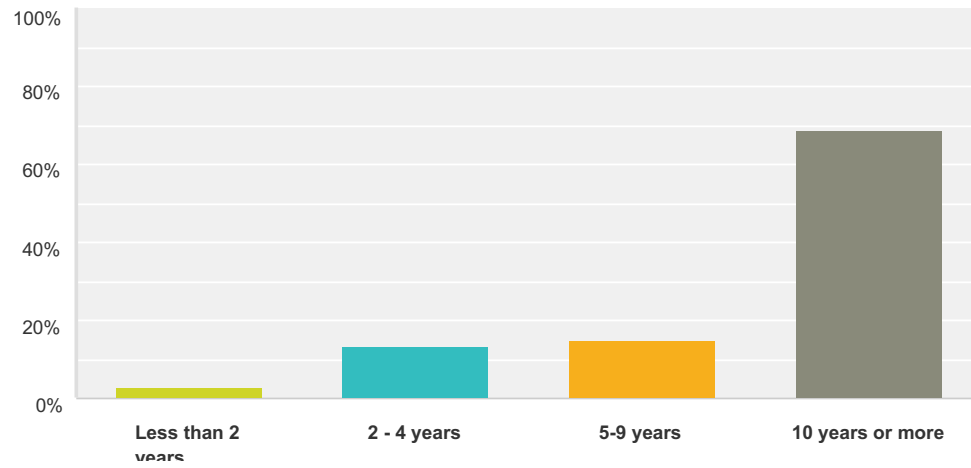


Q1 How many years have you practiced family or child protection law, or both and done some legal work?

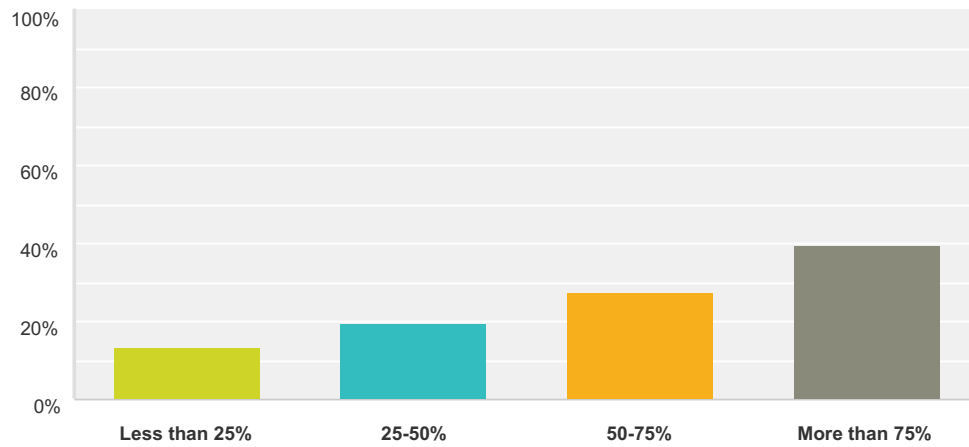
Answered: 67 Skipped: 0



Answer Choices	Responses
Less than 2 years	2.99% 2
2 - 4 years	13.43% 9
5-9 years	14.93% 10
10 years or more	68.66% 46
Total	67

Q2 What percentage of your family law practice involves legally-aid clients?

