

Justice for Montanans AmeriCorps Evaluation Report



**Prepared for the Corporation for National and Community
Service Montana Legal Services Association**

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Director
(2017-2019)**

Acknowledgements

This evaluation report would not have been possible without the help of our external evaluator, Christine Mandiloff. Thank you for working with us on this for two years now. Many thanks to the Corporation for National and Community Service for their continued funding. A special acknowledgment also must go to Sarah Sadowski for all her support and patient answering of our questions. Along those lines, we are grateful for our State Commission in the Governor's Office of Community Service: Dan Ritter, Lisa Dorrington, Jaime Gabrielli, and Sheree Isola, who all care about the AmeriCorps Programs in Montana and prove that daily. Each and every one of them are always generous with their intellectual engagement, commitment, and time.

Thank you to our JFM partners: The Court Help Program of the Montana Supreme Court, the Office of Consumer Protection and Victim Services, the Montana Aging Services Bureau, the Office of the Child and Family Ombudsman, and Montana Fair Housing. We also thank past partners during this 3 year period: Disability Rights Montana, the Montana State Bar, and the Alexander Blewett III School of Law. Giant thanks to the supervisors and facilitators for keeping open lines of communication with us and for reaching out when there are questions.

Most importantly, all of us involved with this project are deeply grateful to our AmeriCorps members and alums for without you, this Project would not be the success that it is.

We hope the report that has emerged can help others find new ways to improve access to justice for low to moderate income individuals.

~Mēghan F. Scott
AmeriCorps Project Director
Montana Legal Services Association

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Executive Summary

Justice for Montanans (JFM) is an AmeriCorps program empowering low to moderate income people to advocate for their legal rights and obtain increased access to justice. The program is funded by the Corporation for National and Community Service and administered by the Montana Legal Services Association (MLSA). The grant award for the JFM program created 20 member positions to provide legal information and other services free of charge across Montana for the 2017-2019 funding cycle. The JFM program provides legal consumers with increased access to legal self-help information, resources, and referrals for civil legal matters, and increases volunteer support for civil legal assistance.

The JFM program evaluation is intended to answer: 1) whether the services provided by members were successful in accomplishing the identified outcomes: and 2) whether the program was implemented in a manner that enhanced the likelihood of producing the desired outcomes. During the funding cycle, evaluation data was collected by members and project partners, and included the numbers of legal consumers served, the demographics of people served, and the outcomes achieved for the target population. Outcomes for the target population were also gathered through MLSA's internal case management system, partners' data collection systems, and surveys distributed to legal consumers. Data about members' work was collected through the members' required exit documents and through phone calls between the independent evaluation contractor and the members and supervisors.

Information and feedback received from legal consumers, JFM members, and partner organizations show that the anticipated outcomes of the program were met or exceeded. JFM member and partner data demonstrate that the program is effective in meeting the civil legal needs of low to moderate income Montanans.

JFM Program

The JFM program is an AmeriCorps program administered by MLSA that empowers low to moderate income people to advocate for their legal rights and that increases access to justice by providing legal information and other services free of charge. MLSA received an award for 20 member positions throughout Montana for the 2017-2019 funding cycle to increase access to intake, self-help, and referral services for civil legal matters; recruit community volunteers to educate, advise, and represent low to moderate income Montanans in civil matters that fundamentally impact their lives; and increase access to civil legal information through community outreach and education campaigns. The program is within the Corporation for National and Community Service (CNCS) focus areas of Economic Opportunity and Capacity Building.

The purpose of this evaluation is to determine whether the legal information, resources and referrals provided by JFM members to low and moderate income Montanans achieve the articulated outcomes of the program, and to determine whether the program is implemented effectively and in a manner that enhances the likelihood of producing the desired outcomes for low and moderate income Montanans.

The following paragraphs will provide details about the:

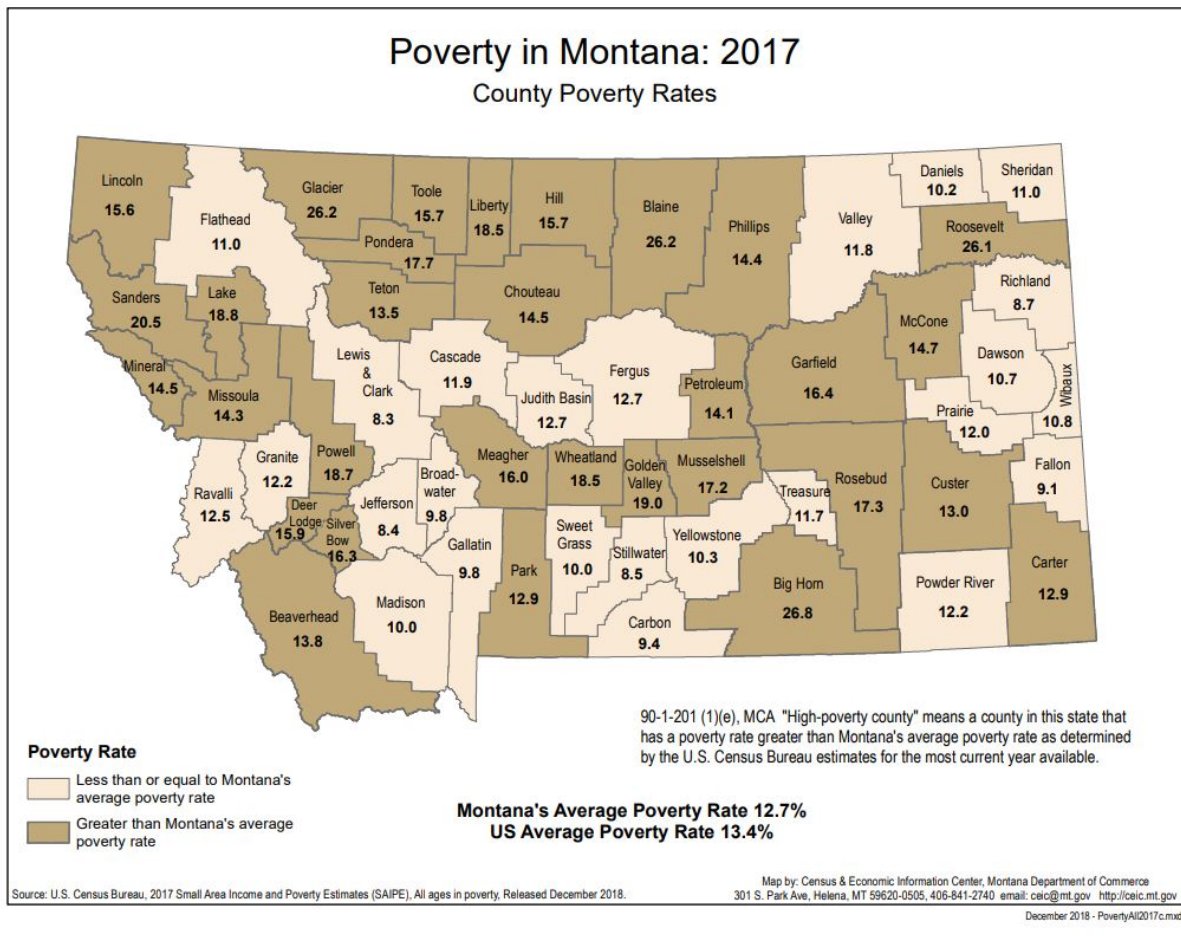
- JFM program;
- underlying need for the program and the target population and services;
- JFM theory of change;
- past research and evaluation;
- evaluation approach and design;
- data sources and collection methods;
- strengths and limitations of the evaluation; and
- findings and results of the evaluation and recommendations.

During this funding cycle, MLSA's JFM program partnered with the Self-Help Program of the Montana Supreme Court Office of the Court Administrator, the State Bar of Montana's Modest Means Program, Disability Rights Montana, the Alexander Blewett III School of Law at the University of Montana, the Montana Office of Consumer Protection & Victim Services, the Montana Aging Services Bureau, the Office of Child and Family Ombudsman, and Montana Fair Housing. The JFM program addresses the ongoing problem in Montana of a lack of civil legal information, advice, and resources for low and moderate income Montanans, involving essential human needs such as protection from abuse, lack of access to safe and habitable housing or necessary health care, and relief from financial exploitation. The JFM program was initiated by MLSA in partnership with the Self-Help Program and the Montana Office of Consumer Protection & Victim Services nine years ago and has received AmeriCorps funding since that time.

The Need

The demand for free and low-cost civil (non-criminal) legal services in Montana far outstrips the supply. A 2014 study found that combined civil legal aid efforts in Montana are able to assist less than one in ten of the Montanans who need help with their civil legal problems (Access to Justice Commission of the Montana Supreme Court, *The Justice Gap in Montana: As Vast as Big Sky Country* (June 2014)). Efforts to provide meaningful access to justice in Montana meet only a portion of this need. For example, MLSA is the only statewide provider of free civil legal assistance to the poor and has only 1 attorney available for every 12,133 Montanans in poverty. By contrast there is 1 attorney for every 274 Montanans above 125% of the poverty level (Rebecca L. Sandefur and Aaron C. Smyth, 2011 *Access Across America: First Report of the Civil Justice Infrastructure Mapping Project*). This creates a vacuum where people without the means to hire a lawyer cannot access legal advice or information that would help them resolve their legal issues. It also exacerbates the growing problem of unrepresented litigants appearing in our court system who are often unprepared to address their legal issues, and without necessary forms or procedural information.

These unmet civil legal needs hold people in poverty. According to the 2015 American Community Survey one-year estimates used by the United States Census Bureau, 14.6% of Montanans live below the federal poverty level of \$24,250 for a family of four. Rural poverty rates are often much higher; for example the poverty rate in Glacier County is 27.7%, in Blaine County it is 27.8%, and the combined rate for all seven Montana Indian reservations is 30.4%. (Montana State University, Extension Economics, *Montana's Poverty Report Card, Montana Poverty Study 2011 County & Reservation Data*). With rates for attorneys ranging from \$125 to \$300 per hour, traditional attorney representation is simply not an option for many Montanans.



A 2015 report shows that low and moderate income Montanans improve their economic well-being and security with meaningful access to justice. In one year, MLSA helped Montana's most poor and vulnerable citizens obtain direct financial benefits of \$1,386,673. (Montana Supreme Court Access to Justice Commission, The Economic Impact of Civil Legal Aid to the State of Montana (2015).) These direct benefits went to Montanans represented by MLSA. If the full need for civil legal services were met, even more economically disadvantaged Montanans would experience improved economic security.

