing low-income individuals and families in your community?

a. _____
b. _____
c. _____
d. _____
e. _____

What do you think are the three most important issues facing the low-income community as a whole?

a. _____
b. _____
c. _____

About You: **Your Zip Code:** _____

Your Age: ____ **under 19** ____ **19-40** _____ **40-59** _____ **60 or older**

Your Race/ Ethnic Group ____ **White** ____ **Hispanic** ____ **Black** ____ **Asian** ____ **Amer. Indian** ____ **Other**

Based on the number of people in your household, is your monthly household income less than the amount listed below? ____ **Yes** ____ **No**

Total People	1	2	3	4	5	6
Monthly Income	$1,128	$1,516	$1,907	$2,297	$2,687	$3,076

(add $390 per month for each additional person)

THANK YOU for taking the time to complete this survey.

What are the legal issues most often experienced by Land of Lincoln's targeted populations?

Each year, thousands of low-income persons call Land of Lincoln for civil legal help. Unfortunately, Land of Lincoln only hears about a small percentage of the issues faced by people in the community. We are asking for your help in identifying how frequently certain types of problems occur.

In the first set of questions, please rate how often your low-income clients experienced each type of problem over the past year.

Types of problems:

Housing Matters:	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Evictions or threat of eviction.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Foreclosure.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Lock-out, belongings taken, or utilities shut off by landlord.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Unsafe housing.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Denial of housing because of race, sex, disability or family status.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Difficulty finding affordable housing.	Never	Rarely	Sometimes	Frequently	Don't Know
Education Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Expulsion or suspension of children from school.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Obtaining necessary services for children with disabilities.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Denial of admission of children to school.	Never	Rarely	Sometimes	Frequently	Don't Know
Family Matters	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Domestic abuse or violence.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Threat of or attempted child snatching by parent who does not have legal custody.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Custody dispute.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Obtain or enforce visitation rights.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Divorce where violence is involved.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Divorce when children are involved.	Never	Rarely	Sometimes	Frequently	Don't Know
7. Divorce when NO children and NO violence are involved.	Never	Rarely	Sometimes	Frequently	Don't Know
8. Establish custody and visitation rights for an unmarried parent.	Never	Rarely	Sometimes	Frequently	Don't Know
9. Obtain or increase child support.	Never	Rarely	Sometimes	Frequently	Don't Know
10. Obtain custody or visitation of grandchildren.	Never	Rarely	Sometimes	Frequently	Don't Know
Senior Citizen Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Physical abuse of an elderly person.	Never	Rarely	Sometimes	Frequently	Don't Know
2. A senior citizen whose money or property is being taken by a friend, relative or care giver.	Never	Rarely	Sometimes	Frequently	Don't Know
3. A senior citizen against whom a guardianship petition has been filed.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Issues involving a senior citizen who is incompetent.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Quality of care or ability to remain in a long term care facility.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Documents to allow others to make medical decisions for them if they are unable to make the decisions for themselves.	Never	Rarely	Sometimes	Frequently	Don't Know

7. Wills and/or powers of attorney.	Never	Rarely	Sometimes	Frequently	Don't Know
Income Benefits and Medical Assistance	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Denial or cut-off of cash benefits or Food Stamps by Public Aid/Dept. of Human Services.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Barriers (such as lack of child care or transportation) to participating in work and training programs.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Denial or cut-off of disability (SSI) benefits by Social Security Administration.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Denial of Unemployment Benefits.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Denial by Medicaid or Medicare for coverage, or of a specific treatment or service.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Denial of medical care by a doctor or hospital due to lack of medical insurance.	Never	Rarely	Sometimes	Frequently	Don't Know
7. Criminal record preventing employment.	Never	Rarely	Sometimes	Frequently	Don't Know
Consumer Issues	**Never**	**Rarely <1x month**	**Sometimes 1-4x month**	**Frequently >5x month**	**Don't Know**
1. Garnishment of wages or bank accounts.	Never	Rarely	Sometimes	Frequently	Don't Know
2. Problems with debt collection.	Never	Rarely	Sometimes	Frequently	Don't Know
3. Bankruptcy.	Never	Rarely	Sometimes	Frequently	Don't Know
4. Repossession of car or personal belongings.	Never	Rarely	Sometimes	Frequently	Don't Know
5. Purchase of defective cars.	Never	Rarely	Sometimes	Frequently	Don't Know
6. Lending practices such as "pay day" or "car title" loans.	Never	Rarely	Sometimes	Frequently	Don't Know

