

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="text"/>	49.5%	46
1-5 <input type="text"/>	26.9%	25
6-20 <input type="text"/>	16.1%	15
21-50 <input type="text"/>	3.2%	3
51-100 <input type="text"/>	2.2%	2
100+ <input type="text"/>	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="text"/>	12.9%	12
Another attorney <input type="text"/>	12.9%	12
Client	0.0%	0
Judge <input type="text"/>	1.1%	1
Court Personnel <input type="text"/>	25.8%	24
Bar association <input type="text"/>	34.4%	32
Other (please specify) <input type="text"/>	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


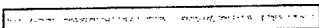

6. In what month/year did you take the training for the Limited Assistance Representation Project?

	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 	46.2%	43
Satisfied 	50.5%	47
Not satisfied 	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 	53.3%	49
Satisfied 	45.7%	42
Not satisfied 	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

answered question

42

skipped question

52

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

Response
Count

38

answered question

38

skipped question

56

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

Response
Count

42

answered question

42

skipped question

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

45.0%

18

Norfolk County

12.5%

5

Suffolk County

50.0%

20

answered question

40

skipped question

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 <input type="text"/>	18.2%	8
Referral from court-maintained list of qualified attorneys <input type="text"/>	40.9%	18
Bar organization referral <input type="text"/>	6.8%	3
Your professional website/advertising <input type="text"/>	9.1%	4
Walk-in <input type="text"/>	11.4%	5
Other (please specify) <input type="text"/>	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

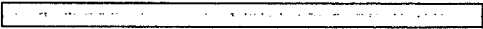
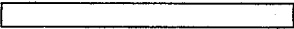
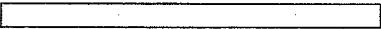


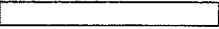
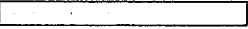
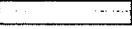
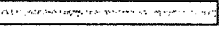
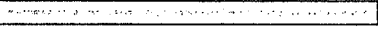
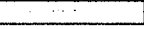
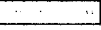


25. For what types of services do you feel that limited assistance representation works best?

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

8. 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

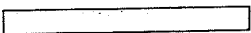


29. How satisfied have you been with the standard court forms for limited assistance representation?

		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

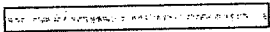
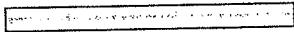

30. What changes or additions, if any, would you make to the standard forms?

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

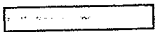
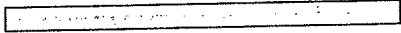

31. How satisfied have you been with the response of judges to the Limited Assistance Representation Pilot Project?

		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	<input type="text"/>	33.3%	15
Satisfied	<input type="text"/>	42.2%	19
Not satisfied	<input type="text"/>	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?

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
542851229	Promoting the program throughout the court system by letting the litigants know of the existence of such program and giving them the list of attorneys providing such services. The court personnel is doing a great job in this instance.
542746175	
541765042	I have assisted several clients who would not have had any legal assistance without the program.
541260543	
541203286	
541130031	I haven't tried it yet so no comment.
540484625	I tried to participate in the Courtroom Lawyer for a Day program, and the judges did not refer any cases to us (despite the apparent need). This has been a recurring problem with the Courtroom Lawyer for a Day program.
539933693	It needs to be expanded to other counties. It needs to be better advertised and explained in the community -- not just in the LEGAL community -- the public is not aware of it. Most potential clients have NO IDEA of why we need retainers for Full Representation, what the rules are for withdrawal, and that some judges will not let attorneys withdraw even if clients assent and even if clients have long ago run out of money to pay us. I have lost thousands of dollars in the short time I have been in private practice because of clients who would not or COULD NOT afford to keep paying me in situations where the court was not willing to let me withdraw. But I felt so bad for the clients that I initially took their cases anyways. Now I just have to say "NO, I can't represent you, but I will give you a free consult" and send them on their way.

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
539336040	I do not believe that the clients understand the LAR. I receive a lot of calls and I have to explain what the LAR is about. I believe clients think it is free legal representation.
539201447	
538950041	The clients have been great; and things have gone smoothly in court
538943563	I think it needs to be clear that it is not free legal services
538910100	
538822031	I find you get many calls from clients or other parties or counsel, even after representation has ended
538804384	Need to negotiate a higher flat fee, because opposing counsel is not concerned that I have signed on for one appearance only. Date changes, missed meetings, have been an issue.
538799740	well organized. It's a tour de force to get two lawyers on the same case at the same time.
538791012	
538706713	
538700452	When the clients are invested in the project
538699056	
538697488	again, i have no information on which to base an opinion
538688180	I'll know when I get an opportunity to use it!
538679947	
538673580	
538670068	

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
538663507	I have only done one LAR case. I was asked to represent a woman at a temporary orders hearing on 3 days notice. I was much more comfortable doing this on a limited rep basis because then it was clear to all involved my limited role. I did, tho, end up changing to a full representation of the woman on a pro bono basis.
538652106	
538647932	it is an opportunity to help litigants and make them feel more at ease in the legal system
538647871	
538645370	
538629812	No representation to this point.
538606360	
538543736	Think that more litigants and attorneys should know about this program. Think it should be expanded to Essex and Middlesex counties.
538523893	
538499399	The acceptance of such representation by judges and court personnel who truly seem to appreciate that you are there when they are fully aware that you could be spending your time on more lucrative matters.
538499139	pro bono clients who had no other access to help
538494211	
538486593	Court appearances are VERY rarely limited to one appearance; the judges don't want to let you go. The clients expect not to pay rather than to pay regular/reduced fees, at least in Suffolk County. The Lawyer for a Day program more easily satisfies their needs.