The Work

Twenty partner site locations across Montana have hosted JFM members during the 2017-2019 funding cycle. The JFM members serve in Montana's largest cities including Kalispell, Great Falls, Missoula, Helena, Bozeman, Butte, and Billings. Members provide services not only at those partner sites, but also by phone or circuit ride in rural and remote communities across Montana, including those on reservations.

The JFM program provides members with high quality training on AmeriCorps rules and regulations, as well as the skills and information needed to provide effective service. Training includes how to provide legal information and referrals, customer service skills, avoiding

burnout, and information on specific legal topics such as domestic violence and the anatomy of a lawsuit. JFM members also receive training on the difference between providing legal information and legal advice (which can only be given by a licensed attorney). Although JFM members are not attorneys, members can help people find the forms and information they can use to help themselves. Training is provided in-person and by webinar. In addition, all members receive training on creating elevator speeches, having a healthy service-life balance, working with low income people and people with disabilities, working with people in crisis, and cultural sensitivity.

Each site, whether at MLSA or one of the partner agencies, has a supervisor who is responsible for the day-to-day supervision of the members. Site supervisors for JFM members include program staff, staff attorneys, and court administrators. Site supervisors are selected based on their familiarity with what the members will be doing. Site supervisors are responsible for working with members to ensure that AmeriCorps regulations are followed, member duties are appropriate, and reporting is done in a timely and accurate fashion.



The members accomplish their goals by helping people find and use court forms at self-help law centers and online; processing MLSA applications for free civil legal aid and screening clients for reduced cost attorney services through the State Bar of Montana Modest Means Program; and by fielding consumer inquiries and complaints and assisting crime victims at the Office of Consumer Protection & Victim Services. In addition, the JFM member at the Office of the Child and Family Ombudsman responded to citizens concerned about children involved in the child protection system or in need of protection; and, the member with Montana Aging Services Bureau served Montana seniors (age 60 and over) at pro-bono legal document clinics around the state.



The Theory of Change

The JFM Project theory of change is that JFM activities help remove the legal barriers that keep people in poverty. These barriers include lack of access to economic opportunity, adequate housing, health care, healthy food, and stability and safety in family relationships. The anticipated short-term and intermediate term outcomes of the Project were that low and moderate income Montanans would:

- gain knowledge of the justice system;
- gain knowledge of their legal rights and responsibilities;
- learn what to do or not do to solve their legal problems;
- make informed decisions; and
- take action to resolve their legal problems.

Past Research and Evaluation

In MLSA’s self-evaluation 2014-16 Program Report, four main areas in need of improvement were identified:

1. August Service Gap (the one-month gap between JFM member service terms)
2. Onsite Training
3. Expansion of the Program
4. Networking

August Service Gap

With only one full-time staff person focused on the improvement and sustainability of the JFM program, MLSA lacks the capacity to exit and enroll members in the same month. The JFM members serve 11-month terms to give the Project Director enough time to plan the exit and

orientation training, and to run the required National Service Criminal History Checks on incoming members. This service gap has persisted since the 2014-16 self-evaluation report. MLSA intends to investigate the possibility of extending the member terms of service to 12 months and to overlap the terms of outgoing and incoming members to provide continuity and increase the opportunities for one-on-one training of new members by the exiting members. See “Areas to Improve and Recommendations” on page 18 of this report.

Onsite Training

Since the 2014-16 self-evaluation report, MLSA has taken steps to improve the quality of onsite training provided to JFM members. The initial training provided to members has been streamlined to focus on site-specific and onsite training. All members complete an initial in person orientation followed by a site-specific orientation. At the all member orientation, training is provided on AmeriCorps requirements and program expectations. In addition, all members receive training on finding legal information, as well as working with low income people and people with disabilities, working with people in crisis, and cultural sensitivity. Following the all-member orientation, members participate in site-specific training and orientation conducted by their host programs. Topics vary according to host program but include site procedures and specific topics related to each host program's focus. Following is a sample of the feedback we received from members after the new format was implemented this year:

- "I learned a lot and it was helpful to have the training set up the way it was. I'm excited to hit the ground running."
- "I love the one day of breaking into groups by site, meeting supervisors and learning specifically what I'd be doing during my service."
- "I really liked the partner overview on the first day. It was great to hear about not only our own, but other service sites and what they would be doing."

Expansion of the Program

MLSA and the JFM partners recognized the need to expand the program and committed the necessary resources to hire a full-time AmeriCorps Coordinator in 2016 and increase the number of JFM members from 18 to 20. Five new partners were added over the the last three years: Disability Rights Montana, Alexander Blewett III School of Law at the University of Montana, the Office of the Child and Family Ombudsman, Aging Services Bureau, and Montana Fair Housing. MLSA plans to grow the program even more in this next grant cycle, potentially bringing on more partners and/or increasing the number of members at current sites. See “Areas to Improve and Recommendations” on page 18 of this report.

Networking

After the initial training, members participate in monthly all-member phone calls throughout their service year. This keeps them in contact with other JFM AmeriCorps members and allows for easier collaboration on service projects and a streamlined of referral process. Members with our program are given various opportunities to learn new skills and network with professionals across the state. Throughout the term, members typically meet Supreme Court justices,

executive directors of various nonprofits, the attorney general, and numerous private attorneys. These connections help members provide holistic services to low-income Montanans with civil legal needs, and also help members achieve professional growth.

Evaluation

Design

MLSA and its partners determined an internal evaluation of the JFM Project using a non-experimental mixed media approach would be appropriate for this evaluation. MLSA believes that an attempt to obtain a statistically usable sample with test and control groups would have been cost prohibitive and would have involved denying assistance to some individuals and providing it to others, which is against the mission of MLSA and the purposes of the JFM program.

The mixed method approach incorporated formative and summative evaluations, with formative evaluation employed to examine the program's development and assist in improving its structure and implementation and summative evaluation used to examine whether the project objectives were achieved. Both qualitative and quantitative methods were employed in combination to assure depth, scope and the dependability of the findings.

Methods

Evaluation methods included gathering and analysis of data regarding the people served. MLSA developed data collection procedures for both itself and partner organizations. MLSA used the following data sources for the mixed method approach internal evaluation:

- Numbers of people served, as collected in MLSA's internal case management system, and partner data collection systems;
- Numbers of visits and page views for legal information websites and legal forms websites referred to by JFM members;
- Numbers of outreach materials distributed by JFM members;
- Information on outcomes for clients and participants receiving services;
- Client satisfaction and feedback surveys; and
- Data gathered at the end of service from members site evaluation and reflection documents.

JFM members and consumers at all host sites were surveyed using survey instruments developed by MLSA. MLSA tested the survey questions to make sure they were appropriate and elicited the intended information. The surveys were distributed both electronically and in paper form depending on the best method for the particular participant and follow-up telephone surveys were also used. Information was gathered by the JFM members and the JFM Project Director and analyzed by the JFM Project Director and an outside evaluator.

JFM program consumers, JFM members, and partner site supervisors were surveyed. The following survey questions were asked:

Consumers:

- As a result of services received from a JFM member, did you gain knowledge of the legal system?
- As a result of services received from a JFM member, do you understand your legal rights and what you could do?
- As a result of services received from a JFM member, do you feel more prepared to handle your legal problem?
- If there was something to do, did you take action to resolve your legal problem?

JFM AmeriCorps Members:

- Does JFM positively impact low to moderate income Montanans?
- Do you feel you help Montanans gain knowledge of the legal system?
- Do you feel you help Montanans understand their legal rights and what they can do next?
- How has this experience contributed to your personal and professional growth?
- What is the greatest strength of the JFM program? The most obvious weakness?
- Is there anything else you'd like to add or comment on?

Partner Site Supervisors:

- Does JFM positively impact low to moderate income Montanans?
- Does JFM help Montanans gain knowledge of the legal system?
- Do JFM members help Montanans understand their legal rights and what they can do next?
- Do JFM members serve as an asset to your organization?
- Is there anything else you'd like to add or comment on?

Evaluation Limitations:

There are two major limitations of this evaluation. First, the responses of consumers regarding their satisfaction with JFM services and the responses of JFM members and site supervisors, while important, often do not include the depth of information that could be used to better configure and/or enhance services provided. In-depth interviews with consumers could provide

greater understanding of their challenges and of the benefits and limitations of the services JFM provided. Second, the evaluation does not analyze long-term results of the services provided through additional consumer surveys and/or interviews, review of court records, or any other indices of results. Since so many legal problems are not resolved within a short time, and in many cases are not resolved for months or years, final consumer outcomes for many of the civil legal matters occurring during this funding cycle are not available.

Findings and Results

The JFM program goals of empowering low to moderate income people to advocate for their legal rights and obtain increased access to justice have been met.

Legal Consumers Served

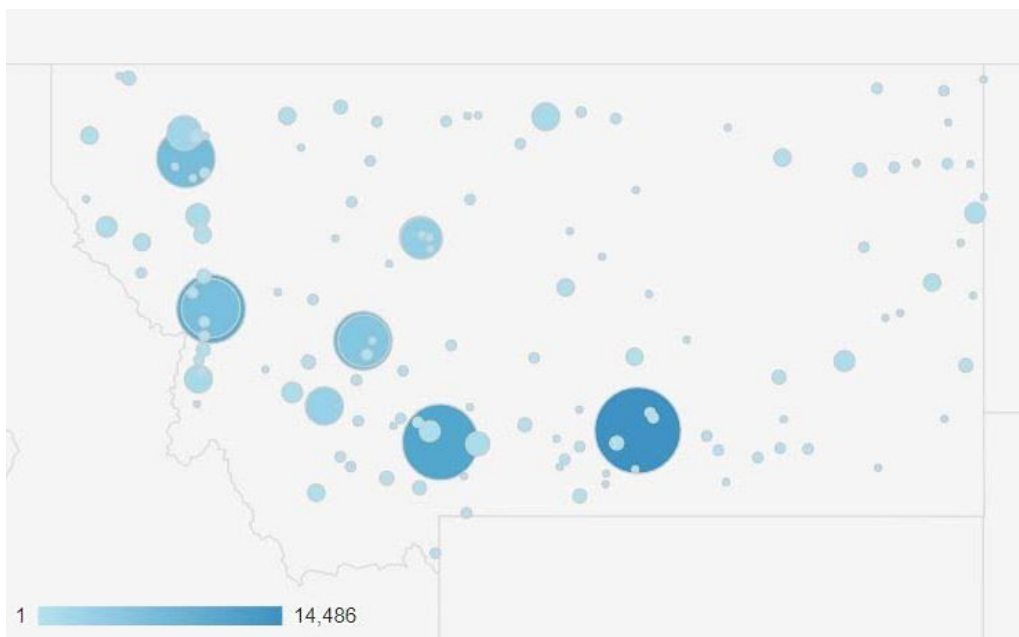
In the two-year evaluation period, the program has resulted in 77,908 low to moderate income Montanans with legal needs served.

