
Understanding the Civil Legal Needs of Crown Heights Residents

A Community Survey in Brooklyn

By Warren A. Reich, Elise Jensen, Michael Diller,

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Table of Contents

Acknowledgements	i
Executive Summary	iii
Chapter 1.	
Project Overview	1
Prior Work on Civil Legal Needs	1
Crown Heights, Brooklyn	2
Methodology	2
Study Limitations	3
Chapter 2.	
Findings	4
Sample Characteristics	4
Commonly Cited Problems	4
Pattern of Problems	6
Community Resources	11
Chapter 3.	
Conclusion and Recommendations	13
References	15
Appendices	16
Appendix A.	
Civil Legal Needs Survey Instrument	16
Appendix B.	
Survey Area Map	24

Executive Summary

In the fall of 2015, the Center for Court Innovation launched the Crown Heights, Brooklyn site of Legal Hand, a network of storefront legal resource centers that train community volunteers to provide free legal information, assistance, and referrals to people with civil legal problems. Visitors can seek legal assistance for a wide variety of needs, including housing, public benefits, healthcare, immigration, employment, or family law.

To inform the work of the Legal Hand project, the present study seeks to answer three questions: 1) What are the most common civil legal needs facing community members? 2) How, if at all, do community members currently address these needs? 3) What currently available resources are most highly regarded by community members and what additional resources do community members think are most needed? By putting these questions directly to those who live and work in Crown Heights through a community survey, this study brings community voices to the access to justice conversation and creates a roadmap for Legal Hand and other community-based organizations to fine-tune their services.

Methodology

This study consisted of a street-intercept survey administered during the spring of 2016. Interviews took place near the Legal Hand office in a predominantly residential area of Crown Heights, which also includes several heavily trafficked commercial avenues. The survey results highlight the legal needs of a convenience sample of 231 Crown Heights community respondents in terms of employment, housing, healthcare, education, insurance, immigration, family, law enforcement, and the court system.

Findings

- **Common civil legal needs:** By far the most frequently cited area where residents need legal assistance concerned housing (42%). A sizeable portion of the sample also noted needs related to employment (20%), health care (17%), public benefits (16%), debt (16%), school system (15%), and law enforcement (12%).
- **Multiple legal needs:** While 24% of the sample indicated no problem and 26% listed one type of problem, half of respondents reported facing multiple legal problems over the past year. Younger respondents, and those who are newer to the Crown Heights

community, were particularly likely to face more than one legal problem. Debt problems were most likely to occur in conjunction with other legal problems.

- **Proactive response to legal needs:** Notably, very few respondents (5%) explicitly mentioned that they had sought legal assistance for any problem. Of those respondents reporting a need, fewer than half had taken any action toward resolving the problem. Respondents facing problems related to the school system were most likely to seek assistance, but health care and law enforcement-related problems were particularly unlikely to result in a proactive response.
- **Lack of awareness of available resources:** A recurrent theme among respondents who did not take action to address their needs was that they did not know how or where to seek assistance or that they were unaware that the problem they faced was actionable at all. Related, very few respondents identified local community resources and services: more than half were either uncertain (37%) or did not respond to the question (16%).
- **Needs for other community services:** When asked what other types of services were most needed in the community besides legal services, by far the most common response was youth services (34%), which included the need for parks, mentoring, after-school programs, and summer camps.

Recommendations

The findings suggest that Crown Heights residents face a substantial number of legal problems and largely do not seek or receive the necessary assistance to resolve them. Below are recommendations based on the findings of this study:

- **Provide wraparound services:** As noted above, Crown Heights residents often reported facing multiple legal problems, suggesting a need for “one-stop shop” services that can assist clients with a range of complex legal problems.
- **Train staff to spot complex legal issues:** Considering that most respondents did not perceive that the problems they faced *could be* actionable, service providers should inquire about ongoing needs other than those bringing clients to seek services. Further training for Legal Hand volunteers (and other service providers) on how to spot legal problems, especially where these problems involve debt or employment, may be warranted.
- **Improve community knowledge:** Many respondents did not name any services that were available in the community, suggesting a need to increase community residents’ knowledge and awareness of services available to help them address their needs.

