

**TRIENNIAL COMMUNITY LEGAL NEEDS ASSESSMENT**

Produced for Rappahannock Legal Services, Inc.

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Produced by Leslie Martin, PhD

## **ACKNOWLEDGMENTS:**

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## **Community Legal Needs Assessment for Rappahannock Legal Services**

### **I. Introduction**

Rappahannock Legal Services, Inc. provides free legal services in non-fee generating civil matters to those who cannot afford an attorney. Created in 1973, RLS serves low-income people in a large geographic region, stretching from the shores of the Chesapeake Bay in Northumberland and Lancaster Counties on the east, along the Rappahannock River watershed to the mountains of Madison and Rappahannock Counties on the west. These 17 counties have a total population of almost 551,000, with an average poverty rate of 9.4% (American Community Survey 2006-2010).

Rappahannock Legal Services serves the community through 3 offices with 12 full-time and 3 part-time staff. RLS provides legal aid in the areas of family law (primarily custody, support and domestic violence), consumer finance, income maintenance/health, and housing issues, including landlord-tenant disputes and foreclosure or eviction. RLS provides legal services ranging from advice and referral to full representation in court and administrative hearings. RLS provides community legal education through creation and dissemination of brochures and flyers on a variety of issues relevant to legal issues facing the low-income population. The agency also coordinates the efforts of private attorneys who volunteer their services. In 2011 RLS represented clients in 1,555 legal matters, including 1,336 matters handled by 6 staff attorneys and 2.67 paralegals and 219 matters handled pro bono by a panel of over 30 private attorneys.

Rappahannock Legal Services has demonstrated significant and effective advocacy on behalf of their clients. RLS garnered \$2.6 million for clients last year, in the form of enforceable court orders for child and spousal support, social security disability benefits, unemployment compensation, as well as liabilities avoided such as court fees, back rent or debts. This figure is well over 2.5 times the \$900,000 annual RLS budget. This figure represents the concrete, measurable economic benefits to clients, but does not represent the value of other benefits of RLS assistance: a life protected from future abuse by a protective order, an eviction averted, and access to affordable health care through Medicare obtained, for example.

However, the demand for RLS services is far greater than the resources available to provide assistance. The need for services has increased 53% over the past four years, while funding has decreased 20%. The gap between needs for legal services and ability to provide these services provided the impetus to conduct a Triennial Assessment of the legal needs of the RLS service area. The goal of this assessment is to help target scarce resources in the most effective manner.

## **II. Methodology of Needs Assessment**

In 2011, RLS began working with faculty from the University of Mary Washington to conduct the legal needs assessment. This assessment contains several kinds of data: demographic data collected from the Census Bureau's American Community Survey (2006-2010), information from focus groups with service providers, information from a small group of court personnel, and data from surveys of low-income community members. Several faculty members as well as over 15 students collected these different types of data to create a holistic picture of the legal needs facing the region's low-income population.

Focus groups were conducted in Spring of 2011, with 15 representatives of 14 non-profit and government agencies, each of which work with RLS' target population of people at or below 125% of poverty. A list of agencies represented in the focus groups is in Appendix A.

Participants were asked to discuss what they see as the biggest legal issues facing their client populations as well as what they would suggest RLS prioritize in the future. A small group of court personnel were interviewed in Fall 2012 to determine what unmet legal needs they see in their position. Time constraints limited the number of court clerks and other personnel approached.

The resident survey was provided in both English and Spanish and was administered at several locations in the central portion of the RLS service area. The survey was initially written in English, and was translated into Spanish by a native Spanish-speaking Spanish major from the University of Mary Washington. Surveys were administered at the Department of Social

Services offices in the City of Fredericksburg, Spotsylvania County and Stafford County.

Additionally, surveys were administered at the Lloyd C. Moss Free Clinic in Fredericksburg and SERVE, Inc. in Stafford County, as well as two community dinners in churches in Fredericksburg. 124 people completed surveys between October 8 and December 6, 2012.

Survey respondents represent a convenience sample, since a random sample of the target population would have been very difficult to construct. Because of this, there are ways that the respondents may not be reflective of the low-income populations as a whole. For example, the people approached to complete the survey were people who were already engaged in seeking some sort of assistance – whether that be health care for the uninsured, government benefits, or food and other emergency assistance. Thus, these survey results are unlikely to be representative of the low-income population that is *not* seeking assistance. Additionally, surveys were distributed exclusively in 3 of the counties within the service region, and so if there are reasons to expect different legal concerns in other parts of the region, these other legal issues may not be reflected in this assessment. However, these surveys, coupled with the other sources of data, do provide a good snapshot of what the pressing issues are at this time, among this subset of the population.

The 48 question survey asked questions about demographic characteristics, legal concerns or needs, and experiences seeking assistance from RLS, if any. The survey instrument is in Appendix B.

### **III. Key findings**

The data gathered for this community legal needs assessment affirm that the need for legal services for people living in and near poverty is great. Residents, court personnel and service agency representatives all clearly state the need for additional resources and additional assistance to help low-income people weather legal crises.

The most pressing legal needs identified in the RLS service area were housing concerns, particularly eviction and foreclosure; family law issues; and consumer issues. Community members need advice and representation on these topics: in fact, that need certainly outstrips the ability of RLS to provide this support. But there is also a need for education and advocacy, for RLS to disseminate information about rights, responsibilities, and legal processes to the poverty community at large around these important legal issue areas.

## **IV. Poverty Population and Trends**

### *A. Overall rates, distribution*

The average poverty rate in the 17-county RLS service area is 9.4%, lower than both the state average in 2011 of 11.5% and the national poverty rate in 2011 of 15.9%. However, this average masks a great deal of variation within the service area. Seven localities in the service area have double-digit poverty rates, and the City of Fredericksburg has the highest poverty rate in the region, at 17.6%. See Table 1 for details for each locality.

Table 1: Poverty in RLS Service Area, 2006-2010

County & City	Total Population	Population in Poverty	Poverty Rate	Percent of Population at 125% of Poverty
<i>Fredericksburg Office</i>				
Caroline County	27,196*	2,106**	7.7	11.0
City of Fredericksburg	21,009	3,690	17.6	21.1
King George County	21,708	1,531	7.1	10.1
Spotsylvania County	119,008	8,865	7.4	9.7
Stafford County	120,379	4,854	4.0	5.2
<i>Tappahannock Office</i>				
Essex County	10,695	898	8.4	12.3
King and Queen County	6,926	908	13.1	19.4
King William County	15,415	1,176	7.6	9.8
Lancaster County	11,018	1,110	10.1	13.8
Northumberland County	12,412	1,352	10.9	13.7
Richmond County	7,730	894	11.6	16.7
Westmoreland County	17,140	1,655	9.7	15.5
<i>Culpeper Office</i>				
Fauquier County	63,983	3,438	5.4	7.8
Culpeper County	43,727	2,929	6.7	10.3
Madison County	13,256	1,672	12.6	14.6
Orange County	32,018	3,109	9.7	13.2
Rappahannock County	7,321	754	10.3	14.0
<b>RLS Service Area totals</b>	<b>550,941</b>	<b>40,941</b>	<b>9.41</b>	<b>12.84</b>
<b>State of Virginia</b>	<b>8,096,604</b>	<b>905,914</b>	<b>11.5***</b>	
<b>United States</b>	<b>311,591,917</b>	<b>48,452,035</b>	<b>15.9***</b>	

Source: U.S. Census Bureau, 2006-2010 American Community Survey.