As collected in MLSA’s internal case management system and partner data collection systems, the demographics below show specific numbers for how many were helped by our JFM AmeriCorps members. These numbers encompass the 2017-18 and 2018-19 service years and the total individuals served does not equal the demographic numbers because there are many individuals that did not fall under any of the listed categories.

JFM Services Provided: September 2017 – August 2019

JFM Volunteer Coordination	
Volunteers Managed	863
Volunteer Hours	12,610
Cases/Clients for Volunteers	6,320
JFM Client Demographics	
Age 55+	11,689
Veterans	4,083
Veterans Family Members	9,529
Active Duty	264
Active Duty Family Members	1,346
Tribal Members	5,812
JFM Outreach	
Outreach events	178
Total number of people reached at outreach events	6,789
Total Number of Individuals Served	77,908

The provision of legal information and education is a key component of the JFM program and JFM members rely heavily on online resources for furthering consumer education and knowledge. The number of visitors and page views for MontanaLawHelp.org, the legal information and self-help forms website regularly used by JFM members to educate and assist consumers are illustrated in the graphics below. We cannot determine the exact number of MontanaLawHelp.org visitors who were referred by JFM members, but given that all 20 members refer consumers to the website on a daily basis, a significant percentage of traffic on the website can be attributed to JFM members.

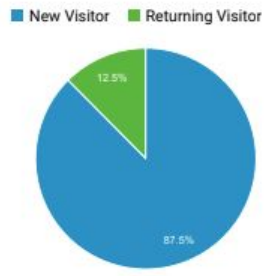
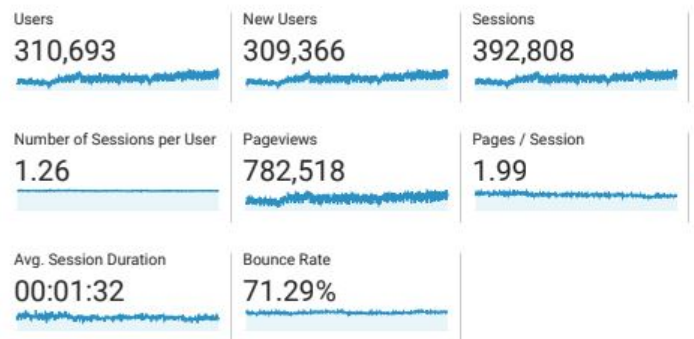
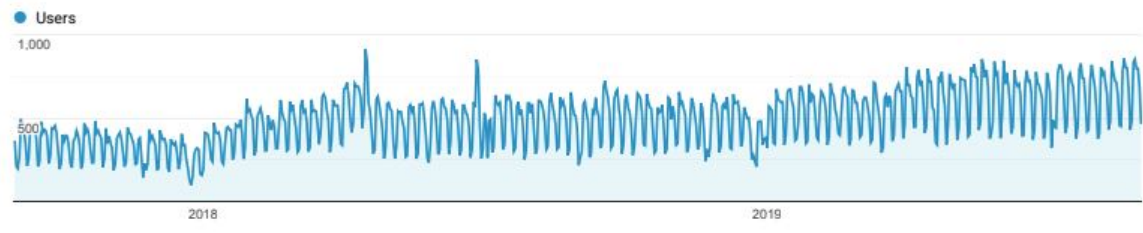


Geographic distribution of website views on MontanaLawHelp.org during the evaluation period. The larger circles represent population concentrations in Montana’s largest cities, but as illustrated on the map, rural consumers from across Montana access the website.

All Users
100.00% Users

Sep 1, 2017 - Aug 31, 2019

Overview



This chart shows the page views for MontanaLawHelp.org. The majority of users from September 1, 2017 to August 31, 2019 were new visitors and all JFM members guide individuals to the appropriate information and forms for their civil legal issue as the base level of assistance. Whenever possible, JFM members augment MontanaLawHelp referrals with direct help including advice appointments with MLSA or volunteer attorneys, and referrals to the State Bar Modest Means program.

Outcomes Met or Exceeded

Information received from consumers at the inception of services, as well as from consumer feedback and satisfaction surveys after services were provided, show that overall the anticipated short-term and intermediate term outcomes of the project were met or exceeded. The short-term outcomes on our logic model chart are: low and moderate income Montanans gain knowledge of the legal system; low and moderate income Montanans gain knowledge of their legal rights and responsibilities; and, low and moderate income Montanans learn what to do or not do to solve their legal problems. The medium-term outcomes are: low and moderate income Montanans make informed decisions; and, low and moderate income Montanans take action to resolve their legal problems. Our end outcomes on the Performance Measures report are: individuals report they gained knowledge of the legal system; individuals report they

understand the legal information given to them and what they could do; and, individuals report they are better equipped to handle their legal situation.

In the first year of the grant cycle (2017-18), MLSA anticipated that the JFM members would be responsible for helping at least 20,000 low and moderate income Montanans to navigate the legal system and also leverage 150 additional volunteers to engage in providing civil legal assistance to low and moderate income Montanans. The JFM members helped 37,323 Montanans gain access to legal information and our members recruited, coordinated, and supported 385 additional volunteers. Accordingly, we raised our goal for the 2018-19 term to 40,000 individuals helped and 200 volunteers. The JFM program met those higher goals by helping 40,585 individuals and leveraging 478 volunteers in 2018-2019.

Survey responses from the 2018-19 service term show that 78% of respondents felt more prepared to handle their legal situation and over 86% felt as if they gained knowledge of the legal system, 86% say they understand their legal rights, and 89% took action to resolve their legal problem. Our goal was to receive over 3,000 surveys back from individuals helped and we met that outcome. Detailed survey results are included in the appendix.

Comments reflect that consumers of the JFM program are better able to handle their legal problems and in fact, do so effectively:

"I am very grateful for all of the help I received and the patience to explain it to me. Thank you so very much. I was able to finish filing my divorce papers and with their help was able to accomplish this. I was able to understand legal parts and the rights my ex-spouse and I had. The AmeriCorps member and the attorney were awesome and they helped me by answering and explaining why I couldn't do certain things and how to fill out my papers. I appreciate all of the help I was given. I wouldn't have been able to do this without their help. Thank you." – Self-Help Law Center Customer, 2018-19

"Helped me move forward with my landlord for failing to remedy an emergency repair in an appropriate amount of time. Knowing my rights also helped ensure that my landlord returned my full rental deposit [landlord failed to provide a list of deductions within 30 days of move out]. I was able to use previous situation [failure of landlord to do emergency repair] as a bargaining mechanism to ensure I got my full deposit back. At this point, the issue is resolved. Suggestions: Greater accessibility i.e. more volunteer staff but I can't complain. I know the resources are limited and I received good advice that helped me, so it all worked out." –MLSA client, 2018-19

Detailed survey results are included in the appendix.

The JFM Program Enhances the Likelihood That Outcomes are Met or Exceeded

The 2017-19 JFM members and supervisors were surveyed by an outside evaluator who was hired to help conduct the evaluation of the JFM program. She interviewed members and

partners by phone and in-person to learn if they agreed or disagreed whether the JFM program positively impacts low to moderate income Montanans, whether the members help legal consumers gain knowledge of the legal system, whether the members help legal consumers understand their legal rights and what they can do next, and whether members serve as assets to partner organizations.

Survey responses over the evaluation period show that 80% of members and 92% of partners strongly agreed that the program positively impacts low to moderate income Montanans, 50% of members and 69% of partners strongly agreed the program helped legal consumers gain knowledge of the legal system, and 48% of members agreed and 58% of partners strongly agreed that the program helped legal consumers understand their legal rights and what they could do next. JFM member and partner site supervisor comments reinforce the importance of the program in meeting the civil legal needs of low to moderate income Montanans:

Robyn Githui (MLSA, Billings) – “Yes. My service has directly impacted people’s access to legal resources and advice. I’ve assisted hundreds of walk-ins, Helpline, and LiveHelp users understand more about the legal process that they are facing, and I believe that I’ve helped empower people with the resources to face their legal issues.”

Vincent Benloch (SHLC, Missoula) – “I definitely feel like I contributed a key service to the greater Missoula community. We had people from all backgrounds and walks of life come through the center door, and that diversity really solidified to me how widespread the need for basic civil and family law services is in this county.”

Haransh Singh (OCPVS, Helena) – “Certainly. Although the bulk of the work wasn’t that inspiring to me – resolving billing issues, dispelling concerns about scam calls etc – and as a result wasn’t as fulfilling as work I’ve done in the past, such as investigating employment discrimination, there is no doubt that I made a positive difference in the community. Resolving these less “sexy” quotidian, mundane issues makes a tangible difference in people’s lives. Also, there were moments throughout the term where I felt I was able to help a consumer significantly, by helping mediate an egregious contractor dispute for example, and those were the times I was able to really feel connected to ‘making a difference.’”

Elizabeth Selby (OCFO, Helena) – “I think my time at the Ombudsman office did make a difference in the community I served because I helped people navigate the intricacies of Child and Family Services and helped people access the services the Office of Child and Family Ombudsman provides. I was able to help people during a very stressful time.”

Karlene Kuhn (ABIII, Missoula) – “I have made a difference in my community. I have been able to help grow the Pro Bono Program at the Law School. Through my service, students were matched with a number of community organizations and contributed many hours of service to our partners who otherwise would have gone without.”

JFM partner site supervisors were asked if they agreed or disagreed whether JFM members are assets to their organizations; 88% of partners strongly agreed that the JFM members are assets to their organizations.

A JFM supervisor had this to say when asked if JFM members serve as an asset to their organization, “JFM is an asset. Budget and resources for court help is so low that without JFM there would be no court help.” Other supervisors had these comments:

- *“I strongly agree that JFM members serve as an asset to our organization. JFMs are very well prepared, really dive in, doing a wonderful job, not afraid to take on and deal with intense situations. (Ex. Ugly situation involving seniors and housing and JFMs have really jumped right in and taken in on mainly because they think it is not right.)”*
- *“JFM members increase the impact of the organization by increasing capacity and the work done. We couldn’t function without them.”*

Comments from the JFM supervisors demonstrate that the AmeriCorps members are integral to the work of the organizations providing services to meet the needs of low to moderate income Montanans with civil legal needs.

