

Civil Legal Counsel Projects Program (CLCPP) Evaluation

LANDLORD TENANT LEGAL ASSISTANCE NETWORK (LTLAN) CUSTOMER SURVEY STUDY REPORT

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ACKNOWLEDGEMENTS

The LTLAN Customer Survey Study was made possible by the hard work of the Landlord Tenant Legal Assistance Network (LTLAN) intake specialists and supervisors from the DC Bar Pro Bono Center who introduced the study to LTLAN customers, assisted with participant recruitment and the distribution of incentive gift cards, and served as valuable thought partners throughout the data collection period. Funding was provided by the DC Bar Foundation (DCBF), whose continued investment in the Civil Legal Counsel Projects Program (CLCPP) and related evaluation created the opportunity for this study.

We are sincerely thankful to these LTLAN staff and to staff from the other CLCPP-funded organizations who contributed time and ideas in support of this study, and for the services they provide for District of Columbia tenants who are low income. It is our hope that the information compiled in this report highlights the strengths of this collaborative effort and offers helpful feedback about the customer experience that can be used to improve the LTLAN and ensure that its approach remains centered on the people it serves.

EXECUTIVE SUMMARY

The Civil Legal Counsel Projects Program (CLCPP), statutorily established by the Council of the District of Columbia in 2017, is a grant program administered by the DC Bar Foundation (DCBF). Since 2018, DCBF has awarded CLCPP grants to legal services organizations to provide legal assistance to DC residents with low incomes who are facing eviction proceedings or the loss of a housing subsidy.

In June 2020, the six CLCPP-funded legal services organizations collaboratively designed and implemented the Landlord Tenant Legal Assistance Network (LTLAN), a coordinated intake and referral system for tenants seeking legal help. The LTLAN simplifies the process of finding legal assistance by providing a single phone number (and website) that income-eligible tenants can call to connect with an attorney from one of the six CLCPP organizations. Since its introduction in June 2020, the LTLAN has emerged as a primary access point for tenants to connect with legal services, with over 75% of clients served by CLCPP partners entering through the LTLAN in late 2022. To better understand the LTLAN customer experience, NPC Research worked with the six CLCPP partners and DCBF to design the LTLAN Customer Survey Study, which involved an online survey to gather LTLAN customer feedback about what was working well and how the service could be improved.

This report presents results from 185 surveys completed by LTLAN customers and 19 phone interviews. Recommendations for the ongoing administration of the LTLAN are also offered.

KEY RESULTS

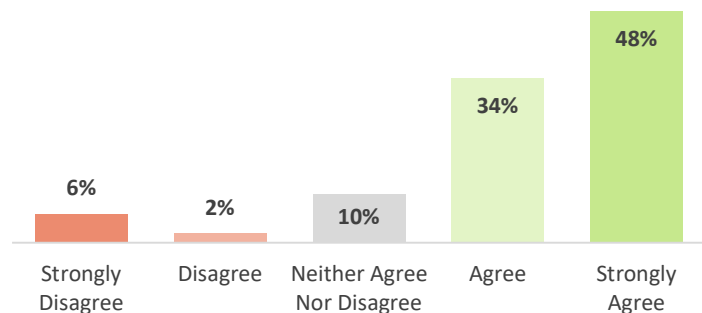
The following key results summarize the lessons learned from LTLAN users who participated in the customer survey study:

The LTLAN is a valuable community resource. Participant impressions of the LTLAN were generally positive. Participants reported feeling satisfied with their experience using the LTLAN, and nearly 90% indicated that they would use the service again in the future.

Participants contacted the LTLAN looking for legal representation and information.

Over 40% of participants reached out to the LTLAN even though they were not facing an active eviction case. These participants were looking for answers to questions such as whether they could be evicted or what to do when they had a problem with their landlord. While the pandemic-era moratorium on new eviction filings likely

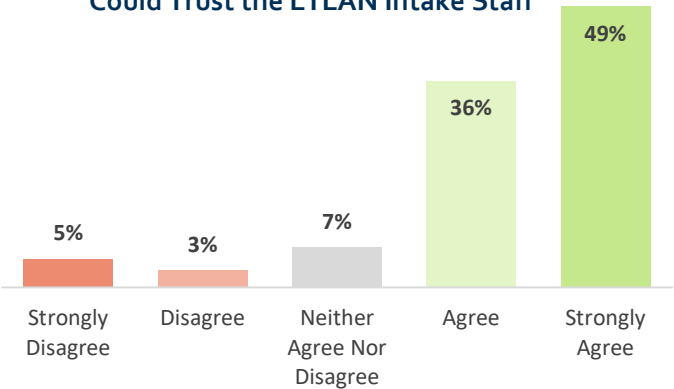
Participant Agreement with "I am Satisfied with My Experience of Contacting the LTLAN"



heightened the percentage of LTLAN customers who were not facing an active eviction case, this result nonetheless suggests that customers view the LTLAN as an access point to a variety of legal services, not just representation.

Efforts to promote the LTLAN have been successful and can expand. The study participants largely learned about LTLAN through court documents and outreach efforts by the CLCPP partners. When asked about how else to market the approach, tenants recommended that the LTLAN expand its outreach by establishing a social media presence, developing referral relationships with other social services providers, and posting short informational materials in community spaces. Efforts to introduce tenants to the LTLAN without making them search for it were successful among study participants and can continue to develop as the system grows.

Participant Agreement with "I Felt that I Could Trust the LTLAN Intake Staff"



Participants felt supported during the LTLAN intake interview. Participants indicated they felt they could trust the intake specialists and appreciated that the LTLAN staff listened to their needs, showed genuine concern for their legal issue, acted in their interest, and got them the help that they were looking for. This result suggests that the CLCPP partners have developed effective protocols for the intake interview and that intake specialists have been able to establish a connection with LTLAN customers.

A timely response is important to customer perceptions of the LTLAN. The CLCPP attorneys called 59% of LTLAN customers back within 24 hours and 80% back within 48 hours. This result has important implications because participants who received a call back from an attorney within 48 hours had a more positive view of the LTLAN procedure for calling customers back. They were also more likely to feel positively about their LTLAN experience, report that they would use the service again, and indicate that they would recommend the LTLAN to others.

The LTLAN can serve as the primary access point for legal services. Seventy-five percent of participants indicated that they only contacted the LTLAN when they were looking for legal services, which suggests that customers felt comfortable trusting an intake and referral service to connect them with an attorney. Among those who looked for legal help elsewhere, most reported that they did so because they were uncertain about the process of finding free legal services, so they called as many organizations as possible. Only 5% of study participants indicated that they called other legal services providers because they wanted to shop for an attorney on their own.

"It was really easy and straightforward. I appreciate that."

- Interviewee when asked about their LTLAN experience

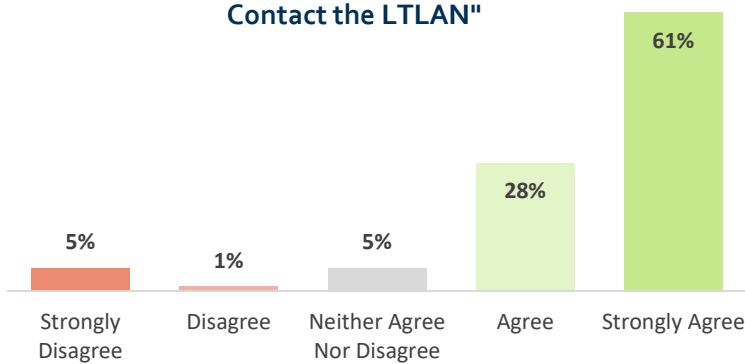
Participants will spread the word about the LTLAN. Close to 90% of participants indicated that they would tell others who were facing an eviction to contact the LTLAN for legal services. This result suggests that the LTLAN is leaving the type of positive impression that encourages customers to spread the word about the service to other members of their community.

Participants felt that the LTLAN made it easier to connect with free legal help.

Most participants with prior experience seeking an attorney reported that finding legal help through the LTLAN was easier than how they had looked for legal help in the past. This result suggests that the LTLAN is reducing barriers to accessing legal services and suggests that tenants will continue to gravitate to the service because it is easier for them to use.

Participant feedback focused on communication. When participants offered feedback for process improvements, better communication during the period between the intake interview and the attorney call back emerged as a key theme. Participants indicated that they would like it if the LTLAN gave a time range for when customers would receive the call back from an attorney, that the attorneys should not call from a private or blocked number, and that the service should consider using other communication mediums such as texting or an app.

Participant Agreement with "If I Knew Someone Else Facing Eviction, I Would Tell Them to Contact the LTLAN"



SUMMARY

The results from the LTLAN customer survey paint an encouraging picture of the user experience. The coordinated intake system, made possible by the sincere collaboration among the CLCPP partner organizations, represents a meaningful change to the DC legal system because it has reduced structural barriers to finding a free attorney and emerged as a trusted and valuable resource for connecting DC tenants with legal services. As the DC legal aid community explores the development of a citywide coordinated intake and referral system, the LTLAN can serve as a model for designing an effective process that expands access to justice and serves DC residents who have often been marginalized by the legal system.