\*All data reflect the population for whom poverty status is determined.

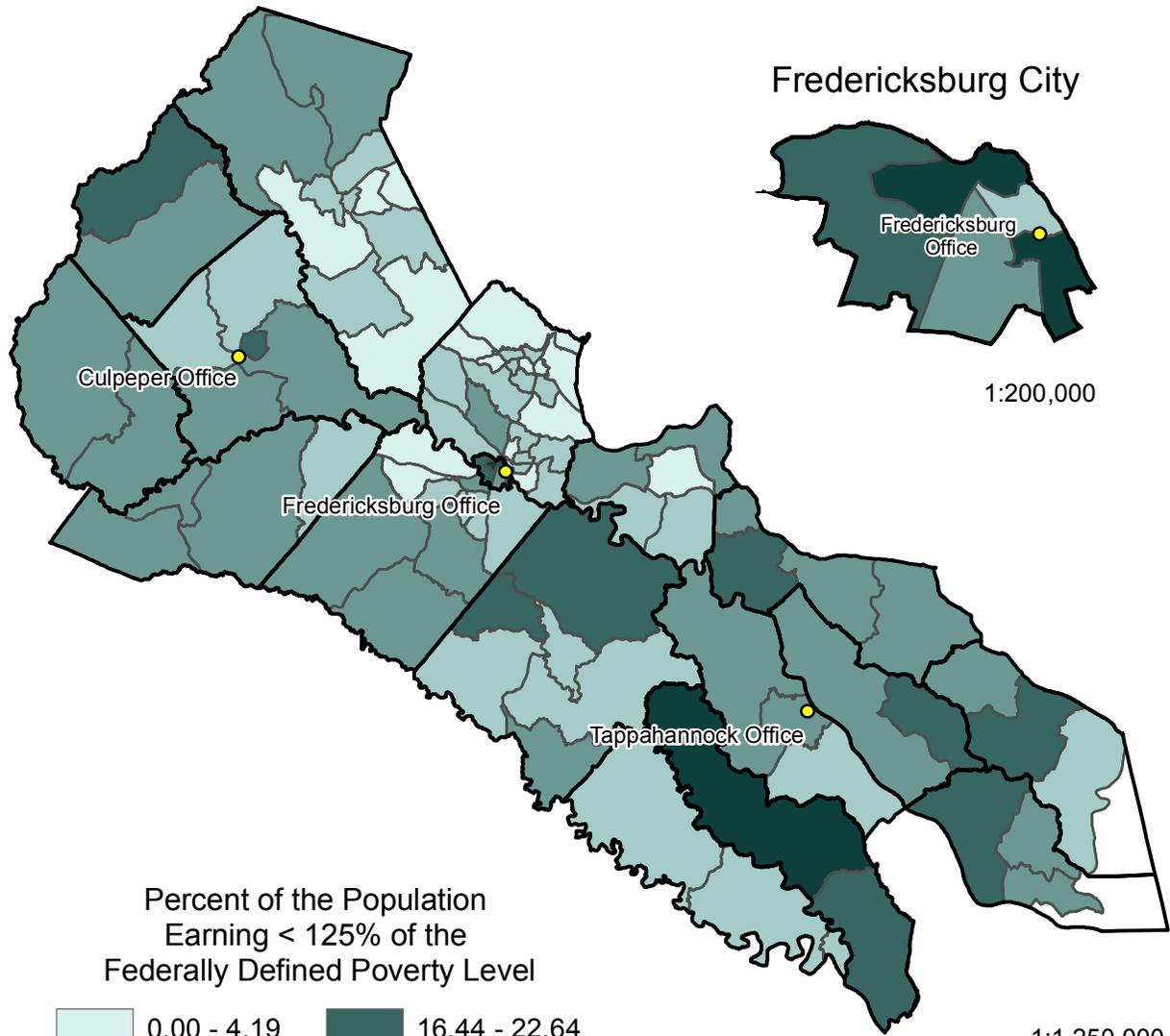
\*\*The U.S. Department of Health and Human Services issues the poverty guidelines annually in the Federal Register. In 2011, the poverty level for an individual was \$10,890/year, and for a family of 4 was \$22,350/year.

\*\*\*Virginia and U.S. data is from 2011

The RLS mandate, however, encompasses a slightly larger group of people, serving those at or below 125% of the poverty line. In the 17-county service area, approximately 13% of the

population is income-eligible for RLS services. The map in figure 1 shows how the population of people living at 125% of poverty is distributed at the county level across this geographic area. The darker colors indicate higher levels of poverty, with the darkest color indicating counties with over 22% of the population living at or below 125% of poverty. The inset map portrays the distribution of the low-income population in the City of Fredericksburg at the census tract level, indicating that while the overall poverty rate in the City is high, poverty is densely concentrated in two parts of the City, Mayfield and Bragg Hill.

# Poverty within the Rappahannock Legal Services Service Area



Map by Kate Gibson, UMW

Source: US Bureau of the Census, 2006-2010 American Community Survey 5-Year Estimates

### *B. Characteristics of the low-income population*

The low-income population in the RLS service area shares many of the same characteristics of the low-income population of the U.S. as a whole. Table 2 summarizes these characteristics.

While the majority of poor people are white, people of color are disproportionately represented in poverty. Thus, African Americans comprise 20.8% of the area's population, yet they make up 34% of the population living in poverty. Hispanics are 4% of the area's population, but about 6% of the poverty population in the area. Such general statements mask enormous variation among the communities that RLS serves. For example, Fauquier County to the west has the highest rate of Hispanic poverty in the area, in which Hispanics make up 17.9% of the population in poverty, while Essex County in the Northern Neck has no poor Hispanic population, but 65% of the poor residents are African American.

As in much of the rest of the nation, children in the region are more likely to be in poverty than any other group. Thirteen percent of children under 18 years old are living in poverty, almost 9% of those above 65 are in poverty, while 8.36% of those 18-64 are in poverty.

Women experience poverty more frequently than men do in this region, as in the nation as a whole. The female poverty rate is 10.5%, while the male poverty rate is 8.24%.

Table 2: Characteristics of Low-income Population in RLS Service Area, 2006-2010

	Percent in Population	Number Living in Poverty	What percent of this group is living in poverty?
<b>Total Population</b>		40,941	9.41
<b>White</b>	74.4	24,602	7.45
<b>African American</b>	20.85	12,749	14.73
<b>Hispanic</b>	4.16	3,357	9.37
<b>Male</b>	48.87	18,252	8.24
<b>Female</b>	51.13	22,689	10.5
<b>Under 18 years</b>	23.17	13,217	12.95
<b>18-64 years</b>	61.17	22,837	8.36
<b>65 years+</b>	15.66	4,887	8.82

Source: U.S. Census Bureau, 2006-2010 American Community Survey.

