

# **Evaluation of Legal First Aid: Community Participant Experiences, Satisfaction, and Utilization (2023)**

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## Introduction

In 2022, Legal Link, a California justice worker non-profit organization, partnered with the Oklahoma Access to Justice Foundation and Georgetown Law to support them to stand up community navigator programs in Oklahoma and the Charleston tri-county region of South Carolina, respectively. Funding from Georgetown provided for an evaluation of these two new programs, in addition to Legal Link's existing program in Northern California. Legal Link supported program design and implementation, modified its existing Legal First Aid™ curriculum for the new states, and trained local staff to deliver the Legal First Aid training to community partners. In each state, the trainers (mostly lawyers) conducted the trainings throughout 2023. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The evaluation team followed-up at 90 days after the training to gather further data. The items evaluated include:

Perceived legal capability (pre and post training), which includes:

Perceived legal knowledge:

Legal self-efficacy; and

General legal knowledge.

Likelihood trainees would recommend the training to a colleague/net promoter score (post training and at 90 days after)

Goals for participating in the training (pre) and goal attainment (90 days after)

Utilization of training material (90 days after)

## Improvements in Perceived Legal Capability

Comparing perceived legal capability, before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 54 to 74, which is considered a very large change. To use a schooling analogy, this change is like shifting a group of, on average, F-grade students to C-grade students. Legal capability was measured as an equally weighted average of perceived legal navigation knowledge, legal self-efficacy, and general legal confidence. The overall gains in legal capability did not differ by location (California, Oklahoma, and South Carolina). 93% of participants reported a gain in perceived legal capability, compared to 6% reporting decrements. Note that the post-training score of legal capability was higher for South Carolina than Oklahoma, but this difference was due to the lower pre-training ratings of Oklahoma participants relative to South Carolina participants.

Overall, gains in perceived legal navigation knowledge (very large change; 50 to 82), legal self-efficacy (large change; 62 to 73), and general legal confidence (very large change; 50 to 69) were large to very large. Average gains in perceived legal navigation knowledge were larger than gains general legal confidence, and gains in general legal confidence were greater than gains in legal self-efficacy. Gains in perceived legal navigation knowledge were greater in Oklahoma than California; Oklahoma participants trended to starting lower than California participants in perceived navigation knowledge but ended higher than California participants. Training locations did not differ in participant gains in legal self-efficacy and general legal confidence.

## Recommend Training to Colleagues and Training Satisfaction

Overall, training participants were likely to recommend participating in the Legal First Aid training to a colleague. From a net promoter score perspective, at post-test 81% of participants after the training would be considered promoters of the training but only 6% would be considered detractors. The net promoter score of 75 is considered world-class and is likely to result in positive word of mouth regarding the training. As a comparison, the typical net promoter score for legal services is 32. Respondents to a three-month follow-up survey maintained an excellent net promoter score of 65 (76% promoters and 11% detractors). At three-month follow-up, there was not a significant difference in average net promoter ratings across training locations, though South Carolina's ratings were lower than California and Oklahoma at post-test.

Nine out of ten Legal First Aid training participants reported being very or extremely satisfied with the training at post-test (at the time of training completion), and 98% of participants were at least moderately satisfied. 92% of participants at post-test also reported being very or extremely satisfied with the quality of content communication during the training. As part of the three-month follow-up survey, 95% of respondents reported at least moderate satisfaction with training overall.

## Goals for Participating in Legal First Aid Training

The most common goals selected by participants at pre-test (prior to starting the Legal First Aid training) were clear. Participants aimed to: 1) better address service gaps or clients' needs, 2) improve outcomes for clients, 3) provide more services to clients, given limited resources, and 4) professional development or continuing education. Participants were asked to rate their attainment of nine possible goals at three-month follow-up on a 0 to 10 scale, with 0 being extremely dissatisfied and 10 being extremely satisfied. The top five goal attainment scores were: 1) professional development or continuing education (8.70), 2) provide more services to clients,

given limited resources (8.44), 3) meet or exceed organizational or professional expectations (8.43), 4) improve outcomes for clients (8.28), and 5) better address service gaps or clients' needs (8.27). Excepting meeting or exceeding organizational expectations, goal frequency aligned with perceived goal attainment. It is typical (85%) for participants to report three or more goals for participating in Legal First Aid.