"I felt heard"

- Survey participant on their LTLAN experience

INTRODUCTION

In 2017, the Council of the District of Columbia (DC Council) passed the Expanding Access to Justice Amendment Act (DC Act 22-130) and established the Civil Legal Counsel Projects Program (CLCPP). From 2018 through 2022, the CLCPP grant program funded six legal services organizations that assist DC residents who are low-income and facing a loss of housing, either through an eviction or loss of a housing voucher or subsidy. During this time, these six providers have become strong and effective collaborators. They have evolved into a robust eviction defense network, which, while rooted in providing high quality legal services to DC tenants, also affects broader systems change through advocacy, outreach, and, as discussed in this report, collaborative efforts to expand access to justice by eliminating barriers to finding and connecting with free legal services.

THE CLCPP EVICTION DEFENSE NETWORK

The DC Bar Foundation (DCBF) awarded grant funds to six legal services organizations that collectively constitute the CLCPP eviction defense network: Bread for the City, DC Bar Pro Bono Center, Legal Aid Society of the District of Columbia, Legal Counsel for the Elderly, Neighborhood Legal Services Program, and Rising for Justice.

Prior to receiving CLCPP funding, each provider operated independently with separate service structures, data collection protocols, and intake procedures. Although the partners engaged in some informal collaboration, there was not a formal structure for the organizations to share information, aggregate service data, or coordinate their eviction defense efforts. This organizational independence created system inefficiencies and barriers for tenants to quickly access legal services for help with a potential eviction. Tenants who needed free legal services often faced the daunting proposition of navigating in-person intake at the overcrowded courthouse or working on their own to find an attorney who would take their case. Recent research suggests that Americans who are low-income struggle to overcome these barriers to access,¹ and, indeed, many DC tenants fell through the cracks in this system and were left to face an eviction case without an attorney.²

THE LANDLORD TENANT LEGAL ASSISTANCE NETWORK (LTLAN)

As part of their transformation into an action network, the CLCPP partners started to formally articulate broader efforts to reduce barriers to accessing legal services. Cross-organization conversations regarding how to improve and streamline the intake process for tenants began in the summer of 2019, and in 2020 the six CLCPP partners designed and launched the Landlord Tenant Legal

¹ Legal Services Corporation 2022 Justice Gap Report: <https://justicegap.lsc.gov/the-report/>

² DC Access to Justice Commission 2019 Delivering Justice Report: <https://www.dcccesstojustice.org/reports>

Assistance Network (LTLAN). The LTLAN is a coordinated intake and referral service that established a single point of entry for tenants to access legal help for housing issues, most especially eviction, in a timely manner. The CLCPP partners originally designed the LTLAN to involve in-person intakes at the Landlord and Tenant (L&T) Branch of the DC Superior Court. However, the onset of COVID-19 forced the courthouse to close in March 2020. The partners quickly pivoted and established a dedicated phone line for tenants to call which opened in June 2020. An online intake form was made available in September 2021.

As shown below, over time, an increasingly high percentage of tenants who became CLCPP clients have connected to services through the LTLAN, growing from 39% of clients in early 2021 to 75% of clients in late 2022. It is now the most used access point to CLCPP services. Most of these tenants who connect to the CLCPP through the LTLAN identify as Black women, many of whom are severely rent burdened³ and who experience other household vulnerabilities such as having minor children in the household, that can magnify the trauma of an eviction.⁴

Percentage of Clients Who Connected to the CLCPP Using the LTLAN



The LTLAN Intake and Referral Process

The LTLAN operates a single phone line for litigants to call, Monday–Friday from 9 a.m.–5 p.m., that is staffed by an intake specialist from the DC Bar Pro Bono Center. When a tenant calls the LTLAN, the first step in the process is the **intake interview**, during which they speak with an intake specialist who collects basic eligibility information. If the caller is eligible for CLCPP services, the intake specialist enters their information into a shared database used by the CLCPP partners for triage and referral. The next step in the process is the **call back**, when an attorney from one of the CLCPP partners contacts the tenant to conduct a more thorough case assessment and provide legal assistance. The partners established a schedule, taking into account CLCPP-funded staffing availability at each organization, to rotate which partner is responsible for returning calls with the goal of connecting LTLAN customers to an attorney within 48 hours of the intake interview.

³ The U.S. Department of Housing and Urban Development (HUD) defines "rent burden" as spending more than 30 percent of income on housing and "severe rent burden" as spending more than 50% of income on housing.

⁴ Demographic data for CLCPP clients who connected through the LTLAN is presented in Exhibit A-1 of the Appendix

THE LTLAN CUSTOMER SURVEY STUDY

The primary goal of the LTLAN is to ease the process of finding legal help for housing issues. Gathering feedback from customers about their experience with the LTLAN provides the CLCPP partners with important information to understand whether the service effectively meets the needs of the DC tenant community and to identify opportunities to improve it. To this end, NPC Research, in collaboration with the CLCPP partners and DCBF, designed this customer-focused study **to assess customer experience with the LTLAN intake and referral process** with the goal of helping the CLCPP partners refine and improve the intake system, identify best practices, and ensure that tenants are being connected to attorneys in an efficient way.

DATA COLLECTION

Data for this study were gathered with an online survey completed by LTLAN customers⁵ who were income eligible for CLCPP services. To solicit participation, the LTLAN staff introduced the study at the end of the intake conversation by explaining that it was a brief customer survey that asked for feedback about their experience with the LTLAN service. Customers were told that their survey data would be confidential and would not affect the legal services they may receive from an attorney, and that if they elected to participate, they would be compensated. After the intake call ended, the customers were sent a link to the survey, and those who completed an online survey received a \$25 Visa gift card as an appreciation for their time and effort.

The survey asked several questions about the customer's experience with the LTLAN. For example, customers were asked about the reason they called the LTLAN, how they learned about it, how satisfied they were with their intake process, how quickly they were connected to an attorney, whether they would recommend the LTLAN to others, and how the LTLAN could be improved. Importantly, the survey did not ask about the legal services received or the customer's satisfaction with case outcomes, as both of these issues were beyond the scope of the intake and referral process.

During the initial data collection phase, some LTLAN customers who consented to participate were offered to take part in a short interview with NPC Research staff and be compensated with a \$50 Visa gift card. The interview protocol largely mirrored the survey instrument, although interview participants were asked open-ended questions and given the opportunity to provide additional context around their experience with the LTLAN. A total of 19 interviews were conducted between September 2021 and February 2022.⁶

⁵ Surveys were available in English, Spanish, French, and Amharic

⁶ Data from the interviews are not included in the quantitative analyses that follow. Rather, information gathered during the interviews and participant quotations are included when relevant to add context to the data from participant surveys.

CUSTOMERS WHO COMPLETED A SURVEY

A total of 185 customers completed surveys.⁷ Of these 185, 182 were completed in English, 2 were completed in Spanish, and 1 was completed in French. During the first 4 months of data collection, Washington, DC's moratorium that prohibited new eviction filings and paused lockouts during the COVID-19 pandemic began to phase out, and many LTLAN customers faced either a new eviction filing for non-payment of rent or an imminent threat of a pending lockout if one had been scheduled prior to the pandemic. With the moratorium largely phased out by the end of January 2022, the circumstances facing tenants changed in that they could face an eviction filing for any alleged lease violation, not just non-payment of rent. Additionally, in 2022, the emergency rental assistance money that had been critical to keeping tenants housed during the moratorium was not as widely available.

Although the LTLAN did not materially alter its service approach during the data collection period, the differences in the circumstances facing tenants based on when they presented for CLCPP services may have impacted their experience with the LTLAN. To account for the potential impact, data collected from participant surveys in 2021 (n = 32) were compared with participant responses from 2022 (n = 153). There were no statistically significant differences in participant responses between the two groups and, as such, the analyses reported in the following sections are not separated by when the participant completed the survey.



⁷ A total of 207 surveys were submitted but 22 surveys were excluded from analysis because they were either duplicate entries (i.e., the same litigant completed both) or incomplete entries. The final dataset used for this analysis included 185 surveys.

LTLAN CUSTOMER SURVEY RESULTS

Results are presented in four general sections: How customers connected with the LTLAN, how satisfied they were with their experience, how their LTLAN experience compared to previous experiences finding legal help, and general feedback for the LTLAN.

CONNECTING WITH THE LTLAN

The first section of the survey included questions that assessed how and why the participant contacted the LTLAN, how long they waited after calling the LTLAN before hearing from an attorney, how they felt about the LTLAN's intake process, and whether they contacted other legal services organizations in addition to the LTLAN. Each of these questions presented participants with multiple response options, with some asking follow-up questions to give participants an opportunity to provide additional feedback or suggestions based on their experience connecting with the LTLAN.