Attorney Survey

What factors have been most important to your satisfaction/dissatisfaction with the Limited Assistance Representation Pilot Project?	
538483623	I have not received any referrals from the Court staff for the program, so I cannot comment on how effective it is.
538483136	
538477640	I don't have any clients like this and I am not sure how to get these types of clients.
538471480	Allowed me to assist an individual on a single issue that he never would have been able to handle pro se
538470766	
538470609	see above
538467436	
538466713	Wish more people would call.
538465025	A lack of opportunities to provide LAR
538463239	Allowing clients access to lawyers for less than full retainers, etc. Our services are more affordable and more practical.
538461518	
538458055	

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
549456326	IT sounded like a much-needed service.
549455777	To expand client base
548936464	It would provide legal assistance to those in need, while allowing me (attorney) to handle only certain stages of a case.
548835729	I choose to participate b/c I am fully aware that there are persons who cannot retain an attorney for the full process and I believe that this program is great for both the client and the attorney
548826876	I find the idea of LAR very appealing, since it allows many more clients to seek justice affordably, rather than shy away due to high cost.
548224333	To obtain cases and experience
547237893	as a "lawyer of the day" for many years since judge nancy gould helped to found that program, i have sought similar ways of giving legal services in a similar manner
546165379	Senior Partners for Justice
545900996	People are interested in, and often capable of, handling portions of a legal matters that I can help them with.
545726219	Thought it was a great idea and one that was needed.
545681498	I work for legal services and offering limited services to this client population is a way to provide services in cases where we do not have the resources to commit to a full case.
545649125	I wanted to see whether it was suitable for my practice.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
545558260	I believe it is a valuable service to be provided to individuals who need legal assistance but cannot afford the cost of hiring a full time attorney.
545393374	It is beneficial to clients and to our firm in certain circumstances.
545390064	Thought it was an innovative way to assist persons with serious family law issues that needed representation, but were unable to afford traditional full service. Thought it might be a good way to introduce new clients to our firm that would normally be unable to afford it.
545356739	It gave me the ability to help those clients who cannot afford full representation and still not be "stuck" in the case after making an appearance.
545267584	more clients, help Court system
545242985	I practice with a number of low income clients. I like the idea of making legal services affordable.
545223546	It is a great way for attorneys to be able to assist low income clients, without being stuck in a case for years
545191729	To help people who need legal assistance but have limited means.
545179734	Bolster resume
545174123	for the opportunity to work on family law cases
545146455	I believe in supporting the client's unique approach to his/her own divorce
545102086	As a legal services attorney I am acutely aware of the problem of unrepresented litigants in the probate and family court. I saw this program as an opportunity to evaluate how my agency may be able to provide some additional services to low-income clients on a limited basis when under normal circumstances we wouldn't be able to assist them at all.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
545080261	Opportunity to provide public service.
545070484	It fulfills a real need
545057705	I hoped that I could provide more effective assistance if my role was well defined and limited in certain cases.
545027716	Obtain new business
545027384	To be available to potential clients who only want limited assistance.
545004946	I liked the idea and thought it made sense, expecially in domestic relations cases.
544972936	As a former family law practioner, I realize how in need people are on a limited basis and how it allows atttorneys who are otherwise busy to volunteer.
544967185	To help more clients
544953564	increase experience and grow practice
544927651	curiosity
544918878	to increase client base
544915440	sounded like a good idea and it helps people who can't afford full representation
544915293	Worthwhile, efficient use of legal services.
544911147	
544909734	source of additional business in an area that is becoming increasingly pro-se
544908771	It fits the needs that I have when clients who cannot afford to hire me for an entire case.
544907865	I run a pro se divorce clinic out of the federally funded legal services program in Western Mass, and this seemed a good way to assist pro se clients through the divorce clinic.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
544905380	I believe it is a great program that can benefit many individuals who only need limited representation during a somewhat tricky process, but who can then continue their litigation pro se.
544601186	Was asked to volunteer by "Senior Partners..."
542851229	I thought it was a great idea for whole system, including the litigants, the lawyers, and the court. I wanted to contribute anywhere I could to help allievate the court "docket"
542746175	It allows us as attorneys to assist people who otherwise would not look for assistance, such as people who can't afford to pay for total representation.
541765042	I was convinced that the program would help pro se litigants.
541260543	I think THAT THE UNBUNDLING OF SERVICES MEETS THE NEEDS OF THE CURRENT MARKETPLACE. I FEEL IT SHOULD LEAD TO OVERALL BETTER REPRESENTATION FOR PEOPLE.
541203286	I wanted the opportunity to provide legal services to less fortunate clients
541130031	There seems to be a shortage of money for clients needing or wanting to hire an attorney. Also, it is possible to get involved for limited roles, and then bow out in my area of practice.
540484625	I represent low-income clients in a legal services setting. I don't always have the time or resources to enter a full appearance on a case. When I decline representation, chances are the client will be pro se throughout the process. The LAR provides the opportunity (and hope) that low-income clients will get at least some help with the most complicated aspects of their cases and some guidance in handling the remainder themselves.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
539933693	I am a former legal services attorney who has been advocating for "unbundling" for many years now. I participated in a small Hampshire County pilot project funded by the MBF shortly before I left legal services & opened my private practice in late 2003. In my private practice I come into contact with many NON-indigent clients who cannot afford market-rate full legal representation and I believe that "limited rep" should be offered in every county of the state ASAP. Equal access to Justice is merely a slogan if only the well-to-do and the poorest of the poor can afford legal services.
539336040	Build client relations and obtain more experience in the court room.
539201447	
538950041	Do pro bono work w/Senior Partners/Volunteer Lawyers Project and seemed good fit for most cases. Usually, one or two court appearances resolves the issue
538943563	I am committed to provide access to legal representation and in addition to setting my hourly rate on a sliding scale I thought this project could assist many who could not otherwise afford legal representation
538910100	Primarily to service my clients better. There are many clients that cannot afford the financial (and emotional) costs of litigation. I feel it is a benefit for the clients to keep control of their divorce and also allow them to get help in areas they haven't even thought about.
538822031	It seemed like a good idea.
538804384	Many clients come to me with limited funds, and this provides a good option for them.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
538799740	It's a good thing to represent poor people. It's even better when you know there is some limit to your commitment, allowing the lawyer room to manage his or her practice.
538791012	Client's needs. Most client's need help on major issues and the project helps clients save resources for what they need
538706713	
538700452	The Great need
538699056	I am in business and wanted to offer my services to potential clients.
538697488	i thought i could help.....
538688180	To be able to take family law clients without getting "stuck".
538679947	I stopped taking divorce and family law cases, but felt this may be a way to re-integrate this area into my practice
538673580	Limited assistance representation could play an important role in family law.
538670068	I serve many clients of limited means from the North Shore area who could benefit from the savings associated with LAR, and those savings would allow them to recieve representation, albeit limited, when they may otherwise be pro se.
538663507	I believe in pro bono work and think there is a major problem of legal services being too expensive for the average person. Also, the training was easy and accessible.