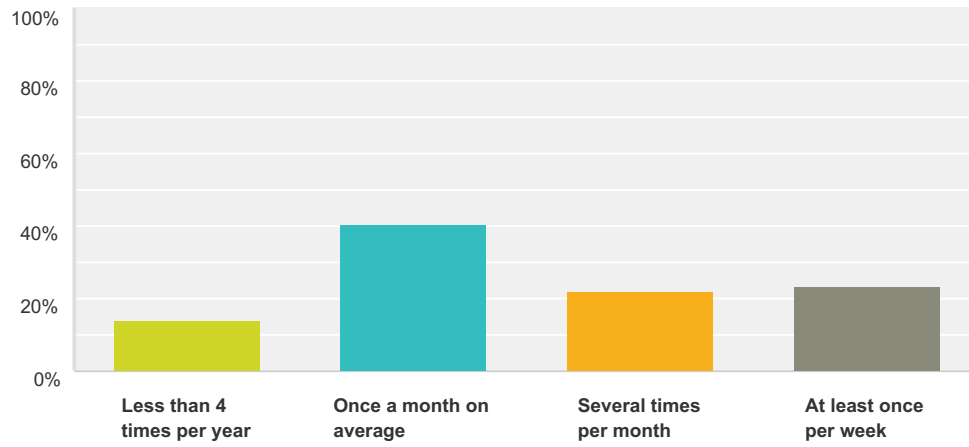
Answered: 66 Skipped: 1



Answer Choices	Responses
Less than 25%	13.64% 9
25-50%	19.70% 13
50-75%	27.27% 18
More than 75%	39.39% 26
Total	66

Q3 How often to you access the LAO website for information, other than LAO Law?

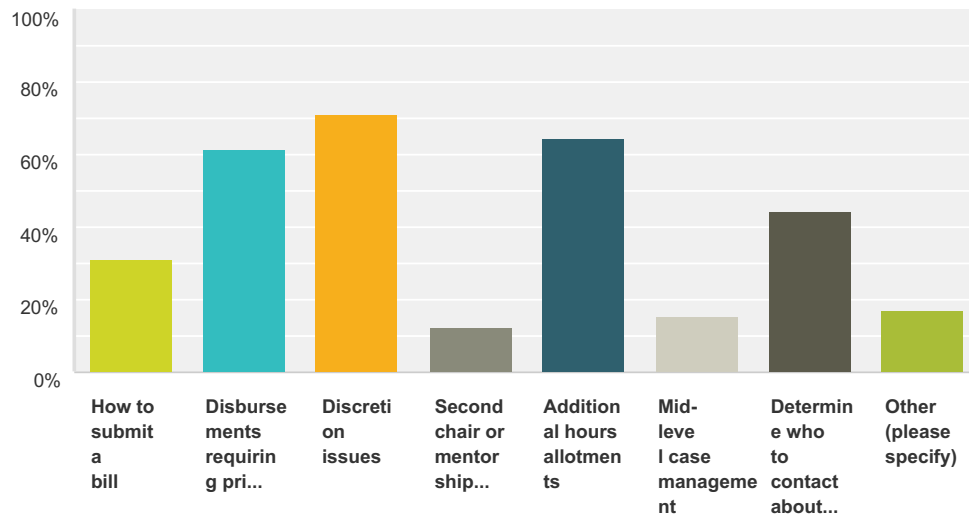
Answered: 64 Skipped: 3



Answer Choices	Responses	
Less than 4 times per year	14.06%	9
Once a month on average	40.63%	26
Several times per month	21.88%	14
At least once per week	23.44%	15
Total		64