### *C. Characteristics of the survey respondents*

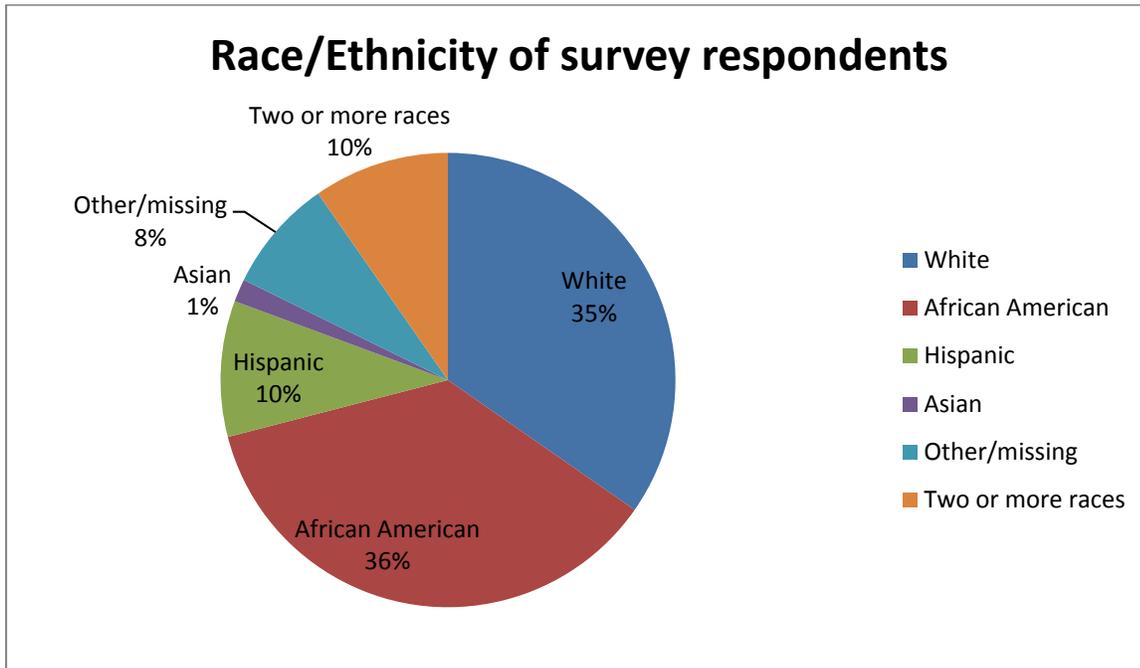
A description of characteristics of those who completed surveys can shed light on how representative respondents are of the region’s low-income population, and can also provide some basic information about these low-income area residents.

**Income.** Of the 124 completed surveys, 62% were completed by people who claimed a household income that makes them eligible for RLS services. 21.7% reported a higher income, the rest declined to answer that question. Even though 21% of respondents may have household incomes higher than 125% of poverty, their responses are still used in the analysis presented in this assessment. All surveyed people were engaged in seeking assistance when they were surveyed: seeking benefits from the Department of Social Services, seeking food or emergency

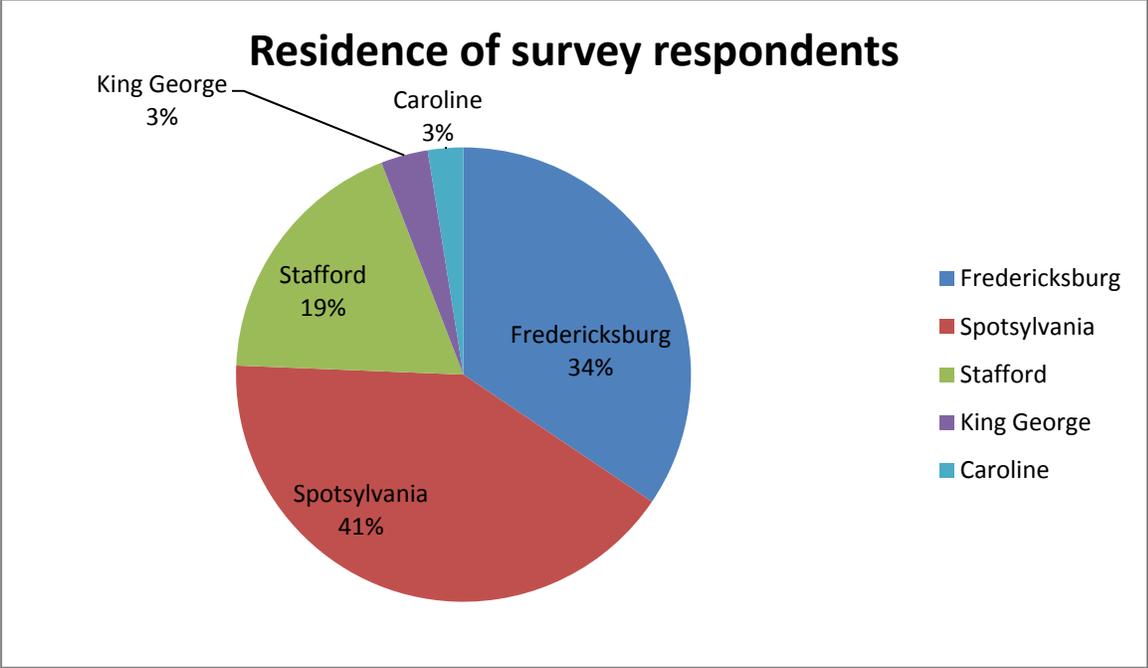
assistance, or seeking health care for the uninsured. Even if their incomes did not meet the criteria this year, their needs suggest economic vulnerability.

**Gender.** Our survey sample is disproportionately female. 68% of survey respondents are female, only 21% reported being male. This is a key distinction between the survey sample and the population of those in poverty in the region: while women are more likely to be in poverty than men, the ratio is not this disparate.

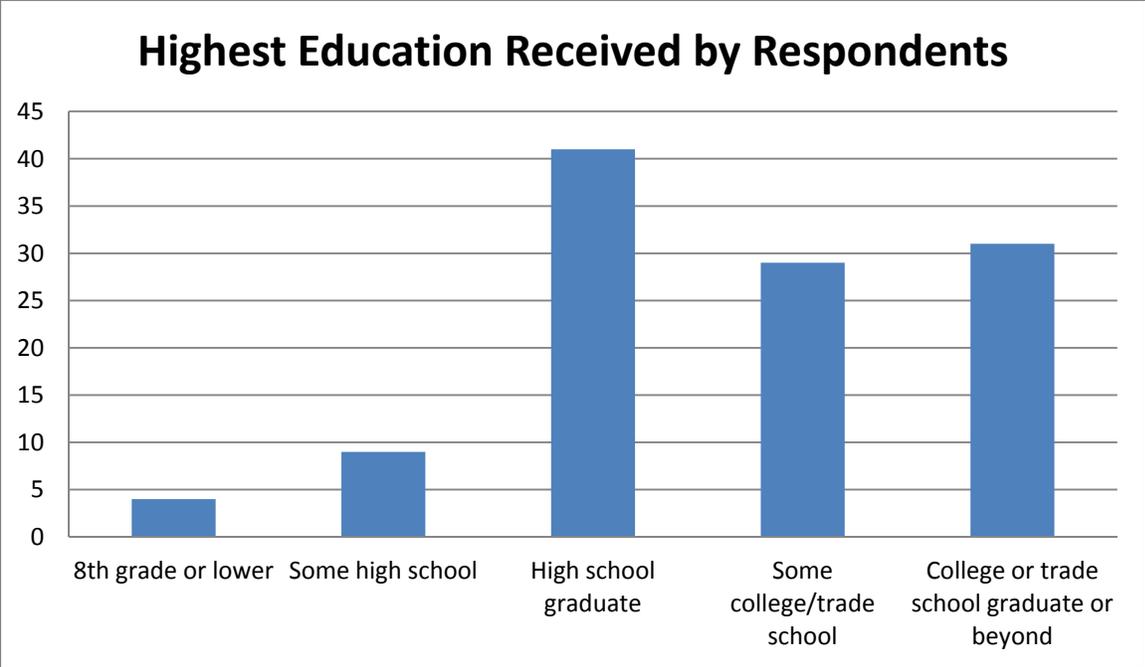
**Race/Ethnicity.** Surveys were answered by a similar number of white and African American people, with a significant number of Hispanic respondents as well.



