



2016 Tariff Lawyer Survey

Prepared for:

Legal Services Society

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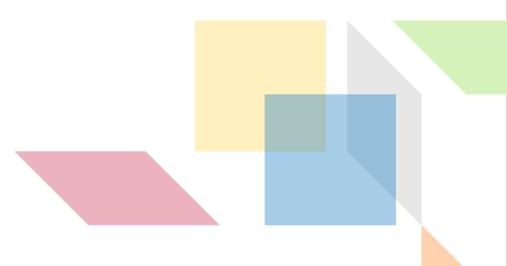
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Background, Objectives & Methodology

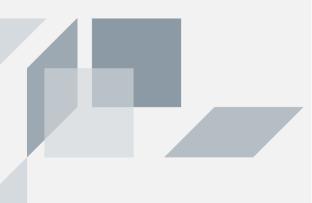


Background & Objectives



Background & Objectives

- The Legal Services Society (LSS) relies on the services of private lawyers to provide almost all of the legal representation required by its clients. Hence, LSS needs to ensure lawyers are satisfied with their relationship with the organization. Specifically, LSS needs to confirm that it is supporting lawyers with the level of services and resources they require in order to effectively engage and help LSS clients.
- As part of the effort to provide quality support/services to legal aid lawyers (which in turn helps maintain a sustainable supply of legal aid lawyers) and to understand how to improve service levels, LSS has conducted a triennial lawyer satisfaction survey since 2004.
- > The study provides LSS with quantifiable performance measurements in areas that are set out in the LSS Service Plan and reported in the LSS Annual Service Plan Report, and also provides recommendations to improve LSS service for lawyers in the future.
- > LSS commissioned Sentis Research, a professional market research firm, to conduct the 2016 Tariff Lawyer Satisfaction Survey. This report contains detailed findings from the study and, where applicable, includes trends from 2013 and prior. If any modifications have been made to question wording, a footnote has been included advising to use caution when interpreting trends.
- > To better understand the findings from the 2016 survey results, it is helpful to have some background on the Society's environment during the past few years:
 - In April 2015, LSS launched a new client information system called LSS Online. The transition to the new system was challenging, and LSS has made a few adjustments to date; however there still remains significant room for improvement so that the system better suits the needs of tariff lawyers. A section on satisfaction with LSS Online and with its functions is included in the 2016 survey.
 - In July 2015, shortly after the launch of LSS Online, LSS commissioned Sentis to conduct a short survey among tariff lawyers, as well as with LSS staff and Local Agents, to understand more about what was working with the system and what was not. Results from that survey are included in this report, where applicable.
 - In recent years, tariff lawyers' counterparts in the justice system (e.g., Crown counsel, Director's counsel) have received rate increases while the legal aid tariff rate has only increased once since 1991.



Methodology



Methodology

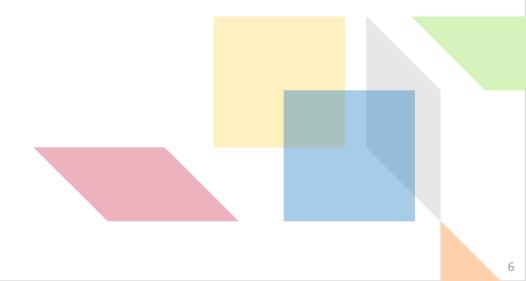
- LSS provided Sentis with a list of 1,073 tariff lawyers who had taken a referral or billed LSS for in the previous year or so (between May 1, 2015 to October 1, 2016). These tariff lawyers were each emailed a survey invitation containing a unique link to the online survey, which was hosted by Sentis. The survey was open for participation from October 17 and November 3, 2016. A total of 422 tariff lawyers completed the survey, representing a response rate of 39%.
- > To maximize response rates, several steps were taken:
 - LSS promoted the survey in an email communication sent by the CEO prior to the survey launch, on October 3, 2016.
 - Two reminder emails were sent, on October 24 and October 31, 2016 to all lawyers who had not yet completed the survey at the stated dates.
 - A prize draw was offered, which included 5 prizes each valued at \$200. Each winner was given a choice between (1) a gift certificate to Blair Shapera, a Continuing Legal Education course voucher, or a Best Buy gift certificate.
- This wave, most demographic and LSS case information (e.g., number of legal aid clients represented, number of years representing legal aid cases, etc.) for legal aid lawyers was sourced directly from LSS data. This eliminated the need to ask these questions in the survey. Additionally, because this information was available for the total tariff lawyer population, the final sample responding to the survey could be compared and then adjusted through mathematical weighting to ensure it was an accurate reflection of the total population of tariff lawyers. It was determined that applying weighting based on the number of clients represented in the previous year best brought the final sample in line with the actual population of tariff lawyers. (Note: weighting was not applied to prior waves of the survey.)
- When a survey sample is a large fraction of a finite population, we can adjust the margins of error by a Finite Population Correction Factor (FPCF). For this study, the adjusted margins of error at the 95% level of confidence for the total 2016 sample size is ±4%. When comparing the results between 2016 and past waves, a maximum difference of ±6 percentage points is required for statistical significance at the 95% level of confidence.
- Because question wording for many questions has been altered from past waves, caution should be used when making comparisons to the historical results for these questions. Questions with altered wording have been footnoted on the relevant slides.
- A key driver analysis was performed to identify the areas that LSS should prioritize in order to improve tariff lawyers' overall satisfaction. Throughout this report, top and secondary priority drivers have been identified in exhibits with the following symbols:











Highlights – Overall



Overall Perceptions of LSS

- Generally, LSS receives moderately positive ratings from tariff lawyers when it comes to its overall performance and performance in specific service areas. While some notable improvements have been made, there are more areas that have lost ground this year compared with three years ago.
- > LSS staff and local agent performance is one area where tariff lawyers note improvements. Highly regarded in 2013 for their courteousness, knowledge, and to a lesser extent their timely responses to inquiries, LSS staff and local agents were given even higher ratings in 2016.
- Despite the challenges with LSS Online, tariff lawyer feedback on this system has improved since last measured in July 2015. While the evaluations of the system still have substantial room to improve, ratings of 8 to 10 out of 10 have doubled over last year (11% to 22% currently) while low ratings of 1 to 4 out of 10 have decreased (from 54% to 35%). (See the following slide for more details on LSS Online.)
- As noted above, tariff lawyers are notably less positive in their evaluations in a number of service areas. These are summarized in the following table.

Areas Where Service Levels Are Rated Less Positively Than in 2013		
LSS Service Areas		
Case Management - Authorizations	 General decline on both overall satisfaction and drilldowns Top concern relates to poor or no explanations about decisions (which is the primary driver) 	
Invoices	Ratings have slipped both overall and for paying invoices in an acceptable length of time	
Overall LSS Performance		
LSS Tariff	Ease of understanding has declinedStraightforwardness ratings have fallen after an improvement in 2013	
LSS Valuing Services	 Satisfaction is stable, but dissatisfaction has increased (fewer lawyers are now 'sitting on the fence') This is the primary driver of overall satisfaction with LSS support 	
Intentions for 2017/2018	 Fewer lawyers intend to take the same number of contracts, while the proportion planning to take fewer or no contracts continues to increase 	
LSS Priorities	 Lawyers are less satisfied and more dissatisfied with LSS support for lawyers to help their clients address related legal issues More lawyers are dissatisfied with the support LSS gives them to help their clients be more actively involved in resolving their legal issue 	



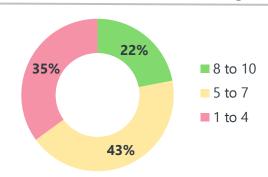
Highlights – LSS Online



LSS Online

- As noted previously, tariff lawyers are more positive about LSS Online than they were in July of 2015, right after the system was launched. Compared to one year ago, twice as many tariff lawyers are satisfied with LSS Online, while fewer are dissatisfied. That said, with just 22% rating LSS Online as an 8, 9 or 10 out of 10 overall, and few awarding excellent/very good ratings to its specific functions, there is still ample room to improve.
- As a secondary driver of satisfaction with LSS support, any improvements to LSS Online are likely to also strengthen overall support perceptions of the organization.
- The effect of LSS Online's challenges are widespread. That is, the 35% of tariff lawyers who are dissatisfied with LSS Online (giving it a rating of 4 or less out of 10) generally give lower ratings to most LSS service areas when compared with their counterparts. Those areas that appear to be particularly negatively affected by LSS Online are detailed in the table to the right.
- Lawyers who handle a large number of legal aid cases (upwards of 40 cases a year) tend to be most critical of LSS Online.
- When it comes to their intention for 2017/2018, those who are dissatisfied with LSS Online are less likely to say they plan to take more legal aid cases next year, and more likely to plan to take fewer cases.

Overall Satisfaction with LSS Online (Rating out of 10)



Areas Where Those Dissatisfied with LSS Online Give Particularly Low Scores		
	Contracts	
LSS Service Areas – Overall Support	Case Management – Authorizations	
ordini oupport	Invoices	
	Easy to understand	
LSS Tariff	Straightforward tariff items and billing rules	
Overall LSS	LSS values my services	
Performance	Overall support from LSS	
LSS Priorities	Helping clients be actively involved in resolving their legal issues	
	Helping clients address their related legal issues	

Highlights – Additional Implications/Recommendations



Address Lawyer Concerns Regarding Tariff Rate

- The tariff rate continues to be a dominating factor among lawyers when it comes to how they feel about LSS and how they predict they will behave in terms of the number of cases they plan to take in 2017/2018.
- One of the key drivers of tariff lawyer perceptions of LSS services/support is that they feel valued by the organization. Lawyers who are not feeling valued by LSS tend to say it is because of the low tariff rate. (This continues to be mentioned even after they've been asked to set aside their perception of the tariff rates.)
- Further, among tariff lawyers who predict that they'll take on fewer cases in 2017/2018, the overwhelming reason remains because they feel that the tariff fee is too low and doesn't reflect the amount of time they put in. This is also one of the main reasons that tariff lawyers continue to take on the same number of cases, rather than increasing their legal aid case load.
- > Tariff rates and management of funds are also a concern when it comes to LSS priorities. When asked what LSS could do to better to support them in helping clients be more actively involved in resolving their legal issues and addressing related issues, increasing the tariff, allowing more hours, and seeking improved funding for legal aid/better management of current funding continue to be among the top suggestions.
- Finally, tariff lawyers support LSS taking the integrated approach to legal aid, but feel that the low tariff rate is preventing them from being able to offer this type of help to their clients.

Focus on Lawyers Dealing in Family Law Cases

Lawyers who deal primarily with family law cases are particularly less satisfied with LSS services than they were three years ago. Family law lawyers are less satisfied with the level of support they receive from LSS, less likely to feel that LSS values their services, and are less likely to take on more legal aid cases in 2017/2018.

Ratings Among Family Law Lawyers

	2016	2013
LSS Values My Services		
Agree	38%	46%
Partly Agree/Partly Disagree	22%	34%
Disagree	39%	20%
Satisfied with Level of Support from	LSS	
Agree	56%	66%
Partly Agree/Partly Disagree	27%	28%
Disagree	17%	6%
Intentions for 2017/2018		
More contracts	26%	38%
Same number	34%	39%
Fewer contracts	28%	19%
No contracts	12%	4%

When it comes to helping family law lawyers assist their clients in becoming more actively involved in their legal issues and/or address their clients' related legal issues, their main suggestion is simply to allow more hours.