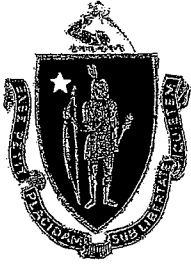
Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
538652106	As a new attorney, I thought it would be a good way to gain experience in different areas of law and provide good service to my clients based on my level of expertise. That is, I felt I would be able to take a part of a client's case that I could handle and still give my client the flexibility to obtain another attorney for the more complex part of the case in which I had little or no expertise.
538647932	To help semi-indigent litigants
538647871	I believe there are many who don't want/need full-time attorney.
538645370	Expand my practice areas.
538629812	In many ways, this has been done with clients for quite awhile. Now the Court is recognizing the practice.
538606360	Another service to offer my clients
538543736	Opportunity to provide part-time, affordable representation to lower income individuals, but ensure compensation for services.
538523893	fees
538499399	We need to address the issue of pro se litigants and the negative impact such individuals seem to have on the system. This program is one means of addressing this matter.
538499139	Great opportunity to provide a valuable service, but with a well defined time committment. Also, great experience for me.
538494211	expand client base
538486593	I regularly practice in Suffolk Probate and regularly volunteer as Lawyer for the Day in that court. Therefore, I see first hand the amount of pro se litigants.

Attorney Survey

Why did you choose to participate in the Limited Assistance Representation Pilot Project?	
538483623	Marked decrease in client and income since last year.
538483136	Part of it was being a good citizen. Part was the desire for new business.
538477640	Because when you cannot get paid by a client you can never get out of the case. Many times you might be stuck in a case for years and never get paid and a Judge will never let you out. This program takes care of that situation.
538471480	I've seen too many litigants go pro se due to lack of finances when they could afford LAR. LAR allowed me to service clients that I could not normally afford to provide general representation.
538470766	To be able to assist without having to charge clients a high retainer
538470609	I thought it might represent a trend and be a good source of business consistent with that trend. e.g. a greater no. of pro se litigants who were seeking limited representation
538467436	To offer fee saving options to clients.
538466713	Generate more clients.
538465025	It is a concept that I believe, over time, will prove beneficial to not only pro se litigants, but to other attorneys and the Court system in general.
538463239	
538461518	I wanted to provide legal assistance to individuals who could not afford an Attorney but could afford limited legal assistance.
538458055	To obtain business.

Exhibit C



Commonwealth of Massachusetts

SUFFOLK COUNTY PROBATE AND FAMILY COURT
RICHARD IANNELLA, REGISTER

July 28, 2008

Hon. Cynthia Cohen
Appeals Court of Massachusetts
One Pemberton Square
Boston, MA 02108

Dear Judge Cohen,

I am following up on our recent conversation with regard to the Limited Assistance Representation Program (LAR) by forwarding this correspondence to you.

Last week, my office took the liberty of contacting the sixty-two attorneys currently listed as participants in the LAR Program by telephone to informally survey limited representation caseloads. We were able to speak directly with thirty-three of them. We also asked the attorneys we spoke with for any comments about the program. We then compiled a spreadsheet of this information – a copy of which is attached to this correspondence for your review.

We have always encouraged participation in the program, and have now begun to provide an informational cover sheet and listing of qualified LAR attorneys to all *pro se* litigants who request court forms at the Registry's Front Counter. I believe that this effort will help to increase the number of *pro se* litigants who seek out assistance through the LAR Program in the future.

Should you wish to discuss our informal survey or any other issue surrounding the LAR Program, please do not hesitate to contact me directly at: (617) 788-8304.

Very Truly Yours,

A handwritten signature in black ink, appearing to be 'R. Iannella', written over a horizontal line.

Richard Iannella

SUFFOLK PROBATE SURVEY OF LAR PROGRAM

ATTORNEY	CALLS	CASES	COMMENT
Jerome Aaron	Few	1	"People think it's pro bono."
Dean Amrose	5	0	"Everyone thinks it's a free attorney."
Sheila Barresi	Few	2 (FC)	"I get a lot of calls from people thinking it's a pro bono program."
Brian Bixby	Few	1 (PC)	"It's hard to know which program people are calling me from... they show
Thomas Concannon	Some	0	"I get most of my work through the Senior Partners for Justice program."
Patience Crozier	Some	1	"Everyone thinks it's free." "I drafted a separation agreement and it worked
Daniel Dalton	0	0	"No calls, but I'm in Tewksbury, so it's probably geographical. I'd probat
Diane D'Amico	Handful	1 (FC)	"Two came in, but couldn't afford me at all. Another, I ended up doing th
Jacques Dessin	1	0	"Not much panned out from LAR...one call, and cash was an issue for t
Jerome Falbo	2	1	"I did a modification and it worked out good."
Frances Giordano	3	1 (FC)	"Great program to have." "Our hourly rates may be a little higher than c
Sharon Heim	A number	0	"I've never earned anything from being on the list." "They are not clear t
Ellen Kief	Few	0	"A few calls, but nothing panned out. It's usually VLP work for me."
Eugenia Kokinacis	0	0	"No calls and no cases for me."
Hannah Krispin	3	0	"In two instances, I had a conflict with the dates in other courts. The thir
Maria Loannore	0	0	"In these times, you'd think that this would catch on, but it's not."
William Logan	2	0	"I had two calls...one was eligible for a pro bono attorney, and the other
John Mackey	1	1 (FC)	"They all think it's pro bono."
Robin Lynch Nardone	Few	1 (FC)	"I started one on a limited basis but ended up with the whole case." "I o
Jennifer Manning-Zoll	Few	2	"If the judges pushed it more, it would be better. It helps the judges, an
Susie Moniz	Few	0	"The perception that they all have is that it's free. I do sliding scale, and
Malcolm Nathan	0	0	"I always ask how they got to me and none say the LAR list."
Linda Olmstead	Many	Few	"More calls than I expected." "I've given advice over the phone and in p
Elizabeth Potter	Few	0	"I'm all in favor of it, but I just haven't had the occasion to use it."
Christopher Rothschild	1	0	"I ended up referring the one call to a pro bono agency because they w
Mary Sassone	1	0	"Promotion is an issue." "Everyone thinks it's pro bono."
Laura Sinn	0	0	NOTE: This attorney volunteers upstairs on Fridays through the VLP ar
Kendra Stephenson	1	0	"Middlesex would be a huge addition." "Attorneys themselves could do
Pamela Thomure	Fair amt.	Few	"A lot of them called with a specific question and I do what I can." "Thre
Holly Wandel	3	0	"It's a good program, but my juvenile caseload is heavy and I can't do n
Karen Wayne	1	1	"I'm at the bottom of the list, so that's probably why I only go one case."
Brandon Weber	5	2	"It's given me a little more diversity - I like it." "There's plenty of attorney
Nunotte Zama	Several	0	"I am in Mattapan and a few dropped in from the neighborhood. I gave