Chapter 1. Project Overview

In the fall of 2015, the Center for Court Innovation launched the Crown Heights, Brooklyn site of Legal Hand, a network of storefront legal resource centers that train community volunteers to provide free legal information, assistance, and referrals to people with civil legal problems. Visitors to Legal Hand can seek assistance with a wide variety of problems, such as housing, public benefits, healthcare, immigration, employment, and family law. Since opening, the local Legal Hand office has sought to integrate itself in the Crown Heights community and provide services that are responsive to community needs.

In order to pinpoint the needs of Crown Heights community members, the present study seeks to answer three questions: 1) What are the most common civil legal needs facing community members? 2) How, if at all, do community members currently address these needs? 3) What currently available resources are most highly regarded by community members and what additional resources do community members think are most needed? By putting the questions directly to those who live and work in Crown Heights, the survey seeks to incorporate their voices into the conversation about access to justice. Doing so will help to create a roadmap for Legal Hand and other community-based organizations to fine-tune services.

Prior Work on Civil Legal Needs

This study draws on a line of legal needs studies dating back to the 1990s. In the United States, the first nationwide survey of civil legal needs was the *Comprehensive Legal Needs Study* (CLNS), conducted by the American Bar Association in 1994. The survey has since been adapted and replicated internationally (Sandefur 2014). In the U.S., at least 16 statewide studies have identified a more or less consistent range of legal problems as those documented in the national study. State-specific findings likewise identified a consistently large gap in services available to meet legal needs. Findings from this body of legal needs studies show that low-income households face an average of one to three civil legal issues each year, and that less than 20% of those who experienced a legal need actually sought or received assistance from an attorney. Housing, employment, insurance, benefits, family, and healthcare problems are frequently cited civil legal problems among low-income community members (Legal Services Corporation 2009; Sandefur 2014).

The aims and methodology of this study are modeled in part on these earlier studies. Our approach is to focus on “justiciable” civil legal problems, which may be resolved using non-traditional legal means (i.e., without involving attorneys and the courts; Pleasance, Balmer, and Sandefur 2013). The specific strategy for eliciting feedback on such problems from community members is described further below.

Crown Heights, Brooklyn

Crown Heights is a diverse neighborhood of around 130,000 people spread over two square miles near the geographic heart of Brooklyn, New York.¹ (The population of the survey catchment area is 62,756). Crown Heights residents are predominantly (70%) black; the neighborhood is home to a large Caribbean community. There is also a sizeable white population (21%), in part due to the Orthodox Jewish population in the area. Eleven percent of the population is Hispanic/Latino (U.S. Census Bureau 2014).² The median household income of the area is \$34,800, 27% of the population lives below the poverty line, somewhat higher than the 21% figure for New York City overall, and approximately 36% are foreign-born (U.S. Census Bureau 2010).

Methodology

This study consisted of a street-intercept survey administered in May and June of 2016 by five Center for Court Innovation research assistants and three volunteers from the Crown Heights Legal Hand office. The survey consisted of 22 questions that asked respondents if they had problems related to employment, housing, healthcare, education, insurance, immigration, family, law enforcement, or the civil/criminal court system in the past year. The issues included in the survey would not *necessarily* be considered legal problems—and therefore were expected to be met with a range of responses (e.g., contacting an attorney). We seek to estimate the prevalence of a variety of concerns that could be addressed through legal action.

Of those who did experience problems in the aforementioned areas, follow-up questions asked if they anything was done to solve the problem, who (if anyone) assisted them, and whether the problem had been resolved (or was still being resolved) in a fair and reasonable

¹ See <http://www.nytimes.com/2015/06/21/realestate/crown-heights-brooklyn-where-stoop-life-still-thrives.html> for more information about Crown Heights.

² Census data covers the zip code 11213, which is largely contained within the survey area.

manner. Respondents who did not seek assistance were asked to identify barriers to seeking help. All respondents were asked about available services in Crown Heights, and unmet service needs in the community (see Appendix A for the full survey).