Q4 What information do you look for on LAO website - indicate all that apply

Answered: 65 Skipped: 2

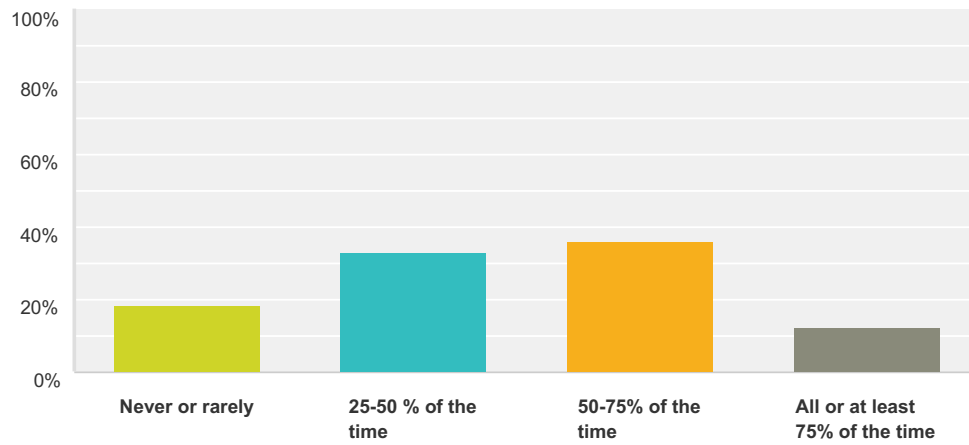


Answer Choices	Responses
How to submit a bill	30.77% 20
Disbursements requiring prior authorization	61.54% 40
Discretion issues	70.77% 46
Second chair or mentorship programs	12.31% 8
Additional hours allotments	64.62% 42
Mid-level case management	15.38% 10
Determine who to contact about an issue or problem	44.62% 29
Other (please specify)	16.92% 11
Total Respondents: 65	

#	Other (please specify)	Date
1	lists of LA panel lawyers for referrals, LAO forms	10/13/2015 3:06 PM
2	Resources - I do not submit the billing in our office.	10/9/2015 12:14 PM
3	research	9/19/2015 10:37 PM
4	billing questions	9/16/2015 10:12 AM
5	Account payment schedules	9/15/2015 1:35 PM
6	When my accounts under discretion will be paid	9/15/2015 11:30 AM
7	Billings	9/15/2015 7:17 AM
8	To determine the current authorizations under a client's certificate	9/14/2015 12:26 PM
9	my clerk does all this stuff - i only access the site lo look at memoandums of law and precedents.	9/13/2015 12:58 PM
10	payment schedule	9/8/2015 1:13 PM
11	I am a member of family law assoiation, but still didn't access any of those	9/8/2015 9:55 AM

Q5 How often are you able to find the information you need on the website?

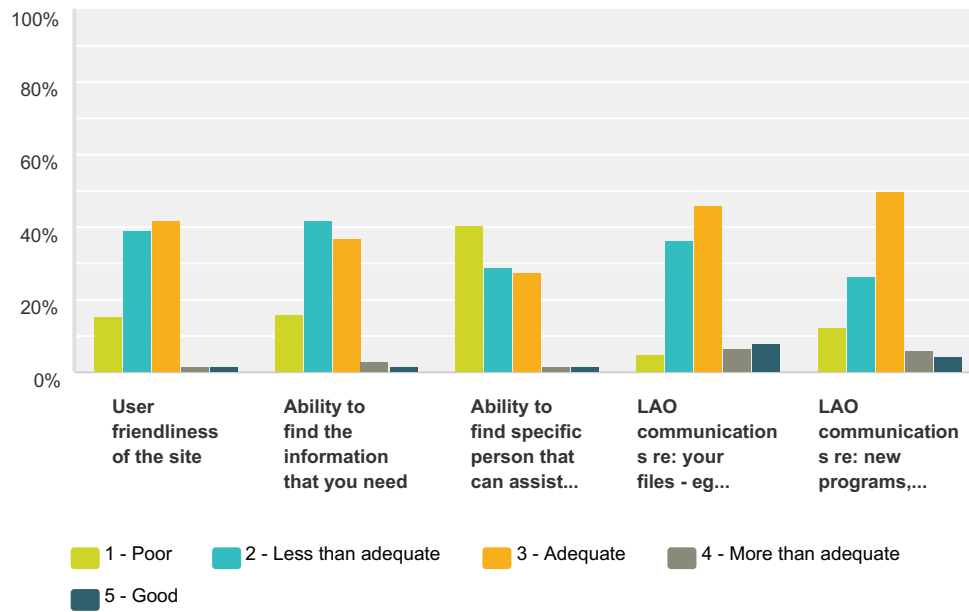
Answered: 64 Skipped: 3



Answer Choices	Responses	
Never or rarely	18.75%	12
25-50 % of the time	32.81%	21
50-75% of the time	35.94%	23
All or at least 75% of the time	12.50%	8
Total		64