Areas to Improve and Recommendations

Evaluation surveys completed by consumers, JFM members, and JFM supervisors revealed that program outcomes could be improved, and the experience of both consumers and members could be enriched, by addressing the following areas:

EXPANSION: To better address the unmet civil legal needs of low and moderate income Montanans, the JFM program needs more AmeriCorps members, funding, and partners.

- **Recommendation:** Continue and expand the JFM program evaluation in order to gather data in support of additional funding requests to a wider variety of funding sources. More robust evaluation data, particularly on improved outcomes for legal consumers and partner sites and positive impact to the judicial system, will strengthen MLSA’s case for additional funding and enhance the sustainability of the program.

NETWORKING: Better communication and collaboration between members serving at different sites and in different cities is needed in order to provide more holistic services to low and moderate income Montanans with civil legal needs.

- **Recommendation:** Support and encourage communication and collaboration between JFM members through use of instant messaging, email, online forums, and other technologies that allow people to communicate across distances. Implement regular ask-and-suggest sessions at established meetings to allow members to exchange ideas and information regarding various legal issues they have dealt with at regular intervals. Build more community between members, 11 of whom are located in Helena, and members in other cities, most of whom are the only JFM member in their city. Offer

additional support and encouragement for remotely-placed members to access and use resources found in Helena, and identify specific point persons such as MLSA attorneys, State Law Library personnel, etc., to answer members' questions.

OUTREACH: Increase outreach to remote and rural communities in order to more effectively serve low and moderate income Montanans who live outside of the larger population centers.

- **Recommendation:** As part of the ongoing program evaluation recommended under "Expansion," investigate the best means of communicating legal information and information about the JFM program in rural communities, and explore the effectiveness of social media, local newspapers, etc., for reaching rural populations. Continue to include outreach in members' goals and continue to require outreach to remote and rural communities. Continue to partner with other entities that can help in conveying information, such as libraries, state agencies, schools and community colleges.

GAP IN SERVICES: The yearly gap in services caused when members' terms end and before new members start direct service causes significant challenges at partner sites, contributes to longer training periods for new members, and leads to decreased availability of services for low and moderate income Montanans with civil legal needs.

- **Recommendation:** Consider extending the 11 month member term to 12 months, which would allow members exiting service to help train members entering service, as well as prevent the current month-long gap in services.

APPENDIX: METHODOLOGY

The research for this project was conducted across the State of Montana, based on the services provided in the JFM program site cities – Kalispell, Great Falls, Missoula, Helena, Bozeman, Butte, Billings—and those provided remotely in rural areas and Tribal reservations.

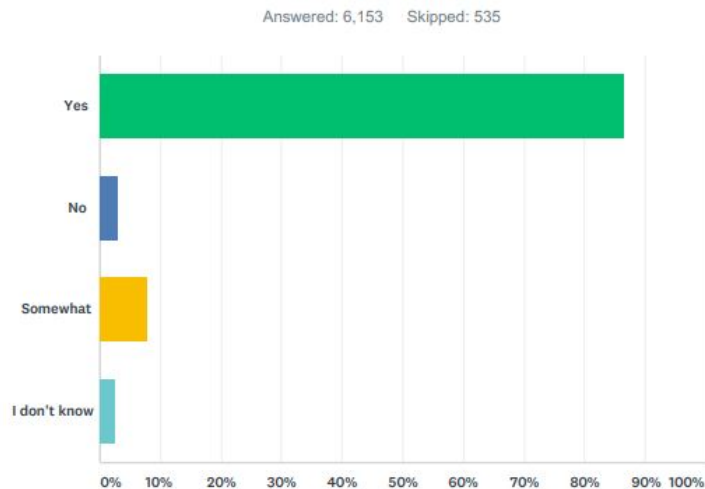
The study used the following strategies for obtaining information:

Legal Consumer Surveys and Feedback.

Legal consumers were asked to provide input at the inception of services, were solicited for feedback during the services, and were asked to complete satisfaction surveys after services were provided. We have included a sample of 10 pages of consumer comments from the satisfaction surveys, but all 54 pages of comments are available upon request. The survey results are illustrated in the graphs below.

2017-2018

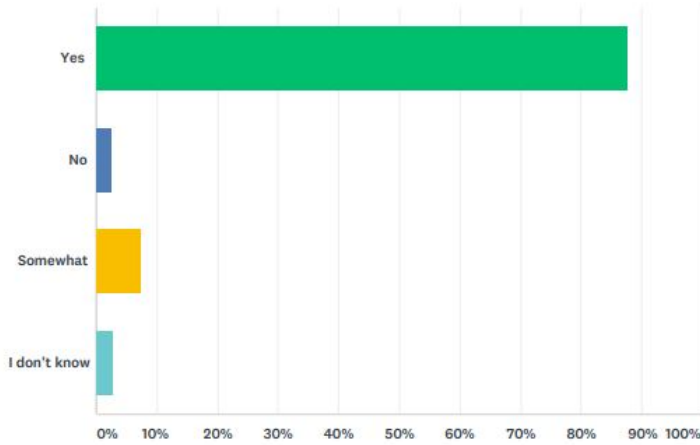
Q4 Did the organization you contacted help you gain knowledge of the legal system?



ANSWER CHOICES	RESPONSES
Yes	86.67% 5,333
No	3.02% 186
Somewhat	7.75% 477
I don't know	2.55% 157
TOTAL	6,153

Q5 Did the organization you contacted help you understand your legal rights and what you could do?

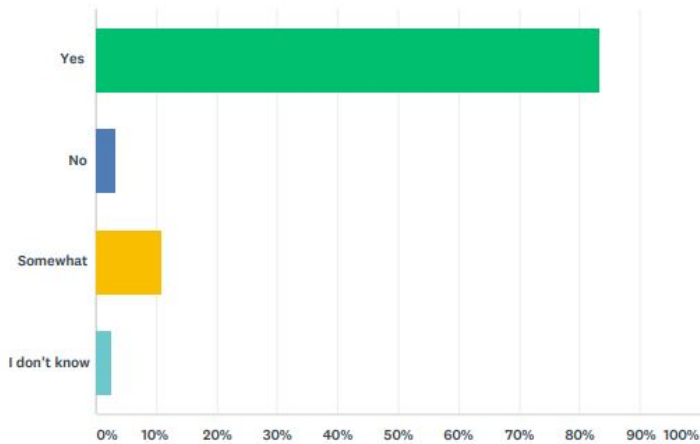
Answered: 6,355 Skipped: 333



ANSWER CHOICES	RESPONSES	
Yes	87.57%	5,565
No	2.50%	159
Somewhat	7.27%	462
I don't know	2.66%	169
TOTAL		6,355

Q6 Do you feel more prepared to handle your legal situation?

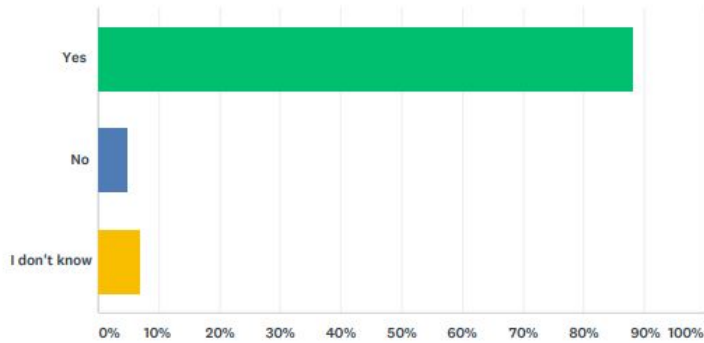
Answered: 6,357 Skipped: 331



ANSWER CHOICES	RESPONSES	
Yes	83.26%	5,293
No	3.22%	205
Somewhat	10.90%	693
I don't know	2.61%	166
TOTAL		6,357

Q7 Did you take action to resolve your legal problem?

Answered: 6,025 Skipped: 663

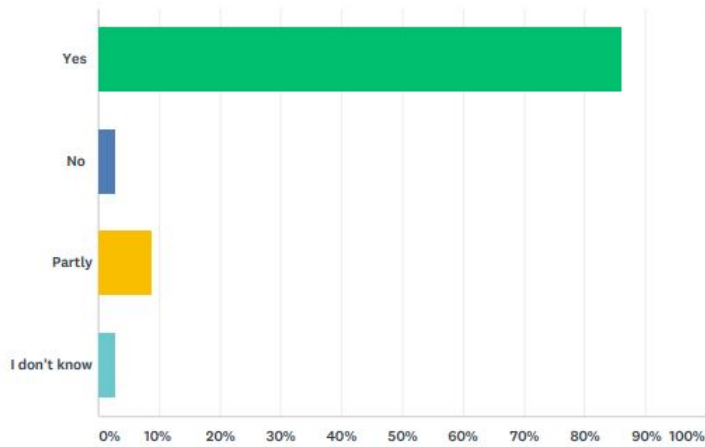


ANSWER CHOICES	RESPONSES	
Yes	88.17%	5,312
No	4.90%	295
I don't know	6.94%	418
TOTAL		6,025

2018-2019

Q4 Did the organization you contacted help you gain knowledge of the legal system?

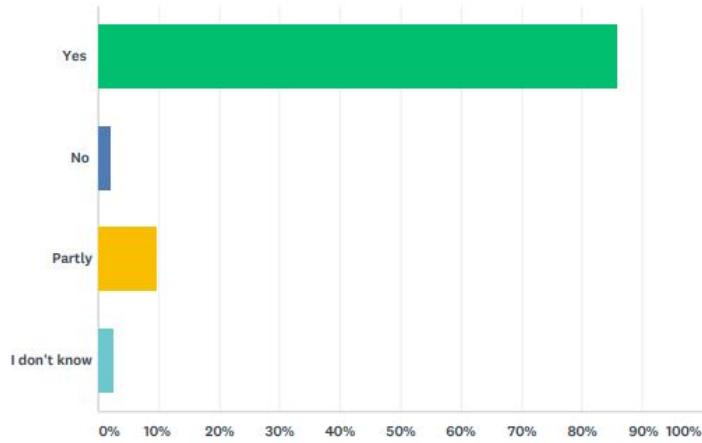
Answered: 3,902 Skipped: 93



ANSWER CHOICES	RESPONSES	
Yes	86.01%	3,356
No	2.64%	103
Partly	8.69%	339
I don't know	2.67%	104
TOTAL		3,902

Q5 Did the organization you contacted help you understand your legal rights and what you could do?