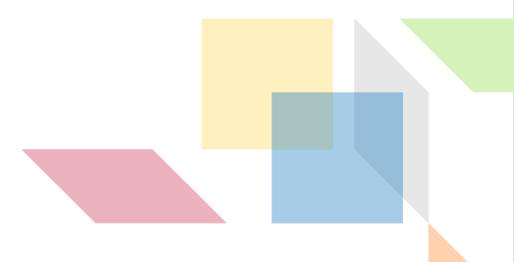




- Contracts
- Case Management Authorizations
-) Invoices
- LSS Online
- Communications
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- > Referrals to Other Services
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- > Lawyer LSS Profile



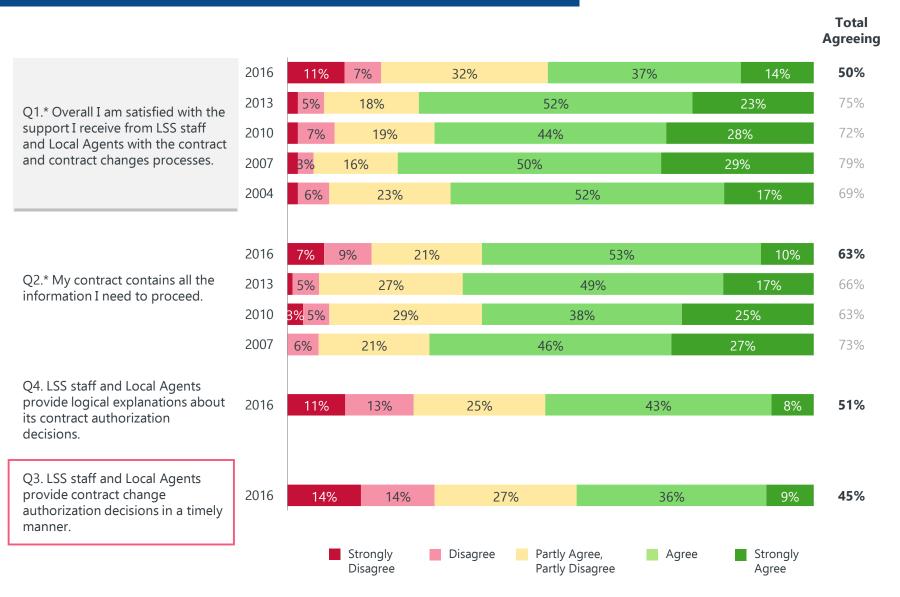




Contracts



- When it comes to LSS support for the contract and contract changes process, half of lawyers are satisfied, leaving onethird who are neutral and 18% who are dissatisfied. Ratings have fallen significantly since three years ago, when three-quarters were satisfied with the support they received.
- When it comes to the specific aspects of the process, lawyers are most satisfied with the information contained in their contracts, with 63% agreeing that it has all the information they need to proceed (generally in line with trends from 2013 and 2010).
- Half of tariff lawyers agree that LSS staff and Local Agents provide logical explanations regarding contract authorization decisions.
- The timeliness of contract change authorization decisions is the top driver of overall satisfaction with contract support. With only 45% agreeing that decisions are made in a timely manner, this is the lowest scoring attribute. As a key driver, an improvement in this area is likely to have a notable impact on satisfaction with the contract process overall.



*Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base (among those with enough experience to say): 2016 (371-416); 2013 (373), 2010 (292), 2007 (379); 2004 (404) Top Priority Secondary Priority 12

Contracts – Suggestions for Other Information LSS Should Provide



- Tariff lawyers who do not agree that their contract contains all the information they need to proceed were asked for suggestions on other information that LSS should include. Providing full client contact information and all court documents and start/end dates are the suggestions that top the list among those commenting.
- Lawyers also mention that the information is often inaccurate, or that better communication around contracts is needed generally.

Q2b. What other information can LSS provide?

Major mentions only	2016
Base (among those disagreeing that their contract contains all the information they need to proceed)	152
Client contact information is often missing/incomplete	37%
Provide all court documents/start and end dates	33%
Information is not accurate	13%
Better communication regarding contracts	12%
Confusion around financial eligibility/charges	11%
Provide information on opposing counsel/other parties	9%
Make online program more user friendly	8%
Timely processing of authorizations and disbursements and clear explanations	6%
Addresses/phone numbers are inputted incorrectly	4%

Contracts – General Comments



Among tariff lawyers electing to leave a general comment about the contract process, one criticism tops the list by a wide margin: authorizations not approved have poor or no explanations (mentioned by 41% of those commenting).

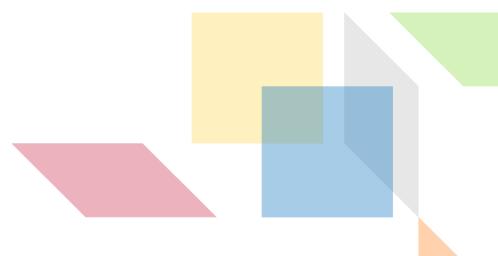
Q5. If you have any additional comments about contracts, please type them below.

Major mentions only	2016
Base (among those leaving a comment)	114
Authorizations not approved with poor or no explanations	41%
Authorize additional hours when needed	14%
Local LSS staff are helpful	10%
Faster response to our demands/queries	10%
Decisions made by staff with no legal training	10%
Better communication/service from LSS staff	9%
LSS staff/agents are not helpful	8%
LSS processes are time consuming	7%
Better billing/audit system	5%





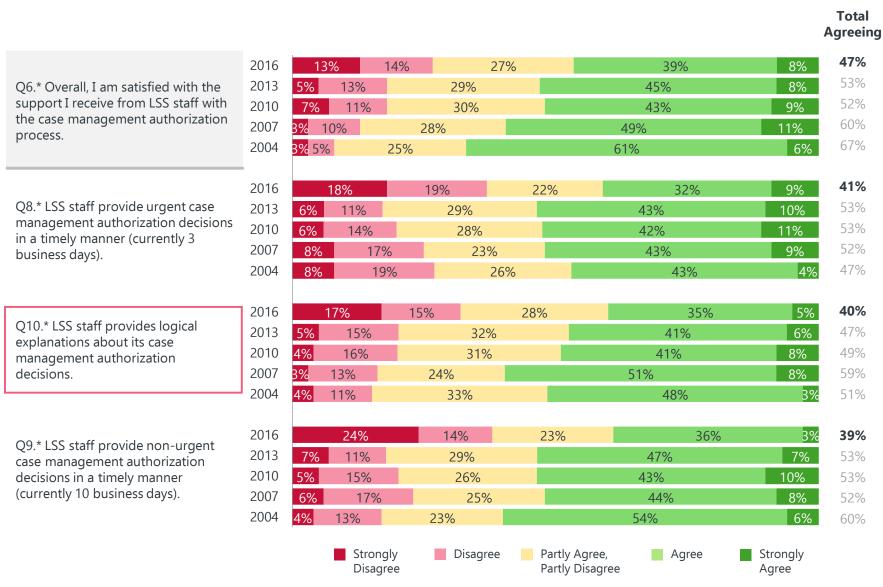
Case Management - Authorizations



Case Management – Authorizations



- Just over six-in-ten tariff lawyers have submitted a case management authorization since the launch of LSS Online in April 2015.
- Among tariff lawyers who have submitted a case management authorization, overall satisfaction with the support from staff with the case management authorization process stands at 47%. This is generally lower than levels seen in past waves.
- For both urgent and non-urgent case management authorizations, four-in-ten tariff lawyers submitting an authorization request agree that LSS provides decisions in a timely manner. Again, satisfaction scores are generally below what they have been in past waves.
- Similarly, 40% of tariff lawyers submitting an authorization request agree that LSS staff provide logical explanations about its case management decisions (the top driver of satisfaction for overall support of the case management authorization process).



*Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base (among those with enough experience to say): 2016 (218-350), 2013 (277-332), 2010 (246-259), 2007 (281), 2004 (281) Top Priority Secondary Priority 16

Authorizations – General Comments



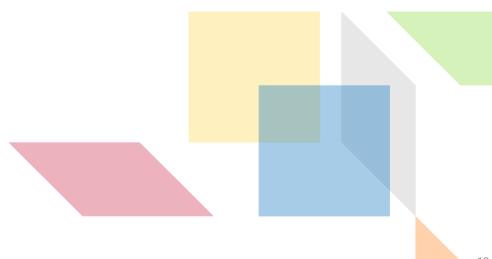
- > The top comment tariff lawyers share about authorizations is that when they are not approved, they get poor explanations or no explanation at all (41% of those leaving a comment say so).
- Tariff lawyers also mention that they feel as though decisions are made by staff with no legal training. They also want a faster processing time and for additional hours to be authorized when needed.

Q11. If you have any additional comments about authorizations, please type them below.

Major mentions only	2016
Base (among those leaving a comment)	100
Authorizations not approved with poor or no explanations	41%
Decisions made by staff with no legal training	17%
Authorize additional hours when needed	16%
Faster response processing of authorizations	15%
Issues with website	10%
LSS processes are time consuming	7%
Want to speak with LSS directly, phone/email	5%



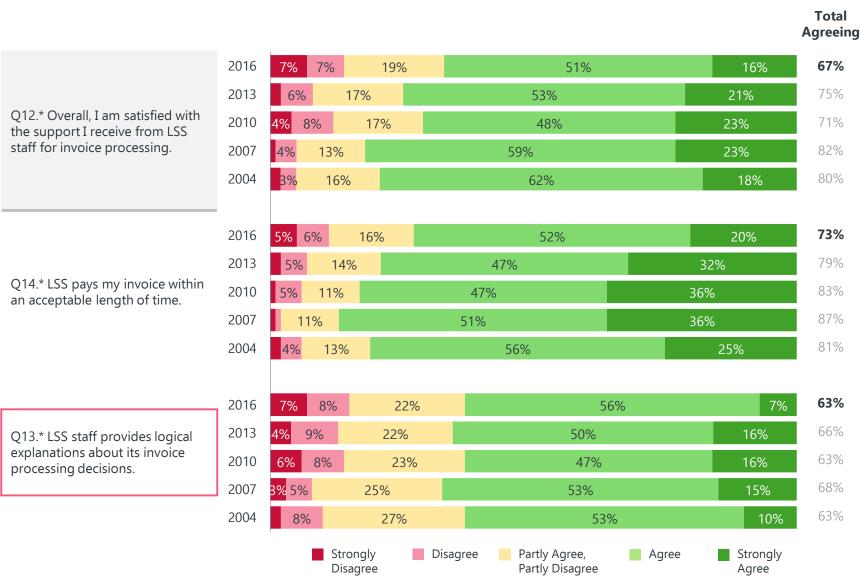




Invoices



- Two-thirds of tariff lawyers are satisfied with the support they get from LSS when it comes to invoice processing.
- Three-quarters agree that their invoices are paid in an acceptable length of time, while the key driver of invoice processing - staff providing logical explanations about invoice processing decisions - gets positive assessments from 63% of tariff lawyers.
- Evaluations of overall staff support for invoice processing and the length of time it takes to pay an invoice are not as positive as they have been in the past. However, the key driver of this service area - staff providing logical explanations about its invoice processing decisions - is assessed similarly to past waves.



*Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base (among those with enough experience to say): 2016 (422), 2013 (373), 2010 (292), 2007 (379), 2004 (404) Top Priority Secondary Priority 19

Invoices – General Comments



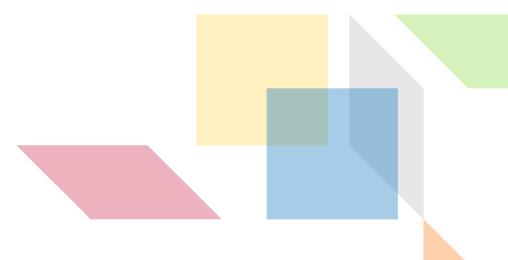
- Among the 27% of tariff lawyers who left a comment about invoicing mention that payments are delayed or not paid.
- Two-in-ten mention that the invoice process itself is time consuming, or that there are issues with the billing system.
- On the other hand, 14% leave a more positive comment, saying that payments are made in a timely manner.

Q15. If you have any additional comments about invoices, please type them below.

Major mentions only	2016
Base (among those leaving a comment)	115
Payments are delayed/not paid	46%
Invoice process is time consuming	20%
Issues with billing system	20%
Payment is done in a timely manner	14%
Better communication/service from LSS staff	6%
Website issues	6%
Invoices are questioned by LSS staff	4%
Cannot bill all hours	4%



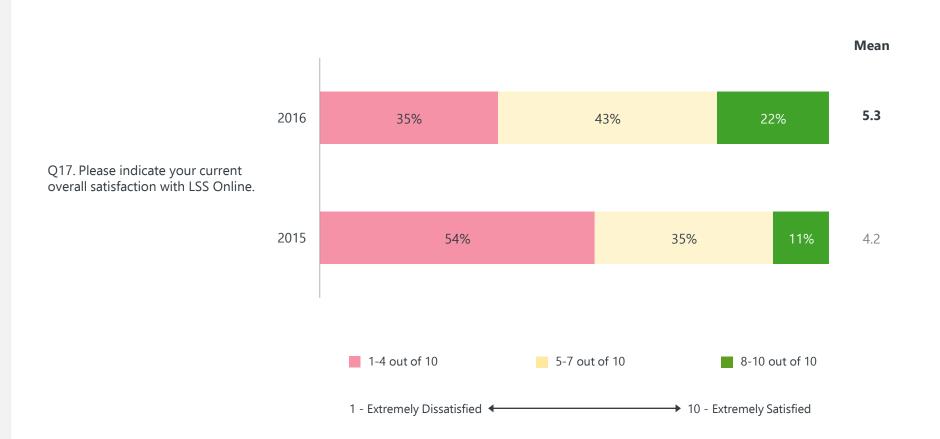




Overall Satisfaction with LSS Online



- Currently, just under one-quarter of tariff lawyers (22%) are satisfied with LSS Online, rating it as an 8, 9 or 10 out of 10.
- Although the portal is still receiving lukewarm reviews, satisfaction has improved significantly since it was last assessed in the CIS Feedback Survey in July 2015.
- This year, twice as many lawyers are satisfied with LSS Online (jumping from 11% to 22% currently), while only onethird are now giving ratings of 4 or lower, compared to over half who did the same last year.