Q1

How Did You Learn
about the LTLAN?

Efforts by the CLCPP to Promote the LTLAN Were Successful in Spreading Information about the Service

The CLCPP partners took proactive steps to make tenants aware of the LTLAN by including information about the service on legal documentation, maintaining a presence in the virtual courtroom, and conducting outreach to tenants in their communities. During the pandemic, the partners collaborated with the Superior Court to

ensure that the LTLAN contact information was listed on all relevant court documents (e.g., summons sent to tenants). When the eviction moratorium was phased out, the partners successfully advocated for the new statute to carry this procedure forward and require that all eviction-related legal documents, including the notice of eviction that a landlord serves to a tenant before filing anything with the court, include information about the LTLAN. Additionally, the CLCPP partners regularly attended virtual hearings at the L&T Branch of the Superior Court to provide information about the LTLAN. As part of community outreach, the partners connected with tenants at risk of an eviction by sending informational letters, posting flyers, and working with canvassers to contact tenants in person.

As shown in Exhibit 1 on the following page, these efforts yielded encouraging returns, as close to 50% of participants found the LTLAN through one of these channels. Including the LTLAN information on court documents attracted the most participants (22%), while receiving a letter in the mail (12%), learning about the service at a virtual hearing (10%), and connecting through a canvasser (5%) also helped promote the service. Of the 10 participants who indicated they found the LTLAN through some other means, 4 connected because of these proactive efforts, either through a flyer left on their door (3 participants) or from a notification from a process server (1 participant).

Exhibit 1: Participants Learned About the LTLAN from a Variety of Sources

How Participants Learned About the LTLAN	Number of Participants	Percent of Participants ^a
LTLAN Information Listed on Court Documents	40	22%
Found LTLAN on the Internet	35	19%
Another Service Provider Referred to LTLAN	34	19%
Received a Letter in the Mail about LTLAN	22	12%
Learned About LTLAN During Virtual Hearing	19	10%
Friend or Family Member Talked About LTLAN	15	8%
Canvasser Came to the Rental Unit	9	5%
Other	10	5%

^a Percent of participants who responded to this question, N = 184

Another 27% of participants learned about the LTLAN from a trusted source, including another services provider who they were working with (19%) and through community word of mouth (8%). Finally, 19% of survey participants found the LTLAN by searching the internet. According to information gathered from participants who were interviewed, finding out about the LTLAN on the internet commonly involved using a search engine with keywords such as “Tenant help” and “Landlord Tenant lawyer near me.” One interviewed participant, however, reported that they found out about the LTLAN through a community information sharing application on their phone when they noticed “3-4 people posted that LTLAN number.”

Taken together, these results support a varied approach to promoting the LTLAN, with a continued focus on including the LTLAN contact information in official court documents, building a referral pathway with other service providers, and engaging in community outreach. Tenants who are facing an eviction, or who are concerned that they will face one in the future, may be experiencing other social or economic hardships that can impact their ability to prioritize seeking out legal help and their belief that they will find an attorney who they can trust will serve their needs. By presenting the LTLAN to tenants in documents they receive from the court and in trusted community spaces, the CLCPP partners are providing information about how tenants can connect with free legal services without having to spend time looking for the right attorney. This approach reduces barriers that may preclude tenants from seeking legal help. The data affirms that providing easily accessible information about the LTLAN was successful in making the study participants aware of the service.

Q2

Which Issues Did You Want Help With?

Participants Contacted the LTLAN for Help with an Active Legal Case and for Answers to Legal Questions

In general, participants identified a singular reason for contacting the LTLAN, with 153 (83%) indicating that they contacted the LTLAN for help with one issue. Twenty-one (11%) participants had two reasons for contacting the LTLAN, while 9 (5%) indicated that they contacted the LTLAN for help with 3 or more issues.⁸

As shown in Exhibit 2, participant reasons for connecting with the LTLAN varied and included circumstances where it appeared they faced an ongoing or pending eviction case as well as circumstances where the tenant had a legal question but was not immediately at risk of eviction.

Exhibit 2: Participants Saw the LTLAN as an Access Point to Legal Services and Legal Information

Issue Participant Needed Help With ^a	Number of Participants	Percent of Participants ^b
Had a Court Hearing Coming Up	59	32%
Landlord Threatened to Evict or Sent an Eviction Notice	55	30%
Couldn't Pay Rent and Worried About Being Evicted	46	25%
Had Other Questions	37	20%
Questions About Whether Landlords Can Evict People Right Now	9	5%
Landlord Locked Tenant Out	5	3%
Other ⁹	14	8%

^a Participants could identify more than one issue that they needed help with

^b Percent of participants who responded to this question, N = 183

Exhibit 2 shows that the most common reasons for accessing the LTLAN were that the participant had a court hearing coming up (32% of participants) or that they had received an indication that their landlord was planning to evict them (30%). Additionally, 3% participants indicated that they had been locked out. Participants could identify more than one legal issue, and 57% selected at least one of these three, which means that most participants connected with the LTLAN because they faced an active or imminent eviction threat to their housing stability.

Although less common, it is notable that over 40% of participants *did not* call the LTLAN for help with an active or imminent eviction case. This result suggests that, for many callers, the LTLAN was not just a source for connecting to legal representation (its primary purpose), but also for seeking legal

⁸Two participants (1%) did not respond to the question about the issue that prompted them to connect with the LTLAN.

⁹ Of the 14 participants who indicated that they had an "Other" legal issue, 11 indicated that they contacted the LTLAN because they felt that they had a potential cause of action against their landlord for either violation of habitability or in response to Landlord malfeasance.

information. While some of this call volume from tenants without an active case is likely due to the study running during the pandemic and eviction moratorium (when landlords could not file new eviction cases),¹⁰ it is still notable that participants viewed the LTLAN as an access point to a variety of legal services, not just representation.

The Hotline Was the Preferred Access Point to LTLAN Services

As a follow up to the question about why they contacted the LTLAN, the survey asked how participants first connected with the service (e.g., by calling the hotline, filling out an online form).¹¹ The most common method of connecting with the LTLAN was by calling the hotline (50% of participants). Roughly one quarter (27%) connected to the LTLAN by completing an online intake form, and 17% indicated that they were contacted by the LTLAN.¹² Finally, 6% connected through some other means.¹³



¹⁰ These data converge with results presented in a recent Annual Report to the DC Bar Foundation, which suggests that during the pandemic, around half of the cases closed by the CLCPP partners did not involve an active eviction complaint. The Annual Report can be found on DCBF's website, <https://www.dcbfoundation.org/>

¹¹ During the data collection phase, the L & T Branch of the Superior Court was closed and the LTLAN could not provide an in-person access point. As the courthouse has reopened in 2022, the LTLAN is planning to have a physical presence to conduct intake in-person.

¹² It is not LTLAN procedure to make an initial contact with tenants. LTLAN intake specialists will contact tenants only after tenants have left a voicemail or submitted an online intake form. However, canvassers working with the CLCPP partners conducted door knocks at addresses with at-risk tenants and, sometimes, completed an online LTLAN intake form on the tenant's behalf. This resulted in the LTLAN staff calling the tenant to conduct an intake interview, even though it was not the tenant who completed the online intake form. Some of these 17% of participants may have also been unsure of whether this question was referring to the LTLAN intake staff or to the attorney who contacted them after the initial LTLAN intake.

¹³ When asked how they connected, some of these participants who responded "Other" answered with the source of how they heard about the LTLAN, not how they connected with the service.

Q3

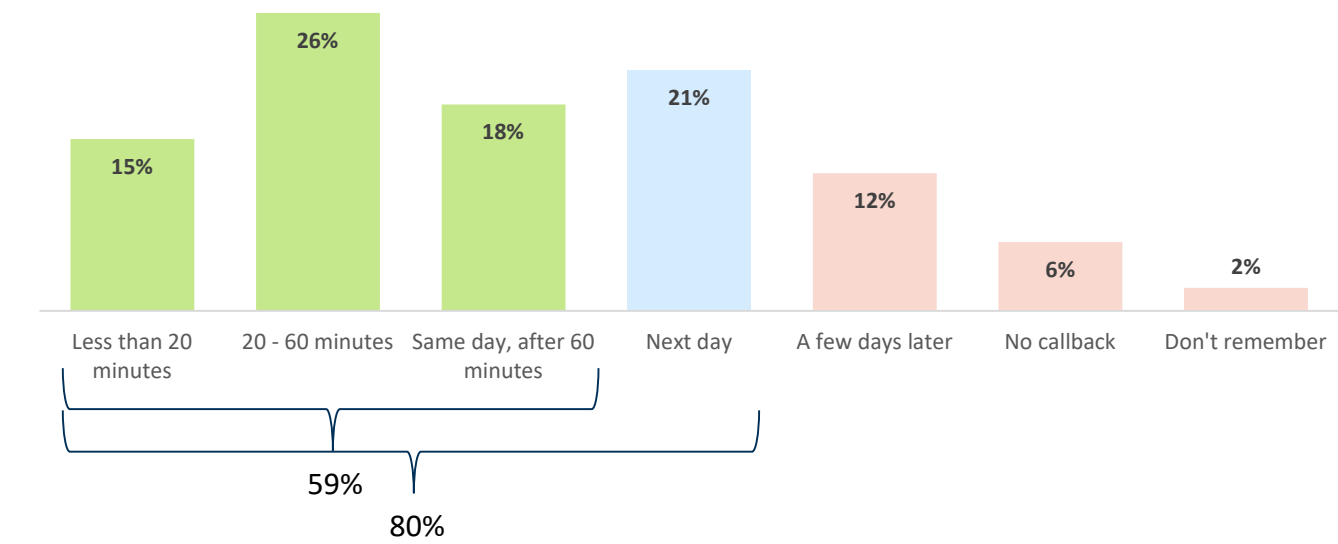
How Long Did You Wait for an Attorney to Call Back?