(FC) = Full Case (PC) = Phone Consult

Exhibit D

LAR Project Judges Survey


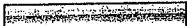
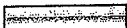
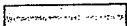

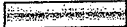
1. For how many years have you been a judge in the Probate and Family Court Department?

	Response Percent	Response Count
0-5	9.1%	1
6-10	27.3%	3
11-20	54.5%	6
21 +	9.1%	1
answered question		11
skipped question		0

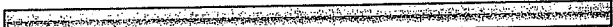




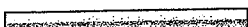




2. In which division do you sit?

	Response Percent	Response Count
1. Hampden	36.4%	4
2. Norfolk	27.3%	3
3. Suffolk	36.4%	4
answered question		11
skipped question		0

3. Approximately how many litigants have appeared before you on a limited representation basis? (Please include in your estimate those who have submitted "ghostwritten" pleadings.)

		Response Percent	Response Count
1. 1-5		9.1%	1
2. 5-10		27.3%	3
3. 11-20		18.2%	2
4. 21-30		18.2%	2
5. 31-40		0.0%	0
6. 41-50		9.1%	1
7. Over 50		18.2%	2
answered question			11
skipped question			0

4. In how many of the following types of matters has one or more party appeared before you with limited assistance representation?

		Response Percent	Response Count
Divorce		90.9%	10
Separate support		18.2%	2
Child custody/visitation		63.6%	7
Child support		63.6%	7
Alimony		18.2%	2
Distribution of marital property		36.4%	4
Paternity		63.6%	7
Adoption		9.1%	1
Change of name		9.1%	1
Modification		63.6%	7
Probate of will		0.0%	0
Other estate matters		0.0%	0

Equity	0.0%	0
Other (please specify) <input type="text"/>	9.1%	1
answered question		11
skipped question		0

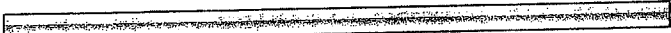
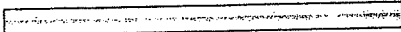
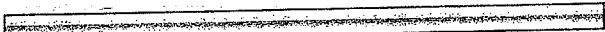
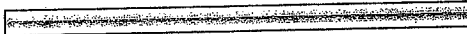

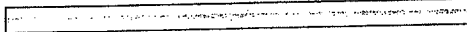
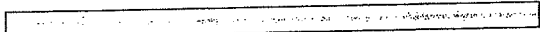


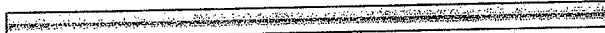
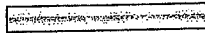
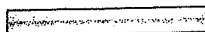


5. Since the LAR Pilot Project began in your court, how would you say the project has affected the performance of self represented litigants in the following areas?

	Strongly agree	Agree	Don't know/Not sure	Disagree	Strongly disagree	Response Count
Resulted in more complete/correct written submissions	36.4% (4)	54.5% (6)	0.0% (0)	0.0% (0)	9.1% (1)	11
Increased availability of necessary evidence and witnesses	9.1% (1)	18.2% (2)	45.5% (5)	9.1% (1)	18.2% (2)	11
Increased litigants' familiarity with court procedures	27.3% (3)	18.2% (2)	18.2% (2)	27.3% (3)	9.1% (1)	11
Resulted in fewer problems re service of process	33.3% (3)	11.1% (1)	33.3% (3)	11.1% (1)	11.1% (1)	9
Increased litigants' ability to speak effectively in court	27.3% (3)	45.5% (5)	0.0% (0)	18.2% (2)	9.1% (1)	11
Led to more appropriate demeanor toward court/court staff	9.1% (1)	27.3% (3)	27.3% (3)	27.3% (3)	9.1% (1)	11
Led to more appropriate demeanor toward other side	18.2% (2)	9.1% (1)	45.5% (5)	18.2% (2)	9.1% (1)	11
Increased apparent understanding of evidentiary rules	9.1% (1)	18.2% (2)	36.4% (4)	18.2% (2)	18.2% (2)	11
Increased apparent understanding of bench rulings	18.2% (2)	18.2% (2)	36.4% (4)	18.2% (2)	9.1% (1)	11
Led to more realistic expectations about outcome of case	27.3% (3)	27.3% (3)	27.3% (3)	9.1% (1)	9.1% (1)	11
Led to more realistic expectations about time frame of case	18.2% (2)	18.2% (2)	54.5% (6)	0.0% (0)	9.1% (1)	11
answered question						11
skipped question						0

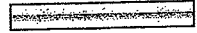
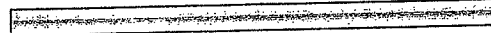
6. Since the LAR Pilot Project began in your court, how would you say that the project has affected the administration of justice in the following areas in cases involving self-represented litigants ?