To recruit respondents, the survey teams focused on a predominantly residential area of Crown Heights near the Legal Hand office, with several heavily trafficked commercial avenues running from North to South. Two survey teams, each consisting of two or three individuals, covered a total of four survey zones (see Appendix B for the zone map). Each team targeted one zone in the morning and a second zone in the afternoon. The teams collected surveys from passers-by for a total of eight days over the two-month period. The survey took between 10 and 15 minutes to complete, and no reimbursement was given. A total of 231 surveys were completed.

Study Limitations

This study had several limitations. First, the community sample was not random and not all demographic groups were proportionately represented—in particular, the sizable Hasidic Jewish population that resides in Crown Heights. Although research assistants approached members of the Hasidic community, this population was generally more likely to refuse to participate. Second, surveying times were limited to weekdays during working hours, thus limiting participants to those who either do not work full-time, work alternate shifts, and/or have enough flexibility in their work schedule to complete a community survey during work. It is possible that such a population has different legal needs than those employed in a full-time, 9-to-5 job. Finally, survey responses were often short and little time was given to explore the full details of respondents' legal problems and their outcomes. Future research projects should consider focus groups with residents to gain a more in-depth understanding of the community's legal needs.

Chapter 2. Findings

Sample Characteristics

Table 1 presents demographic and other characteristics of survey respondents. Findings reflect a diverse range of respondents in terms of age, length of residence in Crown Heights, and employment status. Most respondents (95%) lived in Crown Heights and English was spoken in nearly all households (97%). As compared to the target zip code (11213), the average age of the respondent sample (46.92) was slightly higher than the median age of Crown Heights adult residents (40 – 44 years). Men were slightly over-represented in the survey sample (47% survey v. 44% residents); white respondents were under-represented in the survey sample (6% survey v. 21% residents).

Commonly Cited Problems

Figure 1 shows the percentage of respondents who indicated that they had experienced specific problem over the past year. The list of potential problems was generated by the researchers and included as pre-defined survey domains. By far the most frequently cited problem was housing (42%), followed by employment (20%), health care (17%), benefits (16%), debt (16%), school system (15%), and law enforcement (12%). Court, insurance, family, and immigration problems were not frequently identified by respondents (i.e., $\leq 6\%$).

Figure 1 further reveals that, for each category of problems, half or fewer of those reporting the problem reported that they had taken any action toward its resolution, legal or otherwise. Among the seven most frequently cited problems, health care and law enforcement related problems were least likely to result in proactive response by survey respondents.