Most Participants Received the Call Back the Same Day They Reached Out to the LTLAN

The CLCPP partners worked together to develop a protocol that would support the call back from an attorney to occur shortly after the tenant's initial intake. As shown in the green bars in Exhibit 3, attorneys were able to call 59% of participants back on the same day that they reached out to the LTLAN, most commonly between 20 – 60 minutes after they completed the intake interview. An additional 21% of participants received the call back by the end of the next business day (blue bar). Taken together, 80% of survey respondents received the call back within 48 hours. Finally, 12% of participants waited more than two days to receive the call back from an attorney, while 6% reported that they had not received the call back by the time that they completed the survey.¹⁴

Most of the interviewees also indicated that they received the call back within 48 hours of their first contact with the LTLAN, and that they appreciated the short wait time to talk with an attorney. When asked if they were satisfied with the time it took for an attorney to call them back, one participant said, **"Absolutely. It was kinda [sic] fast. I was really surprised that it only took a day,"** while another stated, **"I felt like it was great. I didn't think it would get done this fast."**

Exhibit 3: 80% of Survey Participants Received a Call Back Within 48 Hours



¹⁴ Among the 124 participants who either called the hotline or completed an intake form online, 65% of those who called were contacted by an attorney within 24 hours, compared to 51% of those who filled out an online intake form. This difference approached statistical significance ($\chi^2 = 2.39$, $p = 0.088$) and was likely due to the time needed for the LTLAN staff to review the online form and call the customer to complete the full intake interview before processing the referral. The percentage of participants who were called back within 48 hours was not different based on whether a participant called (82%) or completed online intake (86%; $\chi^2 = 0.42$, $p = 0.353$).

Q4

Did You Like the LTLAN Call Back Process?

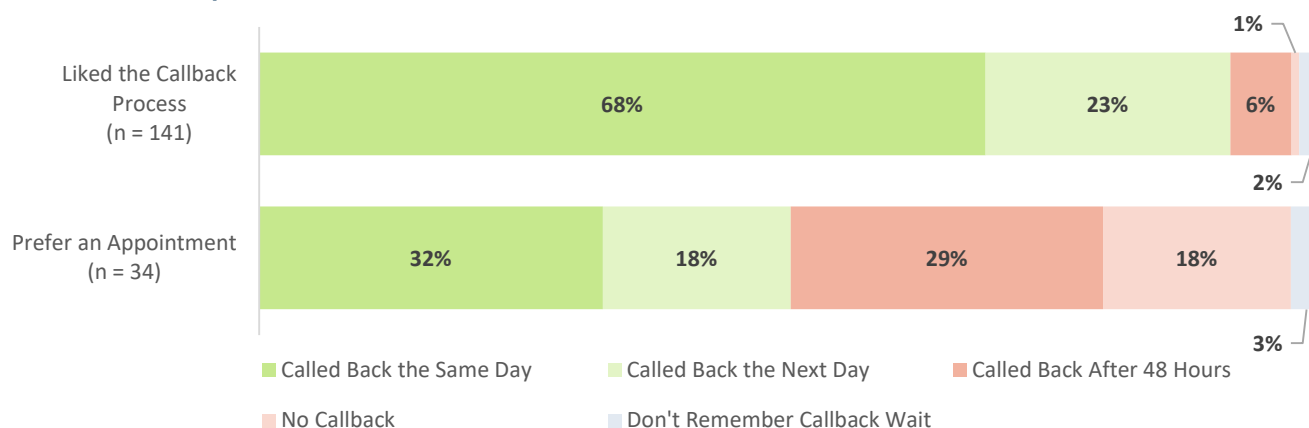
Satisfaction with the Call Back Process Was Related to Time Waiting to Hear from an Attorney

The participants generally liked the call back process, as 141 (76%) indicated that they preferred the current LTLAN call back practice as opposed to making an appointment. Thirty-four (18%) customers indicated that they would like an appointment instead, and the remaining 10 (5%) did not state a preference.

As shown in Exhibit 4, survey participants' feelings towards the call back process were related to the time that they waited to be contacted by an attorney. Over 90% of the participants who reported liking the LTLAN call back process indicated that they were contacted within 48 hours (green bars).

Participants who said that they would prefer to make an appointment had a different experience, with only 50% indicating they received a call back within 48 hours, and close to 20% reporting that they had not received a call back by the time they completed the survey. One interview participant summarized this relationship between call back time and feelings about the process by saying, **"[The call back] worked for me because it was quick. If it took a long time, I would have wanted an appointment."**

Exhibit 4: Participant Call Back Wait Time Influenced Satisfaction with the Call Back Process¹⁵



Participants were asked for recommendations about how the call back process could be improved. Their suggestions, some of which overlap with the general feedback participants gave at the end of the survey, are discussed in the "Feedback for the LTLAN" section.

¹⁵The 10 participants who indicated that they "Did Not Know" if they liked the LTLAN call back process are not included in Exhibit 4.

Q5

Did You Contact Other
Legal Services
Organizations?

Most Participants Did Not Contact Other Legal Service Organizations for Help with Their Legal Issue

Of the 181 survey participants who responded to the question about whether they reached out to other organizations for legal help, 135 (75%) responded that the LTLAN was the only service they contacted. Of the remaining participants, 27 (15%) indicated that they had contacted one other organization and 19 (10%) had contacted two or more organizations.

The 46 participants who contacted other legal services organizations were asked for the reason(s) they looked for help elsewhere in addition to the LTLAN, and notably:

- **Most participants contacted other providers because they were unfamiliar with the process of finding legal help.** Twenty-four (52%) participants indicated that they were unsure where to call, so they called as many numbers as they could.
- **Sometimes, participants came to the LTLAN because they were dissatisfied with services elsewhere.** Six (13%) participants came to the LTLAN after contacting another legal services organization and not getting the help that they needed.
- **Few participants suggested that a desire to shop for legal services motivated them,** as 6 (13%) said they wanted to compare services across providers and only 3 (7%) wanted to talk to multiple attorneys before choosing who they liked best.
- **A small number of participants reached out to another legal services organization because they felt like they could be better served elsewhere.** Four (9%) participants indicated that they wanted help from a specific organization, 5 (11%) felt that they could find help faster on their own, and 1 (2%) did not want to wait for the LTLAN call back.

Taken together, these results suggest that most participants were satisfied with the LTLAN as their sole source for connecting with an attorney. When a participant reached out to additional services providers, it was typically because they were uncertain about the process of finding legal help and wanted to call as many providers as possible. Very few participants indicated that they called other providers because they wanted to shop for a right attorney, and even fewer cited dissatisfaction with the LTLAN.

"I just called [the LTLAN]. From the website, it was clear that this was the best number to call. I didn't need to call anybody else after I called that first number."