What do you think are the five most important legal problems facing low-income individuals and families in your community?

a. _____
b. _____
c. _____
d. _____
e. _____

What do you think are the three most important issues facing the low-income community as a whole?

a. _____
b. _____
c. _____

About You:
Please check the category that best applies to you:
(1)_____Executive Director or Administrator at a human services agency
(2)_____Direct service staff at human services agency
(3)_____Attorney in Private practice

Zip Code of your office location: _____

THANK YOU for taking the time to complete this survey.

Land of Lincoln Legal Assistance Foundation, Inc.
2011 Needs Assessment
Judicial Interview Form

Name of Judge:_____ **Date:**_____

Circuit and County:_____**Interviewer:**_____

1. In your experience, what are the most common legal problems experienced by low-income people in your community?

2. Given our limited resources, we cannot provide representation to everyone who applies for our services. What do you think are the 3 most important legal problems for us to address? Why?

3. Are there areas of legal need that Land of Lincoln is not currently addressing that you think it should?

4. Land of Lincoln has worked with the courts and libraries on self-help centers to access resources on Illinois Legal Aid Online. Are there other ways we could work together to serve low-income, pro se litigants?

Housing Matters:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Evictions or threat of eviction.	**68.8% (128)**	15.6% (29)	6.5% (12)	3.8% (7)	5.4% (10)	186
2. Foreclosure.	**86.0% (160)**	4.3% (8)	2.2% (4)	1.6% (3)	5.9% (11)	186
3. Lock-out, belongings taken, or utilities shut off by landlord.	**83.9% (156)**	4.8% (9)	4.3% (8)	2.7% (5)	4.3% (8)	186
4. Unsafe housing.	**73.7% (137)**	8.1% (15)	7.0% (13)	7.5% (14)	3.8% (7)	186
5. Denial of housing because of race, sex, disability or family status.	**80.6% (150)**	4.8% (9)	4.3% (8)	4.3% (8)	5.9% (11)	186
6. Difficulty finding affordable housing.	**46.2% (85)**	6.0% (11)	14.7% (27)	29.3% (54)	3.8% (7)	184
					answered question	**186**
					skipped question	**0**

Education Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Expulsion or suspension of children from school.	**81.5% (150)**	7.6% (14)	3.8% (7)	1.1% (2)	6.0% (11)	184
2. Obtaining necessary services for children with disabilities.	**78.8% (145)**	4.3% (8)	5.4% (10)	3.3% (6)	8.2% (15)	184
3. Denial of admission of children to school.	**86.2% (156)**	3.3% (6)	2.2% (4)	0.6% (1)	7.7% (14)	181
					answered question	**184**
					skipped question	**2**

Family Matters:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Domestic abuse or violence.	**60.9% (112)**	9.8% (18)	10.9% (20)	14.1% (26)	4.9% (9)	184
2. Threat of or attempted child snatching by parent who does not have legal custody.	**78.7% (144)**	6.0% (11)	7.1% (13)	2.2% (4)	6.0% (11)	183
3. Custody dispute.	**75.5% (139)**	3.8% (7)	5.4% (10)	9.2% (17)	6.0% (11)	184
4. Obtain or enforce visitation rights.	**77.7% (143)**	6.0% (11)	4.3% (8)	6.5% (12)	5.4% (10)	184
5. Divorce.	**71.7% (132)**	8.7% (16)	6.0% (11)	7.1% (13)	6.5% (12)	184
6. Established custody and visitation rights for an unmarried parent.	**78.8% (145)**	5.4% (10)	3.8% (7)	6.0% (11)	6.0% (11)	184
7. Obtain or increase child support.	**70.1% (129)**	6.0% (11)	8.2% (15)	10.3% (19)	5.4% (10)	184
8. Obtain custody or visitation of grandchildren.	**85.7% (156)**	2.2% (4)	3.8% (7)	3.3% (6)	4.9% (9)	182
					answered question	**185**
					skipped question	**1**

