

Exhibit A

LAR Project Attorney Survey

1. For how many years have you practiced law in Massachusetts?

	Response Count
	93
<i>answered question</i>	93
<i>skipped question</i>	1

2. Approximately how many attorneys are in your firm/organization?

	Response Percent	Response Count
Solo practice <input type="checkbox"/>	49.5%	46
1-5 <input type="checkbox"/>	26.9%	25
6-20 <input type="checkbox"/>	16.1%	15
21-50 <input type="checkbox"/>	3.2%	3
51-100 <input type="checkbox"/>	2.2%	2
100+ <input type="checkbox"/>	2.2%	2
<i>answered question</i>		93
<i>skipped question</i>		1

3. What is your main area of practice?

	Response Count
	92
<i>answered question</i>	92
<i>skipped question</i>	2

4. How did you first find out about the Limited Assistance Representation Pilot Project?

	Response Percent	Response Count
Massachusetts Lawyers Weekly <input type="checkbox"/>	12.9%	12
Another attorney <input type="checkbox"/>	12.9%	12
Client	0.0%	0
Judge <input type="checkbox"/>	1.1%	1
Court Personnel <input type="checkbox"/>	25.8%	24
Bar association <input type="checkbox"/>	34.4%	32
Other (please specify) <input type="checkbox"/>	20.4%	19
	<i>answered question</i>	93
	<i>skipped question</i>	1

5. Why did you choose to participate in the Limited Assistance Representation Pilot Project?

	Response Count
	90
<i>answered question</i>	90
<i>skipped question</i>	4

6. In what month/year did you take the training for the Limited Assistance Representation Project?

	Response Count
	91
<i>answered question</i>	91
<i>skipped question</i>	3

7. Where did you take the training?

Response
Count

	92
<i>answered question</i>	92
<i>skipped question</i>	2

8. How satisfied were you with the training?

Response
Percent Response
Count

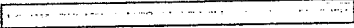

Very satisfied	<input type="text"/>	46.2%	43
Satisfied	<input type="text"/>	50.5%	47
Not satisfied	<input type="checkbox"/>	3.2%	3
		<i>answered question</i>	93
		<i>skipped question</i>	1

9. How satisfied were you with the presenters?

Response
Percent Response
Count

Very satisfied	<input type="text"/>	53.3%	49
Satisfied	<input type="text"/>	45.7%	42
Not satisfied	<input type="checkbox"/>	1.1%	1
		<i>answered question</i>	92
		<i>skipped question</i>	2

10. How satisfied were you with the written materials?

	Response Percent	Response Count
Very satisfied 	56.4%	53
Satisfied 	43.6%	41
Not satisfied	0.0%	0
<i>answered question</i>		94
<i>skipped question</i>		0

11. What did you find most helpful about the training?

	Response Count
	73
<i>answered question</i>	73
<i>skipped question</i>	21

12. What did you find least helpful about the training?

	Response Count
	58
<i>answered question</i>	58
<i>skipped question</i>	36

13. Since you became a qualified attorney, how many clients have you represented on a limited assistance basis? IF THE ANSWER IS NONE, PLEASE PROCEED TO QUESTION 28.

	Response Count
	77
<i>answered question</i>	77
<i>skipped question</i>	17

14. For how many of these clients have you performed ghostwriting services?

Response
Count

	42
<i>answered question</i>	42
<i>skipped question</i>	52

15. For how many of these clients have you performed general coaching/strategizing services?

Response
Count

	38
<i>answered question</i>	38
<i>skipped question</i>	56

16. For how many of these clients have you appeared in court on a limited basis?

Response
Count

	42
<i>answered question</i>	42
<i>skipped question</i>	52

17. In/for what division(s) of the Probate and Family Court did you assist these clients on a limited-representation basis?

Response
Percent Response
Count

Hampden County	<input type="text"/>	45.0%	18
Norfolk County	<input type="text"/>	12.5%	5
Suffolk County	<input type="text"/>	50.0%	20
		<i>answered question</i>	40
		<i>skipped question</i>	54

18. How did the clients who have used your services for limited assistance representation come to be represented by you in that capacity?

	Response Percent	Response Count
Returning/existing client	18.2%	8
Refferal from court-maintained list of qualified attorneys	40.9%	18
Bar organization referral	6.8%	3
Your professional website/advertising	9.1%	4
Walk-in	11.4%	5
Other (please specify)	43.2%	19
	<i>answered question</i>	44
	<i>skipped question</i>	50

19. How many clients to whom you have suggested limited assistance representation have refused such representation?

	Response Count
	39
<i>answered question</i>	39
<i>skipped question</i>	55

20. On what basis have they refused such representation?

	Response Count
	24
<i>answered question</i>	24
<i>skipped question</i>	70

21. Since your training, how many clients or prospective clients, in total, have requested limited assistance representation without your first having informed them about the Limited Assistance Representation Pilot Project?

