

2005 Lawyer Referral Service Attorney Survey Answers

1. What is the best part about participating in this program?

Summary: Obtaining new clients and helping people

1. "The project **matches** the clients with attorneys in niche practices best able to serve client."
2. "We are generally **able to assist** the people who are referred to us."
3. "Trying to **assist** people."
4. "1. Obtaining **new clients** that I might otherwise not ever meet. 2. Knowing that I am **helping the public.**"
5. "I am pleased to continue in the Lawyer Referral program to provide a **service to the community.**"
6. "**New Business**"
7. "Knowing that you are **helping someone** who is in need but cannot help themselves out."
8. "Some client **referrals were worthwhile**. Many were not."
9. N/A
10. "The opportunity to represent **potential clients** in a variety of matters."
11. "The program is an additional resource for **new clients.**"

2. What is the worst part?

Summary: Wrong area of law; looking for free advice; insufficient screening

1. N/A
2. N/A
3. "Referrals in areas in which I **do not practice.**"
4. "Being sent clients that I cannot help because I **do not have any experience** handling their issues."
5. N/A
6. "Providing advice over the phone to people who are usually looking for '**free**' advice."
7. "Sometimes cases or people are **not screened well enough** ensure the propriety or need of what is requested or to ensure the client is both cooperative and realistic."
8. "Spending unproductive time with individuals who have **less than meritorious positions** on the matter at issue and who have an even less willingness to accept a negative outcome."
9. "Callers who are looking for **free advice**. Callers with cases such as landlord/tenant where they can't afford a lawyer."
10. "Sometimes the cases are **not worth pursuing** from a cost/benefit standpoint. (The lower fee program may solve this infrequent problem.)
11. "Many of the clients are **financially unable** to retain counsel."

3. How can we improve?

Summary: Better screening; refine sign-up; warning on costs

1. "No suggestions."
2. "The program works well and provides a needed public service."
3. "**Better screening.**"
4. "**Refine referral list sign-up** to clarify areas of law in which the attorneys have experience."
5. N/A
6. "Develop a modest (\$50.00) **fee for a consultation** -- that way a referee must make an 'investment' and they get a nice price break off the regular consultation fee (unless the firm offers free consults) I think Cumberland County does this.
7. "**Interview prospective clients** as well as possible."
8. "**Screening** clients in a more thorough way would help. Most of the referral clients had the ability to pay legal fees, but little desire to do so. When asked for a standard new client retainer, most were reluctant to pay. Better screening and **warning on costs** would be helpful."
9. "Stress to callers that this is a REFERRAL service, **not legal aid**. The initial consultation is at a reduced cost; however they are expected to pay full price if any work is to be done. Screen calls better to '**weed out**' **worthless cases** or refer the callers to legal aid or a pro bono attorney if they cannot afford a lawyer."
10. "You are doing a fine job. No suggestions."
11. "Perhaps some sort of '**financial ability**' screening."

4. Other comments?

Summary: Keep program.

1. "Keep up the good work"
2. N/A
3. N/A
4. "Keep the Modest Means Program going."
5. "While some of the referrals have been difficult, others have not and I think we as a bar Association should continue the Program."
6. N/A
7. N/A
8. N/A
9. N/A
10. "You do a good job of placing the potential clients with a lawyer having a suitable background."
11. N/A