Table 1. Study Sample Characteristics

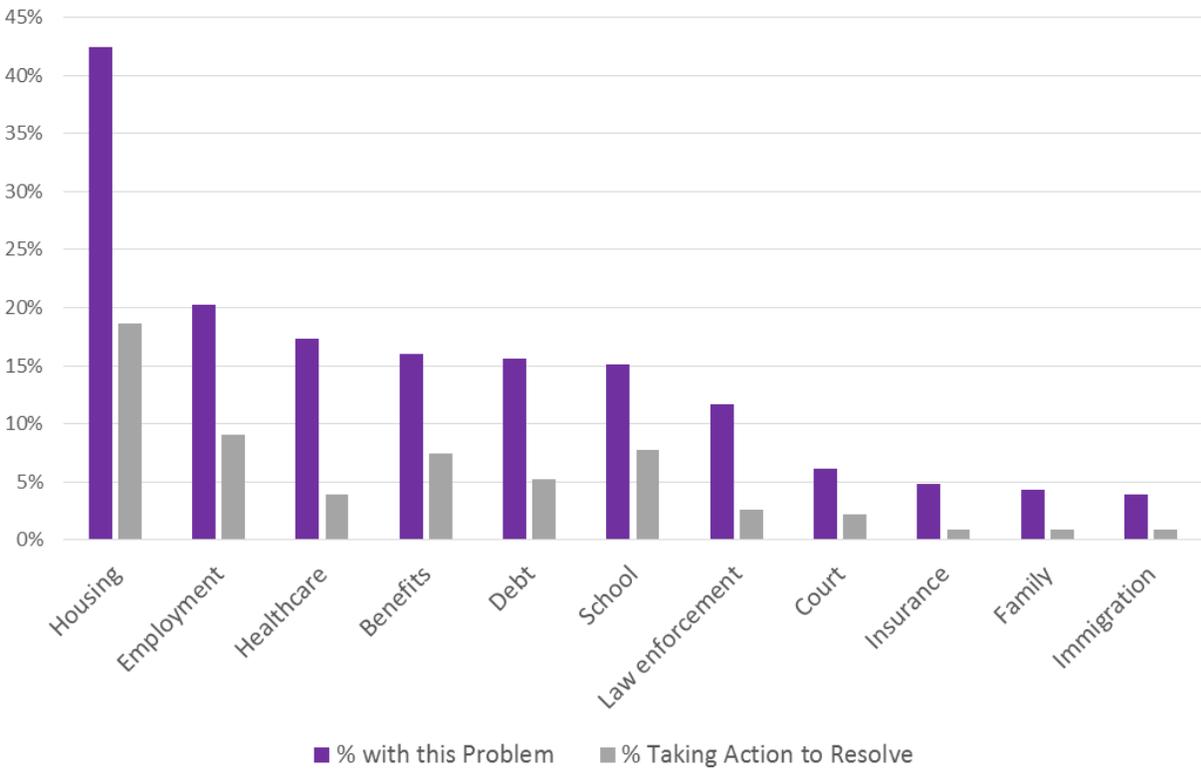
Total Sample Size	231
Demographics	
Age	46.92 (range: 19-84)
Male ¹	47%
Race	
Black	77%
White	6%
Hispanic	10%
Other	13%
Languages Spken in Household ²	
English	97%
Spanish	11%
Other	7%
Neighborhood Relationship	
Years in Crown Heights ³	18.31 (range: 10-70)
Relationship to Crown Heights ²	
Resident	95%
Work	18%
Attend School	3%
Employment	
Full-time	40%
Part-time	13%
Retired	19%
Disability	13%
Looking for work	12%
Student, Other	4%

¹ Two respondents (1%) identified their gender as something other than male or female.

² Respondents could select multiple responses as applicable, so percentages add up to more than 100%.

³ Includes time lived, worked, and/or enrolled in school in the neighborhood.

Figure 1. Respondent Ranked Community Problems and Resultant Action

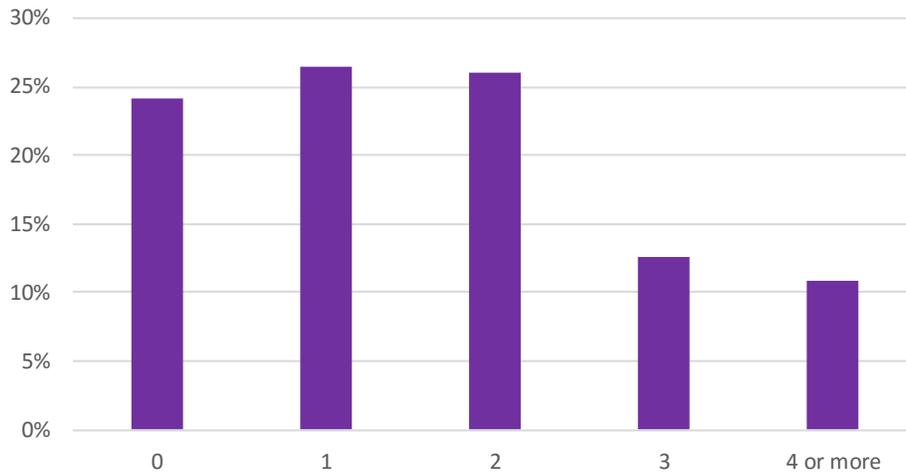


Pattern of Problems

Of 12 possible problem areas (including a catch-all “other problem we did not already mention”), roughly equal numbers of respondents in our sample indicated no problem (24%), one problem (26%), two problems (26%), with an additional 24% reporting three problems (13%) or four or more problems (11%, see Figure 2). Approximately half of the sample, then, had experienced more than a single problem in the past year. Two small but significant trends were observed: Younger respondents, and those who had lived, worked, or attended school in Crown Heights for a shorter period of time, reported a greater number of problems than did older or more longstanding residents, workers, or students. The average 30-year-old respondent, for example, claimed 1.86 problems on average, compared to 1.47 problems for the typical 60-year-old respondent. The corresponding numbers were 1.83 problems for a

typical five-year Crown Heights resident versus 1.53 problems for a typical 30-year resident.³