Q6 On a scale of 1- 5, how would you rate (1 is lowest, 5 is highest)

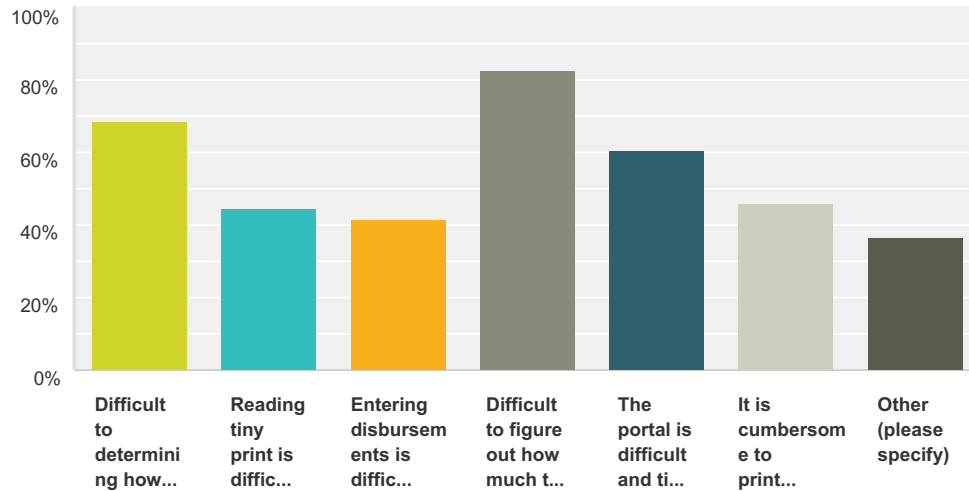
Answered: 64 Skipped: 3



	1 - Poor	2 - Less than adequate	3 - Adequate	4 - More than adequate	5 - Good	Total Respondents
User friendliness of the site	15.63% 10	39.06% 25	42.19% 27	1.56% 1	1.56% 1	64
Ability to find the information that you need	16.13% 10	41.94% 26	37.10% 23	3.23% 2	1.61% 1	62
Ability to find specific person that can assist you	40.32% 25	29.03% 18	27.42% 17	1.61% 1	1.61% 1	62
LAO communications re: your files - eg. notice when bills are paid, certificates amended or cancelled	4.76% 3	36.51% 23	46.03% 29	6.35% 4	7.94% 5	63
LAO communications re: new programs, changes to programs or procedures	12.50% 8	26.56% 17	50.00% 32	6.25% 4	4.69% 3	64

Q7 Are any of the following problems for you in using the LAO portal? Please indicate all that apply, and add anything that we have missed in the comment box

Answered: 63 Skipped: 4



Answer Choices	Responses
Difficult to determining how to enter the number of case conferences correctly.	68.25% 43
Reading tiny print is difficult.	44.44% 28
Entering disbursements is difficult and time consuming	41.27% 26
Difficult to figure out how much time is left on the certificate	82.54% 52
The portal is difficult and time consuming to navigate	60.32% 38
It is cumbersome to print documents sent through portal	46.03% 29
Other (please specify)	36.51% 23
Total Respondents: 63	

#	Other (please specify)	Date
1	once a bill is paid, it is impossible to figure out what docket or disbursement was declined. Reason for declining should be indicated.	10/14/2015 6:34 PM
2	not user friendly	10/13/2015 9:56 PM
3	no real problems - I just use the portal for billing and have got the hang of it	10/13/2015 3:06 PM
4	When correspondence is sent to LAO their response is not timely and the solicitor has to follow up with the plan for an Answer. In addition, LAO should deal with discretion accounts in a more timely manner. 60 to 90 days is not reasonable time frame for the settlement of these accounts.	9/15/2015 11:30 AM
5	having to search for the certificate you want - then access bill - then have to research same certificate to look at different bill - there is no back feature which allows you to keep your selection you have to continuously re-search it	9/15/2015 11:16 AM
6	Emails from LAO reference only the certificate number, without any links to the certificate in the portal.	9/14/2015 12:29 PM
7	Difficultly following up on requests that I have made.	9/14/2015 12:26 PM
8	N/A	9/14/2015 12:25 PM