	Strongly agree	Agree	Don't know/Not sure	Disagree	Strongly disagree	Response Count
Reduced length of hearings	18.2% (2)	36.4% (4)	27.3% (3)	9.1% (1)	9.1% (1)	11
Reduced number of motions for rehearing/clarification	20.0% (2)	20.0% (2)	30.0% (3)	20.0% (2)	10.0% (1)	10
Reduced frivolous/duplicative motions	27.3% (3)	27.3% (3)	18.2% (2)	18.2% (2)	9.1% (1)	11
Increased cooperation with GALs, etc. appointed by court	18.2% (2)	27.3% (3)	27.3% (3)	18.2% (2)	9.1% (1)	11
Reduced need for assistance of court personnel	36.4% (4)	18.2% (2)	27.3% (3)	9.1% (1)	9.1% (1)	11
Facilitated the issuance of orders from the bench	36.4% (4)	18.2% (2)	9.1% (1)	18.2% (2)	18.2% (2)	11
Facilitated the issuance of written orders	27.3% (3)	18.2% (2)	9.1% (1)	36.4% (4)	9.1% (1)	11
Facilitated appeals	0.0% (0)	0.0% (0)	54.5% (6)	27.3% (3)	18.2% (2)	11
answered question						11
skipped question						0

7. In what types of matters do you feel that limited assistance representation works best?

		Response Percent	Response Count
Divorce		100.0%	10
Separate support		60.0%	6
Child custody/visitation		90.0%	9
Child support		70.0%	7
Alimony		60.0%	6
Distribution of marital property		70.0%	7
Paternity		80.0%	8
Adoption		20.0%	2
Change of name		20.0%	2
Modification		90.0%	9
Probate of will		30.0%	3
Other estate matters		30.0%	3
Equity		30.0%	3
Other (please specify)		10.0%	1
answered question			10
skipped question			1

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

		Response Percent	Response Count
Very satisfied		27.3%	3
Satisfied		72.7%	8
Not satisfied		0.0%	0
answered question			11
skipped question			0

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

Response
Count

4

answered question

4

skipped question

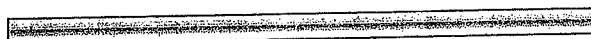
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10. How satisfied have you been with the representation of the attorneys who have represented clients on a limited assistance basis?

Response
Percent

Response
Count

Very satisfied



88.9%

8

Satisfied



11.1%

1

Not satisfied

0.0%

0

answered question

9

skipped question

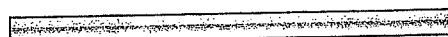
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11. How satisfied have you been with the response of court personnel to the Limited Assistance Representation Pilot Project?

Response
Percent

Response
Count

Very satisfied



66.7%

6

Satisfied



33.3%

3

Not satisfied

0.0%

0

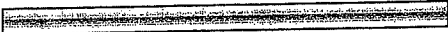


answered question

9

skipped question

2

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

		Response Percent	Response Count
Very satisfied		66.7%	6
Satisfied		22.2%	2
Not satisfied		11.1%	1
answered question			9
skipped question			2

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

	Response Count
	6
answered question	6
skipped question	5

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

	Response Count
	6
answered question	6
skipped question	5

15. If you would be willing to speak with members of the Supreme Judicial Court Steering Committee on Self Represented Litigants about your experiences with limited assistance representation, please provide your name and contact information below.

Response
Count

6

answered question

6

skipped question

5

16. 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

3

answered question

3

skipped question

8

LAR Project Judges Survey II

1. For how many years have you been a judge in the Probate and Family Court Department?

	Response Percent	Response Count
0-5	0.0%	0
6-10	50.0%	3
11-20	33.3%	2
21 +	16.7%	1
answered question		6
skipped question		0

2. In which division do you sit?

	Response Percent	Response Count
1. Hampden	33.3%	2
2. Norfolk	33.3%	2
3. Suffolk	33.3%	2
answered question		6
skipped question		0

3. Approximately how many litigants have appeared before you on a limited representation basis? (Please include in your estimate those who have submitted "ghostwritten" pleadings.)

	Response Percent	Response Count
1. 1-5	16.7%	1
2. 5-10	16.7%	1
3. 11-20	16.7%	1
4. 21-30	0.0%	0
5. 31-40	33.3%	2
6. 41-50	16.7%	1
7. Over 50	0.0%	0
	answered question	6
	skipped question	0

4. In how many of the following types of matters has one or more party appeared before you with limited assistance representation?

	Response Percent	Response Count
Divorce	83.3%	5
Separate support	0.0%	0
Child custody/visitation	66.7%	4
Child support	66.7%	4
Alimony	33.3%	2
Distribution of marital property	50.0%	3
Paternity	50.0%	3
Adoption	0.0%	0
Change of name	0.0%	0
Modification	50.0%	3
Probate of will	0.0%	0
Other estate matters	0.0%	0

Equity	0.0%	0
Other (please specify) 	50.0%	3
answered question		6
skipped question		0

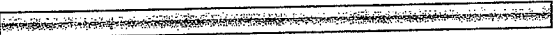
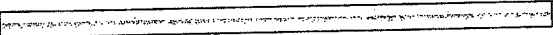
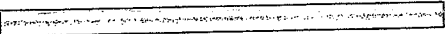
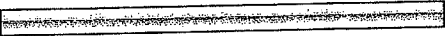

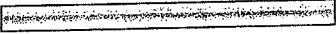
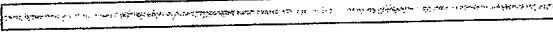
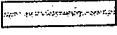


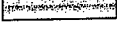
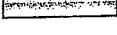

5: Since the LAR Pilot Project began in your court, how would you say the project has affected the performance of self represented litigants in the following areas?