Figure 2. Number of Problems Cited by Respondents



We also explored whether respondents who experienced one type of problem were also more likely to cite other problems. To do this, we examined correlations among the seven highest-frequency problems (see Figure 1). Statistically, those who had a debt problem were more likely to have a school system, housing, healthcare, and/or law enforcement problem as well. Also, respondents with an employment problem were more likely to have concurrent healthcare and law enforcement problems.

In the sections below, the seven most prevalent problems are discussed in greater detail, including identifying the specific problems reported by respondents within each area and actions taken by respondents to remedy these problems.

Housing Problems

Respondents were asked to provide detail about the nature of their housing problems; responses fell generally into the four categories below.⁴ Text responses could be classified

³ Statistical analyses and results are available from the authors upon request.

⁴ For each type of problem included, a final “other” category included responses that did not fit into the remaining categories. Respondent text answers frequently fell into multiple categories; for that reason, percentages do not necessarily add up to 100%. All percentages indicate the percent of respondents mentioning a specific subcategory problem *of those indicating any of the*

into multiple categories, where more than one underlying theme was identified. Percentages indicate the proportion of respondents *among those with a housing problem*.

- **Maintenance (43%):** E.g., Housing in need of repair, trash piling up, no hot water.
- **Affordability (39%):** E.g., Rent increases, priced out of the neighborhood, no rent assistance.
- **Landlord (16%):** E.g., Unhelpful, housing court case, refusal or slow to make repairs, trying to evict/force out.
- **Public housing (11%):** E.g., Lack of housing for parolees, lack of transitional housing, homeless due to criminal history, evicted by the New York City Housing Authority (NYCHA).

Of the 98 respondents indicating a housing-related problem in the past year, 44% indicated that they had engaged in some subsequent action in attempt to resolve the problem. The most frequent actions included calling 311 (a New York City government helpline for non-emergency services and information); calling the landlord; and calling NYCHA. Fewer than half of respondents answered a question asking whether their problem had been resolved. Of these, 60% said their problem *had not* been resolved fairly. Respondents who did not take action toward resolving the housing problem expressed resignation or were uncertain about what they could do (e.g., did not know where to go or who to contact for assistance).

Employment Problems

Employment problems generally fell into four categories:

- **Difficulty obtaining work (47%):** E.g., Lack of job opportunity, application turned down with no explanation.
- **Fired or laid off (15%):** E.g., Company was bought out, fired for complaining.
- **Inadequate pay/hours (9%):** Work is slow; only a temporary position
- **Working conditions (9%):** On strike; bosses don't know how to talk to employees

Of the 47 respondents indicating that they had an employment-related problem in the past year, 45% sought assistance to resolve the problem. Only three respondents specified what type of assistance they sought; two others simply said that they looked for work. Respondents were roughly evenly split over whether their problem was resolved fairly (%) or

primary problem. For instance, 43% *of those respondents with a housing problem* specifically mentioned problems related to property maintenance.

not (%). There was no clear theme for why other respondents did not take action: for example, “I don’t know,” “government can’t do anything ... unless people act together.”

Healthcare Problems

Healthcare problems fell into three categories:

- **Uninsured (30%):** E.g., Dropped by veteran health insurance, missed deadline for Obamacare.
- **Expensive (23%):** E.g., Paying out of pocket, high copay.
- **Inadequate coverage (20%):** E.g., No dental coverage, insurance will not cover all costs associated with a work injury.