9	information on the website does not clear up questions that arise from reading the certificates themselves. More clarity in all areas is required.	9/14/2015 12:18 PM
10	Have the system keep track of the previous additional days for case conferences added.	9/14/2015 12:08 PM
11	-going through the home page. it was easier when everything was on one page and we could see everything at once - trying to open Notices that are sent to me. Many have been left unopened because when I click on it it doesn't open	9/14/2015 11:52 AM
12	I have password issues. I seem to have to change my password every month to log on.	9/14/2015 11:19 AM
13	reasons payment are withheld or delayed is obtuse	9/14/2015 10:55 AM
14	Takes too much time to know how many hours left to bill per certificate. It's difficult to move back and forth between one screen and the next to see one bill and then to return to menu and request to see another bill. The process of moving between bills takes a long time. If you simply go backwards it may not always let you and you need to go back to the menu again. It's not clear how many photocopies you can make on a file without issues. The system sometimes requires copies of invoices which takes too much time. We don't have time as a lawyer to send letters when bills are incorrectly completed. We don't have time to send copies of every invoice or to make sure everything is completed with the detail and attachments required.	9/14/2015 8:03 AM
15	It is impossible to determine what I was paid and not paid for on certificate, and why. When paid on a Legal Aid Invoice would like to know/is fair that I be given the following information (which I am not): 1. How many hours am I authorized for in total on certificate, as determined by person paying my Legal Aid Invoice? 2. How many hours was I paid for on my LA Invoice? 3. If not paid for all hours on Invoice, why? What did I do incorrectly? Also was I paid on for all my disbursements and if not, why?	9/14/2015 7:39 AM
16	1. When I try to log on I have to go the website twice. The first time I try it kicks me out and tells me that I have to have cookies activated. It always lets me access the site the second time. 2. Every time you go onto the portal you have to check off the box about agreeing to the terms. This seems pointless.	9/8/2015 4:29 PM
17	The main issue we have at our office is keeping track of client's hours used by our office and what legal aid hours they have remaining. This issue could be very easily rectified with LAO making that information available for review on the LAO website. One may call in and obtain that information, so it's difficult to understand why that information cannot be updated by LAO and made available on the portal. This is annoying to both the client and to law firms because no matter how efficient our timekeeping techniques are, we still spend significant amount of money on the administrative cost of keeping track of client hours, and it can never be 100% accurate. This acts as a deterrent to most family law lawyers in accepting legally aided clients. The lawyer must not only cut their rate in doing legal aid work, but must also pay an administrative cost to keep track of client hours when that can just be made available by Legal Aid, since it has its own tracking system anyway.	9/8/2015 1:50 PM
18	The issue of how to enter the number of case conferences is huge!! I asked a representative of Legal Aid at the "Everything you need to know about Legal Aid Conference" about this in 2013, and got an inconsistent answer from the technical wording of the site. This absolutely needs to be simplified. The wording says it is the number of conference minus 2, but the rep told me to minus one. I think this should be simplified so that the number you enter = the number of conference.	9/8/2015 12:48 PM
19	Still I don't know about this	9/8/2015 9:55 AM
20	Inability to open documents sent as attachments.	9/8/2015 2:20 AM
21	Why they still do not cover parking is beyond me. Big pet peeve!	9/7/2015 8:39 PM
22	- Frequent load balancing issues and sever errors. - Out of date user interface	9/7/2015 5:15 PM
23	Not available after midnight	9/7/2015 4:42 PM

Q8 Of the issues set out in question 7, which is the most significant for you?