### Utilization of Legal First Aid by Providers

Based on three-month follow-up survey responses from direct service providers who completed the Legal First Aid training, over half of training providers (52.5%) reported that they at least usually used learnings from the Legal First Aid training when providing services. The justiciable events that providers used the Legal First Aid training to assist with most frequently were: 1) housing, 2) family or domestic violence, 3) public benefits, and 4) immigration status.

## **Overall (California, Oklahoma, and South Carolina)**

### *Perceived Legal Capability (Knowledge, Self-Efficacy, and Confidence)*

n=452	Pre	Post	Difference
Mean	54.23	74.48	20.26
Standard Deviation of the Difference			14.13

Effect size: Cohen's  $d = 1.434$  (very large effect size)<sup>1</sup>

The average score relative to a 100-point scale improved from 54% to 74% (significant improvement). Knowledge, efficacy, and confidence scaled to 0-100 scale (summed and averaged).

### *Percent Improvement in Legal Capability (n=452)*

n=452	Frequency	Percent
Improvement	421	93.14
Stayed the Same	4	0.88
Decrement	27	5.97

### *Perceived Navigation Knowledge<sup>2</sup>*

n=452	Pre	Post	Difference
Mean	50.21	81.56	31.35
Standard Deviation of the Difference			26.63

Effect size: Cohen's  $d = 1.177$  (very large effect size)<sup>3</sup>

The average score relative to a 100-point scale improved from 50% to 82% (significant improvement).

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<sup>1</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

<sup>2</sup> The range of scores was scaled to 0 to 100.

Perceived Legal Navigation Knowledge items

I know how to identify legal issues that my clients face.

I know how to connect clients to relevant legal resources and referrals.

I know what support I personally (as a nonlawyer) can provide to clients when they are faced with legal issues.

<sup>3</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

### *Legal Self-Efficacy*<sup>4</sup>

n=452	Pre	Post	Difference
Mean	62.39	72.78	10.39
Standard Deviation of the Difference			15.00

Effect size: Cohen's  $d=0.693$  (large effect size)

The average score relative to a 100-point scale improved from 62% to 73% (significant improvement).

### *General Legal Confidence*<sup>5</sup>

n=452	Pre	Post	Difference
Mean	50.08	69.11	19.03
Standard Deviation of the Difference			16.73

Effect size: Cohen's  $d=1.137$  (very large effect size)

The average score relative to a 100-point scale improved from 50% to 69% (significant improvement).

### *Correlations Among Gains in Knowledge, Self-Efficacy, and Confidence*

There were correlations of varying magnitudes among gains in knowledge, self-efficacy, and confidence (gains are positively associated with gains).<sup>6</sup> Legal

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<sup>4</sup> The range of scores was scaled to 0 to 100.

Legal Self-Efficacy items

I can always manage to solve difficult problems if I try hard enough.

If someone disagrees with me, I can figure out how to get what I want.

It is easy for me to stick to my plans and accomplish my goals.

I can remain calm when facing difficulties because I can rely on my coping abilities.

When I am confronted with a problem, I can usually find several solutions.

I am good at finding help to fix my problems.

<sup>5</sup> The range of scores was scaled to 0 to 100.

Thinking in general about legal problems you might have (for ex: being unfairly fired, injured by someone, involved in a divorce, or facing an eviction), below rate how confident you are that you could achieve an outcome that is fair and that you would be happy with:

When disagreement is substantial and tensions are running high?

When the other side says they 'will not rest until justice is done'?

When the other side refuses to speak to you except through their lawyer?

When a notice from court says you must complete certain forms and make your case?