- Interviewee when asked if they contacted another legal services provider

THE LTLAN CUSTOMER EXPERIENCE

Survey participants were asked to rate their experience with the LTLAN by indicating the extent to which they agreed or disagreed with 10 statements about the service. Responses were measured on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree). Exhibit 5 on the following page displays the percentage of participants who agreed (green bars) and disagreed (red bars) with each prompt (numbered 1–10 and labeled) and the combined percentages of participants who expressed some level of agreement with the statement (i.e., those who selected either “Agree” or “Strongly Agree”).¹⁶

Participants Reported Positive Experiences with the LTLAN

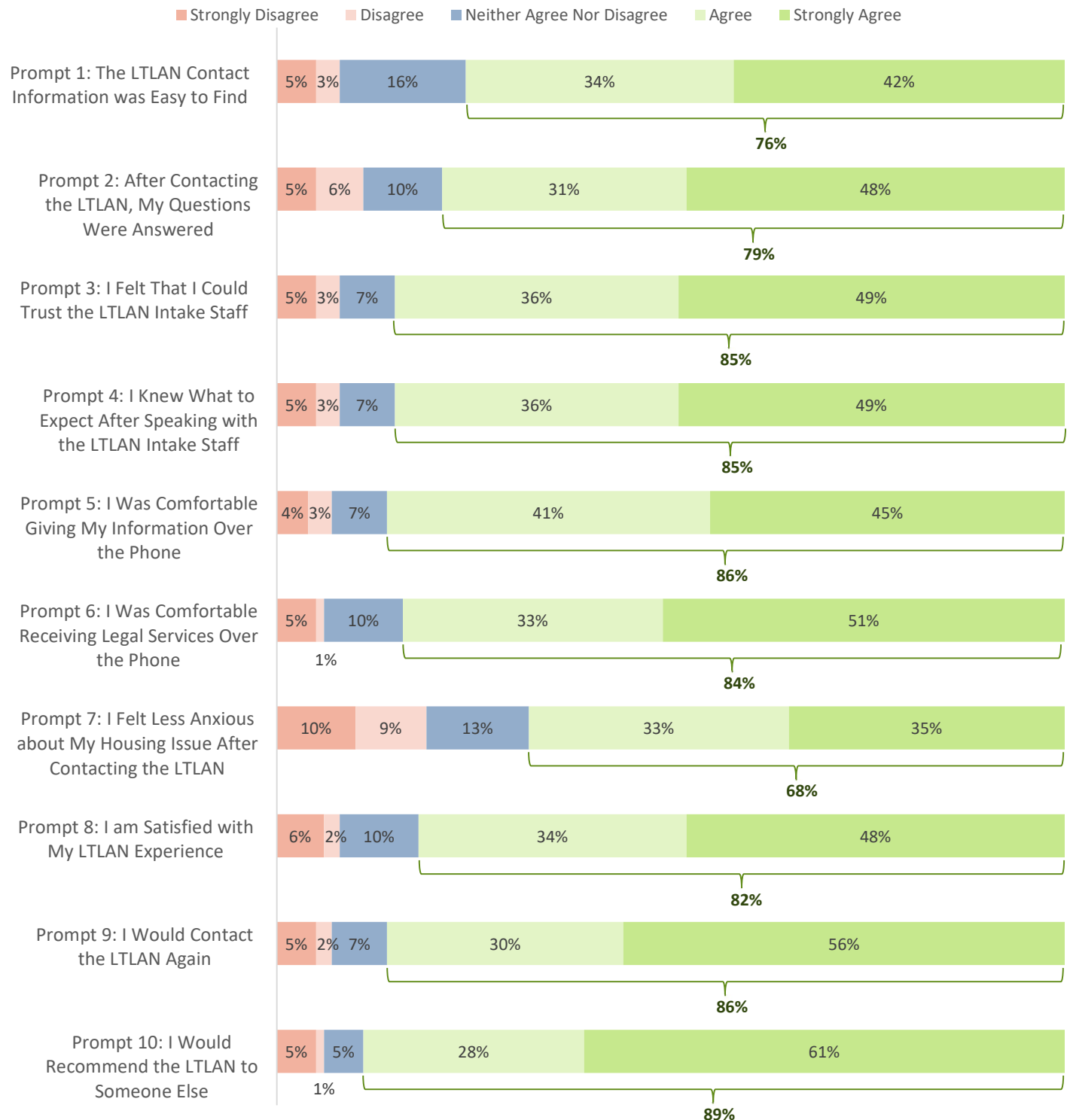
As shown in Exhibit 5, participants agreed or strongly agreed (shown by the green bars) with the 10 statements, with “Strongly Agree” as the most common reaction to each. Notable implications of the results include:

- **The LTLAN was easy to find:** As shown in the **prompt 1** bar, 76% of participants agreed (they selected either “Agree” or “Strongly Agree”) that the LTLAN was easy to find, likely reflecting the efforts to promote the service.
- **Customers experienced intake interviews as supportive and informative:** The percentage of participants who agreed that their questions were answered (**prompt 2**, 79%), that they felt they could trust the intake staff (**prompt 3**, 85%), and that they knew what to expect from the LTLAN process (**prompt 4**, 85%) suggest that LTLAN intake staff were able to effectively establish rapport with customers and provide them with helpful information during the initial interview, a critical first step to the intake process.
- **Customers were generally comfortable accessing services remotely:** LTLAN customers agreed that they were comfortable discussing their circumstances with the LTLAN staff (**prompt 5**, 86%) and receiving legal services from the attorney (**prompt 6**, 84%) over the phone. While the LTLAN will incorporate in-person intake as the L&T Branch resumes in-person proceedings, these results suggest that remote intake processes can be a trusted and sustainable service.
- **Coordinated intake can help alleviate customer anxiety:** Most callers agreed that they felt less anxious after connecting with the LTLAN (**prompt 7**, 68%); however, agreement was lower with this prompt than the others. This result is not surprising, as concerns about housing stability can be anxiety inducing even after connecting with legal help.¹⁷
- **The LTLAN experience left a positive impression:** Finally, and importantly, customers agreed that they were satisfied (**prompt 8**, 82%), would contact the LTLAN again if they needed help (**prompt 9**, 86%), and would recommend the service to others (**prompt 10**, 89%). These results suggest that the LTLAN is meeting a community need and establishing itself as a trusted service.

¹⁶ Descriptive statistics for the data displayed in Exhibit 5 are shown in Exhibit A-2 in the Appendix.

¹⁷ The reason why customers contacted the LTLAN (see Question 2 discussion on pages 7-8) did not affect their response to prompt 7.

Exhibit 5: Participants Rated their LTLAN Experience Positively

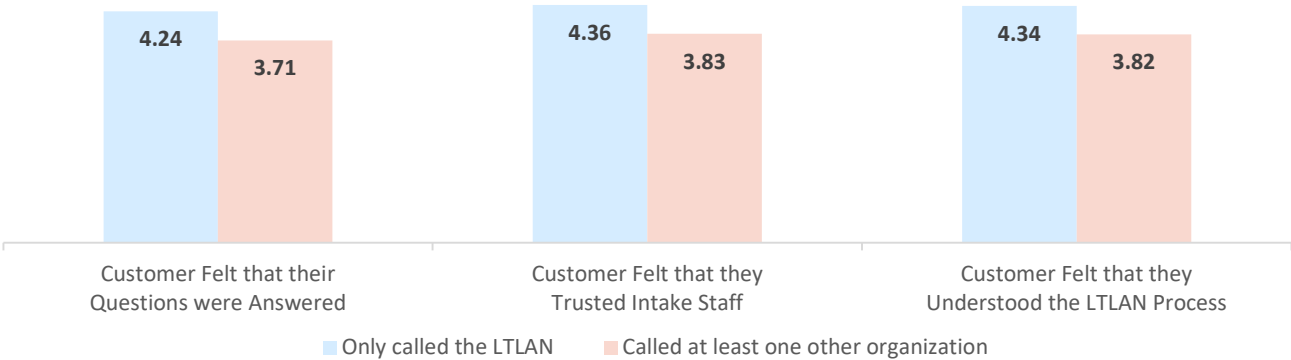


Follow-up analyses displayed in Exhibits 6–10 identified relationships between participant experience ratings and the decision to contact other organizations (Exhibit 6) and the time that they waited before receiving the call back from an attorney (Exhibits 7–10). Exhibits 6–10 display the average rating that participants reported using the 1 (Strongly Disagree) to 5 (Strongly Agree) customer experience scale. This average rating reflects the degree to which participants agreed with each statement (i.e., an average rating of 4 suggests that participants generally “agree” with the statement about the LTLAN).

Participants Who Felt More Positively About the LTLAN Intake Staff Were Less Likely to Contact Other Legal Services Organizations

As shown in Exhibit 6, the degree to which a participant felt that the LTLAN intake staff answered their questions, was trustworthy, and explained the process so that they understood what to expect was related to whether they called other legal services organizations. When a customer felt more positively about the LTLAN, it was likely the only service they contacted, underscoring the importance of a supportive and informative initial intake conversation.¹⁸

Exhibit 6: Participant Feelings About the Intake Interview were Related to Their Decision to Contact Other Organizations

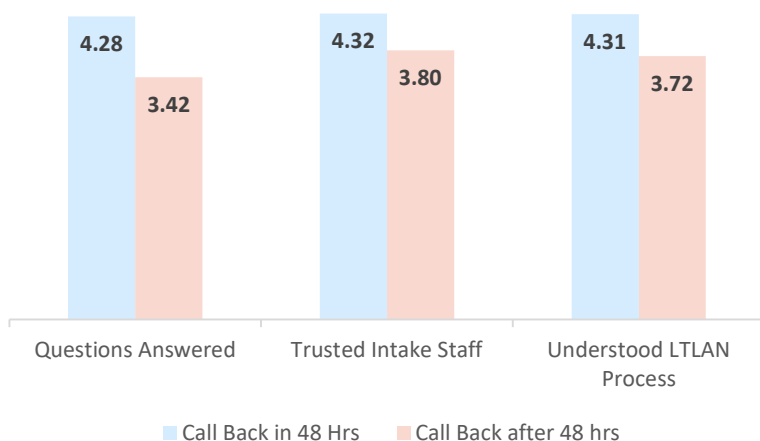


Participants Who Received the Call Back Within 48 Hours Felt More Positively About the LTLAN

Analysis compared the customer experience ratings of participants who received the call back from an attorney within 48 hours and those who were called back after 48 hours. Exhibits 7 through 10 on the following pages display the average ratings for each group with regard to their perception of the LTLAN intake interview, how comfortable they felt receiving services over the phone, their overall experience with the LTLAN, whether they would return for services, and whether they would recommend the service to someone else in their community.