Of the 40 respondents indicating that they had a healthcare-related problem in the past year, 23% sought assistance to resolve the problem. Potential remedies included contacting an insurance company, or in one case, Medicaid. Responses were about evenly split as to whether the problem was resolved fairly. Those who did not take action reported that they were either unsure of what to do or simply accepted that their problem could not be resolved.

Benefits Problems

Problems with benefits generally fell into two categories:

- **Receiving benefits (49%):** E.g., Food stamps revoked based on (false) belief respondent was an illegal immigrant.
- **Inadequate benefits (22%):** E.g., No cost of living increase, children do not qualify for Head Start.

Of the 37 respondents indicating that they had a benefits-related problem in the past year, 46% sought assistance to resolve the problem. Most of these respondents called the benefits office (e.g., SNAP, Social Security) or sought legal help—in one instance, from Legal Hand. None of the 11 respondents who answered this question indicated that their problem had been resolved. The three reasons cited for not taking action included “still figuring it out,” “no time,” and “no proof of residence.”

Debt Problems

Debt problems generally fell into two categories:

- **Credit card debt (31%):** E.g., Credit card collection harassment, difficulty in paying off debt due to high interest rates.
- **Student loan (14%):** E.g., Harassment by student lenders, credit card and student loan debt.

Of the 35 respondents indicating that they had a debt problem in the past year, 33% sought assistance to resolve the problem. Typically, they did so by contacting the credit card company, and usually the problem was resolved—for example, through a payment plan or refunded fraudulent charges. Those who did not take action either “ignored” the problem or simply tried to make payments as best they could.

School System Problems

Problems with the school system generally fell into four categories:

- **Safety/discipline (47%):** E.g., Bullying in elementary school, teachers singling out students.
- **Inadequate resources (31%):** E.g., Overcrowded, classes are full, no translators available.
- **Limited school choice (19%):** E.g., Public school system is inferior, overcrowded pre-K program.
- **Financial (19%):** E.g., Insufficient student aid, unaffordable without student loans.

Of the 35 respondents indicating that they had a school system-related problem in the past year, about half (51%) sought assistance to resolve the problem. Most of these respondents spoke with school staff such as a teacher, guidance counselor, or principal, or with a school official. Responses were roughly evenly split regarding whether there had been a fair resolution to the problem. Self-reported reasons for not taking action varied from “other people’s problem” to “stuck with those rules,” with no obvious theme or trend.

Law Enforcement Problems

There were too few reported law enforcement problems reported ($N = 27$) to be meaningfully coded into multiple categories. Many of the responses did, however, reflect a single common theme. More than half (56%) of those experiencing a problem with law enforcement reported harassment. Respondents reported being pulled over or otherwise stopped for no reason; being frisked; and being bothered about loitering.

Of the 27 respondents indicating that they had a law enforcement-related problem in the past year, 22% sought assistance to address the problem. The majority of those responding went through formal channels such as court or community meetings to address their problems. Only one felt that the problem was resolved fairly. Of who did not take action, three appeared to simply ignore or accept the situation (e.g., “let it go”).

Other Problems and Actions Taken

Court, insurance, family, and immigration problems were rarely cited among respondents.

- Most **court-related problems** involved housing. Many of those who took action did so by retaining a lawyer, and half indicated no fair resolution.
- **Insurance problems** usually concerned the cost of car insurance. Very few respondents answered the questions about what they did, how the problem was resolved, or why they did not take action.
- Among those citing a **family legal problem**, only two respondents said what action they took (retained an attorney); in both cases the situation was resolved.
- Finally, most of those reporting **immigration problems** referred to problems obtaining citizenship for either themselves or family members. One respondent “went on the internet,” but did find the information she was looking for; another found a lawyer and indicated that the problem was resolved.

Also noteworthy is that very few took action to resolve any problem by contacting an attorney. Of those who answered the open-ended question, “What assistance or services, if any, did you seek out to help you address this problem?” across the seven most commonly cited problems, only 12 explicitly mentioned pursuing legal assistance. There was no clear preponderance of actions taken; indeed, there were only 80 responses to this question across all problem domains.

Community Resources

Respondents were asked to identify the most important services currently available in the Crown Heights community, and what, if any, services should be made more available to community members. As above, we assigned these open-ended responses to categories.