LSS Online – Frequency of Use



- Tariff lawyers report that they are using LSS Online less frequently than they were in 2015.
- In 2015, 80% of tariff lawyers were using LSS Online at least once a week. Currently, 62% of tariff lawyers are using it on a weekly basis. Similarly, 14% now say they use it less often than once or twice a month compared to only 3% who said the same one year ago.
- Tariff lawyers who are satisfied with LSS Online do not use it any more frequently than those who are neutral or dissatisfied with the system.

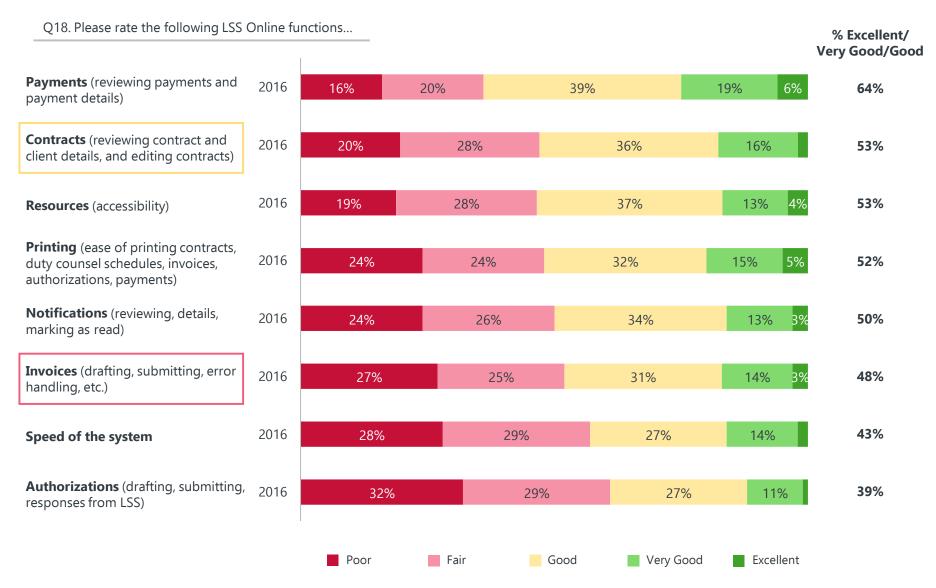
Q16. Which of the following best describes how often you use LSS Online?

	2015*	2016
Base	223	422
Daily	18%	11%
Several times a week	39%	33%
Once a week	23%	18%
Once or twice a month	16%	21%
Less often than once or twice a month	3%	14%
Don't know	0%	2%

Satisfaction with LSS Online Functions



- When it comes to the different LSS Online functions, tariff lawyers are most satisfied with payments (reviewing and details), with two-thirds rating the function as excellent, very good or good.
- Contracts, resources, printing, notifications and invoices all receive excellent/very good/good ratings from about half of tariff lawyers.
- With four-in-ten rating the functions as good or better, tariff lawyers are least satisfied when it comes to authorizations and the speed of the system.
- Key driver analysis identifies invoices as the top priority to improve perceptions of LSS Online, while contracts is a secondary driver. Improving those two aspects of the system will have the biggest impact on overall perceptions of LSS Online.
- Daily users of LSS Online are generally more critical of the system than less frequent users. They are particularly critical of the speed of the system, contracts and invoices functions.



LSS Online – General Comments



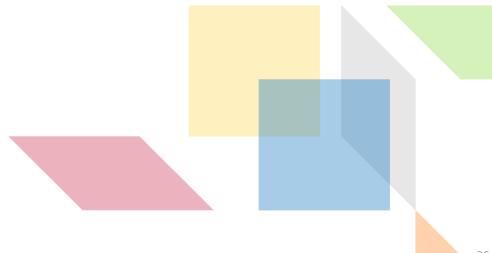
- The most common criticism among tariff lawyers leaving a comment about LSS Online relates to navigation, with 27% saying that it is difficult to navigate and time consuming.
- Tariff lawyers also comment that the system is outdated and has glitches, and/or that the billing function specifically is not user friendly.

Q19. Is there anything else within LSS Online that is not listed above that you think is not working well, or any general comments you would like to make?

Major mentions only	2016
Base (among those leaving a comment)	226
System is difficult to navigate/time consuming	27%
Online program is outdated/has glitches/slow	18%
Billing is not user friendly/difficult/confusing	16%
Issues with printing invoices/bills right away	8%
Need better communication/responses from LSS staff	7%
Authorizations not approved timely with no explanations	7%
Issues with small font/printing adjustments	6%
Lack of pay	6%
LSS Online is a bad platform (it discourages lawyers from taking on legal aid)	5%
Completed contracts should be saved under history	5%
Tariff caps are unethical	4%
Billing process is time consuming	4%





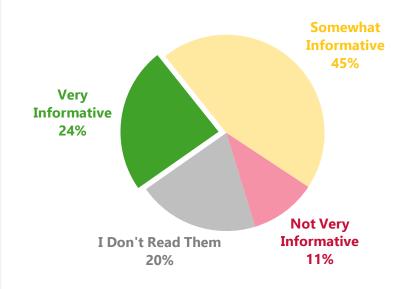


LSS Communications

sentis

- One-quarter of tariff lawyers find the communications on LSS Online very informative with another 45% rating them as somewhat informative.
- > Tariff lawyers who assess the communications as somewhat informative (45% do) or not very informative (11%) were asked for suggestions on how the communications could be improved. Among those leaving a comment, the top mentions are that they would prefer to be notified about changes via email (31%) or that the site should be better organized (25%).
- Among the 20% of tariff lawyers who say they don't read the communications, 30% say it's because they don't have time, while 22% say it's because the communications are not useful.
- It is evident that email is the preferred channel to receive LSS communications. Six-in-ten tariff lawyers prefer email only, while another 31% prefer a combination of LSS Online postings and email. Just 6% prefer LSS Online as the sole communication channel with LSS.

Q20. On LSS Online, how informative are LSS communications (e.g., system updates)?



Q22. What is your preferred method of receiving
communications from LSS?

Email	60%	
Posting on LSS Online	6%	
A combination of both	31%	
Other	2%	

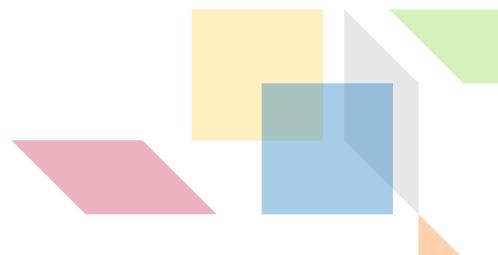
Q21a. How could LSS communications through LSS Online be improved?		
Base (among those rating as somewhat/not very informative)	92	
Want to be notified regarding changes/email notification	31%	
Better organization of website	25%	
Fewer meaningless messages	17%	
More information/tips on billing	12%	
I don't like using the system	11%	
Need to speak with LSS staff directly, phone/email	6%	

Q21b. Why don't you read LSS communications on LSS Online?	
Base (among those who don't read them)	56
I don't have time	30%
Communications are not useful	22%
I prefer to be emailed	16%
I don't use LSS Online very often	15%
I wasn't aware of LSS communications on LSS online	11%
I just go on LSS to bill	10%
The website has problems	7%

Base: 2016 (422)



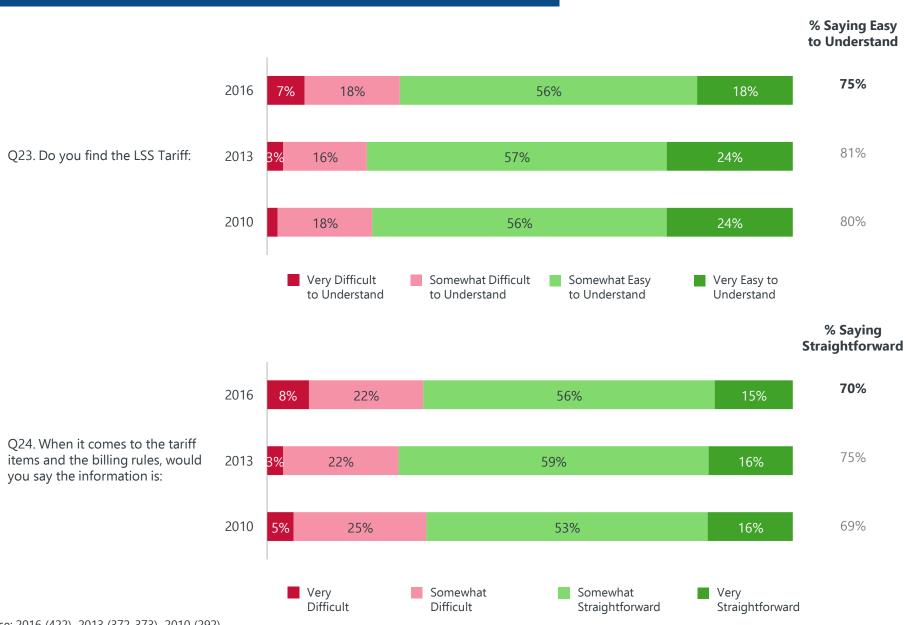




LSS Tariff



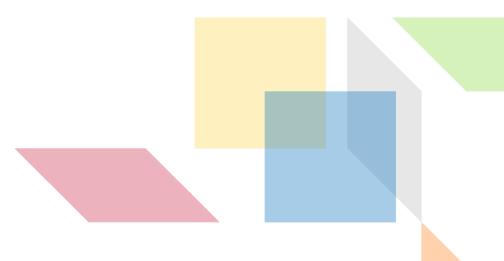
- Three-quarters of lawyers find the LSS Tariff very or somewhat easy to understand, which is lower than it was three years ago (81%).
- When it comes to the tariff items and billing rules, seven-in-ten tariff lawyers say they're very or somewhat straightforward. After an improvement in 2013, results have fallen back in line with 2010.
- Tariff lawyers who have been representing LSS clients for 20+ years are significantly more likely than their newer counterparts to find the tariff very easy to understand and the tariff items and billing rules very straightforward.
- Overall, two-thirds of tariff lawyers find the tariff easy to understand <u>and</u> also find the billing process and rules straightforward.







Overall LSS Support for Tariff Lawyers



Overall LSS Support for Tariff Lawyers



- > Lawyers were asked whether they interact most often with LSS staff or Local Agents when they contact LSS for support. Just under half (45%) most frequently speak with LSS staff, while 15% say they speak to Local Agents most often. Another quarter speak equally to both. Lawyers then evaluated the group they speak to most often (if they didn't know, or contact both equally, the group was randomly selected for them).
- The vast majority of tariff lawyers (94%) credit both staff and Local Agents as being courteous when they contact LSS for support.
- Eight-in-ten tariff lawyers agree that LSS staff and Local Agents are knowledgeable.
- When it comes getting an answer to inquiries in a timely manner, LSS Local Agents are rated more positively than LSS staff (81% compared to 71% for LSS staff).
- Compared to three years ago, there has been a significant improvement in ratings when it comes to courtesy and answering requests in a timely manner for both LSS staff and Local Agents. Knowledgeable ratings are in line with 2013.



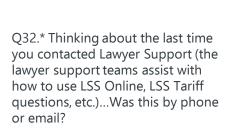
Base: 2016 – LSS Staff (196), Local Agents (192)

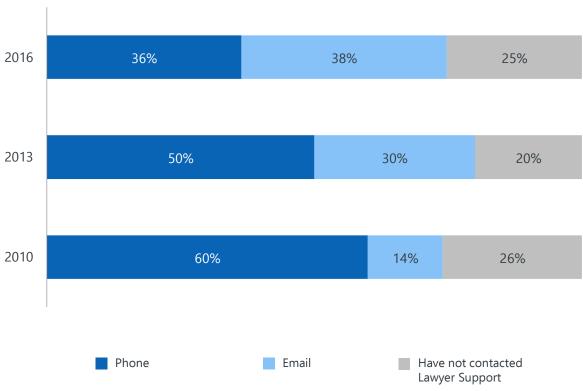
^{*}Note: In 2013, lawyers were asked to consider both staff and local agents together.

Lawyer Support



- This year, three-quarters of tariff lawyers report that they've contacted Lawyer Support for help. After jumping up to 80% three years ago, the proportion having to contact Lawyer Support has fallen back in line with 2010 levels.
- There continues to be a shift when it comes to the channels that tariff lawyers use to contact Lawyer Support phone usage continues to trend downward, while email usage continues to increase. This year, lawyers are equally as likely to use either channel when contacting Lawyer Support.