**Residence.** The majority of respondents live in 3 localities: the City of Fredericksburg, Spotsylvania County, and Stafford County.

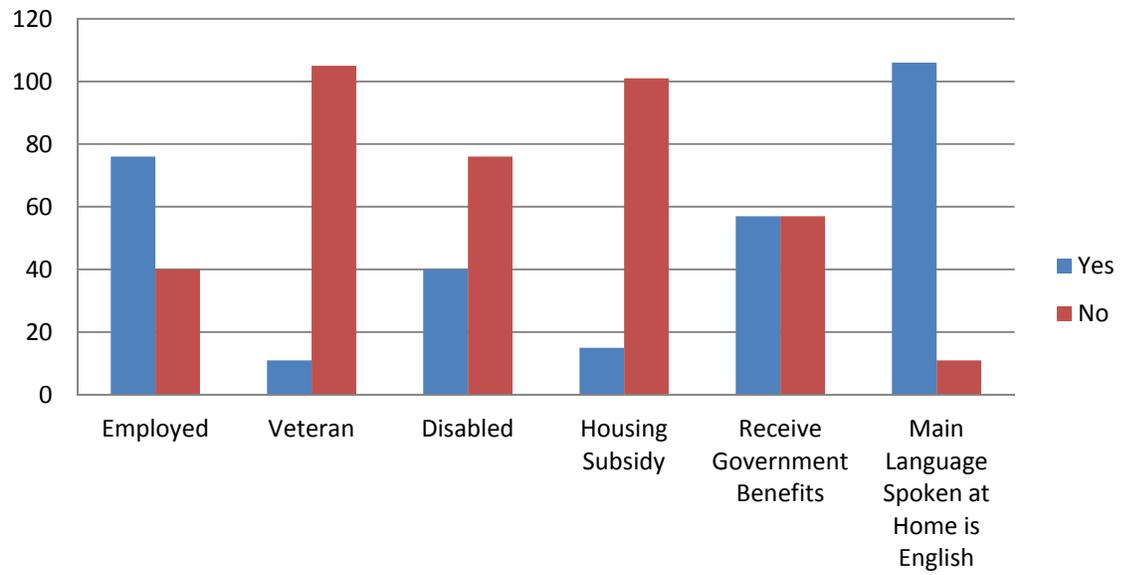


**Education.** The majority of respondents graduated high school, with many attaining some education beyond high school as well.



**Other demographic characteristics.** The following chart illustrates some other key characteristics of the survey respondents. Most respondents are employed, are not veterans or disabled. A small percentage (13%) of respondents has housing subsidies, but about half receive government benefits. The vast majority of respondents speak English at home; but of those that do not, the majority (81%, or 9 out of 11 respondents) speak Spanish at home.

## Other Demographic Characteristics of Respondents



## **V. The Legal Needs of the Region’s Low-Income Population**

### *A. Prevalence of Legal Needs*

National and state-level studies demonstrate the existence of a legal needs “gap,” indicating that legal services must turn away 2 out of every 3 eligible clients (1994 ABA Legal Need Study; 2007 Virginia Legal Needs Study). In Virginia, there is one attorney for every 346 Virginians, but there is only one legal aid attorney for over 6,000 poor Virginians (Whitfield 2012, Blue Ridge Legal Services). The demand for legal assistance to low-income community members remains high, even as resources are being cut to Legal Services statewide. This needs assessment highlights the over-taxed legal services, and a large need for legal assistance.

Respondents to the RLS survey were asked if anyone in their household needed legal assistance in the past two years. Approximately half of respondents said they did need legal help in that time frame, the other half said they did not. Forty-two percent of the surveyed population reported having sought assistance with a legal problem in the past 2 years. Of those who sought assistance, about 40% sought help from RLS. Others turned to paid private attorneys, and much smaller numbers turned to pro bono attorneys or to help from a senior center or family or women’s shelter. Thus community members seem aware of RLS as a place to turn for legal assistance. Of those who sought help from RLS, 10 said they actually received assistance from RLS. There are many reasons that the assistance level could be low: lack of capacity, not meeting eligibility requirements, or lack of follow-through on the part of the applicant for services.

What kinds of issues did people turn to legal assistance for? What kinds of unaddressed needs are residents facing? What do service providers and other advocacy agencies see as key issues and needs facing the region's population? Housing issues, family law needs, consumer problems, access to a variety of government and post-incarceration needs were the issues that consistently rose to the top in surveys, focus groups and interviews.

*A. Housing Concerns:*

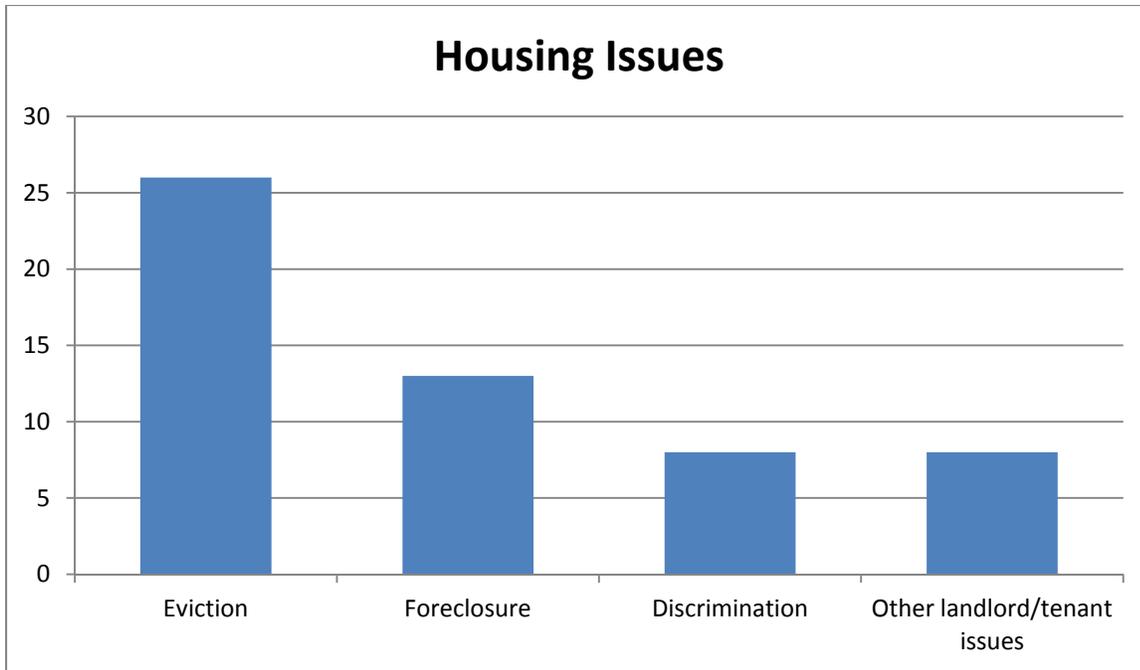
The dramatic changes in the U.S. and regional housing market over the past decade have taken their toll on many Americans – especially our most vulnerable community-members: people living in or near poverty and renters (National Low Income Housing Coalition, Sept. 28, 2012). Nationally, housing instability rates have risen during the housing bubble and the foreclosure crisis. The consequences of such instability are significant. High levels of mobility and uncertainty have been associated with many negative social and economic consequences, ranging from poorer student performance in school, employment instability, and emotional stress (Comey et al 2012).