Senior Citizen Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Physical abuse of an elderly person.	**85.6% (154)**	1.7% (3)	3.3% (6)	1.7% (3)	7.8% (14)	180
2. A senior citizen whose money or property is being taken by a friend, relative or care giver.	**84.9% (152)**	3.4% (6)	4.5% (8)	1.7% (3)	5.6% (10)	179
3. A senior citizen against whom a guardianship petition has been filed.	**89.4% (161)**	1.7% (3)	0.6% (1)	1.1% (2)	7.2% (13)	180
4. Issues involving a senior citizen who is incompetent.	**87.7% (157)**	3.4% (6)	1.1% (2)	1.1% (2)	6.7% (12)	179
5. Quality of care or ability to remain in a long term care facility.	**85.0% (153)**	2.8% (5)	1.1% (2)	3.3% (6)	7.8% (14)	180
6. Documents to allow others to make medical decisions for them if they are unable to make the decisions for themselves.	**81.9% (145)**	3.4% (6)	2.8% (5)	2.8% (5)	9.0% (16)	177
7. Wills and/or powers of attorney.	**76.0% (133)**	4.6% (8)	8.0% (14)	2.9% (5)	8.6% (15)	175
					answered question	**181**
					skipped question	**5**

Income Benefits and Medical Assistance:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Denial or cut-off of cash benefits or Food Stamps by Pubic Aid/Dept. of Human Services.	**65.4% (119)**	13.7% (25)	11.5% (21)	6.0% (11)	4.4% (8)	182
2. Barriers (such as lack of child care or transportation) to participating in work and training programs.	**66.7% (120)**	8.3% (15)	12.8% (23)	7.8% (14)	4.4% (8)	180
3. Denial or cut-off of disability (SSI) benefits by Social Security Administration.	**72.5% (132)**	9.3% (17)	5.5% (10)	7.1% (13)	5.5% (10)	182
4. Denial of Unemployment Benefits.	**75.3% (137)**	8.2% (15)	5.5% (10)	4.9% (9)	6.0% (11)	182
5. Denial by Medicaid or Medicare for coverage, or of a specific treatment or service.	**69.4% (127)**	4.9% (9)	9.3% (17)	9.3% (17)	7.1% (13)	183
6. Denial of medical care by a doctor or hospital due to lack of medical insurance.	**69.8% (127)**	4.9% (9)	8.8% (16)	10.4% (19)	6.0% (11)	182
7. Criminal record preventing employment.	**78.2% (140)**	3.4% (6)	3.4% (6)	9.5% (17)	5.6% (10)	179
					answered question	**183**
					skipped question	**3**

Client Survey

SurveyMonkey

Consumer Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Garnishment of wages or bank accounts.	**77.0% (141)**	4.9% (9)	8.7% (16)	3.8% (7)	5.5% (10)	183
2. Problems with collection agencies or debt buyers.	**60.7% (111)**	4.9% (9)	14.2% (26)	16.9% (31)	3.8% (7)	183
3. Bankruptcy.	**77.5% (141)**	9.9% (18)	3.8% (7)	3.8% (7)	4.9% (9)	182
4. Repossession of car or personal belongings.	**76.4% (139)**	8.8% (16)	7.1% (13)	3.3% (6)	4.4% (8)	182
5. Purchase of defective cars.	**72.0% (131)**	8.2% (15)	8.8% (16)	6.0% (11)	4.9% (9)	182
6. Lending practices such as "pay day" or "car title" loans.	**76.9% (140)**	5.5% (10)	7.7% (14)	4.9% (9)	4.9% (9)	182
				answered question		**183**
				skipped question		**3**

Agency Survey

SurveyMonkey

Housing Matters:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Evictions or threat of eviction.	2.2% (1)	**32.6% (15)**	28.3% (13)	26.1% (12)	10.9% (5)	46
2. Foreclosure.	17.4% (8)	**34.8% (16)**	23.9% (11)	4.3% (2)	19.6% (9)	46
3. Lock-out, belongings taken, or utilities shut off by landlord.	26.1% (12)	**41.3% (19)**	19.6% (9)	0.0% (0)	13.0% (6)	46
4. Unsafe housing.	13.0% (6)	**39.1% (18)**	23.9% (11)	13.0% (6)	10.9% (5)	46
5. Denial of housing because of race, sex, disability or family status.	**45.7% (21)**	34.8% (16)	0.0% (0)	2.2% (1)	17.4% (8)	46
6. Difficulty finding affordable housing.	13.0% (6)	15.2% (7)	28.3% (13)	**32.6% (15)**	10.9% (5)	46
					answered question	**46**
					skipped question	**0**