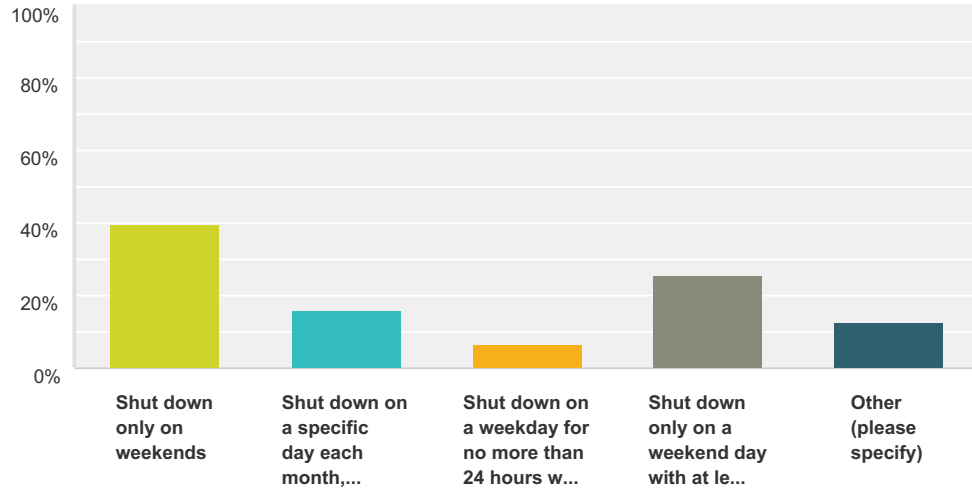
Answered: 50 Skipped: 17

#	Responses	Date
1	Difficult and time consuming to navigate	10/26/2015 5:40 PM
2	time left on certificate	10/26/2015 10:31 AM
3	case conferences, time left	10/23/2015 5:06 PM
4	the last	10/14/2015 6:34 PM
5	Determining how much time is left on the certificate	10/14/2015 9:18 AM
6	all	10/13/2015 9:56 PM
7	case conferences	10/13/2015 4:06 PM
8	Disbursements	10/9/2015 12:14 PM
9	Case conferences. Not easy or intuitive to enter these numbers correctly.	9/29/2015 1:56 PM
10	all	9/22/2015 5:20 PM
11	time left on a certificate	9/16/2015 10:12 AM
12	It is an oppressive and inhibiting situation.	9/15/2015 5:07 PM
13	The site is constantly changing their interface. When you get used to one thing, they then change it on you.	9/15/2015 1:35 PM
14	Disbursements	9/15/2015 1:02 PM
15	Difficult to figure how much time is left on the certificate	9/15/2015 11:44 AM
16	Other	9/15/2015 11:30 AM
17	Difficult to figure out how much time is left on the certificate	9/15/2015 11:16 AM
18	Entering Case Conferences correctly	9/15/2015 7:17 AM
19	Case conferences	9/14/2015 3:51 PM
20	The portal is difficult and time consuming to navigate	9/14/2015 2:51 PM
21	Portal difficult/time consuming	9/14/2015 12:29 PM
22	Difficultly following up on requests that I have made.	9/14/2015 12:26 PM
23	N/A	9/14/2015 12:25 PM
24	Clarity	9/14/2015 12:18 PM
25	The other box where it's specified	9/14/2015 12:08 PM
26	other.	9/14/2015 11:52 AM
27	N/A	9/14/2015 11:19 AM
28	difficulty in determining how much time left on certificate	9/14/2015 10:55 AM
29	seven	9/14/2015 10:40 AM
30	time on certificate	9/14/2015 9:38 AM
31	Figuring out hours left on a cert. also, I have on my portal one client with several accounts from OVER 10 years ago still sitting in my portal waiting to be paid! Like really?!?	9/14/2015 9:30 AM
32	Difficult to figure out how much time remains on a certificate .	9/14/2015 8:03 AM
33	Difficulty navigating	9/14/2015 7:57 AM