	Strongly agree	Agree	Don't know/Not sure	Disagree	Strongly disagree	Response Count
Resulted in more complete/correct written submissions	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	16.7% (1)	6
Increased availability of necessary evidence and witnesses	0.0% (0)	33.3% (2)	50.0% (3)	0.0% (0)	16.7% (1)	6
Increased litigants' familiarity with court procedures	0.0% (0)	16.7% (1)	66.7% (4)	0.0% (0)	16.7% (1)	6
Resulted in fewer problems re service of process	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	6
Increased litigants' ability to speak effectively in court	0.0% (0)	33.3% (2)	50.0% (3)	0.0% (0)	16.7% (1)	6
Led to more appropriate demeanor toward court/court staff	0.0% (0)	50.0% (3)	16.7% (1)	16.7% (1)	16.7% (1)	6
Led to more appropriate demeanor toward other side	0.0% (0)	16.7% (1)	50.0% (3)	16.7% (1)	16.7% (1)	6
Increased apparent understanding of evidentiary rules	0.0% (0)	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	6
Increased apparent understanding of bench rulings	0.0% (0)	66.7% (4)	0.0% (0)	16.7% (1)	16.7% (1)	6
Led to more realistic expectations about outcome of case	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	6
Led to more realistic expectations about time frame of case	16.7% (1)	16.7% (1)	50.0% (3)	0.0% (0)	16.7% (1)	6
answered question						6
skipped question						0

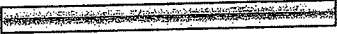
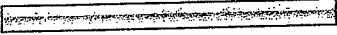
6. Since the LAR Pilot Project began in your court, how would you say that the project has affected the administration of justice in the following areas in cases involving self represented litigants ?

	Strongly agree	Agree	Don't know/Not sure	Disagree	Strongly disagree	Response Count
Reduced length of hearings	0.0% (0)	66.7% (4)	16.7% (1)	0.0% (0)	16.7% (1)	6
Reduced number of motions for rehearing/clarification	0.0% (0)	83.3% (5)	0.0% (0)	0.0% (0)	16.7% (1)	6
Reduced frivolous/duplicative motions	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	6
Increased cooperation with GALs, etc. appointed by court	0.0% (0)	33.3% (2)	50.0% (3)	0.0% (0)	16.7% (1)	6
Reduced need for assistance of court personnel	0.0% (0)	33.3% (2)	50.0% (3)	0.0% (0)	16.7% (1)	6
Facilitated the issuance of orders from the bench	0.0% (0)	33.3% (2)	50.0% (3)	0.0% (0)	16.7% (1)	6
Facilitated the issuance of written orders	0.0% (0)	50.0% (3)	33.3% (2)	0.0% (0)	16.7% (1)	6
Facilitated appeals	0.0% (0)	0.0% (0)	66.7% (4)	16.7% (1)	16.7% (1)	6
					<i>answered question</i>	6
					<i>skipped question</i>	0

7. In what types of matters do you feel that limited assistance representation works best?

		Response Percent	Response Count
Divorce		83.3%	5
Separate support		83.3%	5
Child custody/visitation		66.7%	4
Child support		66.7%	4
Alimony		50.0%	3
Distribution of marital property		50.0%	3
Paternity		83.3%	5
Adoption		16.7%	1
Change of name		16.7%	1
Modification		83.3%	5
Probate of will		16.7%	1
Other estate matters		16.7%	1
Equity		0.0%	0
Other (please specify)		66.7%	4
		answered question	6
		skipped question	0

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

		Response Percent	Response Count
Very satisfied		50.0%	3
Satisfied		50.0%	3
Not satisfied		0.0%	0
		answered question	6
		skipped question	0

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

Response
Count

0

answered question

0

skipped question

6

10. How satisfied have you been with the representation of the attorneys who have represented clients on a limited assistance basis?

Response
Percent Response
Count

Very satisfied

66.7%

4

Satisfied

33.3%

2

Not satisfied

0.0%

0

answered question

6

skipped question

0

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

Response
Percent Response
Count

Very satisfied

66.7%

4

Satisfied

33.3%

2

Not satisfied

0.0%

0

answered question

6

skipped question

0

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

	Response Percent	Response Count
Very satisfied	66.7%	4
Satisfied	33.3%	2
Not satisfied	0.0%	0
answered question		6
skipped question		0

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

	Response Count
	2
answered question	2
skipped question	4

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

	Response Count
	2
answered question	2
skipped question	4

15. If you would be willing to speak with members of the Supreme Judicial Court Steering Committee on Self Represented Litigants about your experiences with limited assistance representation, please provide your name and contact information below.

Response
Count

2

answered question

2

skipped question

4

16. 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

0

answered question

0

skipped question

6

Judges' Narrative Responses

Because of the relatively few numbers of judges responding to our survey, and because not all of them provided narrative responses, we are producing the judges' narrative responses here in full.

When asked to identify sources of satisfaction or dissatisfaction with the pilot project (Question 13), the responses were as follows. For the first survey:

- "The litigants now have a working knowledge of what their cases involve, and the basic components of the litigation process."
- "The case proceeds in a more orderly manner. People who desperately need help are more able to attain it."
- "Matters which might otherwise have taken much longer to resolve, have reached an earlier conclusion."
- "I will use this box to say that, while the number of ghost written filings has exceeded 50 . . . , the number of limited assistance appearances has been small outside of the VLP/Seniors for Justice programs."
- "clear and cogent arguments"
- "Lawyers help move the case"

For the second survey:

- "It has not been working as designed in Hampden County; very few participants; majority of litigants still

appear pro se"

- "lawyers help."

When asked what changes should be made to the pilot project,

(Question 14), judges responding to the first survey stated:

- "Only to encourage it to happen more often. Many litigants have no hope of being able to afford a full time lawyer and this is better than watching the party struggle through the entire process alone"
- "Adopt it statewide."
- "If resources were available, I would like to see early intervention in cases, to provide more realistic expectations, and more predictable outcomes."
- "I have no changes to propose."
- "More[over], my experience is very limited, LAR is not being used very much, from what I can tell"
- "See No. 16." [See note 1, below.]