Education Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Expulsion or suspension of children from school.	**28.3% (13)**	**28.3% (13)**	19.6% (9)	2.2% (1)	21.7% (10)	46
2. Obtaining necessary services for children with disabilities.	**30.4% (14)**	**30.4% (14)**	10.9% (5)	4.3% (2)	23.9% (11)	46
3. Denial of admission of children to school.	**56.5% (26)**	13.0% (6)	6.5% (3)	2.2% (1)	21.7% (10)	46
					answered question	**46**
					skipped question	**0**

Family Matters:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Domestic abuse or violence.	2.2% (1)	17.4% (8)	34.8% (16)	**37.0% (17)**	8.7% (4)	46
2. Threat of or attempted child snatching by parent who does not have legal custody.	26.1% (12)	**34.8% (16)**	21.7% (10)	4.3% (2)	13.0% (6)	46
3. Custody dispute.	15.2% (7)	**28.3% (13)**	23.9% (11)	26.1% (12)	6.5% (3)	46
4. Obtain or enforce visitation rights.	19.6% (9)	**28.3% (13)**	23.9% (11)	21.7% (10)	8.7% (4)	46
5. Divorce where violence is involved.	10.9% (5)	**30.4% (14)**	26.1% (12)	23.9% (11)	8.7% (4)	46
6. Divorce when children are involved.	8.7% (4)	19.6% (9)	**34.8% (16)**	30.4% (14)	6.5% (3)	46
7. Divorce when NO children and NO violence are involved.	13.0% (6)	**34.8% (16)**	28.3% (13)	15.2% (7)	8.7% (4)	46
8. Establish custody and visitation rights for an unmarried parent.	21.7% (10)	19.6% (9)	**28.3% (13)**	19.6% (9)	10.9% (5)	46
9. Obtain or increase child support.	8.7% (4)	26.1% (12)	**32.6% (15)**	21.7% (10)	10.9% (5)	46
10. Obtain custody or visitation of grandchildren.	**37.0% (17)**	34.8% (16)	17.4% (8)	0.0% (0)	10.9% (5)	46
					answered question	**46**
					skipped question	**0**

Senior Citizen Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Physical abuse of an elderly person.	**34.8% (16)**	30.4% (14)	15.2% (7)	6.5% (3)	13.0% (6)	46
2. A senior citizen whose money or property is being taken by a friend, relative or care giver.	23.9% (11)	**41.3% (19)**	15.2% (7)	6.5% (3)	13.0% (6)	46
3. A senior citizen against whom a guardianship petition has been filed.	30.4% (14)	**39.1% (18)**	10.9% (5)	2.2% (1)	17.4% (8)	46
4. Issues involving a senior citizen who is incompetent.	19.6% (9)	**50.0% (23)**	6.5% (3)	8.7% (4)	15.2% (7)	46
5. Quality of care or ability to remain in a long term care facility.	**43.5% (20)**	19.6% (9)	13.0% (6)	4.3% (2)	19.6% (9)	46
6. Documents to allow others to make medical decisions for them if they are unable to make the decisions for themselves.	15.2% (7)	**34.8% (16)**	21.7% (10)	10.9% (5)	17.4% (8)	46
7. Wills and/or powers of attorney.	19.6% (9)	**26.1% (12)**	21.7% (10)	13.0% (6)	19.6% (9)	46
					answered question	**46**
					skipped question	**0**