In the region served by RLS, the housing market instability has been noteworthy. During the housing boom, home prices increased 103% between 2000 and 2006 in the central part of the RLS service area, far outpacing income growth in the same time period (GWRC 2007). Since the housing market collapse, foreclosure activity in the RLS service area has been significant, especially in the counties that “ring” Northern Virginia (DHCD 2009). This has affected people across the economic spectrum, but low-income people and renters have fewer resources to call upon in times of economic crisis. Renters in foreclosure, in particular, are especially vulnerable,

as they may experience housing disruption even while meeting the terms of their lease, and many of these renters are unclear on their rights in such a situation.

Agencies and organizations that serve low-income communities identified housing concerns as the number one legal issue facing the people they serve. Focus group participants discussed a range of housing needs facing their communities, from foreclosures and evictions to landlord-tenant rights, to fair housing concerns. The most commonly expressed concern was eviction and foreclosure, with the Sheriff of one county describing an increase in foreclosure activity from 150/year to 1,000/year in his county. Two homeless service organization representatives emphasized that many tenants do not know their rights in the case of landlord foreclosures, late payments, and pay or quit notices.

The surveys reinforce the importance of these concerns. 32% of respondents indicated they, or someone in their household, had experienced eviction or foreclosure in the last two years. RLS has recognized the severity of the housing needs in the area, and has sought to find resources to provide representation for people in need during eviction or foreclosure processes.



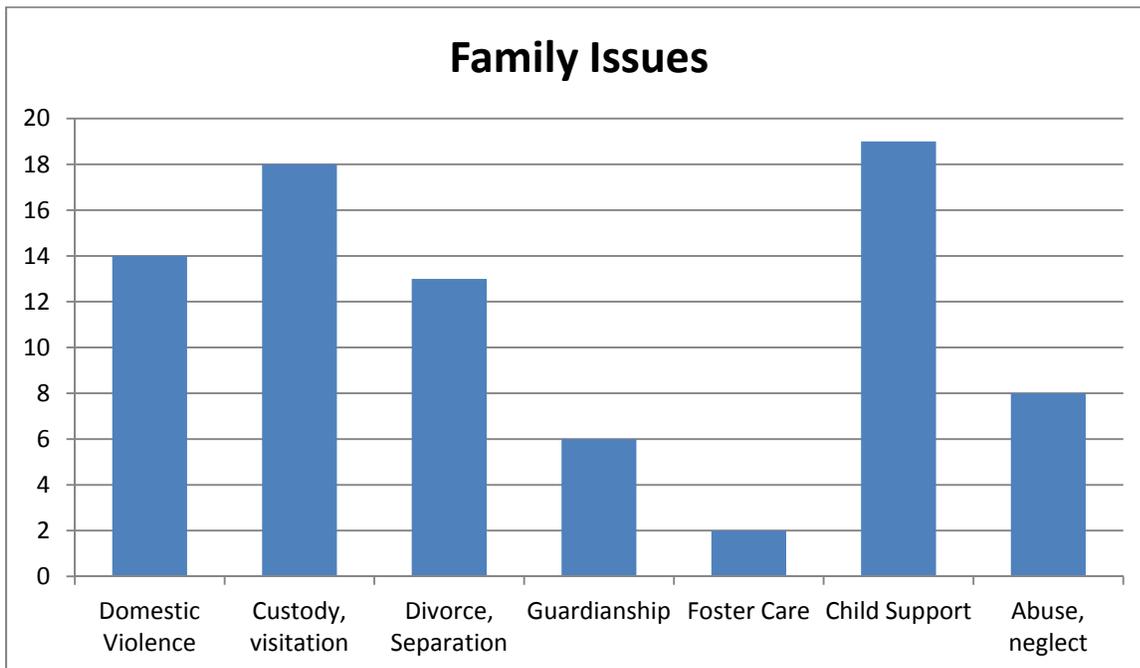
*B. Family Law*

Family law is an important area of concern for RLS, and the need for assistance in this area remains strong.

Our focus group of agencies and service providers agreed that family law is an important need for community members. Low-income residents need help with custody agreements, child support, and divorce agreements. Agency representatives also see a role for RLS in abusive situations that may not get to the level of involving the Commonwealth’s attorney, but issues of custody and protective orders may still arise in these situations. Staff from a local Circuit Clerk’s office state that family issues are the largest category of cases they see, and that many of the people who come to them have very little working knowledge of how to go about the processes of addressing custody, separation, and child support needs. They cannot provide the level of

assistance that is needed, because of their role in the court clerk’s office, but see a strong need for information and advocacy.

Survey respondents identified family law as an area of significant needs as well. Respondents indicated they had problems with child support (16%), divorce or separation (10.8%), custody and visitation (15%), and domestic violence (11.7%) in the past two years.

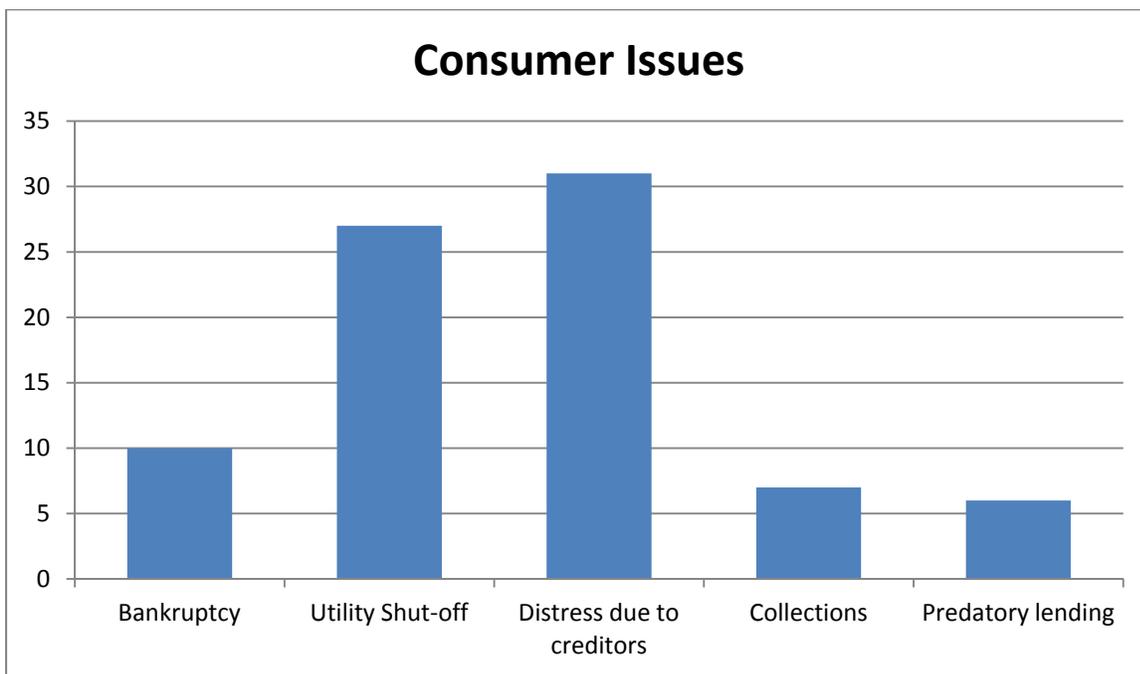


### *C. Consumer Issues*

Consumer issues, such as inability to pay bills, utility shut-offs, and contact and harassment by creditors are common among people living in and near poverty (National Consumer Law Center 2012). These experiences can be extreme stressors for households, and may even be associated with other significant problems, such as abuse and domestic violence. They also put people in

the position of having to choose between which of their urgent needs to address at a given time, choosing between food or power bills, between rent or keeping car payments current.