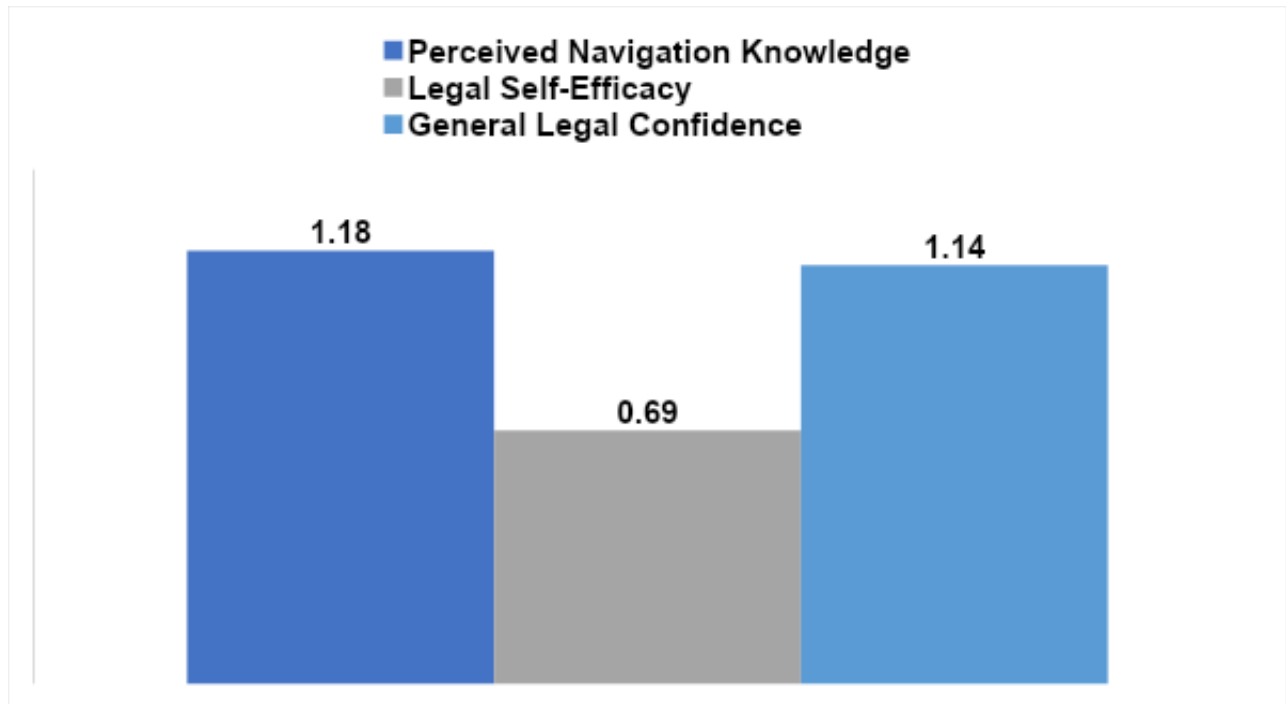
When the problem goes to court, a lawyer represents the other side, and you are on your own?

When the court makes a judgment against you, which you see as unfair? You are told you have a right to appeal.

<sup>6</sup> <https://cran.r-project.org/web/packages/effectsize/vignettes/interpret.html#correlation-r>

knowledge gains had a small correlation with self-efficacy ( $r=0.11$ ), and legal knowledge gains had a moderate correlation with legal confidence ( $r=0.30$ ). Self-efficacy gains were also moderately associated with legal confidence gains ( $r=0.46$ ).

*Effect Sizes by Construct*



*Net Promoter Score: Legal First Aid (n=474)*

Category	Count (%)
Promoters (9-10)	385 (81.22%)
Passives (7-8)	62 (13.08%)
Detractors (0-6)	27 (5.70%)

Net promoter score for CA, OK, and SC combined=75.52 (promoters minus detractors). This net promoter score would be considered world class relative organizations overall.<sup>7</sup> Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.<sup>8</sup>

<sup>7</sup> <https://www.clearlyrated.com/solutions/blog/nps-101-for-law-firms/>

<sup>8</sup> <https://www.clearlyrated.com/solutions/blog/2022-legal-nps-benchmarks/>

*Overall Satisfaction with Training (n=474)*

Category	Count (%)
Very or Extremely Satisfied (4 or 5)	427 (90.08%)
Moderately Satisfied (2 or 3)	39 (8.23%)
Slightly Satisfied (1)	1 (0.21%)
Neither Satisfied nor Dissatisfied (0)	1 (0.21%)
Very or Extremely Dissatisfied (-5 or -4)	6 (1.27%)

98% of participants reported at least moderate satisfaction with the Legal First Aid training overall.

