

Client Population Survey

Important Category Areas

The following questions are about how SCLS can help you in the Consumer, Education, Employment, Health Care, Housing, Public Benefits, Will and Estates, and Family Categories.

1-001: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Consumer category?

Please choose *at most* 3 answers:

- Help with saving a home
- Help with saving a car
- Help with payday, check advance, title loans, etc.
- Collection or repossession by creditors
- Problems with public utility companies
- Problems with buying a car or mobile home
- Creditor harassment
- Contract/Warranty problems
- Loans/Installment purchases
- Unfair Sales and Practices
- Help with filing bankruptcy

1-002: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Education category?

Please choose *at most* 3 answers:

- Suspension or Expulsion of student
- Special Education/Learning Disabilities
- Problems with getting child in school
- Problems with getting child the services they need
- School fees or charges
- Vocational Education

1-003: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Employment category?

Please choose *at most* 3 answers:

- Job discrimination
- Help collecting a paycheck owed to you
- Wrongful termination

- Problems with owing back federal income taxes
- EITC (Earned Income Tax Credit)
- Employee Rights
- Restoring a driver's license

1-004: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Health Care category?

Please choose *at most* 3 answers:

- Problem with getting Medicaid or Medicare
- Obtain access to health care
- Home health care
- Nursing home care
- Help with Mental Health care
- State and Local Healthcare
- Home and Community Based Health Care
- Government Children's Health Insurance Programs

1-005: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Housing category?

Please choose *at most* 3 answers:

- Problems with Section 8 and subsidized housing
- Homeownership problems
- Problems with your landlord
- Your rights as a tenant
- Housing repair problems
- Problems in getting your security deposit returned
- Problems with the Housing Authority
- Problems finding affordable housing
- Mobile home problems (sales and rental)
- Housing discrimination
- Mortgage Foreclosures
- Predatory Lending Practices
- Eviction defense

1-006: If SCLS cannot represent everyone who qualifies for our services, what do you think

are the three (3) most important areas within the Public Benefits category?

Please choose *at most* 3 answers:

- TANF/Family Independence
- Food Stamps
- Social Security/SSI
- Unemployment Benefits
- Veterans Benefits
- State and Local Income Maintenance

1-007: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Will and Estates category?

Please choose *at most* 3 answers:

- Preparation of Wills and Power of Attorney
- Heirs Property
- Living Wills and Health Care Power of Attorney
- Help with Probating Estates
- Deeds of Distribution

1-008: If SCLS cannot represent everyone who qualifies for our services, what do you think are the three (3) most important areas within the Family category?

Please choose *at most* 3 answers:

- Adoption
- Child Snatching
- Custody for Unmarried Parents
- Custody where there is a threat of harm to children
- Custody in order to keep child out of foster care system
- Custody of child when one parent is going to military
- Custody of child in order to receive some type of financial benefit
- Custody of child in order to get medical care
- Defend all Custody actions
- Change and/or enforce existing custody orders
- Visitation
- Annulment
- Physical Abuse divorce

- Habitual drunkenness divorce
- Adultery divorce
- 1 year separation divorce
- Name changes
- Birth Certificate
- Orders of Protection
- Emancipation of a minor
- Child Support
- Enforcement of Family orders by filing contempt action
- Defend contempt actions

1-009: What other problems are in your community that you believe SCLS can help address?

Please write your answer here:

Opinion Questions

Opinion about SCLS needs and services.

2-001: In your view, what are the three most important legal needs of low income people?

Please write your answer(s) here:

Critical Need #1:

Critical Need #2:

Critical Need #3:

2-002: In your view, are these civil legal services being met?

Please choose all that apply and provide a comment:

Yes How?

No Why?

Helpful Input

3-001: Let us know what you think makes it hard for people to get help from us (Please pick the three most important to you).

Please choose **all** that apply:

- Transportation
- No telephone
- Local office not open outside normal work hours
- Cannot get services in your language (can not speak English)
- Cannot get through to SCLS intake line
- Cannot get through legal services office by telephone
- A disability limits travel
- Cannot get sign language services for the deaf
- Cannot get Braille services
- Not knowing where the legal service office is located
- SCLS cannot help with every case

Other:

3-002: What else can we do to help?

Please choose **all** that apply:

- Have more brochures available explaining the law
- Offer legal education workshops in your community
- Advertise what SCLS does
- Help more people learn how to represent themselves

Other:

[Only answer this question if you answered 'Offer legal education workshops in your community' to question '3-002 ']

3-002-02: What topics would you like to talk about during the legal education workshops in your community?

Please write your answer here:

3-003a: Please tell us about yourself: What is your age?

Please choose **only one** of the following:

- Under 18

- 18-39
- 40-59
- 60 and over

3-003b: Please tell us about yourself: What is your gender?

Please choose *only one* of the following:

- Female
- Male

3-003c: Please tell us about yourself: What is your racial/ethnic background?

Please choose *all* that apply:

- Black/African-American
- White/Caucasian
- Hispanic
- Native American
- Asian or Pacific Islander

Other:

3-003d: Please tell us about yourself: What is your primary language spoken?

Please write your answer here:

3-003e: Please tell us about yourself: What is the name of the county in which you live?

Please write your answer here:

3-003f: Please tell us about yourself: What would you describe the area where you live?

Please choose *only one* of the following:

- City
- Rural

3-003g: Please tell us about yourself: What city or town do you go to shop, doctor visits, etc?

Please write your answer here:

3-003h: Please tell us about yourself: Please check any that apply to your household?

Please choose *all* that apply:

- Includes child or children (under the age of 18)
- Includes someone age 60 or older

Includes someone who has a physical and/or mental disability

3-003i: Please tell us about yourself: Where are your sources of household income (As many as apply)?

Please choose *all* that apply:

- Job
- AFDC, SSI
- Workers Compensation
- Social Security or other pension
- Unemployment Benefits
- Child Support
- Veterans Benefits

3-003j: Please tell us about yourself: I live in...

Please choose *only one* of the following:

- Rent a home or apartment
- Own a home
- Homeless or homeless shelter
- Temporary housing
- Nursing or boarding home
- Institution
- Other

Submit Your Survey

South Carolina Legal Services would like to Thank you for your time and assistance!
Thank you for completing this survey.