34	The one I added - given complete information about how many hours I have in certificate and what hours paid for and specific reason why other hours are not paid for on Invoice submitted. This would fall into difficulty in determining number of hours left on certificate and difficulty in determining how to submit number of case conferences	9/14/2015 7:39 AM
35	difficult to determine how to enter the number of case conferences correctly	9/13/2015 7:05 PM
36	Difficult to figure out how much time is left on the certificate	9/8/2015 9:40 PM
37	Difficult to figure out how much time there is left on a certificate. Surely they could do something simple and let you know how much has already been billed and how much is left.	9/8/2015 4:29 PM
38	Difficult to determine how to enter the number of case conferences correctly	9/8/2015 3:35 PM
39	Difficulty to find out how much time is left on a certificate	9/8/2015 2:04 PM
40	Making a page on the portal devoted to LAO client hours remaining.	9/8/2015 1:50 PM
41	Number of hours left in certificate/entering case conferences etc correctly.	9/8/2015 1:13 PM
42	See "other" notes above.	9/8/2015 12:48 PM
43	Difficult to know how many hours left on certificates	9/8/2015 12:26 PM
44	difficulty in figuring out how much time is left on the certificate	9/8/2015 2:20 AM
45	Correct number of Case conferences	9/8/2015 1:17 AM
46	reading tiny print	9/7/2015 11:31 PM
47	how much time left on the certificate	9/7/2015 9:01 PM
48	Disbursements - huge pain in the ass	9/7/2015 8:39 PM
49	Difficult to figure out how much time is left on the certificate	9/7/2015 5:15 PM
50	Figuring out how much time is left on certificate	9/7/2015 4:42 PM

Q9 LAO periodically shuts down access to the portal for maintenance. How would you prefer that this be handled?

Answered: 63 Skipped: 4

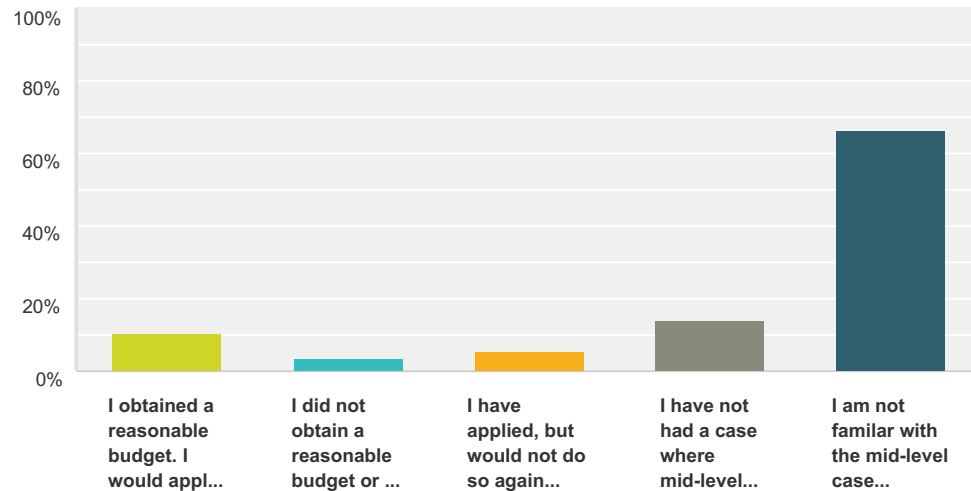


Answer Choices	Responses
Shut down only on weekends	39.68% 25
Shut down on a specific day each month, whether week day or weekend day	15.87% 10
Shut down on a weekday for no more than 24 hours with at least 2 weeks notice	6.35% 4
Shut down only on a weekend day with at least 2 weeks notice	25.40% 16
Other (please specify)	12.70% 8
Total	63

#	Other (please specify)	Date
1	shut down on a weekend with at least 24hrs notice	10/14/2015 6:34 PM
2	shut down late night, reopen and shut down again, if necessary, late at night.	9/15/2015 5:07 PM
3	I have had no issues with system maintenance	9/15/2015 11:16 AM
4	This has not been a problem for me.	9/15/2015 10:43 AM
5	Status quo is fine with me	9/14/2015 12:25 PM
6	shut down between 12 am and 6 am only and work completed during these hours or shutdown one day a month	9/14/2015 8:03 AM
7	late night shut downs	9/8/2015 2:20 AM
8	shut down from midnight to 5:00 a.m.	9/7/2015 9:01 PM

Q10 Have you applied for LAO's mid-level case management program? What was your experience with it?

