

Dauphin County Bar Association Pro Bono Program Legal Services Referral Client Survey Results (as of 1/06)

1. Would you use the Pro Bono Program again?

Yes = 54 (93%)
No = 3 (5%)
Not Sure = 1 (2%)

2. Was the attorney courteous and respectful?

Yes = 55 (95%) (“!!” after one answer)
No = 2 (3%)
No Response 1 (2%)

3. Was the attorney easy to contact?

Yes = 51 (86%) (includes one person who checked yes & no – see comment below.)
No = 7 (12%) (includes one person who checked yes & no – see comment below.)
No Response 1 (2%)

4. Did the attorney keep you informed about the matter?

Yes = 54 (93%)
No = 2 (3%)
No Response = 1 (1.5%)
Somewhat = 1 (1.5%)

5. Were you satisfied with the quality of work performed?

Yes = 52 (90%) (“!!” after one answer)
No = 6 (10%)

6. Based on your experience, how could we improve? *Pro Bono attorney's name in [brackets].*

a. General Appreciation

1. "I thought the service was **exceptional** and I **appreciate** all your help. I see no need for improvement. Thank you." [John Delorenzo]
2. "I felt that there is nothing more that Mr. Goldsmith could have done, he was a **superb man**, and I **thank you**." [James Goldsmith]
3. "Keep using this attorney! He was the 1st attorney that **didn't treat low income as a disease**. He was honest & straightforward. Without money, poorer people loose their Am. Rights." [Donald Kissinger]
4. "I was **treated with respect** and as a person. There is no room for improvement because everyone involved was **wonderful** and **went out of their way**. [Widener Law School]

5. "I am very satisfied with the services and **quick response** from your office. **Outstanding** performance the way my case was handled. Thank you very much. Happy holidays." [Widener Law School]
6. "The entire staff was **great**. All were very **helpful** at all times and **prompt** with responses. Thank you for everything." [Widener Law School]
7. "**Keep doing what you are doing**. God bless you. I would use your help again." [unknown]
8. "It seems fine to me. I would **use it again**. I think we should be able to talk to someone without legal aid deciding if we have a case or not. They should not decide for us. We should be able to talk to an attorney if we want to." [unknown]
9. "In my case – it seemed as though the **match was very satisfactory**. To "improve" – just continue with considerate attorneys. A client – no matter how "needy" – does not like to be looked down at. Mine is very fair!" [Gerry Robinson]
10. "No changes needed." [unknown]
11. "You do just fine for me." [unknown]
12. "We were **pleased**. The reason we answered yes & no for #3 is because he is a High Profile attorney. He has many clients and made an exception for us. He is a very good attorney." [Jordan Cunningham]
13. "**Keep doing just what you're doing**. You're a great team. The Lawyers were concerned and handled the problems. Took matters in hand as if we were family members." [unknown]
14. "Just keep doing a great job. Thank you so much. Mr. Braderman is a **great** guy." [Jay Braderman]
15. "I was **very pleased** with the work that Mr. Paul Waters did on my case. He was very **prompt and professional**." [Paul Waters]
16. "The program was conducted very nicely. **No improvements are necessary**." [unknown]
17. "I think **you did so well with my case** that there is no need for improvement. Just keep on doing what you've been doing and your clients will be satisfied." [Widener School of Law]
18. "**Continue to help the less fortunate** and the 'Almighty Power' will surely return reward to you, greater than was received! Thank you ever so much!" [Ed Finkelstein]
19. "I really was satisfied with the services I received from the Pro Bono program and the attorney's **quality** of work performed. I expected my divorce to be done in at least a year, but it was solved in about 8 months. Thank you so much." [unknown]
20. "By **not giving in** and bringing the white flag out to surrender your client even before the hearing. Even the attorney came coached by you guys, on how they were within the guidelines. Well she let me talk and we won. **Praise the lord for attorneys like Heather Paterno**. I want her for my custody representation." [Heather Paterno]