Few respondents had definitive answers to the first question about what they thought were the most important services currently available in the community—more than half were either uncertain (37%) or did not respond to the question (16%). Community centers—including Crown Heights North (an advocacy association), SOS/Stop Shooting Start Living, the YMCA, a senior center, recreation center, and parks—were mentioned by 14% of

respondents. Accessible health services and benefits—including SNAP offices, a food pantry, medical services, clinics, and Medicaid—were likewise cited by 14% of respondents. The remainder of responses included scattered references to, for example, the police, schools, and employment services.

Respondents were more inclined to identify services most needed in the community; more than 96% of respondents provided an answer to this question. Youth services was by far the dominant response (34%); youth services cited included parks, mentoring, after-school programs, and summer camps. Parks and recreation activities were mentioned by 24% of respondents, and 13% voiced the need for employment services. Other commonly mentioned community needs included policing (12%); respondents referenced the need for both community policing and a greater police presence in the community. The need for additional senior services—specifically, home services for the elderly—was mentioned by 11% of respondents. The remainder named a variety of needs from education and healthcare to legal services and benefits.

Chapter 3. Conclusion and Recommendations

The results from this exploratory community survey lead us to the following conclusions. First, as found in previous legal needs studies (Legal Services Corporation 2009; Sandefur 2014), housing was by far the most commonly cited problem facing the Crown Heights community. Second, younger respondents, and those newer to the Crown Heights community, were more likely to face multiple problems. Third, school and, especially, debt problems were most likely to appear in conjunction with other problems. Fourth, while respondents were generally unlikely to seek assistance to resolve their problems, they were most likely to do so for school system-related problems, and least likely to do so for problems with law enforcement. Fifth, existing community resources were not highly salient to our respondents, and youth services were the most frequently identified need in the Crown Heights community.

This study suggests that people in Crown Heights face a substantial number of legal problems and do not receive the necessary assistance to resolve them. What can legal service providers, Legal Hand, and other community-based organizations do in response? Below are our recommendations:

- **Provide wraparound services.** Crown Heights residents often reported facing multiple legal problems over the survey period—50% of all survey respondents reported facing more than one issue in the past year. We recommend further development of “one-stop shop” services that can assist clients with a full range of legal issues. This would not only streamline the process for clients, but also encourage a broader perspective on complex circumstances. Furthermore, service providers might investigate building a presence at youth and community centers to facilitate access to services.
- **Strengthen training to spot complex issues.** A recurring theme among respondents who did not take action was that they were unsure of how to proceed, or simply unaware that their problems were actionable at all. One initial step to remedy this problem is to provide further training for Legal Hand volunteers (and other service providers) on how to spot legal problems that a client might not explicitly mention. Trainings should focus on patterns of issues that are commonly overlooked. The results of this study suggest that those with debt or employment problems should be assessed for other issues as well.

- **Improve community knowledge.** The finding that many respondents did not have a firm idea of services currently available in their area, taken together with the low rate of response to many legal issues, leads us to recommend efforts to increase community residents' knowledge about how to deal with legal issues. People should ideally recognize when they are faced with a problem that could potentially be taken to court, and also be cognizant of available services to resolve those problems.

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Appendix A.

Civil Legal Needs Survey Instrument

Introductory Script:

Legal Hand is interested in learning about the resources available to meet the needs of those in Crown Heights. We would like to ask you a few questions about some problems and issues you might have encountered recently. The survey will only take 10 minutes and it is completely confidential (we will not ask for your name). Your participation is voluntary and you can stop at any time. Would you be willing to participate?

Introductory Questions (to be filled out by survey participant))

(1) Do you live, work, or attend school in Crown Heights (indicate all that apply)

- Yes, I live in Crown Heights
- Yes, I work in Crown Heights
- Yes, I attend school in Crown Heights
- None of the above

(2) How long have you lived, worked, or attended school here? ____ years

(3) How old are you? _____years

Demographics

(4) What is the highest grade you completed in school?

- Less than high school or GED
- High school or GED
- Some college
- College
- Post college

(5) Are you currently employed?