Although these were not issues that focus group participants identified, low-income respondents did indicate experiencing these problems in the past two years. Utility shut-off was experienced by 22% of our sample, and 25.8% of respondents stated they had experienced distress due to creditors. Bankruptcy (8%) and predatory lending (5%) were also significant troubles for the people surveyed.



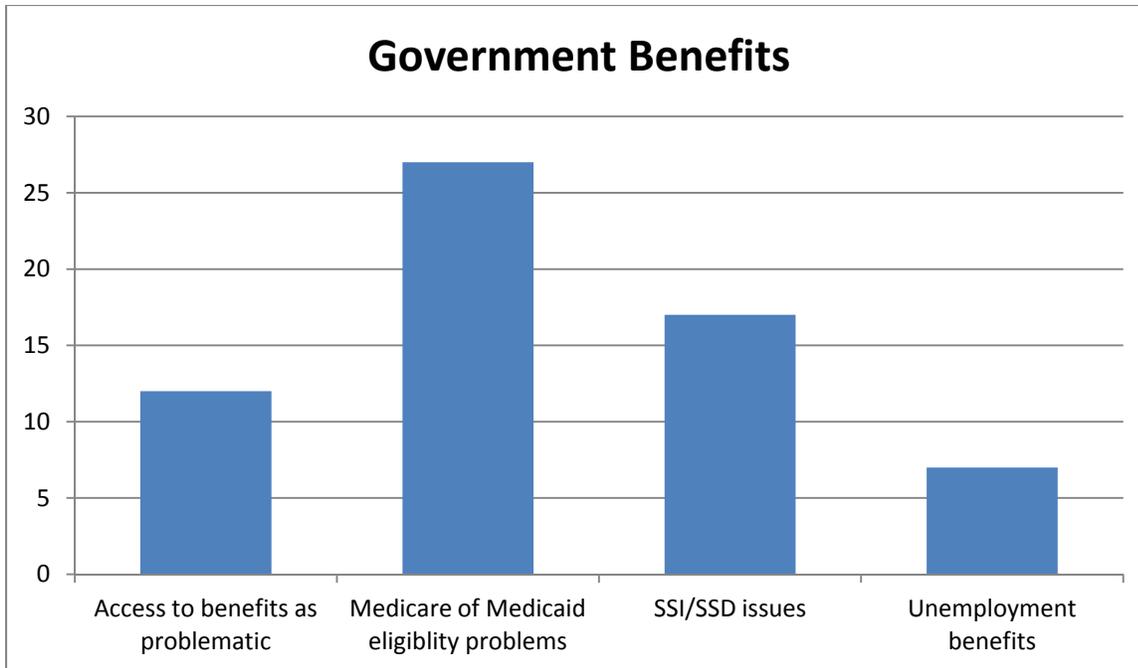
#### *D. Access to government benefits and programs*

Government benefits, from short-term assistance like TANF, to longer-term assistance such as food stamps, SSD, and Medicare are intended to provide a safety net for the vulnerable members of our population. For many, being able to access Disability can make the difference between

remaining housed and becoming homeless; accessing Medicare can make the difference between getting needed medical care, and seeing chronic health problems worsen precipitously.

In the local area, agency representatives emphasized the need they see for help with applications for benefits such as SSI and VA benefits. Several agencies, especially representatives of the Department of Social Services from two counties, and homeless service agencies, discussed how difficult it is for their clients to get disability insurance without legal representation. The Agency on Aging representative described the help provided by RLS to their constituents on a regular basis with benefit eligibility as well as issues in long-term care facilities, and clearly stated they would not be able to meet the needs of their consumers without this consistent help from RLS.

Residents also saw access to these benefits as important, and difficult to attain. 22% of respondents stated that someone in their household had difficulty accessing Medicare or Medicaid eligibility in the past 2 years, 14% stated they had trouble accessing SSI or SSD, and 10% stated they had difficulty accessing government benefits in general.



### *E. Post-Incarceration Issues*

The difficulty of moving out of poverty or staying out of poverty with a criminal record is well-documented (Western and Pettit 2010). A felony record can impact a person’s chance to gain or maintain permanent employment, subsidized housing, student loans, and other types of assistance.

In the survey, only 4% of respondents stated that court records were hampering their ability to obtain employment. However, there are some reasons to expect that the surveyed population may be understating the extent of this problem in the population more generally, since respondents were disproportionately female, and felony convictions are disproportionately given to males.

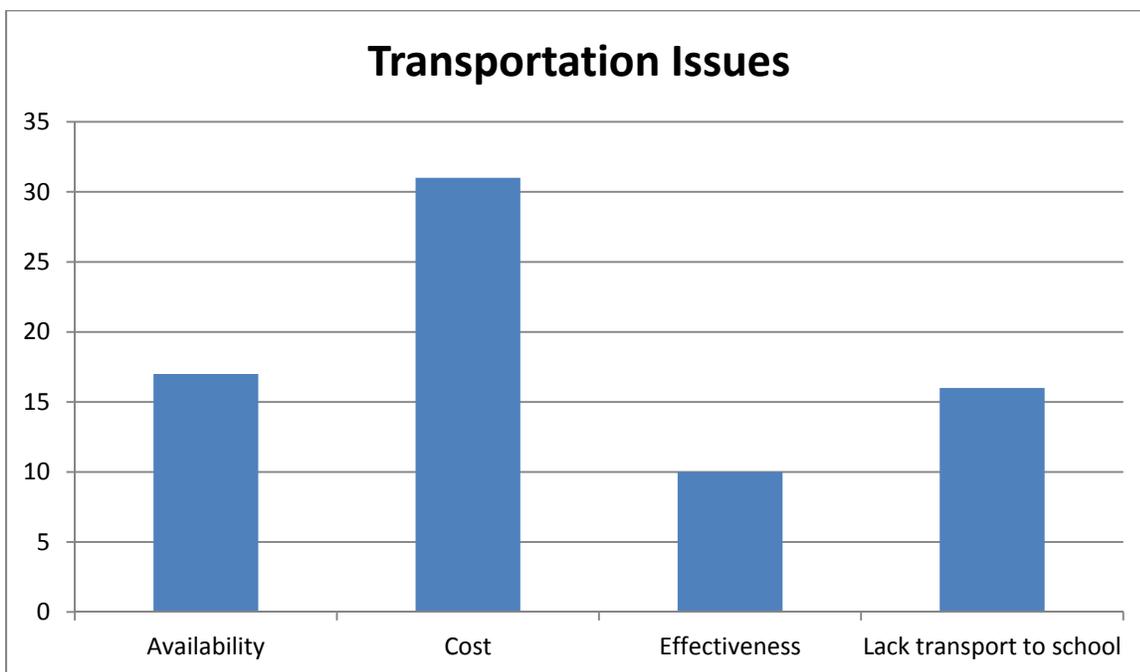
Agency representatives, however, strongly emphasized the need they see in helping people work through the difficulties of making a life post-incarceration. Agency leaders emphasized both the

need to educate people about their rights, but also the need for help in restoration of rights.