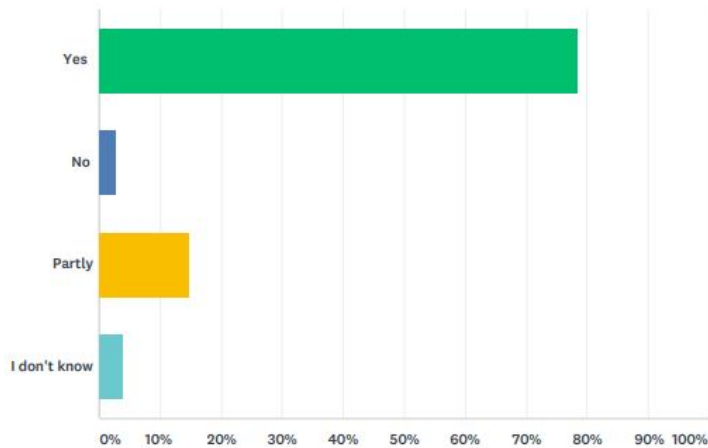
Answered: 3,901 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	85.75%	3,345
No	2.10%	82
Partly	9.64%	376
I don't know	2.51%	98
TOTAL		3,901

Q6 Do you feel more prepared to handle your legal problem?

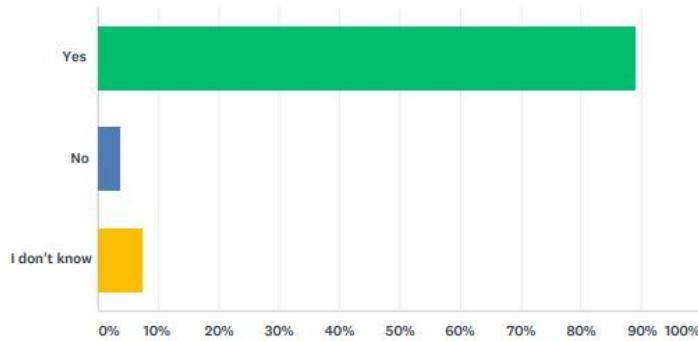
Answered: 3,893 Skipped: 102



ANSWER CHOICES	RESPONSES	
Yes	78.50%	3,056
No	2.70%	105
Partly	14.77%	575
I don't know	4.03%	157
TOTAL		3,893

Q7 Did you take action to resolve your legal problem?

Answered: 2,560 Skipped: 1,435



ANSWER CHOICES	RESPONSES
Yes	89.02% 2,279
No	3.71% 95
I don't know	7.27% 186
TOTAL	2,560

JFM Member and Partner Interviews (Phone and In-Person).

The 2017-19 AmeriCorps members and supervisors were surveyed by an outside evaluator who interviewed JFM members and partner site supervisors over the phone and in-person during three rounds of interviews. JFM member input was also obtained through periodic progress reports and from exit surveys upon completion of terms of service. The charts below summarize the responses of members and partners. (Note: some responses are condensed from telephone interviews.)

2017-2019

AmeriCorps Members:

Q1 Does JFM positively impact low to moderate income Montanans?

Answer Choices	Responses	
Strongly Agree	80%	40
Agree	14.16%	8
Neutral	4%	2
Disagree		
Strongly Disagree		
TOTAL	100%	50

Q2 Do you feel you help Montanans gain knowledge of the legal system?

Answer Choices	Responses	
Strongly Agree	50%	25
Agree	42%	21
Neutral	8%	4
Disagree		
Strongly Disagree		
TOTAL	100%	50

Q3 Do you feel you help Montanans understand their legal rights and what they can do next?

Answer Choices	Responses	
Strongly Agree	42%	21
Agree	48%	24
Neutral	10%	5
Disagree		
Strongly Disagree		
TOTAL	100%	50

Q4 Anything else you'd like to add?

They said that JFM is a great resource for a lot of people in the community.
She thinks the program is very helpful in ensuring MLSA and the other JFM partners function as they do.
Thinks as far as MLSA it primarily increases capacity of MLSA to take on more clients effectively and make volunteer attorneys' time more effective by streamlining the cases that get to them. Also, it allows the members to gain experience they wouldn't have otherwise had without a legal type degree and that they wouldn't be doing until farther down the road; experience he wouldn't have it any other way.
His position is a minor part in the wheels of justice but he does feel that JFM plays a vital part in reassuring clients that they can talk to someone and as far as what a JFM can do, they give information to help clients ease their minds. The project has a huge impact.
She can't give legal advice so doesn't think that the customers always understand their legal rights on a very detailed basis. However, she can and does help them understand processes and procedures, so sometimes they do understand those legal rights. Also, while she thinks that the collaboration between JFM and the SHLC is a good idea in theory, she's not sure that JFM is the way forward and it's more like a band aid. She would prefer that the State step up and pay for some part-time or full-time staff to better take care of its citizens.
It's a pretty vital service. They often wish they were able to do more. If there were more resources, they could reach even more people.

They are able to help clients deal with immediate issues that have long-term impact, and to let clients feel as if there are people who help them, while the clients believe other organizations don't care.

She was a VISTA before a JFM and understood poverty but not the legal side of things. Initial training for JFM was fantastic and learning how to deal with people coming in with crises has been most beneficial to her as a JFM, particularly as a Domestic Violence assistant. The project has been great.

They can give basics, not legal advice, and some people need more than the basics.

Another thing I would like to add would be that I wasn't expecting the position to be as stressful as it is; some of the stories and situations we are presented with on a daily basis can be pretty disturbing and detailed. Then because we (try to) help everyone that comes into our center, we often end up helping the other party as well; so we are privy to what the other party served them with and why. I have previous experience working with vulnerable populations, but even with that, I feel sometimes under equipped to both help our customers and digest some of the more heavy stories I'm confronted with. In the future I think maybe incorporating some more training to handle these situations would be helpful, I also think that making mental health evaluations/counseling available (or even mandatory) through JFM for its members would also be useful.

At the conclusion of my AmeriCorps experience I feel confident reporting that JFM is one of the most important programs serving low to moderate income Montanans. Maybe not as significantly or consistently as other JFMs who are in MLSA or Self Help Law Center positions, but OCPVS AmeriCorps definitely help Montanans gain knowledge about their rights to small claims court or legal help from Montana's nonprofit law services. I feel like I spent a good portion of my time helping Montanans understand what avenues were available to them when they are having a consumer issue. JFM is a vital program that helps many nonprofit and governmental organizations provide essential services to Montanans! I'm so proud to have served with this program and feel like this year has taught me vital consumer advocacy skills that will be of use in whatever career I choose.

The majority of people who come into our office are primarily low to moderate income. These are people who are not at all familiar with the legal system, but somehow need to figure out a way to utilize it, without having the money to pay for an attorney. JFM is providing exactly those kinds of services that people are looking for. Every day I will have at least one person come into our office whose first words are "I don't know how to do this" or "I don't know what I need, but" and then they describe what their working on and we help fill in the gaps to find what type of forms they need. Afterwards those are the people who are usually the most appreciative of our services. They are grateful for how much we can teach them about not only the forms they need, but also what their legal action actually means and the type of process they will be going through. I feel like I see this most often with parenting cases. People come in here frequently asking about parenting (or grand parenting) rights and what they can do about their situation. Another time that people get confused about their rights is for Landlord/Tenant issues. Thankfully, our centers have several pamphlets and brochures that we can hand out to people so that they don't forget everything that we teach them. People are constantly telling us that they don't know what they would do without the

Self Help Law Centers. There are people who eagerly fill out our intake surveys because they want us to get funded so we can stay open and continue providing services. I think it is the same for the entire Justice For Montanans program. People really appreciate the help we offer and would be completely lost without it. To them we are an invaluable service that they hope will continue to grow and develop in the future.
I'm hugely thankful to have had a year with JFM!
Serving with the JFM program has helped me to understand the legal system. Many of the problems a consumer faces can be resolved with a quick letter explaining the situation. It also impressed on me the need for every day Montana to understand their legal rights. This service has been an enriching experience.
Many of the customers I serve have no knowledge of their civil legal rights or are misinformed though the internet and word of mouth. We provide a reliable source of information.
Overall, the JFM program provides a great benefit to low and moderate income Montanans. I do not believe that many of the people we serve would have anywhere else to turn if they could not turn to the services JFM members provide. The only major downside of the program that I have noticed is the limitation we experience reaching rural Montanans. It is a large challenge to overcome, though I hope some improvement will be made in the future.
Justice For Montanans is an invaluable program that helps people in general. Even though our work is tailored for Montanans, most of us take calls from people with legal issues that are outside of Montana and refer them to resources and organizations in their state. For Montanans specifically, JFMs are often people's first point of contact for legal services. We are also incredibly helpful to our placement sites because our work increases their capacity to assist clients. Lastly, the program is useful for its AmeriCorps members. We've all gained important knowledge about the civil legal system, Montana's organizations and resources, and the challenges that low to moderate income Montanans face everyday.
Many people come to us in crisis with no idea what they are able to do to help themselves. We make the information more accessible and help them break down complicated processes into manageable pieces that they can better understand.
I really admire the work and people at MLSA so much that I've decided to stay another year to serve at Montana Legal Services Association.

Partner Site Supervisors:

Q1 Does JFM positively impact low to moderate income Montanans?

Answer Choices	Responses	
Strongly Agree	92%	24
Agree	8%	2
Neutral		
Disagree		
Strongly Disagree		
TOTAL	100%	26

Q2 Does JFM help Montanans gain knowledge of the legal system?

Answer Choices	Responses	
Strongly Agree	69%	18
Agree	27%	7
Neutral		
Disagree	4%	1
Strongly Disagree		
TOTAL	100%	26

Q3 Do JFM members help Montanans understand their legal rights and what they can do next?

Answer Choices	Responses	
Strongly Agree	58%	15
Agree	35%	9
Neutral	7%	1
Disagree		1
Strongly Disagree		
TOTAL	100%	26

Q4 Do JFM members serve as an asset to your organization?

Answer Choices	Responses	
Strongly Agree	88%	23
Agree	8%	2
Neutral		
Disagree	4%	1
Strongly Disagree		
TOTAL	100%	26

Q5 Why or how do members serve as an asset to your organization?

Indian law practice JFM members have been absolutely amazing. Before, he had worked for years without anyone supporting the practice group. They've had great members: extremely bright, enthusiastic, self-starting, independent workers. JFM expands the numbers of people they are able to help. Amazing.
Members help organization by helping Self-Help Law Center to serve more people.
JFMs staff the Modest Means project, connecting clients with attorneys. The Bar wouldn't be able to staff the project without JFMs.
The JFMs have allowed MLSA to increase the number of applicants, which wouldn't have happened without them.