*Content Communication Quality (n=474)*

Category	Count (%)
Very or Extremely Satisfied (4 or 5)	441 (93.04%)
Moderately Satisfied (2 or 3)	26 (5.49%)
Neither Satisfied nor Dissatisfied	1 (0.21%)
Very or Extremely Dissatisfied (-5 or -4)	6 (1.27%)

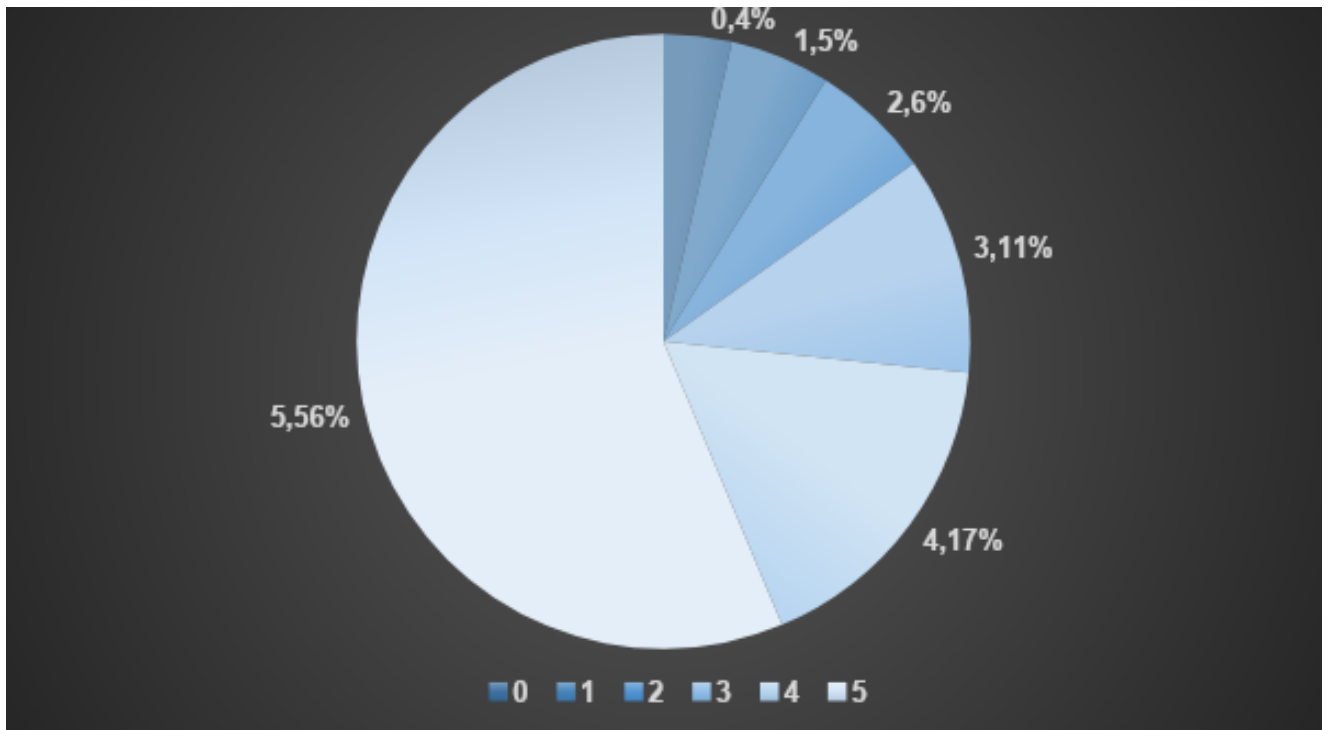
99% of participants reported at least moderate satisfaction with the quality of communication in the Legal First Aid training.

*Goals for Participation in Legal First Aid, CA, OK, and CA combined (n=586)*

Rank	Goals	Count
1	Better address service gaps or clients' needs	452
2	Improve outcomes for clients	408
3	Provide more services to clients, given limited resources	378
4	Professional development or continuing education	352
5	Allow you to handle more tasks or activities on your own	192
6	Improve emotions (reduce frustration or increase satisfaction) for yourself or clients	182
7	Promote policy or practice changes in your community or organization	160
8	Meet or exceed organizational or professional expectations	151
9	Build your resume or enable career advancement	81
10	Not sure (currently no clear goals for the training)	27