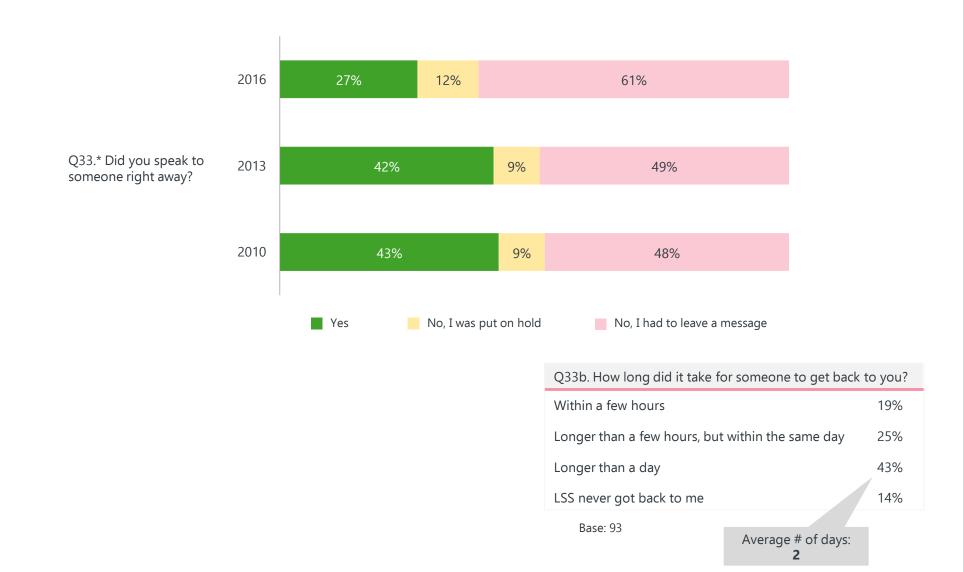




Lawyer Support by Phone



- Among tariff lawyers who contacted Lawyer Support most recently by phone, just over one-quarter (27%) were able to speak to someone right away.
- Compared to previous waves, fewer tariff lawyers are reaching a representative immediately on the phone, requiring more lawyers to leave a message (61% of lawyers reaching out by phone had to leave a message).
- Among those leaving a message, 44% say that LSS got back to them later that same day (including 19% who said it was within a few hours). The same percent (43%) said that it took LSS longer than a day, with the average number of days reported being two. According to 14%, LSS never got back to them at all.
- For the small group of lawyers who were put on hold when they called, the average wait time was 4 minutes.

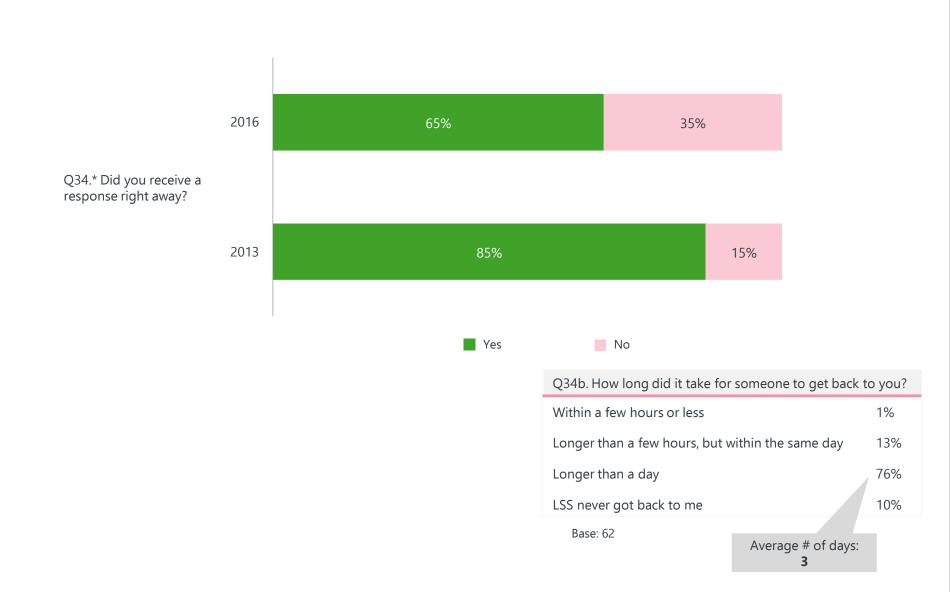


^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base: 2016 (148), 2013 (187), 2010 (176)

Lawyer Support by Email



- Two-thirds of tariff lawyers who most recently contacted Lawyer Support by email said that they received a response right away, down from 85% in 2013.
- Among those saying they didn't receive an immediate answer, 14% got a response later that day, while 10% said they never heard back at all. For the rest (76%), it took an average of 3 days to hear back from Lawyer Support.

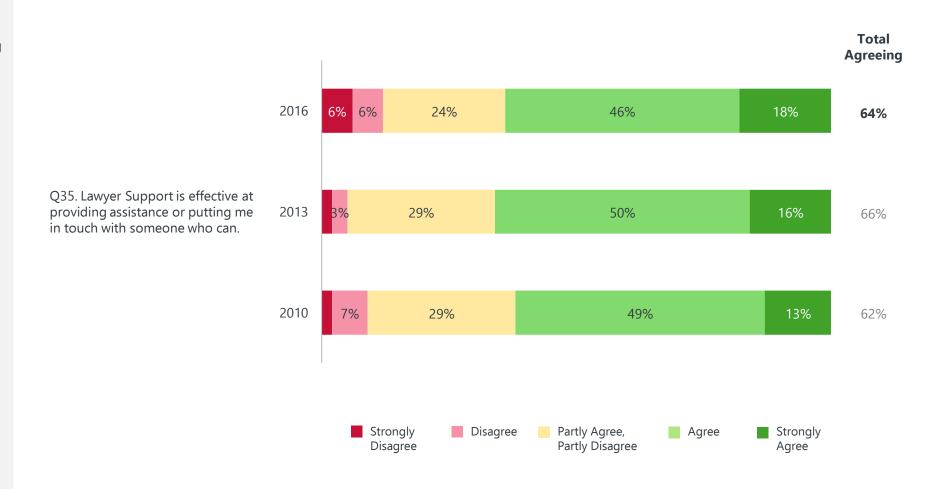


^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base: 2016 (171), 2013 (112)

Lawyer Support Overall



Unchanged from 2013, two-thirds of tariff lawyers feel that Lawyer Support is effective at providing assistance or putting them in help with someone who can.

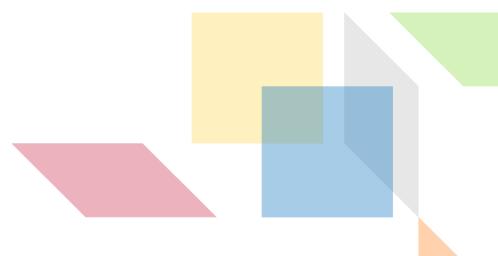


^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base (among those with enough experience to say): 2016 (300), 2013 (369), 2010 (288)





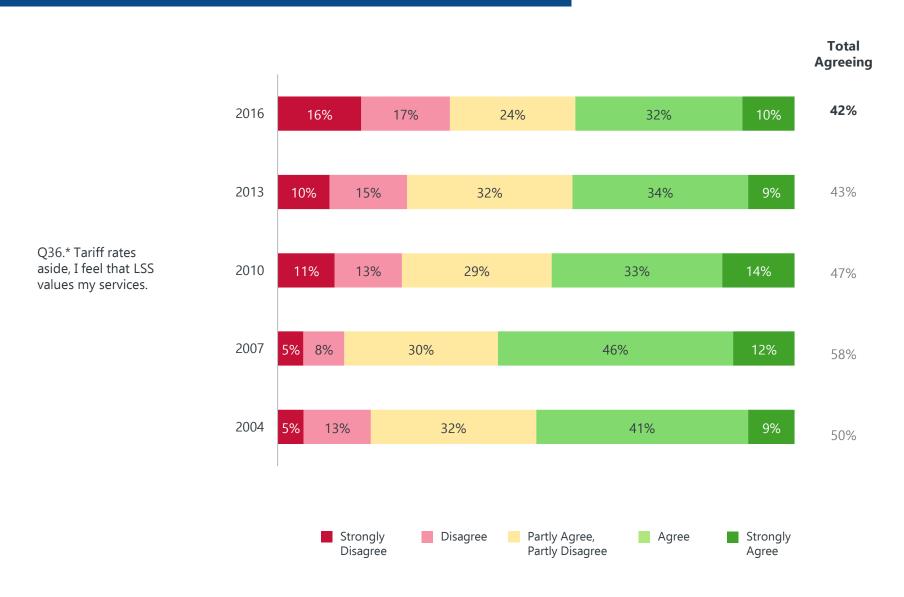
Overall LSS Performance



Overall LSS Performance – LSS Valuing Services



- Consistent with past trends, tariff lawyers are somewhat divided when it comes to their perceptions of whether or not LSS values their services, with 42% agreeing that they do, 24% being undecided and 33% feeling they are not valued.
- Compared to 2013, tariff lawyers are more likely to feel their services are not valued (up from 25% to 33% this year), while fewer lawyers are undecided (down from 32% to 24% this year).
- > Tariff lawyers who have been handling legal aid cases for 20+ years are significantly more likely to strongly agree that LSS values their services (17% versus 10% overall).

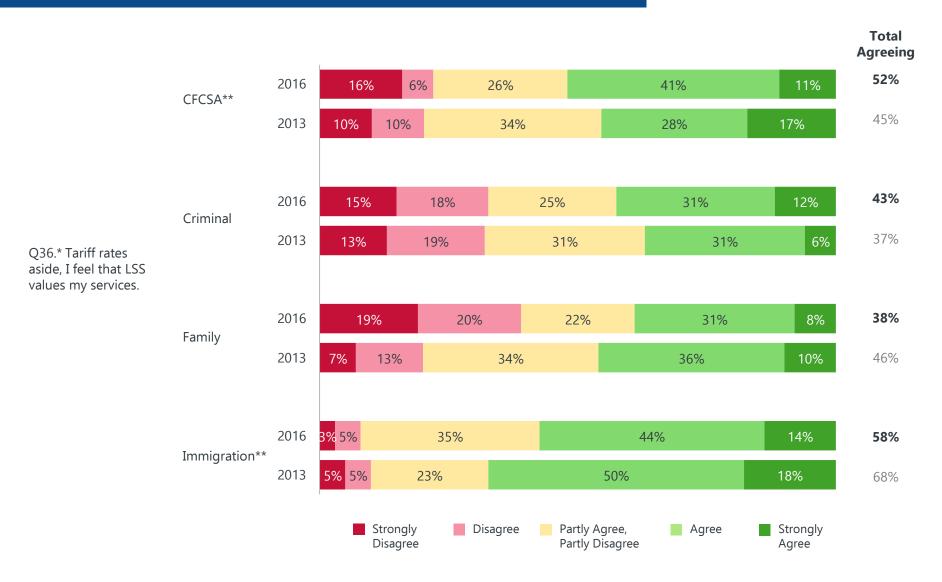


^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends. Base: 2016 (422), 2013 (372), 2010 (292), 2007 (379), 2004 (404)

Overall LSS Performance – LSS Valuing Services By Area of Law (2016)



- Consistent with 2013, tariff lawyers who primarily handle immigration cases are the most likely to feel that LSS values their services.
- Compared to three years ago, there has been a directional improvement among lawyers handling criminal cases (up to 43% from 37%), while ratings for feeling valued among family lawyers have declined (down to 38% from 46% in 2013).



^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends.

^{**}Caution: small base size.

Overall LSS Performance – Reasons for Feeling Valued or Not



- Friendly and helpful staff continue to be the number one reason that tariff lawyers feel that LSS values their services. After dropping in 2013, the number of mentions has increased significantly this year.
- Tariff lawyers who feel like LSS values their services also say it's because LSS shows appreciation and provides assistance and resources when needed.
- Lawyers who disagree or are unsure that LSS values their services continue to mention the low tariff fee as the primary reason. Tariff fees are mentioned half as often as in 2013, however, this is likely due to the fact that the 2016 question added the preamble of "Tariff rates aside...".
- Besides tariff rates, two-in-ten dissatisfied lawyers attribute their feelings to problems with disbursements and poor treatment from LSS staff/not feeling appreciated (which registered as a top mention for the first time this year at 18%).

Q37. Why do you feel that way?