JFM adds capacity to allow MLSA to provide info/referrals to people who otherwise might not get any help.
JFMs help to accomplish the OCPVS mission; JFMs are core to the mission and services the agency can provide. JFMs often stay after their service, community benefits afterwards.
Wouldn't be able to launch law school pro bono program without the JFM. Has been able to add a second clinic for clients in town, to impact about 76 additional clients. Also, provides real-life training for law school students.
Without JFMs, there wouldn't be a SHLC program. Gives clients hope that they can get help, such as dv survivors, helps people get help with legal issues and with non-legal issues that are connected.
Members are an extra resource, readily available, and provide great support. They are a great 1st contact for clients. Good support to MLSA employees, helping with outreach and other events.

Q6 Anything else you would like to add or comment on?

Just amazing to have the help and backup. Able to get back to people quicker, keep cases compliant, upload all docs, doesn't know what he'd do without the JFM position.
He thinks majority of clients are satisfied.
JFM allows them to get so much more done than otherwise.
MLSA provides great support and training to allow partner sites to make the experience worthwhile for both the members and communities.
Has been with the JFM project since the beginning and believes the exposure to both the law and low-income people to the members is invaluable.
Most JFMs aren't legally trained and so think about the issues as clients do, so they bring in that valuable perspective into the organization and allow the organization to better serve clients.

115	Great job	6/25/2019 10:46 AM
116	Great program	6/20/2019 11:07 AM
117	Give him a raise!	6/20/2019 11:06 AM
118	I was only here to complete a form.	6/20/2019 11:05 AM
119	Helped create will	6/20/2019 10:05 AM
120	I wanted a pro bono attorney to help me file for bankruptcy for my student loan debt. Didn't find one for me. Told me to get forms and file on my own. I needed help. They could have helped me find a pro bono bankruptcy attorney.	6/20/2019 9:45 AM
121	I received no help, started to get sick - the lady I talked with briefly - made no effort to reschedule - had to drop my unemployment - I did win back wages wondering if I have a civil law suit. 406 850 2674 Perhaps someone can help me. Advice; be more responsive. I was under a deadline with the state.	6/20/2019 9:37 AM
122	Thank you for your service here!	6/18/2019 11:03 AM
123	Vincent is always very helpful	6/18/2019 8:05 AM
124	It would be helpful if these clinics were possible earlier in the day so that daycare centers would still be open. It is difficult to attend when there is no available childcare.	6/18/2019 5:27 AM
125	This was very helpful	6/18/2019 5:24 AM
126	Very helpful and respectful and professional in handling this situation.	6/18/2019 5:22 AM
127	Am revising documents @ attorney's recommendation.	6/18/2019 5:21 AM
128	No, its perfect.	6/18/2019 5:20 AM
129	Very informative. Thank you.	6/18/2019 5:19 AM
130	More help with phrasing especially for people who can't read and write.	6/18/2019 5:18 AM
131	Very good help.	6/18/2019 5:17 AM
132	Absolutely a great experience, questions answered on how to begin the process, step by step notes, kind & professional. Thank you!	6/18/2019 5:16 AM
133	This was super helpful.	6/18/2019 5:15 AM
134	Excellent help	6/18/2019 5:14 AM
135	Make sure go self help law with papers first before you attend clinic. But it is a great service.	6/18/2019 5:13 AM
136	Thank you all for everything you do.	6/18/2019 5:12 AM
137	Just inform future clients be prepared and fill out paperwork before law clinic - other than that, thank you great people.	6/18/2019 5:10 AM
138	Thank you so much! :)	6/18/2019 5:09 AM
139	Request for services in our community.	6/18/2019 5:08 AM
140	Thank you! :)	6/18/2019 5:07 AM
141	The help received was very good.	6/18/2019 5:07 AM
142	It was very helpful just to have someone listen to my issue, understand it and offer advice. The stress and worry was decreased tenfold just in that. Thank you.	6/18/2019 5:06 AM
143	MLSA was very generous with helping me. I'm very satisfied.	6/18/2019 5:04 AM
144	He helped me try to understand what to do on this judgement	6/18/2019 5:03 AM
145	Calls were returned accordingly and all hands on deck were willing to help me ASAP. So very grateful for this service.	6/18/2019 5:01 AM
146	Very friendly and helpful	6/18/2019 5:00 AM
147	The people I have interacted with here are wonderful. The experience could not have been better. This is a great program. I hope it continues to help people in my situation. A voice and help for those who otherwise would have no recourse. Thank you,	6/18/2019 4:29 AM

265	Location is extremely difficult to find. Need to be in a location that is easier to find. Google maps does not take you here.	4/24/2019 7:49 AM
266	im waiting to meet with someone but they are very helpful	4/24/2019 5:58 AM
267	great help	4/23/2019 6:58 AM
268	They are very helpful and thoroughly helpful.	4/19/2019 4:45 AM
269	Very professional and helpful guy that helped me.	4/18/2019 10:50 AM
270	Thank you!	4/18/2019 10:48 AM
271	amazing lady helped me	4/18/2019 8:51 AM
272	Very helpful	4/17/2019 11:17 AM
273	I am so grateful for this organization and the services they provide.	4/17/2019 3:23 AM
274	Very helpful, thank you!	4/17/2019 3:07 AM
275	Very helpful. Super thankful for Colyn, she's wonderful!	4/17/2019 3:05 AM
276	Michael was very polite, helpful and knowledgeable, Thank you!	4/16/2019 11:03 AM
277	none :)	4/16/2019 2:40 AM
278	He was very polite and really knew what he was talking about. Thank you for your service.	4/15/2019 11:10 AM
279	Information should be passed to upstairs people, that you are here to help.	4/15/2019 11:10 AM
280	Thank you so much for your kind help!	4/15/2019 11:09 AM
281	Such a great service to offer the community - Thanks!	4/11/2019 9:51 AM
282	always very helpful	4/11/2019 6:52 AM
283	It would have been nice if I was given more concrete answers but I do appreciate the paperwork and "pointing me" in the right direction.	4/10/2019 9:45 AM
284	THANKS	4/10/2019 9:43 AM
285	Thank you very much!	4/9/2019 7:07 AM
286	Awesome info. Thank you!	4/8/2019 10:56 AM
287	Thank you!	4/8/2019 7:05 AM
288	very helpful and sincere.	4/4/2019 8:46 AM
289	Love this place	4/3/2019 10:50 AM
290	Clerks could have given better info or provided someone who has info	4/3/2019 10:47 AM
291	Thank you very much	4/3/2019 10:45 AM
292	super friendly and very helpful	4/3/2019 8:52 AM
293	after talking to them I felt so much better	4/3/2019 7:07 AM
294	very helpful	4/3/2019 7:06 AM
295	Great people to work with	4/3/2019 2:38 AM
296	This was a good experience. I feel better about my case.	4/3/2019 2:10 AM
297	I feel I was rushed	4/1/2019 11:16 AM
298	No suggestions help was great	4/1/2019 11:14 AM
299	You all are fantastic	4/1/2019 11:13 AM
300	Thank You!	4/1/2019 11:10 AM
301	very friendly and helpful	4/1/2019 9:58 AM
302	friendly	4/1/2019 9:57 AM
303	great place	4/1/2019 9:25 AM

343	without self help law library i would be totally lost in legalities. Thank you so much !	3/19/2019 4:41 AM
344	thank god for you all	3/19/2019 3:39 AM
345	none	3/19/2019 3:27 AM
346	Very informative and extremely helpful.	3/19/2019 3:26 AM
347	Thank you for your time.	3/19/2019 3:25 AM
348	thanks	3/19/2019 3:25 AM
349	Grateful for this service. Colyn is so helpful.	3/19/2019 3:23 AM
350	Great, friendly help from worker, answered my questions and spent the time to listen to me!	3/19/2019 3:22 AM
351	always very helpful	3/18/2019 7:05 AM
352	really nice people here	3/18/2019 7:04 AM
353	staff was very helpful	3/14/2019 7:12 AM
354	Very personable and helpful. Thank You	3/13/2019 9:48 AM
355	Covered a few questions. I'm much more informed to complete the paperwork.	3/13/2019 9:47 AM
356	I needed legal advice and the guys there could not help me	3/13/2019 5:58 AM
357	this place is great and wonderful and I have been here many times	3/13/2019 5:56 AM
358	great guys.	3/13/2019 4:13 AM
359	Please draft discovery papers	3/12/2019 10:56 AM
360	Self Help Law has helped me numerous times. great help	3/12/2019 10:50 AM
361	very informative and gave me all the forms	3/12/2019 10:49 AM
362	these guys are awesome	3/12/2019 7:00 AM
363	thank you	3/12/2019 4:11 AM
364	I needed forms for joint dissolution without children, uncontested, and grandparent rights. Staff was receptive, friendly, and knowledgeable of what I needed!	3/11/2019 10:25 AM
365	:) (smiley face)	3/11/2019 8:05 AM
366	Felt cared about and information was clear and easy to understand. Thank you and God Bless.	3/11/2019 8:04 AM
367	Thank you. I appreciate the information.	3/11/2019 8:03 AM
368	Update your forms on the website. There is no form to respond to a motion to amend a parenting plan.	3/7/2019 1:19 AM
369	THANK YOU	3/6/2019 3:45 AM
370	Thank you	3/5/2019 8:45 AM
371	always very helpful	3/5/2019 3:54 AM
372	just thankful for patience and understanding	2/28/2019 9:41 AM
373	I am handicapped and the people that work there are very helpful to me	2/28/2019 7:46 AM
374	always very helpful	2/28/2019 7:44 AM
375	these guys always take care of me	2/28/2019 7:44 AM
376	Vincent was an incredible help. I left feeling hopeful. Im very grateful.	2/27/2019 10:32 AM
377	very helpful and needed. without it I would be at a loss. Thank you!	2/27/2019 10:31 AM
378	THANK YOU.	2/27/2019 9:49 AM
379	THANK YOU.	2/27/2019 9:47 AM
380	Appreciated the friendly atmosphere.	2/27/2019 5:21 AM
381	Gave me piece of mind on my situation very helpful.	2/27/2019 5:20 AM