*Number of Goals for Participation in Legal First Aid, CA, OK, and CA (n=586)*



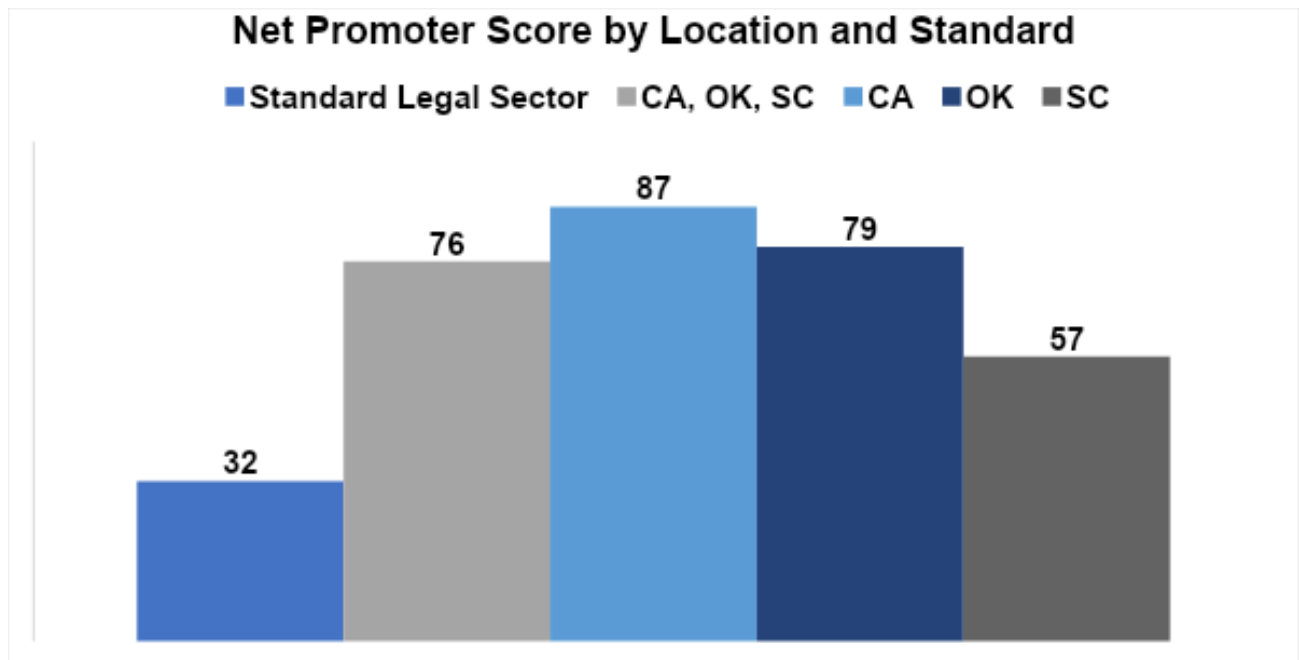
Note that 21 participants selected not sure of goals and at least one other specified goal.

## Comparisons Across Locations

Net Promoter Score: Legal First Aid by Location (n=474)

Category	Overall Count (%) n=474	CA Count (%) n=114	OK Count (%) n=245	SC Count (%) n=115
Promoters (9-10)	385 (81.22%)	103 (90.35%)	202 (82.45%)	80 (69.57%)
Passives (7-8)	62 (13.08%)	7 (6.14%)	34 (13.88%)	21 (18.26%)
Detractors (0-6)	27 (5.70%)	4 (3.51%)	9 (3.67%)	14 (12.17%)
Net promoter score	75.52	86.84	78.78	57.40

All location's Legal First Aid training net promoter scores exceeded the standard net promoter score in the legal sector of 32.<sup>9</sup> As far as a global standard, a score of 70 or higher is considered "world class" (extraordinary) and a score of 50 or higher is considered excellent.<sup>10</sup> The net promoter scores in California and Oklahoma were world class. The net promoter score of South Carolina was excellent. The South Carolina net promoter score was significantly lower than California and Oklahoma but was more than 25 points (79%) higher than the standard in the legal sector.