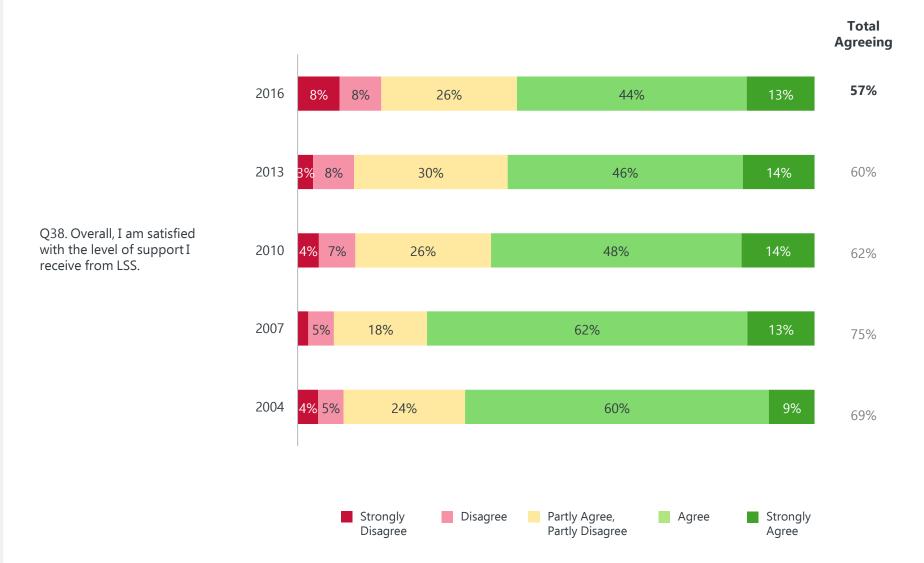
Major mentions only	2004	2007	2010	2013	2016
Agree that LSS Values Services	n/a	n/a	(130)	(152)	(94)
Staff is friendly/helpful/respectful	-	-	68%	29%	46%
LSS shows appreciation (e.g. saying thank you, etc.)	-	-	-	24%	32%
They provide assistance/resources/consultation	-	-	12%	18%	20%
Staff is fast/efficient	-	-	10%	9%	13%
I receive referrals	-	-	14%	9%	5%
Disagree or Unsure that LSS Values Services	(156)	(132)	(150)	(208)	(202)
Tariff fee is too low	53%	51%	50%	46%	22%
Problems with disbursements (e.g. getting approval, insufficient funds, etc.)	-	-	-	12%	20%
LSS staff treats me poorly/don't feel appreciated	-	-	-	-	18%
The number of hours and range of services covered by the tariff does not reflect the time required to deliver quality service	49%	45%	25%	10%	15%
LSS does not recognize sacrifices tariff lawyers make/LSS thinks they're doing lawyers a favour	25%	45%	17%	34%	13%
Issues with audit/billing system	-	-	-	-	13%
Underpaid/not paid for services	-	-	-	-	6%

^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends.

Overall LSS Performance – Overall Support



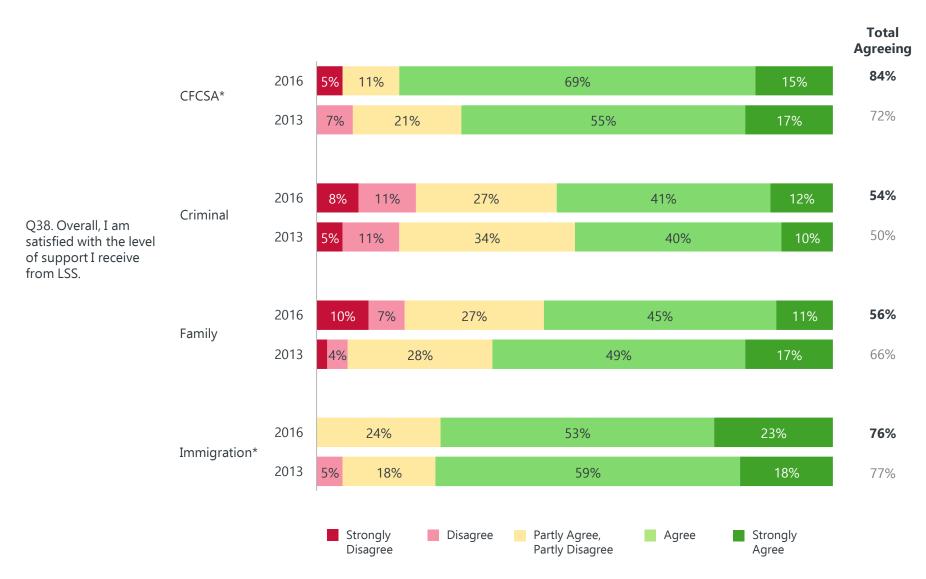
- Broadly in line with past trends, six-in-ten tariff lawyers are satisfied with the level of support they receive from LSS.
- Also consistent with 2013, tariff lawyers who are newest to legal aid (representing clients for less than 3 years) are most satisfied with overall support they receive from LSS.
- Tariff lawyers who are dissatisfied with LSS Online are significantly less satisfied with LSS support overall. Just 22% of this group are satisfied with the support from LSS, compared to 88% of those satisfied with LSS Online, and 70% among those giving LSS Online a neutral rating.



Overall LSS Performance – Overall Support By Area of Law (2016)



- Overall satisfaction with LSS support is directionally higher among the small groups of tariff lawyers who deal principally in CFCSA cases and immigration cases.
- Compared to 2013, satisfaction with LSS support has remained stable among criminal lawyers, but has fallen among family lawyers (currently 56% compared to 66% three years ago).



^{*}Caution: small base size.

Overall LSS Performance – Suggestions to Improve Support



- When it comes to the one change that LSS could make to improve its overall support, improvement of its online resources is mentioned most frequently. Tariff lawyers most often mention LSS Online and making the system faster and more user-friendly.
- Providing timely processing and clear explanations around authorizations is also requested by 13% of those leaving a comment. Another 12% comment that the tariff system is complicated and should be simplified.
- One-in-ten lawyers want a faster response to lawyers' queries and demands while the same proportion mention that tariff rates need to better reflect the work performed (the latter being mentioned half as often as it was three years ago).

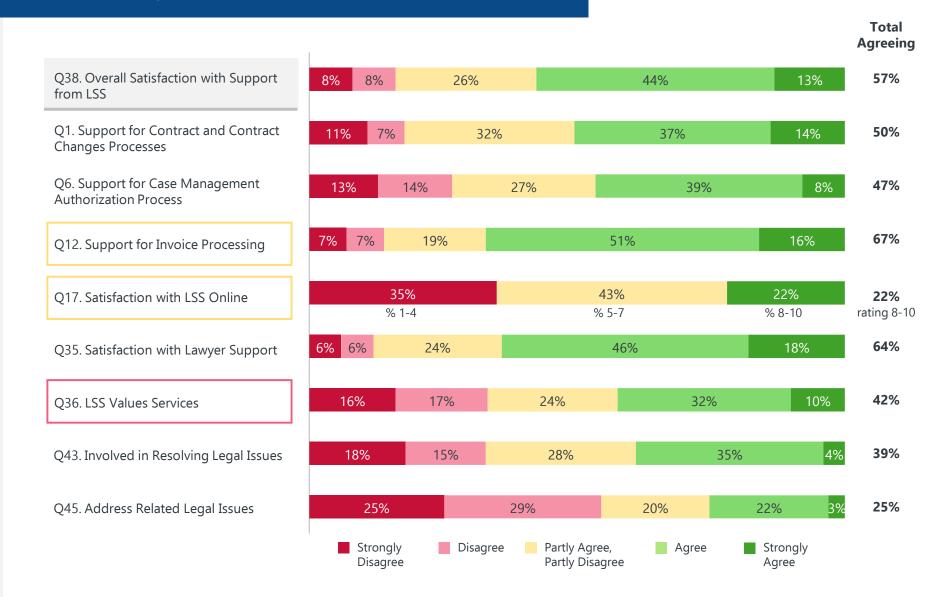
Q39. What is the primary change that LSS could make to improve its overall support for you?

Major mentions only	2004	2007	2010	2013	2016
Base (among those leaving a comment)	(156)	(278)	(279)	(360)	(315)
Improve/have more online resources (generally relating to LSS Online)	-	-	2%	4%	15%
Timely processing of authorizations and disbursements and clear explanations	8%	12%	15%	10%	13%
Tariff system is complicated/simplify billing	-	-	8%	6%	12%
Faster responses to our demands/queries	-	-	4%	8%	11%
Tariff rates that value the work performed and that keep pace with inflation	44%	30%	16%	19%	10%
Want to speak directly to LSS agent	-	-	-	-	5%
Better communication (verbal/written) regarding delays/changes	-	-	-	5%	4%
More knowledgeable staff/provide more training/education	-	-	-	4%	4%
Fewer issues with contracts	-	-	-	-	4%

Overall LSS Support Key Driver Analysis



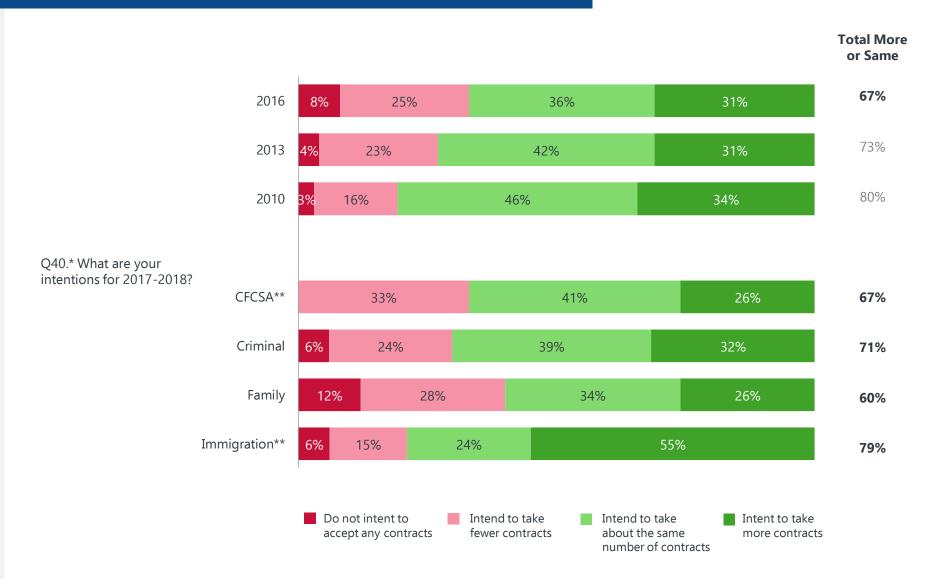
- To identify which factors have the greatest impact on tariff lawyers' satisfaction with LSS support, a key driver analysis was conducted with eight survey measures:
 - LSS support for each service area (contracts, authorizations, invoice processing, and LSS Online)
 - LSS performance (lawyer support and LSS values lawyers' services)
 - LSS priorities (helping lawyers to help their clients be more actively involved in resolving their legal issues and supporting lawyers so they can help clients address their related legal issues)
- Key driver analysis identifies the number one priority to improve overall satisfaction with LSS support is ensuring that tariff lawyers feel that their services are valued. This is unchanged from 2013.
- Secondary drivers of perceptions of LSS support for tariff lawyers are the LSS Online system and invoice processing.
- As the highest-rated service area, invoicing is a strength for LSS, thus maintaining (and further improving) the strong performance in this area is key for LSS.



Overall LSS Performance – Intent for 2017/2018



- Consistent with past trends, one-third of tariff lawyers (31%) plan to take more legal aid contracts in 2017/2018.
- This year, another 36% plan to take about the same number of cases, representing a gradual decline for the second consecutive wave.
- Meanwhile, the proportion of lawyers planning to take fewer or no contracts in the coming years continues to growcurrently at 32% versus 27% in 2013 and 19% in 2010.
- By primary area of law, the small group of lawyers who tend to handle immigration cases are the most optimistic with 55% predicting they will take more legal aid contracts in 2017/2018. Family law lawyers are most pessimistic about their intentions for 2017/2018. Currently, 40% predict they will take fewer cases or no cases in the coming years. Compared to three years ago, significantly more family law lawyers are reporting that they'll take fewer or no contracts at all (up from 23% in 2013).



^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends.

Base: 2016 - Total (422), CFCSA (15), Criminal (222), Family (160), Immigration (25); 2013 (373); 2010 (292)

^{**}Caution: small base size.

Overall LSS Performance – Intent for 2017/2018



- Tariff lawyers planning to take more contracts in 2017/2018 are most likely to do so for financial/professional reasons they want to grow their practice or make more money.
- Two other reasons are mentioned by onequarter of this group: they believe in social justice, or they simply enjoy doing the type of work.
- Among those who plan to take on the same number of cases, it's mainly because they are satisfied with their current workload and can't handle more. For 22%, they won't take additional cases because the tariff fee is too low.
- The perception of the tariff fee being too low also remains the key reason that lawyers plan to take on fewer cases in 2017/2018.

Q41.* Why is that your intention?