¹⁸ Differences shown in Exhibit 6 between customers who only called the LTLAN (blue bars) and customers who called other organization (red bars) were statistically significant, suggesting that there is a meaningful relationship between participant feelings about the intake interview and their decision to call other organizations. Statistical test results are displayed in Exhibit A – 3 in the Appendix.

Exhibit 7: Participants Called Back Within 48-Hours Rated the Intake Interview More Favorably



As shown in Exhibit 7, when compared to participants who waited longer (red bar), participants who received the call back from an attorney within 48 hours (blue bar) were significantly more likely to agree that the LTLAN intake interview addressed their questions, that they could trust the intake staff, and that they understood the LTLAN process after their intake interview.¹⁹

Exhibit 8: Participants Called Back Within 48-Hours were More Comfortable with Remote Services

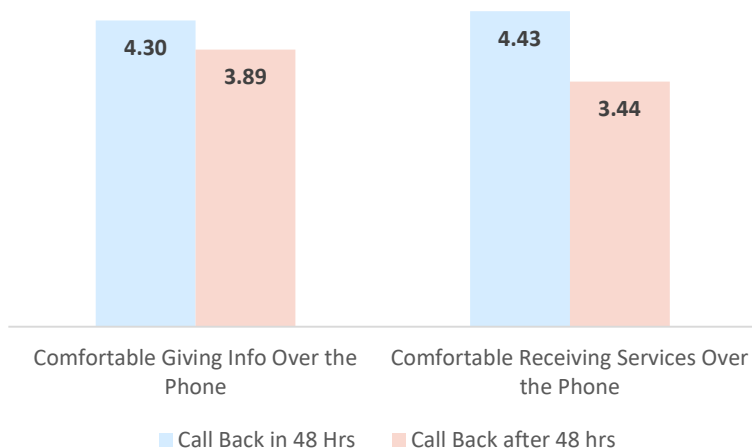


Exhibit 8 shows that wait time was related to how customers felt about remote services. When participants received the call back within 48 hours, they reported that they felt more comfortable about giving their information over the phone during the intake interview, and with receiving legal services over the phone.

¹⁹ Differences shown in Exhibits 7, 8, and 9 (on the following page) between customers who received a call back from the LTLAN within 48 hours (blue bars) and customers who received the call back after 48 hours (red bars) were statistically significant, suggesting that it is unlikely that these differences are due to chance. Statistical test results are displayed in Exhibit A – 3 in the Appendix.

Exhibit 9: Participants Called Back Within 48-Hours Felt Better About their LTLAN Experience

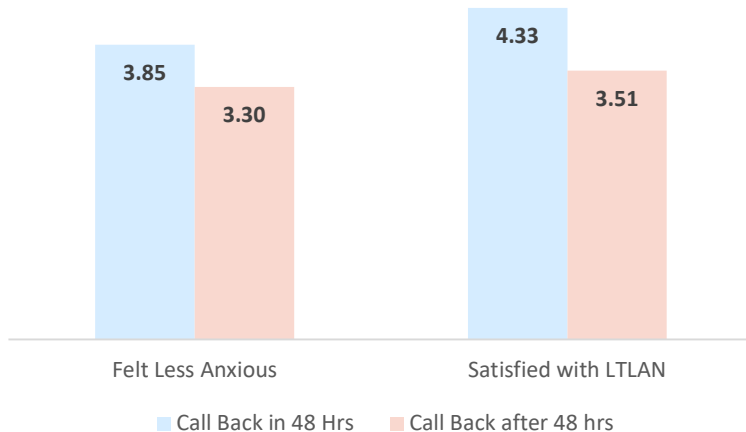
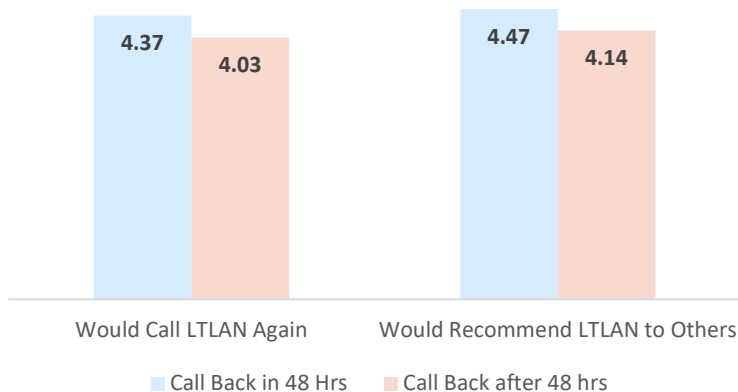


Exhibit 9 suggests that wait time was related to customers' feelings about their legal issue and their overall satisfaction with the LTLAN. Those who talked to an attorney within 2 days were significantly less anxious and more satisfied than those who waited longer.

Exhibit 10: Participants Were Likely to Use the LTLAN Again and Recommend the Service to Others



Finally, Exhibit 10 shows that participants who waited longer than 48 hours were slightly less likely to agree that they would call the LTLAN back should they have a legal issue in the future, or that they would recommend the service to others who faced a similar legal issue. Even with this small difference, customers' reported likelihood was high.²⁰

Taken together, these results underscore the importance of a timely call back after the initial intake interview. Being quickly connected to an attorney yielded a more positive impression of the LTLAN and a higher likelihood of using and recommending the service in the future.

²⁰ Differences shown in Exhibit 10 between customers who received a call back within 48 hours (blue bars) and customers who received the call back after 48 hours (red bars) approached but did not reach statistical significance, suggesting that the observed differences in the decision to use the LTLAN again or recommend the service are small and may be due to chance rather than call back time.

Interview Participants Reported a Positive Experience with the LTLAN

Interviewees were asked to comment on how well they felt the LTLAN staff answered their questions, whether they were comfortable receiving legal services over the phone, and whether they would contact the LTLAN again should they need additional help. In response to these questions, the interviewees were similarly positive about the LTLAN as the survey takers and provided some additional context about the quality of the help they received and their thoughts on the LTLAN's services.

Interview participants reported that they felt like the LTLAN intake staff were professional, knowledgeable, and helpful. One interviewee expressed appreciation for the LTLAN staff member who was able to help them identify their issue and know what types of questions to ask when they got in touch with an attorney. Others indicated that they felt that they could trust the LTLAN to look out for their interests, with one showing appreciation that the intake staff member listened to them and wrote down everything that they were saying.

"The LTLAN answered my concerns and requests effectively and to my satisfaction. Also, I believe that the staff member acted to the best of my interest."

- Interviewee when asked if their question was answered

The interviewees also felt comfortable connecting with legal services over the phone, although one pointed out that not knowing when they would receive a call back from an attorney caused them to miss the connection initially. Two also indicated that they preferred to connect with services in person, however, both stated that they did not have a problem with using the phone. Importantly, all interviewees indicated that they were satisfied with the services provided by the LTLAN, even though some clarified that they were not as satisfied with the legal assistance that they later received. When asked if they would contact the LTLAN again, all interviewees responded that yes, they would.

"Absolutely."