- Full-time
- Part-time
- Currently looking for work
- On disability
- Retired
- Other

(6) What is your gender? _____

(7) How would you describe your race/ethnic background? (check all that apply)

- Black/African American
- Latino/Hispanic
- Asian/Pacific Islander
- White/Caucasian
- Other: _____

(8) What languages are spoken in your household? (check all that apply)

- English
- Spanish
- Haitian Creole
- French
- Mandarin
- Cantonese
- Hebrew
- Other: _____

Interviewer: I'll now ask you about problems or issues you might have encountered in the past year -- even if the problem began before then.

(9) Have you experienced IN THE PAST YEAR any problems with the school system, either for yourself or for your dependents?

If no answer, prompt: For example, have you had a problem finding the right school for your child?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 10

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

- Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?**

- I did not do anything.
Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(10) Have you experienced IN THE PAST YEAR any problems at work or with your employment?

i. If no answer, prompt: For example, have you had a problem with being fired or turned down for a job?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 11

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(11) Have you experienced IN THE PAST YEAR any problems at with your housing—whether you own, rent, or have some other arrangement?

i. If no answer, prompt: For example, have you had a problem with rent that you owe or maintenance and repairs?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 12

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(12) Have you experienced IN THE PAST YEAR any problems with your government benefits?

i. If no answer, prompt: For example, have you had a problem with being turned down for a benefit?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 13

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

- Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?**
- I did not do anything.
Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(13) Have you experienced IN THE PAST YEAR any problems with your home, car, or some other insurance?

i. If no answer, prompt: For example, have you had a problem obtaining insurance?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 14

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

- Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?**
- I did not do anything.
Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(14) Have you experienced IN THE PAST YEAR any problems with your access to health care or health insurance?

i. If no answer, prompt: For example, have you had a problem finding a doctor or getting a health insurance policy?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 15

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(15) Have you experienced IN THE PAST YEAR any problems with consumer or credit card debt?

i. If no answer, prompt: For example, have you had a problem with harassment from a credit card company?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 16

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(16) Have you experienced IN THE PAST YEAR any legal problems involving a family situation?

i If no answer, prompt: For example, have you had a problem settling a divorce or child care arrangement?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 17

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(17) Have you experienced IN THE PAST YEAR any problems with immigration, naturalization, or citizenship?

i. If no answer, prompt: For example, have you had a problem applying for a green card or finding an immigration lawyer?

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 18

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

- (18) Have you experienced IN THE PAST YEAR any problems with law enforcement?
i. **If no answer, prompt: For example, have you been unfairly stopped and searched?**

YES ____ → BRIEFLY DESCRIBE BELOW
NO ____ → MOVE TO QUESTION 19

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

- Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?**
- I did not do anything.
Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

- (19) Have you experienced IN THE PAST YEAR any problems with civil and/or criminal court?
i. **If no answer, prompt: For example, have you had difficulty finding an interpreter in court?**

YES ____ → BRIEFLY DESCRIBE BELOW
NO ____ → MOVE TO QUESTION 20

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

- Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?**
- I did not do anything.
Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(20) Have you experienced IN THE PAST YEAR any other problems that we did not already mention? IF NONE, MOVE TO NEXT QUESTION.

YES ____ → BRIEFLY DESCRIBE BELOW

NO ____ → MOVE TO QUESTION 21

Interviewer: If more than one problem was mentioned, read: WHICH OF THESE WOULD YOU CONSIDER THE MOST SERIOUS PROBLEM?

Interviewer: name the problem here:

What assistance or services, if any, did you seek out to help you address this problem?

Interviewer: If any action was taken, ask: DO YOU FEEL THAT THE PROBLEM WAS ADDRESSED, OR IS BEING ADDRESSED, IN A FAIR AND REASONABLE MANNER?

I did not do anything.

Interviewer: If no action was taken, ask: IF NOT, WHY NOT?

(21) What do you think are the most important services currently available to people in the Crown Heights community?

(22) One final question. What social or community services do you think should be made more available in Crown Heights, if any?

Thank you for completing the survey!

Appendix B. Survey Area Map