Related, several agencies raised the issue of fines and garnishments, and described the negative effects that these fines can have on their clients. Assistance with making these fees manageable could do much to prevent further housing and employment trouble.

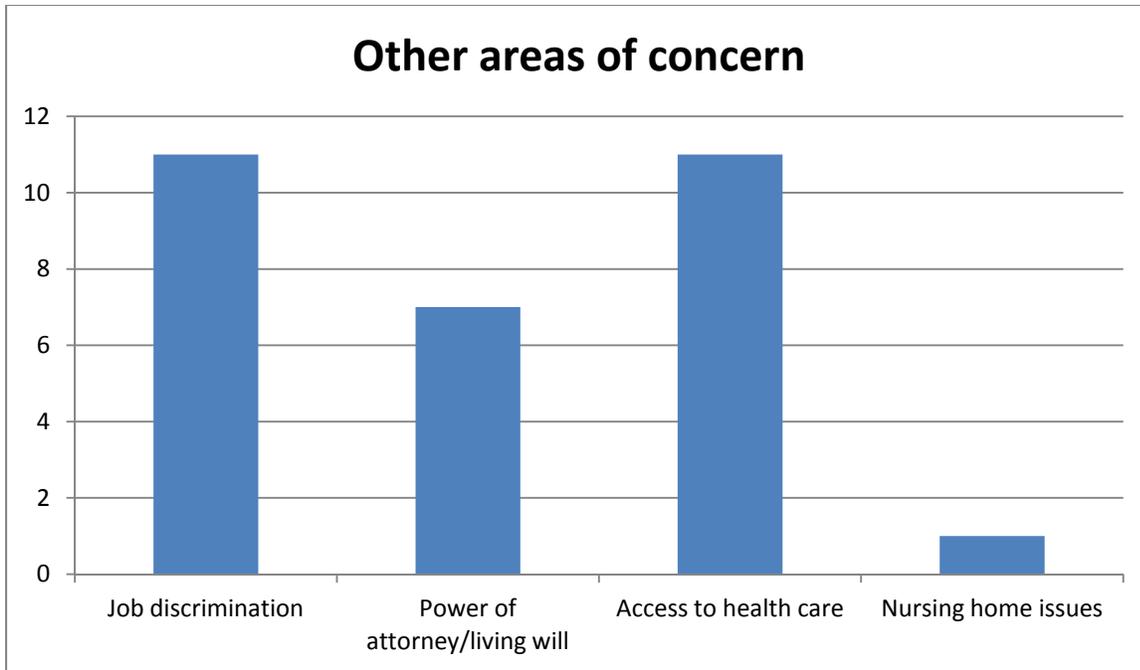
### *F. Transportation*

Some of the areas of concern indicated by local residents living in or near poverty were not clearly legal issues, but were issues that affected their quality of life more generally. Such an issue is transportation. Respondents strongly indicated the need for assistance with the cost of transportation, 25% of respondents stated this is a problem for their household. Fourteen percent identified the availability of transportation as problematic, and 13% indicated that they lacked transportation for their kids to get to school. This strong finding, that transportation is on the minds of potential RLS consumers, suggests a place for possible advocacy activity.



### G. Other Issue Areas

The survey asked residents about other issues areas as well, to determine how significant these needs are in their lives. Issues around employment, advance directives, and health were not identified as important to a *large* number of survey respondents or to focus group participants.



## VI. Recommendations for RLS

Agency representatives, court personnel and police representatives were asked for suggestions on how RLS could best serve the community and their constituents. Consensus was that RLS does amazing work in the communities they serve, especially given significant resource limitations. In the absence of significant new funding, the recommendations that emerged did not center on hiring additional staff or providing additional formal representation. In an era of near-constant

funding cuts, none of these representatives found this a realistic solution to the legal needs gap they perceive in the community.

Rather, these community members emphasized the need for better dissemination of information into the community, especially about rights, responsibilities, and sources of information about legal processes. For example, many participants would like to see RLS solidify or expand work to educate both landlords and tenants about their rights and responsibilities. RLS could provide pamphlets providing a quick guide to tenants' rights, or do educational outreach to the library, to community centers, to apartment complexes. Another suggestion was that RLS could follow the example of DC Legal services and hold yearly public education sessions. Such an event could invite people in to talk about their rights: invite people who are interested in becoming renters or learning more about rights as renters, and provide some education. Alternatively, invite landlords for the same purpose, to provide education on rights, responsibilities, and key processes.

Education around felon rights, probation and parole, and general post-incarceration issues also emerged as central. RLS could partner with VA Cares, and perhaps join the prison re-entry council. A "cheat sheet" for those working with people post-incarceration would be helpful, to make sure people know what rights they still have, and which they do not have. People need education about resources available. For example, garnishment exceptions are possible, but many people need education about this process.

Education and advocacy around lending issues was also recommended. Agency representatives see a need for better consumer information about second mortgages, reverse mortgages, payday lending and other forms of lending.

The need for simple legal documents, such as Power of Attorney and wills, does arise. While agency representatives see clients who could use assistance with these documents, these representatives see how this assistance could drain limited RLS resources. A suggestion emerged to host a day once a month, or even once a year, when people could walk in or schedule appointments to get the simple legal documents completed. The use of pro-bono lawyers could also help in this process.

Participants would also like to see RLS involved in lobbying and advocacy work around several issues, such as changing some tight SSI restrictions, requiring landlords to put information about eviction process on pay or quit notices, and reforming garnishment processes.

## **VII. Conclusion**

Rappahannock Legal Services has been producing amazing results for community members, especially during these times of fiscal austerity that have produced rising needs and shrinking resources to meet these needs. Even so, the unmet legal needs in the community are great. People living in or near poverty continue to need help, advocacy and representation on issues surrounding housing, family law, consumer needs, post-incarceration rights and transportation. Leveraging additional resources – whether for additional attorneys or for educational materials to

be distributed throughout the community – can be of real benefit to the vulnerable communities served by RLS.

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## APPENDIX A: FOCUS GROUP MATERIALS

### **Organizations Participating in Focus Groups:**

City of Fredericksburg Planning Department

disAbility Resource Center

Fredericksburg Area Habitat for Humanity

Fredericksburg Area Food Bank

Fredericksburg Department of Social Services

Micah Ecumenical Ministries

Project Faith

Rappahannock Area Agency on Aging

Rappahannock United Way

Salvation Army

Stafford County Department of Social Services

Stafford County Sheriff

Thurman Brisben Center

Virginia Employment Commission

### **Focus Group Instrument:**

**Each year hundreds of low-income persons in need of legal help call RLS for assistance, but unfortunately, RLS is unable to represent all in need of legal representation. We are asking for your help in deciding which services are the most important to our region's low-income population. This will help RLS figure out how to target resources to best fulfill their mission.**

1. In your experience, what are the most common legal problems experienced by low-income people in the community?

2. Given limited resources, RLS cannot provide representation to everyone who applies for their services. What do you think are the 3 most important legal problems for us to address? Why?

3. Are there areas of unmet legal need that you think RLS should be addressing?
4. What other significant needs do you see facing the low-income population – even if they do not seem to be “legal needs”?
5. Is there anything you would like to see RLS do differently to better serve the low-income community?