Income Benefits and Medical Assistance:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Denial or cut-off of cash benefits or Food Stamps by Pubic Aid/Dept. of Human Services.	**32.6% (15)**	30.4% (14)	15.2% (7)	8.7% (4)	13.0% (6)	46
2. Barriers (such as lack of child care or transportation) to participating in work and training programs.	**23.9% (11)**	21.7% (10)	17.4% (8)	21.7% (10)	15.2% (7)	46
3. Denial or cut-off of disability (SSI) benefits by Social Security Administration.	21.7% (10)	**34.8% (16)**	17.4% (8)	13.0% (6)	13.0% (6)	46
4. Denial of Unemployment Benefits.	21.7% (10)	**39.1% (18)**	19.6% (9)	2.2% (1)	19.6% (9)	46
5. Denial by Medicaid or Medicare for coverage, or of a specific treatment or service.	**32.6% (15)**	23.9% (11)	17.4% (8)	13.0% (6)	13.0% (6)	46
6. Denial of medical care by a doctor or hospital due to lack of medical insurance.	**39.1% (18)**	21.7% (10)	13.0% (6)	10.9% (5)	15.2% (7)	46
7. Criminal record preventing employment.	19.6% (9)	30.4% (14)	**32.6% (15)**	8.7% (4)	8.7% (4)	46
					answered question	**46**
					skipped question	**0**

Consumer Issues:

	Never	Rarely <1x month	Sometimes 1-4x month	Frequently >5x month	Don't know	Response Count
1. Garnishment of wages or bank accounts.	23.9% (11)	**43.5% (20)**	13.0% (6)	4.3% (2)	15.2% (7)	46
2. Problems with debt collection.	13.0% (6)	**32.6% (15)**	28.3% (13)	10.9% (5)	15.2% (7)	46
3. Bankruptcy.	21.7% (10)	**41.3% (19)**	15.2% (7)	6.5% (3)	15.2% (7)	46
4. Repossession of car or personal belongings.	17.4% (8)	**41.3% (19)**	23.9% (11)	6.5% (3)	10.9% (5)	46
5. Purchase of defective cars.	**39.1% (18)**	28.3% (13)	13.0% (6)	2.2% (1)	17.4% (8)	46
6. Lending practices such as "pay day" or "car title" loans.	26.1% (12)	26.1% (12)	**28.3% (13)**	6.5% (3)	13.0% (6)	46
					answered question	**46**
					skipped question	**0**

LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION'S
POVERTY POPULATION LISTED ALPHABETICALLY BY COUNTY

County	2010 Total Population	2005-2009 Total Population	ACS % Poverty	Number in Poverty	ACS White	ACS Black	ACS Hispanic
Adams	67,103	63,939	12.70%	8,120	63,163	2,123	628
Alexander	8,238	7,827	24.10%	1,886	5,264	2,780	64
Bond	17,768	17,587	13.10%	2,304	16,506	1,172	285
Brown	6,937	4,495	13.50%	607	5,201	1,249	435
Calhoun	5,089	5,066	13.20%	669	5,005	6	12
Cass	13,642	12,862	13.90%	1,788	12,428	166	2,252
Champaign	201,081	172,341	20.60%	35,502	147,803	22,754	7,785
Christian	34,800	32,646	15.00%	4,897	32,858	493	421
Clark	16,335	16,255	11.90%	1,934	16,482	30	124
Clay	13,815	13,355	14.80%	1,977	13,422	35	140
Clinton	37,762	33,475	8.40%	34,044	34,044	1,330	793
Coles	53,873	43,155	21.80%	9,408	49,125	1,665	1,013
Crawford	19,817	18,919	16.80%	3,178	18,254	528	398
Cumberland	11,048	10,792	12.70%	1,371	10,607	33	58
DeWitt	16,561	16,290	9.00%	1,466	15,684	161	293
Douglas	19,980	19,120	7.80%	1,491	18,622	101	1,016
Edgar	18,576	18,146	13.60%	2,468	18,114	96	207
Edwards	6,721	6,310	10.70%	675	6,401	16	0
Effingham	34,242	33,966	10.30%	3,498	33,507	25	458
Fayette	22,140	20,714	17.70%	3,666	20,646	48	231
Ford	14,081	13,255	8.40%	1,113	13,584	221	301
Franklin	39,561	38,753	18.30%	7,092	38,404	111	382
Gallatin	5,589	5,826	17.60%	1,025	5,771	47	12
Greene	13,886	13,528	14.60%	1,975	13,462	61	85
Hamilton	8,457	8,186	11.40%	933	7,940	0	150
Hancock	19,104	18,557	12.50%	2,320	18,389	41	181
Hardin	4,320	4,329	17.00%	736	4,396	23	35
Jackson	60,218	52,259	29.60%	15,469	46,574	7,982	1,756
Jasper	9,698	9,442	10.10%	954	9,537	28	47
Jefferson	38,827	37,735	16.90%	6,377	35,598	3,383	652
Jersey	22,985	21,583	8.40%	1,813	21,854	119	225
Johnson	12,582	10,888	13.90%	1,513	11,765	1,617	356
Lawrence	16,833	13,977	16.30%	2,278	14,767	1,317	357
Logan	30,305	23,707	10.70%	2,537	25,713	3,318	554
Macon	110,768	105,044	15.20%	15,967	89,113	15,608	1,429
Macoupin	47,765	46,112	11.40%	5,257	46,886	378	398
Madison	269,282	258,810	12.20%	31,575	236,915	21,488	5,748
Marion	39,437	38,793	17.20%	6,672	36,846	1,081	465
Mason	14,666	14,859	15.00%	2,229	14,752	16	148
Massac	15,429	14,793	15.00%	2,219	13,847	711	206
Menard	12,705	12,221	8.90%	1,088	12,180	220	145
Monroe	32,957	32,132	4.00%	1,285	31,527	131	421
Montgomery	30,104	26,901	14.10%	3,793	28,122	1,028	384
Morgan	35,547	31,274	16.30%	5,098	32,442	1,920	579
Moultrie	14,846	13,654	12.00%	1,638	14,001	26	121
Perry	22,350	19,911	13.50%	2,688	20,067	1,903	582
Piatt	16,729	15,930	7.30%	1,163	16,147	126	171
Pike	16,430	16,001	15.10%	2,416	16,010	167	131
Pope	4,470	3,833	16.00%	613	3,778	196	235
Pulaski	6,161	6,320	28.10%	1,776	4,246	1,968	124
Randolph	33,476	28,161	12.50%	3,520	29,061	3,084	573
Richland	16,233	15,396	15.90%	2,448	15,124	100	144
Saline	24,913	25,192	18.70%	4,711	24,085	965	341
Sangamon	197,465	189,056	13.20%	24,955	166,285	20,533	2,692
Schuyler	7,544	6,814	12.90%	879	6,693	13	96
Scott	5,355	5,228	7.90%	413	5,210	0	19
Shelby	22,363	21,168	10.40%	2,201	21,522	91	161
St. Clair	270,056	256,982	15.20%	39,061	175,332	75,317	7,129
Union	17,808	16,933	22.30%	3,776	17,281	143	656
Vermilion	81,625	79,269	18.20%	14,427	67,986	9,396	2,938
Wabash	11,947	12,105	14.10%	1,707	11,862	136	122
Washington	14,716	14,254	11.10%	1,582	14,344	136	176
Wayne	16,760	16,447	14.80%	2,434	16,152	135	131
White	14,665	14,392	13.80%	1,986	14,397	81	137
Williamson	66,357	62,451	16.50%	10,304	60,519	2,117	958
TOTAL	2,412,903	2,259,721		366,968	2,073,622	212,293	49,266

ACS White	% of ACS Pop	ACS Black	% of ACS Pop	ACS Hispanic	% of ACS Pop
2,073,622	91.76%	212,293	9.39%	49,266	2.18%

LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION'S
COUNTY LIST BY POVERTY POPULATION