<sup>9</sup> <https://www.clearlyrated.com/solutions/blog/2022-legal-nps-benchmarks/>

<sup>10</sup> <https://www.clearlyrated.com/solutions/blog/nps-101-for-law-firms/>

*Overall Satisfaction with Training by Location (n=474)*

Category	Overall Count (%) n=474	CA Count (%) n=114	OK Count (%) n=245	SC Count (%) n=115
Very or Extremely Satisfied (4 or 5)	427 (90.08%)	107 (93.86%)	225 (91.84%)	95 (82.61%)
Moderately Satisfied (2 or 3)	39 (8.23%)	5 (4.39%)	16 (6.53%)	18 (15.65%)
Slightly Satisfied (1)	1 (0.21%)	1 (0.88%)	0 (0.00%)	0 (0.00%)
Neither Satisfied nor Dissatisfied (0)	1 (0.21%)	0 (0.00%)	1 (0.41%)	0 (0.00%)
Very or Extremely Dissatisfied (-5 or -4)	6 (1.27%)	1 (0.88%)	3 (1.22%)	2 (1.74%)

California and Oklahoma participants more frequently responded as very or extremely satisfied with the training, whereas South Carolina participants more frequently report moderate satisfaction with the training. All locations included the vast majority ( $\geq 98\%$ ) of respondents being at least moderately satisfied with the training.

*Content Communication Quality by Location (n=474)*

Category	Overall Count (%) n=474	CA Count (%) n=114	OK Count (%) n=245	SC Count (%) n=115
Very or Extremely Satisfied (4 or 5)	441 (92.11%)	108 (94.74%)	228 (93.06%)	105 (91.30%)
Moderately Satisfied (2 or 3)	26 (5.92%)	5 (4.39%)	13 (5.31%)	8 (6.96%)
Neither Satisfied nor Dissatisfied (0)	1 (0.33%)	0 (0.00%)	1 (0.41%)	0 (0.00%)
Very or Extremely Dissatisfied (-5 or -4)	6 (1.64%)	1 (0.88%)	3 (1.22%)	2 (1.74%)

California, Oklahoma, and South Carolina participants responded as very or extremely satisfied with the quality of communication at similar frequency. All locations included the vast majority ( $\geq 98\%$ ) of respondents being at least moderately satisfied with the quality of communication.

*Goals for Participation in Legal First Aid by Location*

Goals	Overall Count [rank]	CA Count [rank]	OK Count [rank]	SC Count [rank]
Better address service gaps or clients' needs	452 [1]	116 [2]	247 [1]	89 [1]
Improve outcomes for clients	408 [2]	121 [1]	212 [2]	75 [3]
Provide more services to clients, given limited resources	378 [3]	103 [4]	196 [3]	79 [2]
Professional development or continuing education	352 [4]	105 [3]	180 [4]	67 [4]
Allow you to handle more tasks or activities on your own	192 [5]	57 [5]	101 [6]	34 [6]
Improve emotions (reduce frustration or increase satisfaction) for yourself or clients	182 [6]	47 [6]	104 [5]	31 [7]
Promote policy or practice changes in your community or organization	160 [7]	41 [8]	81 [7]	38 [5]
Meet or exceed organizational or professional expectations	151 [8]	50 [7]	73 [8]	28 [8]
Build your resume or enable career advancement	81 [9]	28 [9]	30 [9]	23 [9]
Not sure (currently no clear goals for the training)	27 [10]	3 [10]	13 [10]	11 [10]

The four most typical goals were relatively consistent across locations with better addressing service gaps, improving client outcomes, providing more services with limited resources, and professional development being most reported. The number nor type of goals did not systematically predict changes from pre-test to post-test in perceived navigation knowledge, legal self-efficacy, and general legal confidence.

## California Only

### *Perceived Legal Capability (Knowledge, Self-Efficacy, and Confidence)*

n=98	Pre	Post	Difference
Mean	56.25	73.33	17.09
Standard Deviation of the Difference			17.37

Effect size: Cohen's  $d = 0.984$  (large effect size)<sup>11</sup>

The average score relative to a 100-point scale improved from 56% to 73% (significant improvement). Knowledge, efficacy, and confidence scaled to 100 summed and averaged.

### *Percent Improvement in Legal Capability, CA (n=98)*

n=98	Frequency	Percent
Improvement	87	88.78
Stayed the Same	0	0.00
Decrement	11	11.22

### *Perceived Navigation Knowledge, CA (n=98)*

	Pre	Post	Difference
Mean	53.50	76.16	22.66
Standard Deviation of the Difference			33.63

Effect size: Cohen's  $d = .674$  (medium to large effect size)

The average score relative to a 100-point scale improved from 54% to 76% (significant improvement).