- Interviewee when asked if they would call the LTLAN again

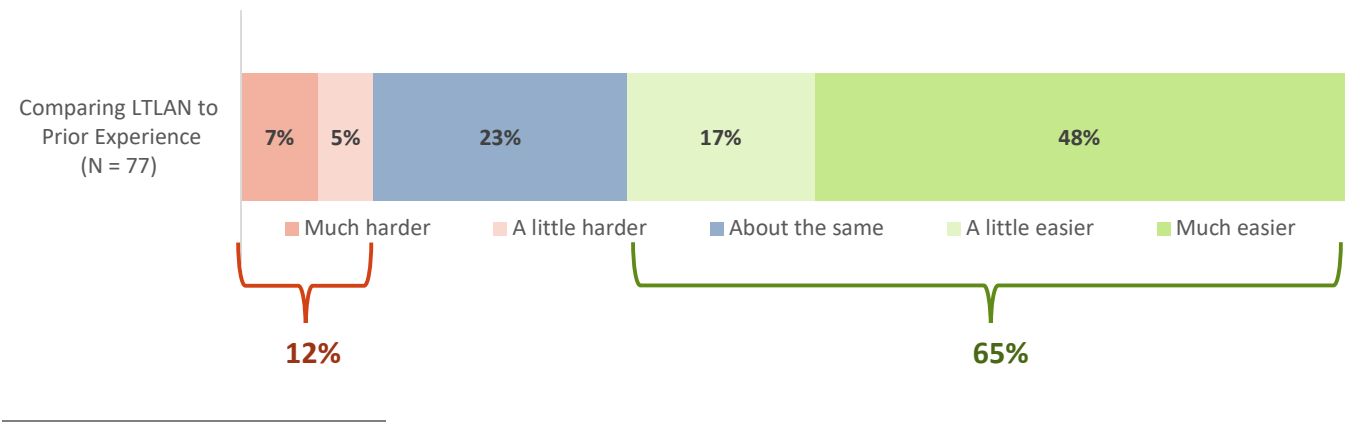
COMPARING THE LTLAN TO PREVIOUS EXPERIENCES SEEKING LEGAL HELP

The third section of the LTLAN customer survey asked participants if they had looked for legal help in the past, before the LTLAN existed, and, if so, if they got the help that they needed. Of the 185 tenants who completed the survey, only 83 (46%) indicated that they had sought legal help in the past. Sixty-eight participants provided information about how they looked for legal help in the past. Of those, 30 (44%) used the internet, 18 (26%) found help from a community resource (e.g., church, medical clinic, other provider), 13 (19%) were directed to legal help through the court, and 7 (10%) found help through friends or family.

Thirty-nine (54%) of these 83 participants indicated that they were able to find the legal help that they needed, 23 (32%) responded that they got some legal help, but it was less than or different than what they needed, and 10 (14%) said they were not able to get the help they needed. These 83 participants were then asked to use a scale of 1 (Much harder) to 5 (Much easier) to rate whether the LTLAN was harder or easier than what they did before.

As shown in Exhibit 11, nearly two-thirds of participants found the LTLAN intake process to be easier than what they had done to find legal help in the past, while only 12% found it harder. Among the interview participants who had prior experience looking for legal help, most also felt that the LTLAN provided an easier pathway. Interviewees appreciated the care, compassion, ease, and timeliness of the LTLAN when compared to prior experiences finding legal help.²¹

Exhibit 11: Compared to Prior Experience Seeking Legal Help, 65% of Participants Found the LTLAN to be Easier



²¹Participants were also asked if they had been to the Landlord-Tenant Resource Center (LTRC) in the L&T Branch of the courthouse before, and, if so, whether accessing the LTLAN was easier or harder than the in-person process at the court. Only 24 participants indicated they had been to the LTRC, which is not enough for meaningful analysis, however, 13 (54%) indicated the LTLAN was easier than the LTRC, while 7 (30%) reported the process was about the same. Only 4 (16%) said the LTLAN experience was harder.

FEEDBACK FOR THE LTLAN

To finish the survey, participants were asked three open-ended questions about feedback that they had for the LTLAN: how the LTLAN staff could best advertise its services to the broader community, whether they had feedback to improve the LTLAN, and how satisfied the participants were with the LTLAN's process of connecting them with an attorney. Responses were grouped for thematic analysis.

Suggestions for Promoting the LTLAN

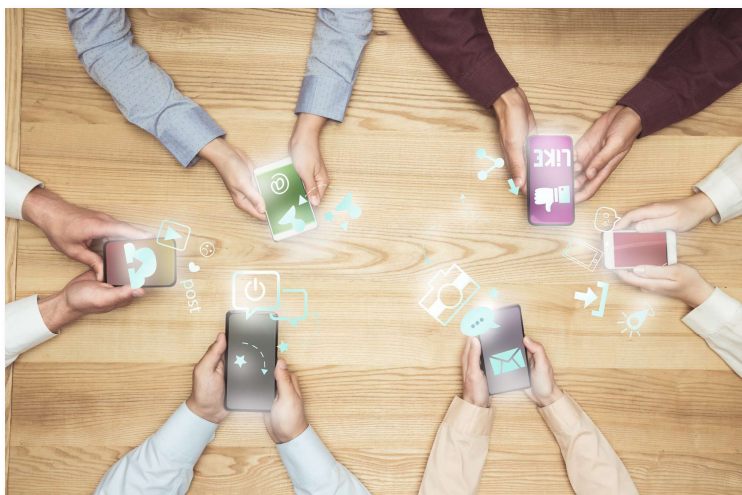
Of the 185 participants, 119 (64%) provided recommendations about how the LTLAN can promote its services to tenants in the DC community.²² Suggestions clustered around three central themes: distributing and posting informative materials such as flyers, newsletters, and mailers/emails (45 participants), establishing a presence on social media (31 participants), and hosting community outreach events (22 participants).

Additionally, 12 participants recommended the LTLAN advertise through word of mouth and 9 recommended the service advertise on traditional media platforms such as TV, newspaper, or radio.

This range of responses aligns with the diversity of ways that participants reported hearing about the LTLAN in the first section of the survey. For some tenants, the best way to reach them might be through traditional means either by coordinating LTLAN marketing with other social services, posting

“Reach out to people especially in DC by sending flyers out & advertising online if possible or also by word of mouth from everybody through their experience.”

- Participant response to the survey question about how to market the LTLAN



information in community spaces, or holding in-person events, while other tenants might orient more towards social media platforms, online communities, and phone applications. The communication mediums varied, but the message remained the same: Although the LTLAN is an as-needed service, marketing it does not need to be limited to legal spaces or to places where tenants must seek it out. The most effective approach will involve integrating the LTLAN into the types of information sharing networks that tenants encounter in their day-to-day lives.

²² A total of 150 (83%) participants responded to the question, and 35 did not provide a response.

Participant Suggestions to Improve the LTLAN

Participants were asked for feedback on the LTLAN intake and referral process, and they offered several suggestions for the LTLAN staff and CLCPP partners to consider. Their suggestions included:

- Call the customers back from a phone number that is not private or blocked
- Create a system that prioritizes calls to tenants with urgent situations
- Provide more information about when customers will receive a call back from an attorney (i.e., give a time range) and establish a process for someone who is waiting to call the LTLAN and check in on the status of their case
- Communicate with customers using text messages and emails
- Communicate information collected during the intake interview to the organization receiving the referral so that the tenant does not have to answer the same questions twice
- Provide more legal information and resources to customers
- Host outreach events in places like transitional housing facilities, rental buildings that accept housing vouchers, and other community spaces such as churches, medical clinics, or libraries
- Ensure timely connection with an attorney

“The number LTLAN calls you [from] needs to be visible not blocked or private. Because most people would think it’s a scam call.”

- Participant feedback for the LTLAN

Some participants expressed dissatisfaction with the amount of time that it took for them to connect with an attorney. While the majority of participants who were dissatisfied with the call back wait time did not hear from an attorney within 48 hours, as discussed above, most survey participants typically did, with many talking to an attorney on the same day they reached out for services. While the LTLAN has successfully connected customers to an attorney in a timely fashion, these comments serve to reinforce how important a timely call back is to the LTLAN user experience.

Participant Satisfaction with the LTLAN

A total of 150 participants responded to the question about how satisfied they were with the LTLAN, and 131 (87%) indicated they were satisfied with the services that they had received. Some participants added specific praise, showing appreciation of the LTLAN intake staff for providing them with needed information, listening to their legal issue, demonstrating compassion for their circumstances, and connecting them to legal help in a timely manner.

Some of the tenants who reported that they were satisfied still had constructive feedback for the LTLAN. One participant noted that they did not find out that they were not income-eligible for services until after talking to an attorney and suggested that information be made more clearly available. Others indicated that they were satisfied so far, but were anxious to hear back from an attorney, with one wishing that they could call to check in on their case instead of waiting.

A total of 18 participants (12%) said that they were either unsatisfied or not sure about the service because they had not yet heard back from an attorney, or because they could not get the legal help they were looking for after speaking with an attorney. This result suggests that, for many tenants, the experience of seeking and receiving legal help is one overarching experience, and therefore the experience of coordinated intake is not readily distinguishable from the experience of the legal services that they ultimately do or do not receive.

“I am so grateful”

- Participant response when asked if they were satisfied with the LTLAN

SUMMARY & RECOMMENDATIONS

SUMMARY OF RESULTS

Participants were generally complimentary of the LTLAN and reported high levels of satisfaction with the service. The results of the LTLAN customer survey study provide the following specific insights into the customer experience which can inform the LTLAN going forward:

- **The LTLAN has become a primary access point to CLCPP services in large part due to efforts to make the service easy to find.** Survey participants reported hearing about the LTLAN from a variety of sources and indicated that it was easy to locate the LTLAN's contact information. The CLCPP partners efforts to promote the LTLAN have been successful in reaching tenants who need legal services.
- **The LTLAN is viewed as an access point to legal representation and information.** The majority of study participants who contacted the LTLAN did so with a pending legal issue that would require services from an attorney (e.g., an upcoming court hearing or an eviction notice). However, a high percentage of participants indicated that they did not have a pending legal issue when they contacted the LTLAN, and instead reached out for legal information.
- **A single point of entry, like the LTLAN, can serve as the sole access point to legal services.** Most participants only contacted the LTLAN for their legal issue, and those who contacted other organizations did so because they were uncertain about how to find legal help. This suggests that most tenants looking for legal services do not need to shop around, but instead can be satisfied with a coordinated intake and referral system as their access point to connecting with an attorney.
- **Customers appreciated the service they received during the intake interview.** Customers indicated that after going through the intake interview their questions were answered, they understood the process of coordinated intake, and they felt comfortable providing their information and receiving legal services over the phone. As the front facing element of the LTLAN, it is critical that the intake interview is a trusted and informative experience that addresses the immediate legal need and leaves customers with a positive impression of the service. These results indicate that the interview protocols put in place by the CLCPP partners are meeting customer needs, and that the intake specialists are providing high quality customer service during the initial intake interview.