	Response Count
	42
<i>answered question</i>	42
<i>skipped question</i>	52

22. Of the clients referred to in Question 21, were there any to whom you refused to provide limited assistance representation?

	Response Percent	Response Count
Yes <input type="text"/>	34.4%	11
No <input type="text"/>	65.6%	21
<i>answered question</i>		32
<i>skipped question</i>		62

23. If applicable, please explain your answer to Question 22, including whether you represented these clients on any other basis.

	Response Count
	15
<i>answered question</i>	15
<i>skipped question</i>	79

24. How many times have you engaged the following limited assistance representation services for your clients? (If you have performed more than one service for an individual client, please indicate all services that you performed. For instance, if you drafted papers and went to court for a client, please add 1 to both of those categories.)

	Response Average	Response Total	Response Count
Drafting pleadings and affidavits	7.51	278	37
Counseling about procedural rules	10.78	291	27
Counseling about substantive rules	10.74	290	27
Counseling about strategy	7.87	236	30
Court appearances	5.94	208	35
Appearances in an alternative dispute resolution forum	1.72	31	18
Other (please explain)	6.17	37	6
		<i>answered question</i>	40
		<i>skipped question</i>	54

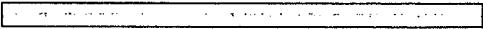
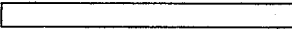
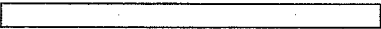


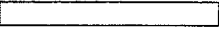
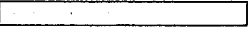
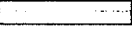
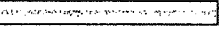
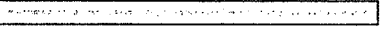
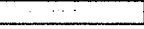
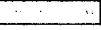


25. For what types of services do you feel that limited assistance representation works best?

	Response Percent	Response Count	
Drafting pleadings and affidavits	85.4%	35	
Counseling about procedural rules	68.3%	28	
Counseling about substantive rules	46.3%	19	
Counseling about strategy	58.5%	24	
Court appearances	68.3%	28	
Appearances in an alternative dispute resolution forum	19.5%	8	
Other (please specify)	14.6%	6	
		<i>answered question</i>	41
		<i>skipped question</i>	53

26. In how many of the following types of matters have you represented clients on a limited assistance basis?

		Response Percent	Response Count
Divorce	<input type="checkbox"/>	56.4%	22
Separate support	<input type="checkbox"/>	10.3%	4
Child custody/visitation	<input type="checkbox"/>	61.5%	24
Child support	<input type="checkbox"/>	43.6%	17
Alimony	<input type="checkbox"/>	5.1%	2
Distribution of marital property	<input type="checkbox"/>	7.7%	3
Paternity	<input type="checkbox"/>	7.7%	3
Adoption		0.0%	0
Change of name		0.0%	0
Modification	<input type="checkbox"/>	38.5%	15
Probate of will	<input type="checkbox"/>	2.6%	1
Other estate matters		0.0%	0
Equity	<input type="checkbox"/>	2.6%	1
Other (please specify)	<input type="checkbox"/>	12.8%	5
		answered question	39
		skipped question	55

27. in what types of matters do you feel that limited assistance representation works best?

		Response Percent	Response Count
Divorce		76.7%	33
Separate support		46.5%	20
Child custody/visitation		60.5%	26
Child support		79.1%	34
Alimony		39.5%	17
Distribution of marital property		34.9%	15
Paternity		39.5%	17
Adoption		20.9%	9
Change of name		34.9%	15
Modification		60.5%	26
Probate of will		23.3%	10
Other estate matters		16.3%	7
Equity		14.0%	6
Other (please specify)		14.0%	6
		answered question	43
		skipped question	51

28. If you have not suggested, recommended, or counseled limited assistance representation to any clients, why not?

		Response Percent	Response Count
Clients have refused	<input type="checkbox"/>	10.5%	6
Haven't met appropriate clients	<input type="checkbox"/>	47.4%	27
Haven't been presented with appropriate matters	<input type="checkbox"/>	28.1%	16
Haven't had time	<input type="checkbox"/>	5.3%	3
Confused about limited assistance representation	<input type="checkbox"/>	3.5%	2
Do not plan to represent clients on a limited-assistance basis	<input type="checkbox"/>	1.8%	1
Other (please specify)	<input type="checkbox"/>	43.9%	25
<i>answered question</i>			57
<i>skipped question</i>			37

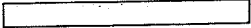
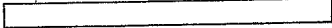

29. How satisfied have you been with the standard court forms for limited assistance representation?

		Response Percent	Response Count
Very satisfied	<input type="checkbox"/>	30.9%	21
Satisfied	<input type="checkbox"/>	64.7%	44
Not satisfied	<input type="checkbox"/>	4.4%	3
<i>answered question</i>			68
<i>skipped question</i>			26

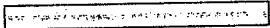
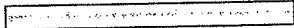

30. What changes or additions, if any, would you make to the standard forms?

	Response Count
	35
<i>answered question</i>	35
<i>skipped question</i>	59

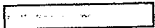
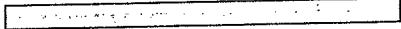

31. How satisfied have you been with the response of judges to the Limited Assistance Representation Pilot Project?

	Response Percent	Response Count
Very satisfied 	39.1%	18
Satisfied 	52.2%	24
Not satisfied 	8.7%	4
	<i>answered question</i>	46
	<i>skipped question</i>	48

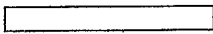
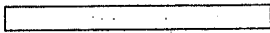

32. How satisfied have you been with the response of court personnel to the Limited Assistance Representation Pilot Project?