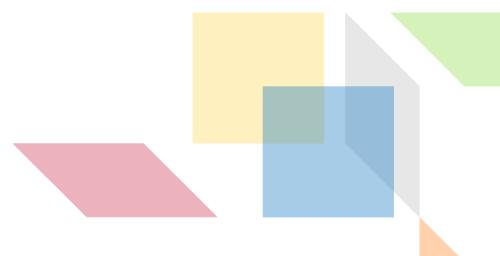
Major mentions only	2010	2013	2016
Plan to take <u>more</u> contracts if offered	(98)	(111)	(100)
Trying to grow the practice/want more work/more money	28%	34%	43%
Believe in social justice/access to justice/support LSS	27%	9%	26%
I enjoy doing this work	12%	26%	24%
This is the work we do/this is our primary source of work	13%	7%	11%
Have more time/assistance available	10%	8%	6%
Plan to take the <u>same</u> number of contracts	(127)	(150)	(115)
Satisfied with current workload/can't handle more	36%	19%	33%
Tariff fee is too low/not reflective of the amount of work I put in	14%	19%	22%
Believe in social justice/access to justice/support LSS	-	-	14%
I enjoy doing this work	3%	15%	9%
This is the work we do/this is our primary source of work	-	-	9%
I take the referrals offered/no reason to believe they will increase	10%	16%	8%
Focusing more on private clients/fee-paying clients	-	10%	7%
Plan to take <u>fewer</u> contracts	(48**)	(85)	(106)
Tariff fee is too low/not reflective of the amount of work I put in	42%	59%	56%
My practice is too busy/legal aid referrals take too much time/resources	-	7%	20%
LSS does not cover enough hours/services	23%	6%	18%
LSS bureaucracy/payment problems	15%	6%	14%
Focusing more on private clients/fee-paying clients	-	14%	14%
Poor recognition/lack of respect from LSS	10%	6%	9%
Reducing the size of my practice/workload	-	7%	6%

^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends.

^{**}Caution: small base size.



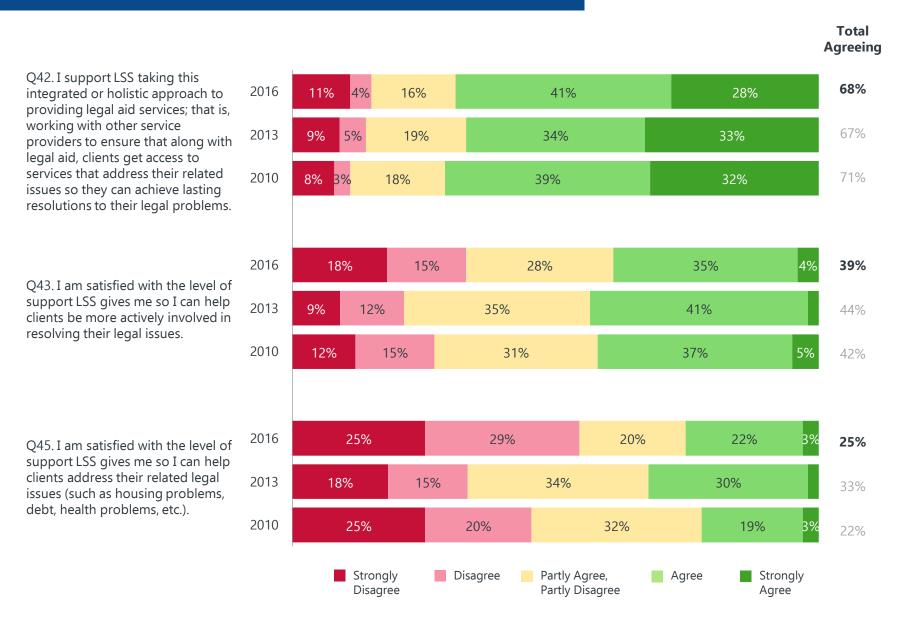




LSS Priorities



- In line with past trends, two-thirds of tariff lawyers support LSS' integrated approach to providing legal aid services.
- Tariff lawyers who are the newest to legal aid (representing clients for less than 3 years), are the strongest supporters of LSS's integrated approach (87% agreeing, including 49% who strongly agree).
- Also broadly consistent with past trends, four-in-ten tariff lawyers are satisfied with LSS support when it comes to helping clients be more actively involved in resolving their legal issues. However, compared to three years ago, those who give less than positive ratings are more likely to disagree than to give a neutral rating.
- Tariff lawyers remain least satisfied with the support LSS gives lawyers so they can help their clients address related legal issues. With just one-quarter satisfied with the support in this area, satisfaction has fallen back in line with 2010 after a brief improvement in 2013.



LSS Priorities – Suggestions for Getting Clients Actively Involved



Tariff lawyers who are not satisfied with the support LSS provides in helping get their clients more actively involved in resolving their legal problems offer a variety of suggestions for what LSS could do better. Increasing tariff rates, seeking more funding for legal aid, and allowing more hours are among their top mentions.

Q44. What could LSS do better to support you in helping your clients be more actively involved in resolving their legal issues?

Major mentions only	2013	2016
Base (among those dissatisfied with level of LSS support)	(229)	(185)
Increase tariff rates	21%	17%
Seek more funding for legal aid/better management of current funds	10%	16%
Allow more hours	9%	15%
Provide more support services	15%	13%
Provide information about the available programs/services	14%	12%
Provide more resources	11%	8%
More counseling services/use of coaches	8%	6%

LSS Priorities – Suggestions for Helping Clients Address Related Legal Issues



- One-quarter of tariff lawyers who are dissatisfied with the support LSS provides in helping their clients address their related legal issues say that they didn't know that LSS offers this support at all. Just 4% said the same three years ago.
- The predictable call for better tariff rates and allowing for more hours are also mentioned by these lawyers.

Q46. What could LSS do better to support you in helping your clients address their related legal issues (such as housing problems, debt, health problems, etc.)?

Major mentions only	2013	2016
Base (among those dissatisfied with level of LSS support)	(274)	(205)
Not aware of this/didn't know LSS is involved	4%	24%
Increase tariff rates	17%	16%
Allow more hours	8%	16%
This is not in the scope of practice/should focus more on legal issues instead of social work	9%	12%
Provide information about the available programs/services	16%	9%
Provide more resources	16%	8%
Seek more funding for legal aid/better management of current funds	7%	7%
Provide more support services	11%	6%

LSS Priorities – Suggestions to Improve Availability of Services



- When it comes to how LSS could improve the availability of legal aid services for people with low incomes in BC, the top suggestions are the same as three years ago:
 - Seek more funding (mentioned significantly more often this year)
 - Relax eligibility requirements for legal aid
 - Restructure the tariff to increase the rate of pay and services

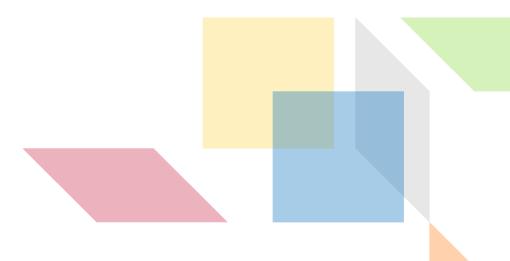
Q47. While this survey focuses primarily on the services provided to tariff lawyers, ultimately LSS aims to address the legal needs of people with low incomes. In your opinion, how could LSS improve the availability of services to meet the legal needs of people with low incomes in BC?

Major mentions only	2004	2007	2010	2013	2016
Base (among those leaving a comment)	(249)	(248)	(275)	(366)	(351)
Seek more funding/lobby government/apply PST charged on legal services to legal aid	19%	8%	17%	18%	24%
Relax eligibility requirements for legal aid/simplify application process/access for the working poor	27%	23%	11%	17%	21%
Restructure the tariff to increase rate of pay and services and hours funded/less money to head office	11%	11%	12%	15%	17%
Expand coverage/services in poverty law, welfare, WCB, criminal, immigration and other additional areas	13%	10%	20%	11%	10%
Expand hours and coverage of duty counsel	5%	10%	3%	5%	7%
Provide more legal aid and poverty law clinics/more self help resources	8%	4%	5%	6%	6%
Provide more local offices/local support/more local hours/reopen closed offices	8%	7%	12%	5%	5%





Referrals to Other Services



Referrals to Other LSS Services



- Family duty counsel and criminal duty counsel continue to be the LSS services that tariff lawyers most commonly recommend to their clients.
- A number of LSS services are being recommended significantly more often than they were in 2013:
 - Local Agents/LSS Intake
 - Family Law in BC Website
 - LSS print and/or online publications
 - Family LawLINE
 - Aboriginal Legal Aid in BC website

Q48.* LSS provides a range of legal advice and information services in addition to legal representation. Which of the following LSS services, if any, have you recommended to your clients? (Please consider both LSS and non-LSS clients).

	Directed Non-LSS Clients Only		Directed to All Clients		
	2004	2007	2010	2013	2016
Base	(404)	(379)	(292)	(373)	(422)
Family duty counsel	45%	44%	63%	69%	65%
Criminal duty counsel	42%	40%	65%	63%	59%
Local Agents/LSS Intake	-	-	-	31%	47%
LSS Call Centre	-	25%	35%	40%	41%
Family Law in BC website	15%	12%	22%	27%	34%
LSS print and/or online publications	12%	12%	15%	20%	29%
Aboriginal Community Legal Workers	÷	-	-	27%	24%
Family LawLINE	17%	16%	22%	10%	18%
Community Partners	÷	-	-	14%	12%
Brydges Line	7%	9%	12%	13%	10%
Aboriginal Legal Aid in BC website	-	-	-	-	9%
MyLaw BC	-	-	-	-	7%
Legal Information Outreach Workers	-	8%	9%	6%	6%
Have not directed clients to any other LSS services	40%	42%	14%	8%	12%

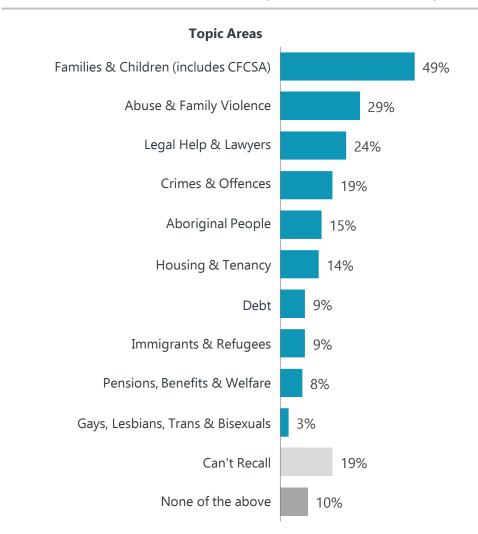
^{*}Note: Question wording has been modified year-over-year. Use caution when viewing trends.

Referrals to LSS Publications by Topic Area



- Tariff lawyers who recommended print and/or online publications to their clients were asked to identify which ones they suggested.
- Half of this group recommended an LSS publication within the Families & Children topic area.
- After this, the most highly recommended topic areas were Abuse & Family Violence publications (29% recommending), followed by Legal Help & Lawyers (24%) and Crimes & Offences (19%).

Q49. Please indicate which LSS publications you have recommended for your clients.



Most Commonly Referred Publications



- Of all the publications listed, the book Living Together or Living Apart was the most frequently recommended (onequarter of tariff lawyers recommending publications did so).
- Three other publications relating to Families & Children topped the list of recommendations.

Q49. Please indicate which LSS publications you have recommended for your clients.

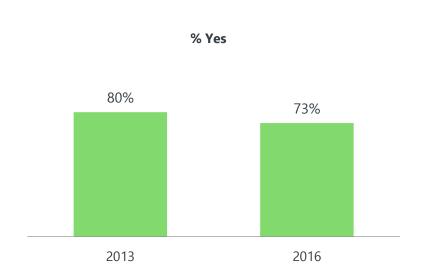
Only pul	plications selected by 10% or more are shown.	2016
Base (an	nong those recommending LSS print and/or online publications)	126
[F&C]	Living Together or Living Apart (book)	26%
[F&C]	Family Law in BC: Quick Reference Tool (postcard series)	19%
[F&C]	Parents' Rights, Kids' Rights (book)	17%
[F&C]	Separation Agreements: Your Right to Fairness (booklet)	16%
[A&FV]	For Your Protection (booklet)	15%
[F&C]	How to Become a Child's Guardian (fact sheet)	15%
[F&C]	Getting Parenting and Support Orders (flow chart)	14%
[LH&L]	What You Should Expect from Your Legal Aid Lawyer (online-only fact sheet)	14%
[LH&L]	Legal Aid Can Help You (brochure)	13%
[AP]	Aboriginal Child Protection Series: Understanding Aboriginal Child Protection/Removal Matters (fact sheet)	12%
[A&FV]	Is Your Client Safe? (brochure)	12%
[C&O]	If You Can't Get Legal Aid for Your Criminal Trial (booklet)	11%
[C&O]	Representing Yourself in a Criminal Trial (book)	11%
[C&O]	Defending Yourself: Assault (booklet)	10%

Referrals to Non-LSS Services



- > Three-quarters of tariff lawyers have referred LSS clients to non-LSS services, down from 80% three years ago.
- The newest tariff lawyers (less than 3 years of experience), as well as those with the fewest clients (less than 5), are the least likely to have recommended any non-LSS services to their clients.
- Among those who have referred clients to non-LSS services, the most common are mental health services, addictions services and family counselling (unchanged from 2013).