419	SHE WAS AWESOME! HELPFUL & FRIENDLY. :)	2/13/2019 9:40 AM
420	GREAT SERVICE. THANK YOU.	2/13/2019 9:35 AM
421	THANK YOU	2/13/2019 9:34 AM
422	people in the self help office has been amazingly helpful for me thank you.	2/13/2019 8:39 AM
423	will file paperwork	2/13/2019 7:50 AM
424	Thank you for all the help you have provided.	2/12/2019 10:42 AM
425	THANK YOU!!!	2/7/2019 10:05 AM
426	Very helpful and caring people. Lots of information and resources given, thank you	2/6/2019 10:32 AM
427	Thank You!	2/6/2019 10:30 AM
428	Thank you!!!	2/6/2019 10:21 AM
429	This is a great help, thank you!	2/6/2019 5:11 AM
430	Thank God for Colyn!	2/6/2019 5:09 AM
431	The lady Arianna is amazing! Thank you!!	2/6/2019 5:09 AM
432	So thankful for this SELF-HELP!!	2/6/2019 3:29 AM
433	Thank you. :)	2/4/2019 10:53 AM
434	Second time in a row the advice I received from the clinic was awful.	2/1/2019 10:02 AM
435	She was very helpful, knowledgeable, and made me feel very very comfortable with her way she handled me & my questions. Really relieved my anxieties & nervousness of this process.	2/1/2019 10:01 AM
436	Thank you.	2/1/2019 9:57 AM
437	This clinic was fantastic! We are still working on a few things but are prepared!	2/1/2019 9:56 AM
438	She was very helpful and kind.	2/1/2019 9:55 AM
439	I am confused with paper work	1/31/2019 5:16 AM
440	Thank you!!!	1/30/2019 10:46 AM
441	Customer did not check any box with regard to overall experience rating.	1/30/2019 10:43 AM
442	The lady was very kind and knowledgeable.	1/30/2019 10:40 AM
443	Dylan was awesome!	1/30/2019 10:06 AM
444	phone great service with everything	1/30/2019 5:13 AM
445	She provided me with the forms I need.	1/30/2019 3:28 AM
446	100% Thank you!	1/30/2019 3:27 AM
447	Thanks you!	1/30/2019 3:26 AM
448	Would have never been able to do it alone! Thanks!	1/30/2019 3:24 AM
449	N/A Great work. Colyn was great!!	1/30/2019 3:21 AM
450	Colyn was great help to me in regards to my questions on adoption. Looked up info and numbers for me. Thank you :)	1/30/2019 3:19 AM
451	Navigating the legal system when one, unfortunately, needs to is a nightmare. Coming here and with Colyn's help, helps me to not be spinning my wheels and points me in the right direction. Thank y'all for being here and God bless you for the work you do and assistance you give.	1/30/2019 3:18 AM
452	The young man I spoke with made me feel calm and relieved my stress hugely. Thank you for having this available and a staff so easy to talk to.	1/29/2019 10:14 AM
453	Linda is very helpful. :)	1/29/2019 10:13 AM
454	You did a fantastic job. Thank you so much!	1/29/2019 10:04 AM
455	always a great help I love referring others here!	1/29/2019 10:01 AM

492	Thank you!!	12/31/2018 10:25 AM
493	It was good service	12/31/2018 6:49 AM
494	Helped me reduce a debt.	12/31/2018 6:34 AM
495	I was able to represent myself on 90% of the issues I had.	12/31/2018 6:06 AM
496	I was told to leave things as they are. I now know what is required of me.	12/31/2018 6:03 AM
497	thanks denise	12/28/2018 8:16 AM
498	Nothing can be improved without common-sense regulation in Helena. Until then, tenants in this state are just plain screwed.	12/28/2018 6:27 AM
499	VERY HELPFUL AND OPEN TO HEAR MY STORY AS WELL AS THE CASE ISSUE. I KNOW IT IS NO REQUIREMENT, BUT MY NAME IS SERGIO E. GALLEGOS. THANK YOU	12/27/2018 10:18 AM
500	WONDERFUL HELP. THANK YOU.	12/27/2018 10:16 AM
501	NICE TO HAVE SOMEONE WHO HAS MY BACK	12/27/2018 10:15 AM
502	WONDERFUL HELP! THANK YOU.	12/27/2018 10:01 AM
503	YOU LADIES ARE AWESOME!!	12/27/2018 10:00 AM
504	Thank you!	12/24/2018 3:54 AM
505	Not at this time.	12/24/2018 3:54 AM
506	I would have liked feeling some kind of empathy for my situation. Not pity, just someone to say: "Your'e on the right track, I appreciate you position and think you are doing the right thing" lol I'm sensitive. Thank You!	12/20/2018 11:05 AM
507	Thank you for your time and information. Michael was a great help for my situation.	12/20/2018 11:02 AM
508	Extremely helpful Thank you so much to Linda @ Self Help Law Center - She was very helpful in answering my questions so that I feel much better prepared to fill out and file paperwork. So grateful for this service!!! Sue	12/20/2018 11:01 AM
509	thanks for all your help again :)	12/19/2018 2:58 AM
510	thank you!!	12/19/2018 2:58 AM
511	FIVE STARS!!!! The woman I spoke with was very helpful. She was very knowledgeable in the steps I needed to take. She made me feel welcomed and safe to talk. It was by far my favorite experience I have had with an employee in the Self Help Law facility.	12/19/2018 2:13 AM
512	FIVE STARS!!!!	12/19/2018 2:11 AM
513	Denise has been a tremendous help with all my needs everytime I come to Self Help	12/18/2018 6:01 AM
514	Big Help thanks so much.	12/17/2018 10:49 AM
515	Awesome!! Awesome!! Awesome!!	12/17/2018 10:33 AM
516	Arianna was very helpful	12/17/2018 9:56 AM
517	handled professional and with respect thank you	12/17/2018 8:08 AM
518	Linda was extremely helpful and poised. She has been a tremendous help.	12/11/2018 10:49 AM
519	I cant wait to come back next Friday	12/11/2018 6:52 AM
520	Thank you for your help!	12/11/2018 5:22 AM
521	Michael super nice!	12/10/2018 11:18 AM
522	Linda rocks. So helpful!	12/10/2018 11:17 AM
523	very helpful thank you	12/10/2018 6:51 AM
524	thank you so much	12/10/2018 6:50 AM
525	Friendly, Helpful, Thank You!	12/10/2018 5:04 AM
526	Thank You!	12/7/2018 10:19 AM
527	AWESOME - LOVE YOU GUYS!!!!	12/6/2018 10:44 AM

26	I appreciate the help they give.	9/12/2018 2:56 AM
27	She was wonderful and extremely helpful	9/10/2018 9:55 AM
28	Maybe a few more people too help fill out forms, seem not to have enough help for the volume of people coming through.	9/7/2018 9:36 AM
29	thank you	9/7/2018 9:35 AM
30	Great Job!	9/7/2018 9:33 AM
31	Very helpful with finding info and the steps needed next.	9/6/2018 10:31 AM
32	Thank you Denise!	9/6/2018 10:30 AM
33	Thanks!	9/6/2018 10:29 AM
34	the staff are very helpful.	9/6/2018 10:29 AM
35	Thank you	9/6/2018 2:48 AM
36	people are awesome here!	9/6/2018 2:44 AM
37	Need more people helping people.	9/6/2018 2:43 AM
38	Thank you so much. She was patient and helpful!!	9/6/2018 2:42 AM
39	Great service. Thank you.	9/6/2018 2:41 AM
40	Wonderful speedy and informative! Thank you all for your assistance.	9/6/2018 2:41 AM
41	You guys are awesome!	9/6/2018 2:40 AM
42	Denise helped me out very much and she was very knowledgeable. she was great.	9/6/2018 2:36 AM
43	AMAZING!! THANK YOU.	8/29/2018 4:38 AM
44	AMAZING!!	8/29/2018 4:38 AM
45	Linda was very professional and great help in a situation that I could not have resolved without assistance.	8/29/2018 3:13 AM
46	Pat at the front desk was very helpful and very nice. She is wonderful.	8/22/2018 6:35 AM
47	Linda does a fantastic job and is extremely friendly. Thank you.	8/22/2018 4:07 AM
48	The lady I saw today was excellent! Compassionate and knowledgeable.	8/22/2018 4:05 AM
49	She was wonderful!	8/22/2018 3:30 AM
50	Very helpful. Thanks!	8/16/2018 6:22 AM
51	THANK YOU!	8/16/2018 6:21 AM
52	Lady in the office was excellent!	8/16/2018 6:19 AM
53	She is always such a delight!	8/16/2018 6:19 AM
54	Thank you for empowering those with less financial means.	8/16/2018 5:21 AM
55	It was busy	8/16/2018 5:18 AM
56	Pat was sent by God; thank you	8/16/2018 5:18 AM
57	Older lady was a great help!	8/16/2018 5:14 AM
58	Billing(medical) for my dead son stopped after your service got involved. Knowledge is Power!	8/15/2018 10:56 AM
59	Appreciate the help.	8/13/2018 8:36 AM
60	She was wonderful. Thank you for your time.	8/13/2018 6:24 AM
61	Linda was very helpful and courteous.	8/13/2018 6:22 AM
62	They were very efficient, no problems.	8/10/2018 9:54 AM
63	Didn't understand everything	8/10/2018 9:51 AM
64	Got custody of my kid!	8/10/2018 9:49 AM

250	Very helpful with information, but I am still scared. Thanks.	5/22/2018 2:13 AM
251	Very helpful staff -- thank you so much!	5/22/2018 2:11 AM
252	So EXTREMELY helpful!	5/22/2018 2:10 AM
253	The ladies that have helped me here are amazing and have been such great help!	5/21/2018 10:47 AM
254	Helped us very much	5/21/2018 10:46 AM
255	Thank you so much for being available!	5/21/2018 3:12 AM
256	Great, friendly, helpful, service.	5/18/2018 10:49 AM
257	Fast, knowledgeable service with a smile.	5/18/2018 10:47 AM
258	Great job, ladies!	5/18/2018 10:42 AM
259	excellent thank you so much	5/18/2018 10:15 AM
260	Thank you so much for explaining the forms and info thats changed-much appreciated.	5/18/2018 6:39 AM
261	Great help!	5/18/2018 6:36 AM
262	They did a good job!	5/18/2018 6:08 AM
263	Thank you Amy so much! You were very helpful with my issues.	5/17/2018 8:22 AM
264	Everything was great	5/17/2018 8:22 AM
265	Thank you very much, appreciate it!	5/17/2018 8:21 AM
266	I was already referring people before this experience. That will continue with a positive personal note.	5/17/2018 8:20 AM
267	Thank you	5/17/2018 8:18 AM
268	Thank you so much for providing this service! Bless you all!	5/17/2018 8:18 AM
269	Staff were knowledgeable, helpful, and friendly. Excellent service!	5/17/2018 7:29 AM
270	Thank you!	5/17/2018 7:27 AM
271	very helpful!	5/16/2018 10:00 AM
272	Thank you.	5/16/2018 9:05 AM
273	Expand your services!	5/16/2018 9:00 AM
274	Eviction notice never came to fruition. Plumbing fixed. My letter to landlord started the ball rolling. We now have a toilet and can shower.	5/16/2018 8:54 AM
275	A few more people.	5/16/2018 7:55 AM
276	Thank you	5/16/2018 4:23 AM
277	THANK YOU SO MUCH. i FEEL MUCH BETTER GOING INTO THIS AFTER MEETING WITH YOU.	5/15/2018 10:58 AM
278	Thank you for everything; helping me do what I need to in order to see my son. Thank you so much...	5/15/2018 8:47 AM
279	They're really great at helping "ALL" of us.	5/15/2018 8:45 AM
280	Great Staff	5/15/2018 8:42 AM
281	Nancy was very personable. Helped with a regular and durable (health) power of attorney. The cost for paperwork was free as opposed to Staples for \$17.00 and \$29.00.	5/15/2018 1:32 AM
282	I understood my rights much better!	5/14/2018 11:32 AM
283	I received a nasty 3 day notice from our landlord. Your people were most helpful in explaining what they could and could not do. Relieved my anxiety. Thank you!	5/14/2018 11:22 AM
284	Realized that I had rights.	5/14/2018 10:57 AM
285	thanks	5/14/2018 10:52 AM
286	very helpful and professional	5/14/2018 10:46 AM