	Response Percent	Response Count
Very satisfied 	42.0%	21
Satisfied 	46.0%	23
Not satisfied 	12.0%	6
	<i>answered question</i>	50
	<i>skipped question</i>	44

33. How satisfied have you been with the response of opposing counsel to the Limited Assistance Representation Pilot Project?

	Response Percent	Response Count
Very satisfied 	23.7%	9
Satisfied 	63.2%	24
Not satisfied 	13.2%	5
	<i>answered question</i>	38
	<i>skipped question</i>	56

34. How satisfied have you been with representing clients on a limited assistance basis?

		Response Percent	Response Count
Very satisfied		33.3%	15
Satisfied		42.2%	19
Not satisfied		24.4%	11
		<i>answered question</i>	45
		<i>skipped question</i>	49

35. What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?

	Response Count
	45
<i>answered question</i>	45
<i>skipped question</i>	49

36. What changes would you recommend, if any, to the current process of limited assistance representation in Massachusetts?

	Response Count
	41
<i>answered question</i>	41
<i>skipped question</i>	53

37. What are three tips you would give to an attorney wanting to offer limited assistance representation in Massachusetts?

	Response Count
	34
<i>answered question</i>	34
<i>skipped question</i>	60

38. If you would be willing to speak with attorneys and others about your experiences of limited assistance representation, please provide your name and contact information below.

Response
Count

23

answered question

23

skipped question

71

39. Thank you for completing this survey. If you have any other comments or reflections on any aspect of the Limited Assistance Representation Pilot Project that you wish to share with the Supreme Judicial Court Steering Committee on Self Represented Litigants, please feel free to do so in the space below.

Response
Count

19

answered question

19

skipped question

75

40. Thank you so much for filling out this questionnaire. If you have any other comments or reflections on any aspect of the Limited Assistance Representation Pilot Project that you would like to share with us, please feel free to do so in the space below.

Response
Count

11

answered question

11

skipped question

83

Exhibit B

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
549456326	
549455777	
548936464	
548835729	Well at this time I have not represented any one in this project so I cannot clearly state that I am satisfied or dissatisfied.
548826876	
548224333	Prospective clients seem to believe that services are for free. They call for advice and do not pay for services.
547237893	na
546165379	
545900996	court personnel should be sure to remind people that lawyers cannot give meaningful counsel to people involved in complex ongoing Probate Guardianship disputes. The complexity of Medicaid / Medicare regulations, lack of objectivity in working with an elder family member, and closeness to the emotional nature of the case often causes people to lose control over a Guardianship matter that might otherwise have proceeded more smoothly from the outset.
545726219	
545681498	I do not have information to form an opinion on the above questions
545649125	My exposure to complaints and my reputation when I am not present

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
545558260	New programs or change bring challenges that are worth working through to be able to have the ability to represent clients on a limited basis.
545393374	I think it is very important that LAR is available in family law, especially as an alternative for clients who have limited funds, and may need to be brought through to the temporary order session to manage i.e. the separation period during a divorce, when clients are so scared and often uncertain of their rights. Once the temporary orders have been established, other forms of ADR may be available to a client who cannot afford the costs of lengthy litigation.
545390064	Cost/benefit analysis
545356739	
545267584	
545242985	
545223546	
545191729	It is not always easy to make clear to the client the limits of what I will be doing. It seems that there is usually some subsequent hearing or issues that arise while handling the matter initially hired for, so it is uncomfortable to say that "my representation stops here" to the client.
545179734	
545174123	
545146455	Appreciated being trained in the approach. Have not had the opportunity to use it.
545102086	
545080261	
545070484	

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
545057705	
545027716	
545027384	
545004946	
544972936	
544967185	Hard to limit representation to one event because clients need more.
544953564	can't answer some questions due to lack of exposure to process
544927651	
544918878	
544915440	
544915293	Clients and general public should be more aware of the limited representation option. In the early stages I had calls from clients outside the geographical areas covered by the project, none from within.
544911147	
544909734	
544908771	I do not have waste my time trying to get out of a case because the client cannot afford to pay me.
544907865	When clerks are kind to pro se's instead of rude and dismissive, it makes all the difference. Also, the pro se coordinator at Hampden, Laurie Landers, has been very helpful.
544905380	
544601186	The lurking question is: Do I have a full-enough picture to feel comfortable with the advice/services provided?