Judges responding to the second survey stated:

- "The public needs to be educated since the attorneys have trained and are willing to participate"
- "none."¹

¹ Two judges in the first survey (and none in the second) responded substantively to Question 16, asking for additional comments or reflections. Their responses:

- "Too many litigants come to court lacking information about the immediate proceeding, or having failed to properly prepare (a lack of pre-trial memoranda is rampant). Along side in-court representation through LAR, or counsel, the court needs some way of screening cases so that the in court portion of the process is more meaningful, more dignified and more productive. Registry personnel and court personnel are constantly bombarded with requests for advise [sic] and tactics that go way beyond the scope of what they should

provide. Due to a lack of personnel or structure to prepare the litigant for court too many of these litigants are instead sent into the courtroom 'as is' and unprepared. This delays cases, inconveniences others and devalues the judicial system. LAR can address some of this, but additional resources are needed in related areas as well."

• "I continue to believe that the program is under utilized in terms of litigants not having knowledge of the program. More specifically, as I have stated to members of the [Steering C]ommittee, there needs to be an active effort to publicize (local newspaper, radio and television) the program including a telephone contact number. In that way we will not waste the dozens of attorneys who have given of their time to become trained and approved only to not have referrals. Thank you very much."

Exhibit E

**LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT
CLIENT SURVEY**

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If you have questions about the survey, please feel free to call Sandy Lundy, Senior Administrative Attorney, Supreme Judicial Court, at 617-557-1124, or email her at: sandra.lundy@sjc.state.ma.us.

1. In which division of the Probate and Family Court Department did you participate in the Limited Assistance Representation Pilot Project (the LAR Pilot Project)?

☒ Hampden ☐ Norfolk ☐ Suffolk

2. How did you first find out about the LAR Pilot Project?

☐ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☐ other referral (please explain):

3. In what types of matters have you used limited assistance representation?

☒ divorce ☐ change of name ☐ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☐ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

Service

7. What changes would you recommend to the current LAR Pilot Project?

Nashua

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this questionnaire. If you have any 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 on the opposite side of this sheet or on a separate sheet of paper.

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2. How did you first find out about the LAR Pilot Project?

☐ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☒ other referral (please explain): *my lawyer*

3. In what types of matters have you used limited assistance representation?

☒ divorce ☐ change of name ☐ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☒ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☐ very satisfied ☒ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

7. What changes would you recommend to the current LAR Pilot Project?

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

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☒ Hampden ☐ Norfolk ☐ Suffolk

2. How did you first find out about the LAR Pilot Project?

☒ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☐ other referral (please explain):

3. In what types of matters have you used limited assistance representation?

☒ divorce ☐ change of name ☐ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☐ drafting pleadings and affidavits ☒ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *They answer & help me with all question*

7. What changes would you recommend to the current LAR Pilot Project?

none @ this time

8. If you would be willing to speak with attorneys and others about your experiences of limited-

ns on
any aspect of the Limited Assistance Representation Pilot Project that you would like to share with us, please feel free to do so on the opposite side of this sheet or on a separate sheet of paper.

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1. In which division of the Probate and Family Court Department did you participate in the Limited Assistance Representation Pilot Project (the LAR Pilot Project)?

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2. How did you first find out about the LAR Pilot Project?

☒ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☐ other referral (please explain):

3. In what types of matters have you used limited assistance representation?

☐ divorce ☐ change of name ☒ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☒ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☒ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☒ counseling about strategy
☐ appearances in alternative dispute resolution forum
☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *I was satisfied with everything I need help with*

7. What changes would you recommend to the current LAR Pilot Project? *None*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this questionnaire. If you have any 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 on the opposite side of this sheet or on a separate sheet of paper.

The following survey is designed to improve the Limited Assistance Representation Pilot Project, from the perspective of clients who have participated in the project. Your response to this survey is essential to our efforts. Please rest assured that your responses will be kept confidential, unless you indicate otherwise.

1. In which division of the Probate and Family Court Department did you participate in the Limited Assistance Representation Pilot Project (the LAR Pilot Project)?

2. How did you first find out about the LAR Pilot Project?

3. In what types of matters have you used limited assistance representation?

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

5. How satisfied were you with your representation in the LAR Pilot Project?

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *the amount in which you pay for your services.*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this questionnaire. If you have any 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 on the opposite side of this sheet or on a separate sheet of paper.

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1. In which division of the Probate and Family Court Department did you participate in the Limited Assistance Representation Pilot Project (the LAR Pilot Project)?

☒ Hampden ☐ Norfolk ☐ Suffolk

2. How did you first find out about the LAR Pilot Project?

☐ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☒ other referral (please explain):

Personal counseling

3. In what types of matters have you used limited assistance representation?

☒ divorce ☐ change of name ☒ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☒ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☒ drafting pleadings and affidavits ☒ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *I was in tuff shape with my (ex) wife, we had gone to court previously and she had No shame or fear of lying in court. It took years to finally get*

7. What changes would you recommend to the current LAR Pilot Project? *the lawyer I had writing was so scribbly that I often had to try to figure out what was written. my kids. Thank you for the help.*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this questionnaire. If you have any 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 on the opposite side of this sheet or on a separate sheet of paper.

**LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT
CLIENT SURVEY**

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If you have questions about the survey, please feel free to call Sandy Lundy, Senior Administrative Attorney, Supreme Judicial Court, at 617-557-1124, or email her at: sandra.lundy@sjc.state.ma.us.

1. In which division of the Probate and Family Court Department did you participate in the Limited Assistance Representation Pilot Project (the LAR Pilot Project)?