- **A timely call back is critical to perceptions of the LTLAN.** The CLCPP partners have established an efficient call back process and most study participants were connected to an attorney within 48 hours of their initial contact with the LTLAN. Participants who waited longer than 48 hours were less satisfied with their LTLAN experience and were less likely to agree that they would use the service again or tell someone else to contact the LTLAN. These results underscore the importance of a timely call back from an attorney.
- **Customers will use the LTLAN again and spread the word.** Most of the survey participants indicated that they would use the service again in the future and recommend the LTLAN to other members of their community who needed legal assistance with a housing issue. This suggests that the LTLAN is establishing itself as a trusted service for tenants in Washington, DC and will continue to grow as more tenants have a positive experience.
- **The LTLAN customer survey study can inform similar coordinated intake efforts in Washington, DC:** Finally, because the LTLAN is a functioning coordinated intake and referral system for eviction cases, the results in this study can serve as source of information for other such efforts. Incorporating user voice is critical to a well-designed and effective coordinated intake system that meets tenant needs, and the participants in the LTLAN customer survey study provided insight into what customers value in a coordinated intake and referral service.

The overarching message from the LTLAN customer survey study is that the service is meeting customer needs and providing a satisfactory user experience. The process of finding legal help using the LTLAN was easy, trustworthy, and effective, which encouraged customers to use the service again and spread the word about its value to the community.

RECOMMENDATIONS

Insights from the LTLAN customer survey study also provide recommendations that can inform the continued growth of the Landlord Tenant Legal Assistance Network, as well as future work to develop effective and transformative coordinated intake and referral networks in Washington, DC.²³

- **Continue to promote the LTLAN** on court documents, through referrals with other service providers, and through outreach to tenants at risk of eviction. Additionally, consider expanding outreach by **utilizing social media platforms, using search engine optimization (SEO)** for the customers who look for legal help online, and **posting short informational materials like pamphlets or flyers** in trusted community spaces.

²³ Many of the recommendations generated from LTLAN user experience data align with what NPC heard from community member focus groups that were conducted as part of the development of a broader Coordinated Intake and Referral (CIR) system in Washington, DC. The results of those focus groups can be found in the July 2022 *Client and Community Member Input* report, found on DCBF's website, <https://www.dcbf.org/>

- **Provide access to legal information and additional service resources.** Tenants contact the LTLAN with a variety of needs and not always because they are looking for an attorney to represent them. Some tenants are looking for information to help answer their legal questions, and additional social services resources who can help them with their issue.
- **Continue to prioritize timely responses to LTLAN customers and short call back times.** To a large degree, the LTLAN customer experience depends on how quickly customers are connected with an attorney, if they need one. As the system grows, CLCPC partners should be mindful of maintaining short attorney call back times, ideally **within 48 hours of their initial intake interview**.
- **Enhance communication with customers** during the intake and referral process by:
 - **Calling customers back from a known phone number,**
 - **Providing a way for LTLAN customers to check in on the status of their case,** and
 - **Giving customers a time range during which they will receive a call from an attorney.**
- **Ensure that LTLAN intake specialists receive sufficient support and training.** Participants focused much of their appreciation for the LTLAN on the quality of their interaction with the intake staff, who they felt could be trusted and who had their best interests in mind. Given their direct connection with customers, intake staff are a critical component of the LTLAN and ensuring that they receive adequate training and support to do their jobs well is paramount to the service's success.

CONCLUSION

During its first two years in operation, the LTLAN coordinated intake and referral system has become a primary access point for tenants served by the CLCPC eviction defense network. Given the increasing demand for legal services, the insufficient resources to provide help to everyone who needs it, and the corresponding increase in LTLAN customer volume, it is critical to understand the user experience, assess the degree to which the LTLAN is meeting its goals, and identify areas where the system can improve. The results of the LTLAN customer survey study suggest that the CLCPC partners and the LTLAN intake staff deserve commendation for creating a trusted, reliable, and valuable service that affects broader system change by reducing barriers that tenants who are low-income face in accessing free legal services. Participant feedback shows that while there are opportunities to improve the service, the LTLAN is efficient and effective, highlighting the impact of a networked approach to providing legal services and serving as a model for future coordinated intake and referral efforts in Washington, DC.

APPENDIX

Exhibit A-1: Demographics of All LTLAN Customers Who Received CLCPP Services (Jun 2020 to Dec 2022)

Demographic Characteristic	Percent of LTLAN Clients ^a
<i>Gender Identity</i>	
Male	38%
Female	60%
<i>Racial Identity</i>	
Black or African American	79%
White	8%
Other Racial Identity	5%
Unknown or Declined to Answer	8%
<i>Other Characteristics</i>	
Woman of Color	53%
Have at Least One Minor Child in Household	37%

^a This table shows demographics for CLCPP clients, that is tenants who received services from one of the CLCPP partners, who connected with the CLCPP through the LTLAN (N = 2,255).

Exhibit A-2: Descriptive Statistics for LTLAN Customer Ratings, Displayed in Exhibit 5

Statement Prompt	Responses	Mean (Standard Deviation) ^a
The LTLAN Contact Information was Easy to Find	182	4.04 (1.08)
After Contacting the LTLAN, My Questions Were Answered	181	4.10 (1.14)
I Felt that I Could Trust the LTLAN Intake Staff	178	4.22 (1.04)
I knew What to Expect After Speaking with the LTLAN Intake Staff	179	4.20 (1.07)
I was Comfortable Giving my Information Over the Phone	182	4.21 (0.97)
I was Comfortable Receiving Legal Services Over the Phone	179	4.23 (1.03)
I Felt Less Anxious After Contacting the LTLAN	182	3.74 (1.30)
I am Satisfied with My LTLAN Experience	178	4.16 (1.07)
If I Needed Help in the Future, I would Contact the LTLAN Again	179	4.30 (1.03)
I would Tell Someone Else to Contact the LTLAN	180	4.41 (1.04)

^a Responses were measured on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree). This value reflects the degree to which participants agreed with each statement (i.e., a mean rating of 4 suggests that participants generally “agree” with the statement about the LTLAN).

Exhibit A-3: Significance Statistics for Relationship Between Customer Ratings and Decision to Contact Another Legal Organization, Displayed in Exhibit 6

Statement Prompt	Only Contacted the LTLAN		Contacted Other Organizations		t	p
	N	Mean	N	Mean		
After Contacting the LTLAN, My Questions Were Answered	132	4.24	49	3.71	2.83	0.005
I Felt that I Could Trust the LTLAN Intake Staff	130	4.36	48	3.83	2.54	0.014
I knew What to Expect After Speaking with the LTLAN Intake Staff	130	4.34	49	3.82	2.99	0.003

Exhibit A-4: Significance Statistics for Relationship Between Customer Ratings and Call Back Wait Time, Displayed in Exhibits 7 - 10

Statement Prompt	Call Back Within 48 Hours		Call Back Not Within 48 Hours		t	p
	N	Mean	N	Mean		
After Contacting the LTLAN, My Questions Were Answered	143	4.28	38	3.42	3.91	0.000
I Felt that I Could Trust the LTLAN Intake Staff	143	4.32	35	3.80	2.70	0.008
I knew What to Expect After Speaking with the LTLAN Intake Staff	143	4.31	36	3.72	3.05	0.003
I was Comfortable Giving my Information Over the Phone	145	4.30	37	3.89	2.29	0.023
I was Comfortable Receiving Legal Services Over the Phone	143	4.43	36	3.44	4.55	0.000
I Felt Less Anxious After Contacting the LTLAN	145	3.85	37	3.30	2.33	0.021
I am Satisfied with My LTLAN Experience	141	4.33	37	3.51	3.69	0.001
If I Needed Help in the Future, I would Contact the LTLAN Again	144	4.37	35	4.03	1.76	0.081 ^a
I would Tell Someone Else to Contact the LTLAN	145	4.47	35	4.14	1.80	0.075 ^a

^a These findings approached significance at the $p < .05$ level, suggesting that the observed differences in the decision to use the LTLAN again or recommend the service are small and may be due to chance rather than call back time.