County	2010 Total Population	2005-2009 Total Population	ACS % Poverty	Number in Poverty	ACS White	ACS Black	ACS Hispanic
St. Clair	270,056	256,982	15.20%	39,061	175,332	75,317	7,129
Champaign	201,081	172,341	20.60%	35,502	147,803	22,754	7,785
Madison	269,282	258,810	12.20%	31,575	236,915	21,488	5,748
Sangamon	197,465	189,056	13.20%	24,955	166,285	20,533	2,692
Macon	110,768	105,044	15.20%	15,967	89,113	15,608	1,429
Jackson	60,218	52,259	29.60%	15,469	46,574	7,982	1,756
Vermilion	81,625	79,269	18.20%	14,427	67,986	9,396	2,938
Williamson	66,357	62,451	16.50%	10,304	60,519	2,117	958
Coles	53,873	43,155	21.80%	9,408	49,125	1,665	1,013
Adams	67,103	63,939	12.70%	8,120	63,163	2,123	628
Franklin	39,561	38,753	18.30%	7,092	38,404	111	382
Marion	39,437	38,793	17.20%	6,672	36,846	1,081	465
Jefferson	38,827	37,735	16.90%	6,377	35,598	3,383	652
Macoupin	47,765	46,112	11.40%	5,257	46,886	378	398
Morgan	35,547	31,274	16.30%	5,098	32,442	1,920	579
Christian	34,800	32,646	15.00%	4,897	32,858	493	421
Saline	24,913	25,192	18.70%	4,711	24,085	965	341
Montgomery	30,104	26,901	14.10%	3,793	28,122	1,028	384
Union	17,808	16,933	22.30%	3,776	17,281	143	656
Fayette	22,140	20,714	17.70%	3,666	20,646	48	231
Randolph	33,476	28,161	12.50%	3,520	29,061	3,084	573
Effingham	34,242	33,966	10.30%	3,498	33,507	25	458
Crawford	19,817	18,919	16.80%	3,178	18,254	528	398
Clinton	37,762	33,475	8.40%	2,812	34,044	1,330	793
Perry	22,350	19,911	13.50%	2,688	20,067	1,903	582
Logan	30,305	23,707	10.70%	2,537	25,713	3,318	554
Edgar	18,576	18,146	13.60%	2,468	18,114	96	207
Richland	16,233	15,396	15.90%	2,448	15,124	100	144
Wayne	16,760	16,447	14.80%	2,434	16,152	135	131
Pike	16,430	16,001	15.10%	2,416	16,010	167	131
Hancock	19,104	18,557	12.50%	2,320	18,389	41	181
Bond	17,768	17,587	13.10%	2,304	16,506	1,172	285
Lawrence	16,833	13,977	16.30%	2,278	14,767	1,317	357
Mason	14,666	14,859	15.00%	2,229	14,752	16	148
Massac	15,429	14,793	15.00%	2,219	13,847	711	206
Shelby	22,363	21,168	10.40%	2,201	21,522	91	161
White	14,665	14,392	13.80%	1,986	14,397	81	137
Clay	13,815	13,355	14.80%	1,977	13,422	35	140
Greene	13,886	13,528	14.60%	1,975	13,462	61	85
Clark	16,335	16,255	11.90%	1,934	16,482	30	124
Alexander	8,238	7,827	24.10%	1,886	5,264	2,780	64
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Wabash	11,947	12,105	14.10%	1,707	11,862	136	122
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Washington	14,716	14,254	11.10%	1,582	14,344	136	176
Johnson	12,582	10,888	13.90%	1,513	11,765	1,617	356
Douglas	19,980	19,120	7.80%	1,491	18,622	101	1,016
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Piatt	16,729	15,930	7.30%	1,163	16,147	126	171
Ford	14,081	13,255	8.40%	1,113	13,584	221	301
Menard	12,705	12,221	8.90%	1,088	12,180	220	145
Gallatin	5,589	5,826	17.60%	1,025	5,771	47	12
Jasper	9,698	9,442	10.10%	954	9,537	28	47
Hamilton	8,457	8,186	11.40%	933	7,940	0	150
Schuyler	7,544	6,814	12.90%	879	6,693	13	96
Hardin	4,320	4,329	17.00%	736	4,396	23	35
Edwards	6,721	6,310	10.70%	675	6,401	16	0
Calhoun	5,089	5,066	13.20%	669	5,005	6	12
Pope	4,470	3,833	16.00%	613	3,778	196	235
Brown	6,937	4,495	13.50%	607	5,201	1,249	435
Scott	5,355	5,228	7.90%	413	5,210	0	19
TOTAL	2,412,903	2,259,721		335,736	2,073,622	212,293	49,266

ACS White	% of ACS Pop	ACS Black	% of ACS Pop	ACS Hispanic	% of ACS Pop
2,073,622	91.76%	212,293	9.39%	49,266	2.18%