☒ Hampden ☐ Norfolk ☐ Suffolk

2. How did you first find out about the LAR Pilot Project?

☒ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☐ other referral (please explain):

3. In what types of matters have you used limited assistance representation?

☒ divorce ☐ change of name ☐ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☒ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *Been able to get divorce in three months*

7. What changes would you recommend to the current LAR Pilot Project? *none*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

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☐ another client of the LAR Pilot Project ☐ judge

☒ other referral (please explain): *new paper (yellow page)*

3. In what types of matters have you used limited assistance representation?

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☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

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☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☐ very satisfied ☒ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *all*

7. What changes would you recommend to the current LAR Pilot Project?

no

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

yes

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☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☒ child support ☐ other (please explain):

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☐ counseling about substantive rules ☐ counseling about strategy
☒ appearances in alternative dispute resolution forum
☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

7. What changes would you recommend to the current LAR Pilot Project? *A client should be made aware of possible time frames while waiting for the judge to hear your case*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

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**WESTERN
NEW ENGLAND
COLLEGE**

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1215 Wilbraham Road
Springfield, MA 01119-2684

REPRESENTATION PILOT PROJECT CLIENT SURVEY

ove the Limited Assistance Representation Pilot Project,
participated in the project. Your response to this survey is
d that your responses will be kept confidential, unless you

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2. How did you first find out about the LAR Pilot Project?

☐ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☒ other referral (please explain): *Attorney I was referred to*

3. In what types of matters have you used limited assistance representation?

☐ divorce ☐ change of name ☒ child custody/visitation
☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☒ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☐ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☒ court appearances ☒ other (please explain): *Meetings with other Attorney*

5. How satisfied were you with your representation in the LAR Pilot Project?

☐ very satisfied ☐ satisfied ☒ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *Attorney WAS NOT engaged and served me poorly -*

7. What changes would you recommend to the current LAR Pilot Project? *??*

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this questionnaire. If you have any 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 on the opposite side of this sheet or on a separate sheet of paper.

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☐ alimony ☐ separate support ☐ distribution of marital property
☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☒ child support ☐ other (please explain):

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☒ drafting pleadings and affidavits ☒ counseling about procedural rules
☒ counseling about substantive rules ☒ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *That there is no charge to us poor people*

7. What changes would you recommend to the current LAR Pilot Project?

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

Thank you so much for filling out this survey.

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☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☒ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

I was very satisfied w/ the way my divorce was handled.

7. What changes would you recommend to the current LAR Pilot Project?

He had a little attitude w/ me, so I will definitely tell him to change that.

8. If you would be willing to speak with attorneys and others about your experiences of limited assistance representation, please contact you.

Thank you.

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 on the opposite side of this sheet or on a separate sheet of paper.

**LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT
CLIENT SURVEY**

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2. How did you first find out about the LAR Pilot Project?
☐ court personnel ☐ bar association
☐ another client of the LAR Pilot Project ☐ judge
☒ other referral (please explain): *saw table*
3. In what types of matters have you used limited assistance representation?
☐ divorce ☐ change of name ☒ child custody/visitation
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☐ equity ☐ probate of will ☐ other estate matters
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☒ drafting pleadings and affidavits ☒ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):
5. How satisfied were you with your representation in the LAR Pilot Project?
☒ very satisfied ☐ satisfied ☐ not satisfied
6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?
*filed papers to get papers
didn't know that was*
7. What changes would you recommend to the current LAR Pilot Project?
none, was straightforward
8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

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LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT CLIENT SURVEY

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___ Hampden ___ Norfolk X Suffolk

2. How did you first find out about the LAR Pilot Project?

☒ court personnel
☐ another client of the LAR Pilot Project
☐ other referral (please explain):

3. In what types of matters have you used limited assistance representation?

[illegible]

4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?

☐ drafting pleadings and affidavits ☐ counseling about procedural rules
☐ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *not many explained issues was*

~~One~~ way explained issues was easy to understand

7. What changes would you recommend to the current LAR Pilot Project?

none

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

X

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☐ equity ☐ probate of will ☐ other estate matters
☐ paternity ☐ child support ☐ other (please explain):

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☐ appearances in alternative dispute resolution forum
☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

explained the process, filling out paperwork

7. What changes would you recommend to the current LAR Pilot Project?

nothing

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

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LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT CLIENT SURVEY

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☐ counseling about substantive rules ☐ counseling about strategy
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☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

EVERY Thing From A-Z

7. What changes would you recommend to the current LAR Pilot Project?

NONE

8. If you would be willing to speak with attorneys and

would like to share with us, please feel free to do so on the opposite side of this sheet or on a separate sheet of paper.

Yours
Welcome

LIMITED ASSISTANCE REPRESENTATION PILOT PROJECT CLIENT SURVEY

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4. What limited-assistance services did a lawyer perform for you as part of the LAR Pilot Project?
☐ drafting pleadings and affidavits ☒ counseling about procedural rules
☒ counseling about substantive rules ☐ counseling about strategy
☐ appearances in alternative dispute resolution forum
☒ court appearances ☒ other (please explain): "everything"
5. How satisfied were you with your representation in the LAR Pilot Project?
☒ very satisfied ☐ satisfied ☐ not satisfied
6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project? *She was very pleased w/ her attorney who she says was there for every part of the process.*
7. What changes would you recommend to the current LAR Pilot Project?
none
8. If you would be willing to speak with attorneys and others about your experiences of I' please provide your name and the best way to contact you.

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☒ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

Spoke up for me, defended me,

7. What changes would you recommend to the current LAR Pilot Project?

No, but they should change program so as to not include his income.

8. If you would be willing to speak with attorneys and others about your experiences of limited-assistance representation, please provide your name and the best way to contact you.

1

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☐ paternity ☐ child support ☐ other (please explain):

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☐ counseling about substantive rules ☒ counseling about strategy
☐ appearances in alternative dispute resolution forum
☐ court appearances ☐ other (please explain):

5. How satisfied were you with your representation in the LAR Pilot Project?

☒ very satisfied ☐ satisfied ☐ not satisfied

6. What factors have been most important to your satisfaction/dissatisfaction with the LAR Pilot Project?

Helped ~~me~~ understand what was going on, and what things to consider.

7. What changes would you recommend to the current LAR Pilot Project?

None, the assistance provided is very good.

8. If you would be willing to speak with attorneys and others about your experiences of limited assistance representation, please provide your name and the best way to contact you.

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