21. "My lawyer was the **best of the best** and if I needed her services again I would call her. I was very satisfied with her service" [unknown]
22. "Have the attorneys **keep the communication open** between the clients and themselves. Otherwise I am **very thankful** to my lawyer and the Pro Bono Program and I would definitely re-use it again if needed." [unknown]
23. "It is fine just the way it is." [unknown]
24. "I honestly experienced **no problems**. Thank you very much for all your help! Attorney Larry Neary and his secretary Jen were very thorough. I'd highly recommend his services to anyone! It's **great to know services are available**. Thanks again! [Larry Neary]
25. "I had **a great attorney**; if I had the need, I would probably ask for the same attorney." [unknown]
26. "**Completely satisfied** with my attorney." [unknown]

b. Complaints, Concerns & Suggestions

1. "It seems fine to me. I would use it again. I think we should be able to **talk to someone without legal aid deciding if we have a case** or not. They should not decide for us. We should be able to talk to an attorney if we want to." [unknown]
2. "Expand the **pay range** I have 5 children to pay support for – what's left is minimal and I couldn't afford svc's except pro bono." [unknown]
3. "Have the attorney contact client **before** court date." [unknown]
4. "When I always call she was **not there or she was on another line** with someone else. Now I got married and my name is _____" [unknown]
5. "The whole system is far too **slow!!!**" [unknown]
6. "It was about 2 years for the divorce. I guess that's the amount of **time** it takes for everything?" [unknown]
7. "By **speeding up** the process of getting people an attorney. Took 6 mos., way to long." [Widener Law School]
8. "Offer more on hand assistance. **I didn't get the help I needed or wanted**. I am still married and still running back and forth to Maryland and still need help." [unknown]
9. "Treat pro-bono cases **as if they were any others**." [unknown]
10. "My case **took a long time** and went through **three attorneys**." [unknown]
11. "Have a **Saturday** office in **Perry County**."

12. "My **lawyer didn't write** to me about my matter? Did not call or return nothing. I don't know what's going on so please contact him." [unknown]
13. "Try to use an attorney in the **field they specialize** in! The attorney we had cost my daughter her daughter. He did nothing to defend her! [unknown]
14. "Don't have the **waiting list three months** long." [unknown]

c. Summary of Positive Feedback

1. Attorneys were described as superb, honest, straightforward, wonderful, great, helpful, considerate, concerned, respectful, and fair.
2. Services were exceptional and outstanding.
3. The work was of high quality.
4. In many cases, the clients reported that they received prompt responses.
5. Clients appreciated being treated with respect and did not feel looked down upon because they were low-income clients.
6. Many clients could not think of any way in which the services could be improved.
7. Several clients indicated they would be happy to use this service and the attorney again.
8. Many clients expressed their gratitude for the assistance they received.

d. Summary of Constructive Criticism

1. Two clients had concerns with the **screening process** (deciding whether attorney will be provided and income eligibility).
2. Several clients complained about time in their case, including: **how long it took** to reach certain results, timing (contact before court date), and the length of time before they were given the name of an attorney to help them.
3. A few clients criticized **communication with the attorney** (attorney unavailable or did not contact client).
4. One client felt that the case went through too many **different attorneys** (three) before it was resolved.

Suggestions / Action

1. **Explain to clients** in initial contact:
 - The anticipated **waiting time** until an attorney will be assigned to their case; and
 - That the screening process is designed to determine whether or not it is possible to provide an attorney for their case.
2. Edit **Client Letter** to:
 - Explain to clients the anticipated time frame, as well as reasonable expectations for court actions (that they may confront delays and backlogs, which are beyond the attorney's control); and
 - Inform clients as to what they can/should expect from their pro bono attorney as to number of calls and promptness of return calls.
3. Edit **Pro Bono Handbook** and add as "**Pro Bono Question of the Month**" topic to encourage Pro Bono attorneys to:
 - Discuss communication standards with client at initial meeting;
 - Communicate regularly with the clients; and
 - Try to return calls promptly.

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