363	Thanks for the help!	4/25/2018 11:05 AM
364	Thank you so much	4/25/2018 11:03 AM
365	The help was extremely helpful and very appreciated. Thank you!	4/25/2018 11:02 AM
366	I got way more help than I expected; Exceptional help! Thank you!	4/25/2018 11:00 AM
367	Great help	4/25/2018 5:19 AM
368	I am very satisfied and thankful for the service they provided. I would've been lost without the help I received from the Billings Self Help Law Center!	4/24/2018 7:49 AM
369	I am very satisfied and thankful for the service they provided. I would've been lost without the help I received from the Billings Self Help Law Center!	4/24/2018 7:48 AM
370	MLSA helped me focus my energy, research, and proof on the statutes that would make the most difference in my case.	4/24/2018 4:54 AM
371	Linda was great!	4/24/2018 3:11 AM
372	Thank you so much for your help getting us started with our issue! We appreciate it so much.	4/24/2018 3:08 AM
373	Thanks for everything!!	4/24/2018 3:05 AM
374	It 's a little confusing. It would be much easier if someone could walk you through it as you do it, not just explain it and send you away.	4/24/2018 3:00 AM
375	Thank You.	4/24/2018 2:57 AM
376	Great! Always helpful	4/23/2018 11:02 AM
377	Wonderful! I feel relieved! Thank you!!	4/23/2018 10:28 AM
378	I'd like another meeting in a month if at all possible.	4/23/2018 10:24 AM
379	What a great program! Thank you ALL very much!	4/23/2018 10:24 AM
380	Thank you!	4/23/2018 10:23 AM
381	My case is very complicated and he will look for an attorney to possibly give me some more help. He was great!	4/23/2018 9:33 AM
382	No, Everything was great	4/23/2018 9:31 AM
383	Wished the criminal part would have been more helpful	4/23/2018 9:30 AM
384	Thank you so much!	4/23/2018 9:28 AM
385	He was helpful and I followed through and got things done. Thank you for all of you that are a part of MLSA. You're a God send!	4/23/2018 8:15 AM
386	I was able to establish my parental rights and gain custody of my child.	4/23/2018 8:12 AM
387	Keep up the great job	4/23/2018 6:00 AM
388	Thank You!	4/23/2018 5:59 AM
389	Joy is amazing! Helped very much.	4/23/2018 5:59 AM
390	I would have liked an explanation of what rights I had after explaining my problem. I was asked if I would like the cost of mailing the product back and that was it.	4/20/2018 3:27 AM
391	Gabrielle Crofford assisted my family and I in a timely manner every time contacted, reviewing and processing information in an effective efficient way ensuring my case was heard and resolved by the company I was disputing charges with. She and her office ensured my rights as a consumer were withheld. Thank you!	4/20/2018 3:24 AM
392	Excellent service	4/19/2018 4:33 AM
393	You all are amazing!!	4/19/2018 3:03 AM
394	I needed access to legal doc's such as response to contempt of court; the staff made it very easy for me to access what I needed. Thank you so much	4/18/2018 9:00 AM
395	excellent service!!!	4/18/2018 7:03 AM
396	Excellent informative information and super helpful.	4/18/2018 7:01 AM

627	Not a case in their guidelines of offered help.	2/20/2018 5:48 AM
628	Sarah was super helpful	2/20/2018 5:42 AM
629	Thank You.	2/20/2018 5:01 AM
630	American Corp person was great and helped me with all my question. Will be contacting her soon if I need help again.	2/20/2018 4:46 AM
631	Thank You.	2/20/2018 4:32 AM
632	Thank You.	2/20/2018 3:15 AM
633	Thankful to have this service available. Very helpful and knowledgable and very patient. Thank you again.	2/20/2018 3:13 AM
634	So very patient and helpful with all questions.	2/20/2018 3:11 AM
635	very helpful with my questions and filling out paperwork.	2/16/2018 7:08 AM
636	Sarah was amazing! She helped with everything!	2/16/2018 7:05 AM
637	Everything was wonderful! Thank you, Joy!	2/15/2018 5:36 AM
638	Extremely helpful; may need more help eventually, but very very helpful.	2/15/2018 5:12 AM
639	Staff was very polite and helpful.	2/14/2018 8:05 AM
640	Very friendly!	2/14/2018 6:09 AM
641	GREAT!!!!	2/14/2018 4:50 AM
642	She was very helpful and explained everything very well; step by step.	2/13/2018 3:46 AM
643	need more information on MT Supreme Court.	2/13/2018 3:36 AM
644	Good; thank you	2/9/2018 6:48 AM
645	She was super sweet and knowledgeable.	2/9/2018 5:22 AM
646	Excellent...(illegible)	2/8/2018 9:13 AM
647	VERY good	2/8/2018 5:46 AM
648	Just had copies made, but staff is very nice.....	2/8/2018 5:33 AM
649	Very helpful.	2/8/2018 3:14 AM
650	Having the Self-Help office here in town is great. Linda was helpful and answered all of my questions. Thank You.	2/8/2018 3:12 AM
651	Joy was an excellent help; I really appreciate it	2/7/2018 10:03 AM
652	You guys are awesome!	2/7/2018 9:49 AM
653	Great customer service	2/7/2018 9:46 AM
654	Sarah is amazing!	2/7/2018 9:45 AM
655	#7 is "not yet" Thank you for the help; I appreciate it	2/7/2018 7:18 AM
656	Maggie Sowisdral MT Dept. of Justice Office of Consumer Protection & Victim Services was very helpful.I had ordered something for Christmas in Nov. they deducted the \$ but i never got product. I had contacted them several times but only got a form email so Maggie contacted them and within a week i got my order! I don't think i would have received it without her help. She was so very nice and helpful. I really appreciated that she got the situation resolved and so quickly	2/7/2018 2:45 AM
657	Thank you	2/6/2018 9:27 AM
658	You're awesome! Thank you!	2/6/2018 6:54 AM
659	very helpful!	2/6/2018 6:51 AM
660	My main purpose of coming here today is my wood stove (cast iron) was stolen out of my home. He should not get away with this theft and he lies.	2/6/2018 3:06 AM
661	Need more assistance to help with more people at a time	2/5/2018 9:51 AM
662	Very helpful and nice; much appreciated!	2/5/2018 9:09 AM

700	Keep on being awesome!	1/26/2018 4:33 AM
701	Need local attorney	1/25/2018 8:24 AM
702	I'm free of harassment and know my rights. I now can heat my apartment better, eat better food, afford my car again and have a much healthier quality of life on \$1,020 a month at 67. My days are so much better!	1/25/2018 8:13 AM
703	Mellissa has been a big help.	1/25/2018 6:23 AM
704	Fast and helpful! Thank you	1/25/2018 6:16 AM
705	GREAT!!!	1/25/2018 3:48 AM
706	They do a great job.....	1/25/2018 3:45 AM
707	I like working with Amy, she's willing to listen to you.	1/25/2018 3:40 AM
708	Thank You.	1/25/2018 3:00 AM
709	Awesome information and helpfull.	1/25/2018 2:59 AM
710	great service!	1/24/2018 9:09 AM
711	extremely helpful and compassionate	1/24/2018 9:08 AM
712	awesome; Joy was helpful; I would feel more comfortable w/an attorney helping me; Somewhat understand more-thanks to Joy, she was very pleasant and nonjudgemental.	1/24/2018 6:24 AM
713	Thanks to Amy....	1/24/2018 4:32 AM
714	Thank you.	1/24/2018 4:22 AM
715	GREAT service	1/24/2018 4:15 AM
716	Sarah	1/24/2018 4:00 AM
717	Excellent excellent service from start to finish. Thank you.	1/24/2018 3:59 AM
718	Self help law center is very helpful to me. Your workers are so nice and helpful. Thank you.	1/24/2018 3:56 AM
719	#7 is "not yet."	1/23/2018 8:38 AM
720	Thanks	1/23/2018 8:37 AM
721	The customer didn't finish filling out this form.	1/23/2018 8:28 AM
722	Was very pleased with the help I received	1/23/2018 8:27 AM
723	Thank You.	1/23/2018 3:21 AM
724	Have separate or different forms for married couples who have been separated for more than 2 years. (Simplify)	1/23/2018 3:20 AM
725	Very helpful.	1/23/2018 3:16 AM
726	Thank You.	1/23/2018 3:02 AM
727	This person only answered #3	1/22/2018 4:47 AM
728	Very nice and helpful	1/22/2018 4:46 AM
729	Sarah is AMAZING! She was so helpful through an extremely stressful process and made me feel very comfortable and encouraged. THANK YOU, SARAH! God	1/19/2018 9:20 AM
730	Thank God for this service.	1/18/2018 6:08 AM
731	This lady was fantastic and very helpfull!! She went out of her way to make sure I had all of the necessary forms and that all of my questions were answered!!	1/18/2018 3:54 AM
732	Thank You.	1/18/2018 3:43 AM
733	The ladies were very helpful with all my questions and I truly appreciated all their time and efforts.	1/18/2018 3:41 AM
734	Thanks.	1/18/2018 3:33 AM
735	Confusing and far too much documentation.	1/18/2018 3:27 AM