APPENDIX B: Survey Instrument

**Rappahannock Legal Services: 2012 Needs Assessment**

1. In the last 2 years, did you or anyone else in your household seek help from a lawyer?

- Yes. *If "yes," where? (mark all that apply.)*
  - Rappahannock Legal Services
  - Paid private attorney
  - Pro Bono (unpaid) private attorney
  - Senior Center
  - Family/Women's Shelter
- Sought help but could not get it. *Why not?* \_\_\_\_\_
- No, did not seek help from a lawyer.

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2. If you have contacted Rappahannock Legal Services for help did they help you?  Yes  No  
*If yes, how was your experience?*

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3. In the last 2 years, did you or anyone else in your household experience problems in any of the following areas? (mark all that apply.)

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**Housing**

- Eviction (private or public housing)
- Risk of mortgage foreclosure
- Discrimination in renting or buying
- Landlord/Tenant Issues

**Consumer**

- Bankruptcy
- Utility shut off
- Distress due to calls from creditors
- Attempts by legal authority to collect or mandatory sale of personal property
- Predatory lending practices

**Government Services**

- Access to Government benefits

**Family**

- Domestic violence
- Child custody & visitation

Divorce & separation advice

- Guardianships
- Foster care placements
- Child/Spousal Support
- Abuse and Neglect

**Employment**

- Issues with court records that create barriers to employment
- Employee rights
- Job discrimination
- Unlawful denial of unemployment benefits

**Advance Directives**

- Powers of attorney & living wills
- Wills & estates

**Health**

- Medicare/Medicaid Eligibility
- SSI or SSD

Access to health care

- Nursing home issues

**Transportation**

- Availability
- Cost
- Effectiveness

**Education**

- Child expelled or suspended
- Lack of transportation
- Lack of special education for disabilities

4. Please tell us about your household. (Please mark all boxes that apply.)

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a. Is at least one person employed in your household?  Yes  No

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b. Are you or anyone else in your household disabled?  Yes  No

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c. Are you or anyone else in your household a veteran?  Yes  No

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d. Do you have a housing subsidy? (Section 8)  Yes  No

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e. Do you or anyone else in your household receive any Government benefits?  Yes  No

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f. What is the main language spoken in your household?  English  Spanish  Chinese  
 Korean  Other: \_\_\_\_\_

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g. How many people live in your household?  1  2  3  4  5  6+

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h. What is the highest education level completed by the **most** educated person in your household?  
 Eight grade or lower  Some high school  High school graduate  
 Some college or trade school  College or trade school graduate (or beyond)

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i. Race/Ethnicity of the people living in your household? (*Check all that apply.*)  
 Asian  Black  Hispanic  Native American  
 White  Multi-racial  Other: \_\_\_\_\_

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j. Please enter details about **yourself**:  
Age: \_\_\_\_\_ Ethnicity: \_\_\_\_\_ Gender: \_\_\_\_\_  
City: \_\_\_\_\_ County: \_\_\_\_\_ Zip code: \_\_\_\_\_

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k. Based on your family size does your monthly income fall below the amount specified below?  Yes  No

<u>Size of Family</u>	<u>Monthly Income</u>
1	\$1,134
2	\$1,532
3	\$1,930
4	\$2,328
5	\$2,726
6	\$3,124
7	\$3,522
8	\$3,920

## Servicios Legales de Rappahannock: Evaluación de Necesidades 2012

1. ¿En los últimos dos años, usted o alguien en su hogar ha buscado ayuda de un abogado?

- Sí. Si marcó "sí", ¿dónde? (marque todas las que apliquen.)
  - Servicios Legales de Rappahannock
  - Pagué a un abogado privado
  - Abogado privado con servicios Pro Bono (gratuitos)
  - Centro para personas de tercera edad
  - Refugio para mujeres o familia
- Buscó ayuda pero no pudo conseguirla. ¿Por qué no? \_\_\_\_\_
- No, no busqué ayuda de un abogado.

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2. Si contactaste a Servicios Legales de Rappahannock para ayuda, ¿te ayudaron?  Sí  No

*Si es que sí, ¿cómo fue su experiencia?*

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3. En los últimos dos años, ¿tú o alguien más en su hogar ha tenido problemas en alguna de las siguientes áreas? (marque todas las que apliquen.)

### **Vivienda**

- Desalojo (vivienda privada o pública)
- Riesgo de ejecución hipotecaria
- Discriminación de renta o compra
- Problemas de inquilino/propietario

### **Consumidor**

- Bancarrota
- Interrupción de servicios públicos
- Situación difícil a causa de llamadas de acreedores
- Intentos por la autoridad legal de recolectar o venta obligatoria de propiedad personal
- Práctica de préstamos predadores

### **Servicios del Gobierno**

- Acceso a servicios del Gobierno

### **Familia**

- Violencia doméstica
- Custodia infantil y visitación
- Divorcio y consejo sobre separación

### **Tutelas**

- Asignaciones de custodia adoptiva

### **Apoyo para hijo(a)/esposo(a)**

- Abuso y negligencia

### **Trabajo**

- Problemas con registros del tribunal que crean barreras para el empleo
- Derechos de empleado
- Discriminación de trabajo

- Negación ilegal de beneficios de trabajo

### **Directrices Anticipadas**

- Poderes notariales y testamentos vitales
- Testamentos y herencias

### **Salud**

- Elegibilidad de Medicare/Medicaid
- SSI o un SSD
- Acceso a servicios de salud
- Problemas con hogar de ancianos

### **Transportación**

- Disponibilidad
- Costo
- Eficacia

### **Educación**

- Hijo expulsado o suspendido
- Falta de transportación
- Falta de educación especial para discapacidad

4. Por favor díganos sobre las personas en su hogar. (Por favor marque todas las que apliquen.)

a. ¿Tiene al menos una persona en su hogar empleo?  Sí  No

b. ¿Tiene usted o alguien en su hogar alguna discapacidad?  Sí  No

c. ¿Es usted o alguien en su hogar un veterano?  Sí  No

d. ¿Tiene un subsidio de vivienda? (Sección 8)  Sí  No

e. ¿Usted o alguien en su hogar ha recibido beneficios del Gobierno?  Sí  No

f. ¿Cuál es el idioma primariamente hablado en su hogar?  Inglés  Español  Chino  
 Coreano  Otro: \_\_\_\_\_

g. ¿Cuántas personas viven en su hogar?  1  2  3  4  5  6+

h. ¿Cuál es el nivel de educación más alto que ha sido completada por la persona con **más** educación en su hogar?  
 Octavo grado o menos  Un poco de secundaria  Graduado de secundaria  
 Un poco de universidad o escuela vocacional  Graduado de universidad o escuela vocacional (o más)

i. ¿Cuál es la raza/grupo étnico? (*Marque todas las que apliquen.*)  
 Asiática  Negro  Hispana  Americano nativo  
 Blanco  Multirracial  Otro: \_\_\_\_\_

j. Por favor llene detalles sobre **sí mismo**:  
Edad: \_\_\_\_\_ Grupo étnico: \_\_\_\_\_ Sexo: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Condado: \_\_\_\_\_ Código postal: \_\_\_\_\_

k. Basado en el tamaño de su familia, ¿cae su ingreso mensual bajo el monto especificado abajo?  Sí  No

Tamaño de Familia	Ingreso Mensual
1	\$1,134
2	\$1,532
3	\$1,930
4	\$2,328
5	\$2,726
6	\$3,124
7	\$3,522
8	\$3,920