

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
	answered question	93
	skipped question	1

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

	Response Count
	90
answered question	90
skipped question	4

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

	Response Count
	91
answered question	91
skipped question	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

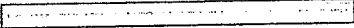

Very satisfied	<input type="text"/>	46.2%	43
Satisfied	<input type="text"/>	50.5%	47
Not satisfied	<input type="checkbox"/>	3.2%	3
		<i>answered question</i>	93
		<i>skipped question</i>	1

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

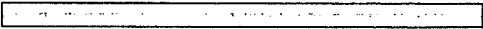
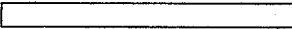
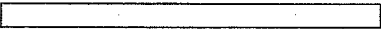


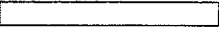
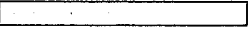
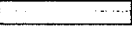
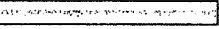
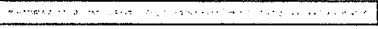
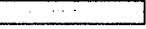
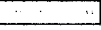


25. For what types of services do you feel that limited assistance representation works best?

	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

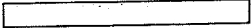
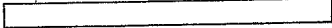

29. How satisfied have you been with the standard court forms for limited assistance representation?

		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

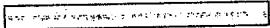
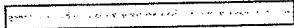

30. What changes or additions, if any, would you make to the standard forms?

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

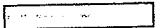
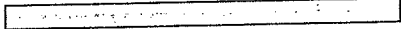

31. How satisfied have you been with the response of judges to the Limited Assistance Representation Pilot Project?

	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

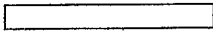
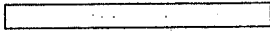
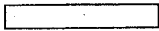
32. How satisfied have you been with the response of court personnel to the Limited Assistance Representation Pilot Project?

	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?

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 inreasingly 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 alleviate 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.