Q50. Have you referred any LSS clients to non-LSS services (e.g. housing resources, advocates, social assistance, counseling, etc.)?



Base: 2016 (422), 2013 (373)

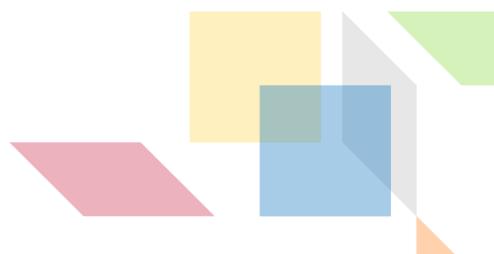
Q51. Please specify any other services to which you have referred clients to address any related legal issues.

	2013	2016
Base (among those who have referred clients to non-LSS services)	(298)	(321)
Mental Health services	78%	79%
Addictions services	74%	77%
Family counseling	63%	64%
Family violence services	51%	53%
Support with housing issues (e.g. advocacy, support finding housing)	49%	52%
Health services	44%	50%
Support services for child protection related issues	42%	42%
Employment services	33%	36%
Debt/bankruptcy counseling	40%	36%
Support services to assist with criminal law matter (e.g. advocacy service)	25%	26%
Immigration services	27%	26%
Other	6%	4%





Lawyer Online Resources

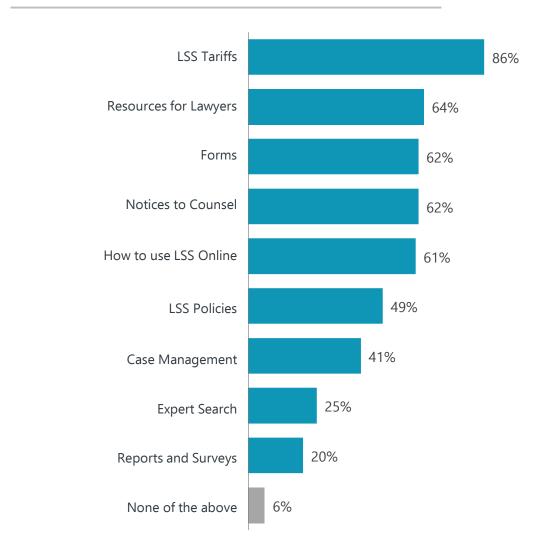


Use of LSS Online Resources



- The large majority (86%) of tariff lawyers have used the LSS Tariffs resources on LSS Online.
- Six-in-ten have used Resources for Lawyers, Forms, Notices to Counsel and/or How to Use LSS Online.
- Just 6% say they haven't used any of the resources listed.

Q52. On LSS Online, which of the following resources have you used?



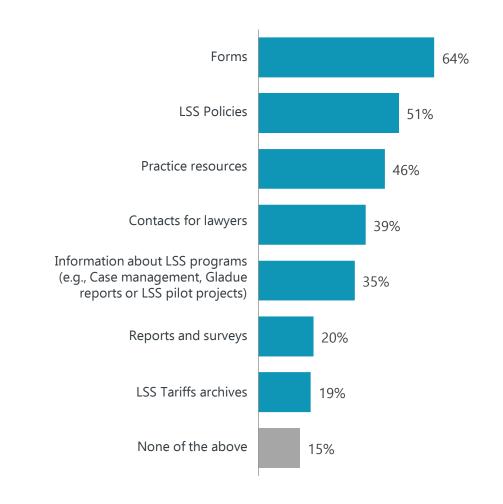
Base: 2016 (422)

Use of LSS Website Resources



Almost two-thirds of tariff lawyers report that they (or a staff member) have used the Forms resources on the LSS website. Half have used LSS Policies and/or Practice Resources.

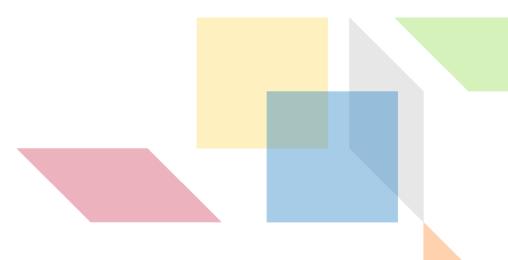
Q53. On lss.bc.ca website, which of the following resources have you or your staff used?



Base: 2016 (422)







Lawyer LSS Profile



	2004	2007	2010	2013	2016
Base	404	379	292	373	422
Number of LSS Clients Represented*	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
5 clients or less	16	19	15	14	24
		14	22		17
6 to 15 clients	22			28	
16 to 40 clients	22	28	23	29	23
More than 40 clients	25	39	40	28	36
Area of Law of Majority of LSS Cases*					
CFCSA	4	6	8	8	2
Criminal	57	57	58	47	52
Family	32	32	29	40	40
Immigration	7	5	5	6	7
Percentage of Previous Year's Income from LSS					
Less than 25%	46	43	42	38	35
25% to 50%	22	20	20	23	17
51% to 75%	15	21	17	16	22
More than 75%	17	17	21	23	17
Prefer not to say	13	7	11	12	9
Number of Years Representing LSS Clients*					
Less than 3 years	14	16	18	21	21
3 to 10 years	36	27	23	22	28
11 to 19 years	30	38	31	26	20
20 or more years	20	20	28	32	31

Lawyer LSS Profile (cont.)



	2004	2007	2010	2013	2016
Base	404	379	292	373	422
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Gender*	60	60		50	50
Male	68	68	66	58	59
Female	32	32	34	42	41
Age					
Less than 30 years	3	5	6	5	6
30 to 40 years	29	22	24	24	24
41 to 50 years	35	38	29	25	19
51 to 60 years	30	28	28	26	26
More than 60 years	4	8	13	20	20
Prefer not to say	10	3	4	6	5
Years Since Called to the Bar*					
Less than 5 years	14	14	16	21	24
5 to 10 years	23	17	19	16	18
11 to 15 years	23	20	9	9	9
16 to 25 years	26	30	33	29	22
More than 25 years	14	18	23	25	28
Region* [†]					
Vancouver/Sunshine Coast					31
Vancouver Island					23
Surrey/Fraser Valley					21
Interior/East Kootenays	n/a	n/a	n/a	n/a	9
Okanagan/West Kootenays					6
North					4
Northwest					4

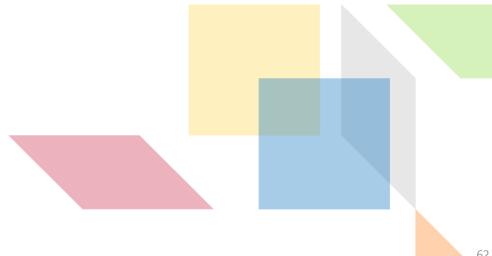
^{*}Sourced from LSS internal database starting in 2016 (question was asked in the survey in prior waves).

[†]Regions were tracked differently prior to 2016.





Questionnaire





Contracts

First, we'd like to know about your experience with LSS contacts, including the process of requesting authorizations to amend contracts. Different types of contract authorizations include:

- Requests for changes of counsel
- Changing contract start dates
- Additional charges on Criminal contracts

Q1. (Q4) Overall, I am satisfied with the support I receive from LSS staff and Local Agents with the contract and contract changes processes.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q2. (Q2) My contract contains all the information I need to proceed.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

[IF Q2 = Disagree or Partly Agree, ASK Q2b. SEMI-MANDATORY]

Q2b. What other information can LSS provide?

Type your responses in here (400-character limit)

Q3. LSS staff and Local Agents provide contract change authorization decisions in a timely manner.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q4. LSS staff and Local Agents provide logical explanations about its contract authorization decisions.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say





Q5. If you have any additional comments about contracts, please type them in below. [OPTIONAL]

Type your responses in here (400-character limit)

Case Management - Authorizations

Next we have a few questions about your experiences with the LSS case management authorization processes. Case management includes authorization requests for all fees and disbursements and contract stop or bill-by date requests.

Q6. (Q9) Overall, I am satisfied with the support I receive from LSS staff with the case management authorization process.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q7. (Q5) Have you submitted a case management authorization request since April 2015 (launch of LSS Online)?

- 1. Yes
- 2. No [GO TO INVOICES SECTION (Q12)]

Q8. (Q6) LSS staff provide **urgent** case management authorization decisions in a timely manner (currently 3 business days).

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q9. (Q7) LSS staff provide **non-urgent** case management authorization decisions in a timely manner (currently 10 business days).

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say





Q10. LSS staff provides logical explanations about its case management authorization decisions.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q11. If you have any additional comments about authorizations, please type them in below. [OPTIONAL]

Type your responses in here (400-character limit)

Invoices

This section asks questions about your experiences with the LSS' invoice processing.

Q12. (Q12) Overall, I am satisfied with the support I receive from LSS staff for invoice processing.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

Q13. (Q11) LSS staff provides logical explanations about its invoice processing decisions.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

Q14. (Q10) LSS pays my invoice within an acceptable length of time.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

Q15. If you have any additional comments about invoices, please type them below. [OPTIONAL]

Type your responses in here (400-character limit)





LSS Online

The following section asks questions about your experiences with LSS Online.

Q16. (Q2a/b - CIS Survey) Which of the following best describes how often you use LSS Online?

- 1. Daily
- 2. Several times a week
- 3. Once a week
- 4. Once or twice a month
- 5. Less often than once or twice a month
- 99. Don't Know
- Q17. (Q1b-CIS Survey) Please indicate your current overall level of satisfaction with LSS Online.

[USE SLIDE BAR WITH SLIDER ANCHORED BEFORE THE 1]

(1-Extremely Dissatisfied---10 Extremely Satisfied)

Q18. Please rate the following LSS Online functions:

[RANDOMIZE]

	Excellent	Very Good	Good	Fair	Poor	Unable to Rate
Contracts (reviewing contract and						
client details, and editing contracts)						
Invoices (drafting, submitting, error						
handling, etc.)						
Authorizations (drafting, submitting,						
responses from LSS)						
Payments (reviewing payments and						
payment details)						
Printing (ease of printing contracts,						
duty counsel schedules, invoices,						
authorizations, payments)						
Notifications (reviewing, details,						
marking as read)						
Resources (accessibility)						
Speed of the system						

Q19. Is there anything else within LSS Online that is not listed above that you think is not working well, or	or any genera
comments that you would like to make? Please be as specific as possible. [SEMI-MANDATORY]	

Type your responses in he	ere (600-character)	limit
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Communications

LSS communicates with lawyers via postings on LSS Online in the What's New section.

Q20. On LSS Online, how informative are LSS communications (e.g., system updates)?

- 1. Very informative
- 2. Somewhat informative
- 3. Not very informative
- 99. I don't read them

[IF Q20 = Somewhat or Not Very, ASK Q21a]. [SEMI-MANDATORY]

Q21a. How could LSS communications through LSS Online be improved?

Type your responses in here (400-character limit)

[IF Q20 = Don't read, ASK Q21b]. [SEMI-MANDATORY]

Q21b. Why don't you read LSS communications on LSS Online?

Type your responses in here (400-character limit)

Q22. What is your preferred method of receiving communications from LSS?

- 1. Posting on LSS Online
- 2. Email
- 3. A combination of both
- 97. Other, please specify

LSS Tariff

Q23. (Q13) Do you find the LSS Tariff:

- 4. Very easy to understand
- 3. Somewhat easy to understand
- 2. Somewhat difficult to understand
- 1. Very difficult to understand

Q24. (Q14) When it comes to the tariff items and the billing rules, would you say the information is:

- 4. Very straightforward to understand
- 3. Somewhat straightforward to understand
- 2. Somewhat difficult to understand
- 1. Very difficult to understand





Overall LSS Support for Tariff Lawyers

Now we are interested in your impressions of the overall support you receive from LSS.

Q25. When I contact LSS for support, I most often speak to... Select only one.

- An LSS staff person
 An LSS Local Agent
- 3. Both LSS staff and Local Agents equally
- 4. I don't contact LSS for support [SKIP TO Q36]
- 99. Don't know

In the following questions, please think only of your interactions with [INSERT BASED ON Q25 RESPONSE: LSS staff/LSS Local Agents. IF Q25=3 or DK, SELECT USING LEAST FILL LOGIC].

Q26. (Q23) When I make phone calls to **[INSERT BASED ON Q25 RESPONSE**: LSS staff/my Local Agent], I get an answer to my inquiry in a timely manner.

- Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

[IF Q26 = Disagree or Partly Agree, ASK Q27. SHOW ON SAME PAGE AS Q26]

Q27. (Q24) Please indicate the area(s) of LSS where **[INSERT BASED ON Q25 RESPONSE**: LSS staff / LSS Local Agents] have <u>not</u> answered your inquiry in a timely manner. *Select all that apply.*

- 1. Contracts/contract changes (Intake)
- 2. Authorizations (case management)
- 3. Invoices

Q28. (Q26) When I contact LSS, **[INSERT BASED ON Q25 RESPONSE:** their staff / Local Agents] are courteous.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

[IF Q28 = Disagree or Partly Agree, ASK Q29. SHOW ON SAME PAGE AS Q28]

Q29. (Q27) Please indicate the area(s) of LSS where **[INSERT BASED ON Q25 RESPONSE**: LSS staff / LSS Local Agents] were <u>not</u> courteous? *Select all that apply.*

- 1. Contracts/contract changes (Intake)
- 2. Authorizations (case management)
- 3. Invoices





Q30. (Q28) When I contact LSS, [INSERT BASED ON Q25 RESPONSE: their staff / Local Agents] are knowledgeable.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

[IF Q30 = Disagree or Partly Agree, ASK Q31. SHOW ON SAME PAGE AS Q30]

Q31. (Q29) Please indicate the area(s) of LSS where [INSERT BASED ON Q25 RESPONSE: LSS staff / LSS Local Agents] were not knowledgeable? Select all that apply.

- 1. Contracts/contract changes (Intake)
- 2. Authorizations (case management)
- 3. Invoices

Now we'd like you to think about the <u>last time</u> you contacted Lawyer Support at <u>lawyer.support@lss.bc.ca</u> or lawyersresources@lss.bc.ca or 604-601-6155 or 1-888-401-6206 (the lawyer support teams assist with how to use LSS Online, LSS Tariff questions, etc.)

Q32. (Q30) Was this by phone or email?

- 1. Phone
- 2. **Email**
- 3. Have not contacted Lawyer Support [SKIP TO Q36]

[IF Q32 = Phone, ASK Q33].

Q33. (Q31) Did you speak to someone right away?

- 1.
- 2. No, I was put on hold
- 3. No, I had to leave a message

[IF Q33 = On hold, ASK Q33_A. QUESTION APPEARS ON SAME PAGE BELOW Q33]

Q33a. (Q31) How long did you have to wait? Enter 0 if less than 1 minute. minutes

[IF Q33 = Leave message, ASK Q33 B. QUESTION APPEARS ON SAME PAGE BELOW Q33]

Q33b. (Q31) How long did it take for someone to get back to you?

- Within a few hours 1.
- Longer than a few hours, but within the same day 2.
- 3. Longer than a day (specify # of days) (enter 1 or more days)
- 99. LSS never got back to me

[IF Q32 = Email, ASK Q34].

Q34. (Q32) Did you receive a response right away?

- 1. Yes
- 2. No





[IF Q34 = No, ASK Q34_A. QUESTION APPEARS ON SAME PAGE BELOW Q34]

Q34a. (Q31) How long did it take for someone to get back to you?

- 1. Within a few hours or less
- 2. Longer than a few hours, but within the same day
- 3. Longer than a day (specify # of days) ______(enter 1 or more days)
- 99. LSS never got back to me

Q35. (Q33) Lawyer support is effective at providing assistance or putting me in touch with someone who can.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Overall LSS Performance

Please indicate the extent to which you agree with the following statements.

Q36. (Q34) Tariff rates aside, I feel that LSS values my services.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree

Q37. (Q35) Why do you feel that way? [SEMI-MANDATORY]

Type your responses in here (400-character limit)

Q38. (Q36) Overall, I am satisfied with the level of support I receive from LSS.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- Strongly Disagree

Q39. (Q37) What is the primary change that LSS could make to improve its overall support for you? (When answering, please indicate whether your answer relates to contracts, authorizations, accounts, written communications, online resources, etc.) **[SEMI-MANDATORY]**

Type your responses in here (400-character limit)

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Q40. (Q38) What are your intentions for 2017-2018? Select only one

- 1. I intend to take more legal aid contracts if offered
- 2. I intend to take about the same number of legal aid contracts (no change)
- 3. I intend to take fewer legal aid contracts
- 4. I do not intend to accept any legal aid contracts

Q41. (Q39) Why is that your intention? **[SEMI-MANDATORY]**

Type your responses in here (400-character limit)

LSS Priorities

LSS is seeking your assistance in setting priorities within its budget limitations.

Two strategic goals that LSS wants to accomplish are:

- Goal 1 That people with low incomes who have legal issues use LSS services.
- Goal 2 That people with low incomes get help with related legal issues so they can solve and prevent such issues.

To achieve these goals, LSS uses the following strategies as part of an integrative approach to providing legal aid services:

- (1) Supporting clients to be active participants in resolving their legal issues, and
- (2) Supporting front-line workers (including lawyers) to assess and refer clients to services for their related legal issues.

To what extent do you agree or disagree with the following statements?

Q42. (Q40) I support LSS taking this integrated or holistic approach to providing legal aid services; that is, working with other service providers to ensure that along with legal aid, clients get access to services that address their related issues so they can achieve lasting resolutions to their legal problems.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

Q43. (Q41) I am satisfied with the level of support LSS gives me so I can help clients be more actively involved in resolving their legal issues.

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say





[IF Q43 = Disagree or Partly Agree, ASK Q44. SHOW ON SAME PAGE AS Q43]

Q44. (Q42) What could LSS do better to support you in helping your clients be more actively involved in resolving their legal issues? **[SEMI-MANDATORY]**

Type your responses in here (400-character limit)

Q45. (Q43) I am satisfied with the level of support LSS gives me so I can help clients address their related legal issues (such as housing problems, debt, health problems, etc.).

- 5. Strongly Agree
- 4. Agree
- 3. Partly Agree, Partly Disagree
- 2. Disagree
- 1. Strongly Disagree
- 99. Not enough experience to say

[IF Q45 = Disagree or Partly Agree, ASK Q46. SHOW ON SAME PAGE AS Q45]

Q46. (Q44) What could LSS do better to support you in helping your clients address their related legal issues (such as housing problems, debt, health problems, etc.)? **[SEMI-MANDATORY]**

Type your responses in here (400-character limit)

Q47. (Q46) While this survey focuses primarily on the services provided to tariff lawyers, ultimately LSS aims to address the legal needs of people with low incomes. In your opinion, how could LSS improve the availability of services to meet the legal needs of people with low incomes in BC? **[SEMI-MANDATORY]**

Type your responses in here (400-character limit)

Referrals to Other Services

Q48. (Q20) LSS provides a range of legal advice and information services in addition to legal representation. Which of the following other LSS services, if any, have you recommended to your clients? (Please consider both LSS and non-LSS clients) *Select all that apply*

[RANDOMIZE]

- Brydges line
- 2. Criminal duty counsel
- 3. Family duty counsel
- 4. LSS Call Centre
- 5. Family Law in BC website
- 6. Aboriginal Legal Aid in BC website
- 7. Family LawLINE
- 8. LSS print and/or online publications
- 9. Legal Information Outreach Workers
- 10. Aboriginal Community Legal Workers





- 11. Community Partners
- 12. Local Agents/ LSS Intake
- 13. MyLaw BC
- 99. I have not directed clients to any other LSS services [ANCHOR]

[IF Q48=8 (LSS PRINT &/OR ONLINE PUBLICATIONS) ASK Q49]

Q49. Please indicate which LSS publications you have recommended for your clients. *Click on the topic areas to see the publications under each. You can select as many topic areas and publications as apply.*

[ONLY TOPIC AREAS SHOULD SHOW UNTIL RESP CLICKS ON IT TO SEE LIST OF PUBLICATIONS]

A. Aboriginal people

- 1. Aboriginal Child Protection Series: Understanding Aboriginal Child Protection/Removal Matters (fact sheet)
- 2. Aboriginal Child Protection Series: Understanding Child Protection Mediation for Aboriginal Families (fact sheet)
- 3. Aboriginal Child Protection Process (online-only flow chart)
- 96. Other publication(s) not shown in list

B. Abuse and family violence

- 1. Clear Skies (graphic novel)
- 2. For Your Protection (booklet)
- 3. Is Your Client Safe? (brochure)
- 4. Leaving Abuse (graphic novel for a low literacy audience)
- 5. Live Safe End Abuse: Getting Help from the Police or RCMP (fact sheet)
- 6. Live Safe End Abuse: If Your Sponsor Abuses You (fact sheet)
- 7. Live Safe End Abuse: Safety Planning (fact sheet)
- 8. Live Safe End Abuse: What Is Abuse? (fact sheet)
- 9. Surviving Relationship Violence and Abuse (online-only book)
- 96. Other publication(s) not shown in list

C. Crimes and offences

- 1. Defending Yourself: Assault (booklet)
- 2. Defending Yourself: Breach of a Court Order (booklet)
- 3. Defending Yourself: Mischief (booklet)
- 4. Defending Yourself: Theft Under \$5,000 (booklet)
- 5. How to Appeal Your Conviction (booklet)
- 6. How to Appeal Your Sentence (booklet)
- 7. If You Can't Get Legal Aid for Your Criminal Trial (booklet)
- 8. If You Can't Pay Your Court Fine on Time (brochure)
- 9. If You're Charged with a Crime (brochure)
- 10. Representing Yourself in a Criminal Trial (book)
- 11. Speaking to the Judge Before You're Sentenced (brochure)
- 96. Other publication(s) not shown in list

D. Debt

- 1. Consumer Law and Credit/Debt Law (online-only manual)
- 96. Other publication(s) not shown in list

E. Families and children (includes CFCSA)

- 1. Child Protection Process in British Columbia (flow chart)
- 2. Emily's Choice: A Child Protection Story (graphic novel)
- 3. Family Law in BC: Quick Reference Tool (postcard series)
- 4. Getting Parenting and Support Orders (flow chart)
- 5. How to Become a Child's Guardian (fact sheet)
- 6. If You Can't Get Legal Aid for Your Child Protection Case (booklet)





- 7. Living Together or Living Apart (book)
- 8. Parents' Rights, Kids' Rights (book)
- 9. Separation Agreements: Your Right to Fairness (booklet)
- 96. Other publication(s) not shown in list

F. Gays, lesbians, trans, & bisexuals

- 1. Safety in Relationships for Trans Folk (booklet)
- 2. Safety in Same-Gender Relationships (booklet)
- 96. Other publication(s) not shown in list

G. Housing & tenancy

- 1. Can't Pay Your Mortgage? (online-only booklet)
- 96. Other publication(s) not shown in list

H. Immigrants & refugees

- 1. Sponsorship Breakdown (booklet)
- 96. Other publication(s) not shown in list

I. Legal help & lawyers

- 1. Legal Aid Can Help You (brochure)
- 2. What You Should Expect from Your Legal Aid Lawyer (online-only fact sheet)
- 96. Other publication(s) not shown in list

J. Pensions, benefits, & welfare

- 1. Social Assistance on Reserve in BC (booklet)
- 2. Your Welfare Rights (online-only book)
- 96. Other publication(s) not shown in list
- 98. Can't Recall
- 99. None of the above

Q50. (Q21) Have you referred any LSS clients to non-LSS services (e.g. housing resources, advocates, social assistance, counseling, etc.)?

- 1. Yes
- 2. No

[IF Q50 = Yes, ASK Q51].

Q51. (Q22) Please specify any other services to which you have referred clients to address any related legal issues. *Select all that apply*

- 1. Debt/bankruptcy counseling
- 2. Employment services
- Health services
- 4. Addictions services
- 5. Mental Health services
- 6. Family counseling
- 7. Family violence services
- 8. Support services for child protection related issues
- 9. Support with housing issues (e.g. advocacy, support finding housing)
- 10. Immigration services
- 11. Support services to assist with a criminal law matter (e.g. advocacy service)
- 97. Other (please specify)





Lawyer Online Resources

LSS websites contain a range of resources intended to support the legal aid work of you and your staff.

Q52. On LSS Online, which resources have you used? Select all that apply

- 1. How to use LSS Online
- 2. Resources for Lawyers
- 3. Case Management
- 4. Expert Search
- 5. Forms
- 6. LSS Policies
- 7. LSS Tariffs
- 8. Notices to Counsel
- 9. Reports and Surveys
- 99. None of the above

Q53. On the Iss.bc.ca website, which resources have you or your staff used? Select all that apply

- 1. Contacts for lawyers
- 2. Practice resources
- 3. Forms
- 4. LSS Policies
- 5. Information about LSS programs (e.g., Case management, Gladue reports or LSS pilot projects)
- 6. Reports and surveys
- 7. LSS Tariffs archives
- 99. We do not use any of the above online resources

Demographic/Profile Information

Now we have a few questions that will help us understand your responses and assist LSS in tailoring its services to your needs.

Q54. Approximately what percentage of your total professional income in 2015-16 came from LSS?

- 1. Less than 25%
- 2. 25% to 50%
- 3. 51% to 75%
- 4. More than 75%
- 99. Prefer not to say

Q55. Which of the following ranges includes your age?

- 1. Less than 30 years
- 2. 30 to 40 years
- 3. 41 to 50 years
- 4. 51 to 60 years
- 5. More than 60 years
- 99. Prefer not to say

Thank you for taking the time to complete the LSS Tariff Lawyer Satisfaction Survey.