Answered: 57 Skipped: 10

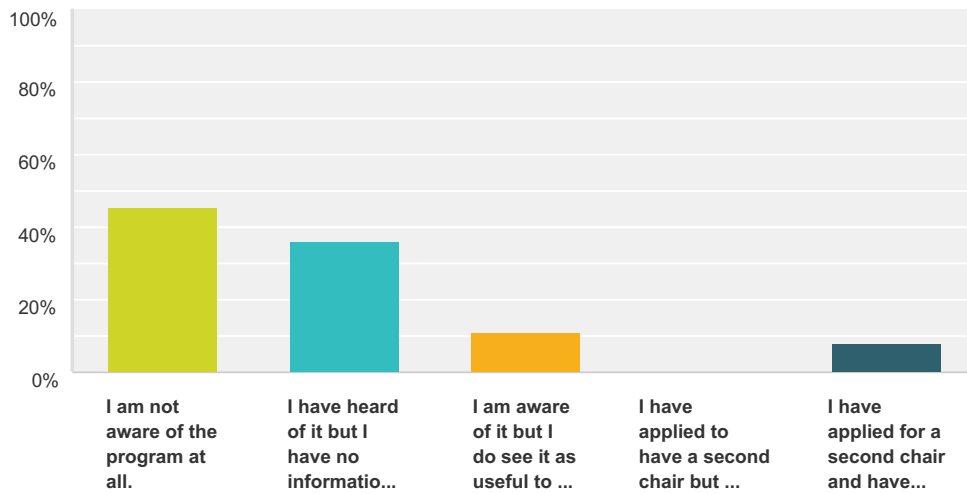


Answer Choices	Responses
I obtained a reasonable budget. I would apply again	10.53% 6
I did not obtain a reasonable budget or my application was not granted but I would apply again	3.51% 2
I have applied, but would not do so again (Please indicated why in comment box below)	5.26% 3
I have not had a case where mid-level case management is available but I would apply if I have an appropriate case	14.04% 8
I am not familiar with the mid-level case management program	66.67% 38
Total	57

#	Other (please specify)	Date
1	very time consuming with petty rewards	10/13/2015 9:56 PM
2	n/a	10/13/2015 3:06 PM
3	n/a	9/16/2015 10:12 AM
4	I have recently applied but have not yet had a response	9/15/2015 1:02 PM
5	No	9/15/2015 11:30 AM
6	I was not provided a reasonable budget.	9/14/2015 8:01 AM
7	It is difficult, at the outset, whether this is appropriate	9/14/2015 7:57 AM
8	Although I obtained a reasonable budget, I was paid substantially lower than hours authorized for on Invoice I submitted. Don't know if I was supposed to bill certificate hours differently or before case conference hours. Am asking for explanation for this, but haven't been able to speak to anyone and wasn't given specific information as to why not paid for hours billed on Invoice	9/14/2015 7:39 AM
9	I have not applied for it yet.	9/8/2015 12:48 PM

Q11 How familiar are you with LAO's Second chair and mentorship programs

Answered: 64 Skipped: 3



Answer Choices	Responses
I am not aware of the program at all.	45.31% 29
I have heard of it but I have no information about how to access it	35.94% 23
I am aware of it but I do see it as useful to my practice	10.94% 7
I have applied to have a second chair but it was not granted	0.00% 0
I have applied for a second chair and have utilized the program.	7.81% 5
Total	64