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<sup>11</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

*Legal Self-Efficacy, CA (n=98)*

	Pre	Post	Difference
Mean	64.03	74.14	10.11
Standard Deviation of the Difference			17.13

Effect size: Cohen's  $d=.590$  (medium to large effect size)

The average score relative to a 100-point scale improved from 64% to 74% (significant improvement).

*General Legal Confidence, CA (n=98)*

	Pre	Post	Difference
Mean	51.20	69.68	18.48
Standard Deviation of the Difference			19.28

Effect size: Cohen's  $d=.959$  (large effect size)

The average score relative to a 100-point scale improved from 51% to 70% (significant improvement).

## Oklahoma

### *Perceived Legal Capability (Knowledge, Self-Efficacy, and Confidence)*

n=243	Pre	Post	Difference
Mean	51.85	73.44	21.59
Standard Deviation of the Difference			12.66

Effect size: Cohen's  $d = 1.71$  (very large effect size)<sup>12</sup>

The average score relative to a 100-point scale improved from 52% to 73% (significant improvement). Knowledge, efficacy, and confidence scaled to 100 summed and averaged.

### *Percent Improvement in Legal Capability, OK (n=243)*

n=243	Frequency	Percent
Improvement	233	95.88
Stayed the Same	2	0.82
Decrement	8	3.29

### *Perceived Navigation Knowledge, OK (n=243)*

	Pre	Post	Difference
Mean	47.00	82.67	35.67
Standard Deviation of the Difference			22.17

Effect size: Cohen's  $d = 1.609$  (very large effect size)

The average score relative to a 100-point scale improved from 47% to 82% (significant improvement).

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<sup>12</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

*Legal Self-Efficacy, OK (n=243)*

	Pre	Post	Difference
Mean	60.07	70.24	10.17
Standard Deviation of the Difference			14.22

Effect size: Cohen's  $d=.715$  (medium to large effect size)

The average score relative to a 100-point scale improved from 60% to 70% (significant improvement).

*General Legal Confidence, OK (n=243)*

	Pre	Post	Difference
Mean	48.47	67.41	18.94
Standard Deviation of the Difference			15.78

Effect size: Cohen's  $d=1.200$  (very large effect size)

The average score relative to a 100-point scale improved from 48% to 67% (significant improvement).



## **South Carolina**

### *Perceived Legal Capability (Knowledge, Self-Efficacy, and Confidence)*

n=111	Pre	Post	Difference
Mean	57.65	77.78	20.13
Standard Deviation of the Difference			13.67

Effect size: Cohen's  $d = 1.473$  (very large effect size)<sup>13</sup>

The average score relative to a 100-point scale improved from 58% to 78% (significant improvement). Knowledge, efficacy, and confidence scaled to 100 summed and averaged.

### *Percent Improvement in Legal Capability, SC (n=111)*

n=111	Frequency	Percent
Improvement	101	90.99
Stayed the Same	2	1.80
Decrement	8	7.21

### *Perceived Navigation Knowledge, SC (n=111)*

n=111	Pre	Post	Difference
Mean	54.33	83.88	29.55
Standard Deviation of the Difference			26.80

Effect size: Cohen's  $d = 1.103$  (large to very large effect size)<sup>14</sup>

The average score relative to a 100-point scale improved from 54% to 84% (significant improvement). Knowledge, efficacy, and confidence scaled to 100 summed and averaged.

<sup>13</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

<sup>14</sup> Rule of thumb for Cohen's  $d$  effect size are .01 as very small, .2 as small, .5 as medium, .8 as large, 1.2 as very large, and 2.0 as huge (Sawilowsky, 2009). Note that the estimate for dependent Cohen's  $d$  is more conservative than the estimate for independent Cohen's  $d$ , though rule of thumb effect sizes remained the same.

*Legal Self-Efficacy, SC (n=111)*

	Pre	Post	Difference
Mean	66.01	77.13	11.12
Standard Deviation of the Difference			14.77

Effect size: Cohen's  $d=0.753$  (large effect size)

The average score relative to a 100-point scale improved from 66% to 77% (significant improvement).

*General Legal Confidence, SC (n=111)*

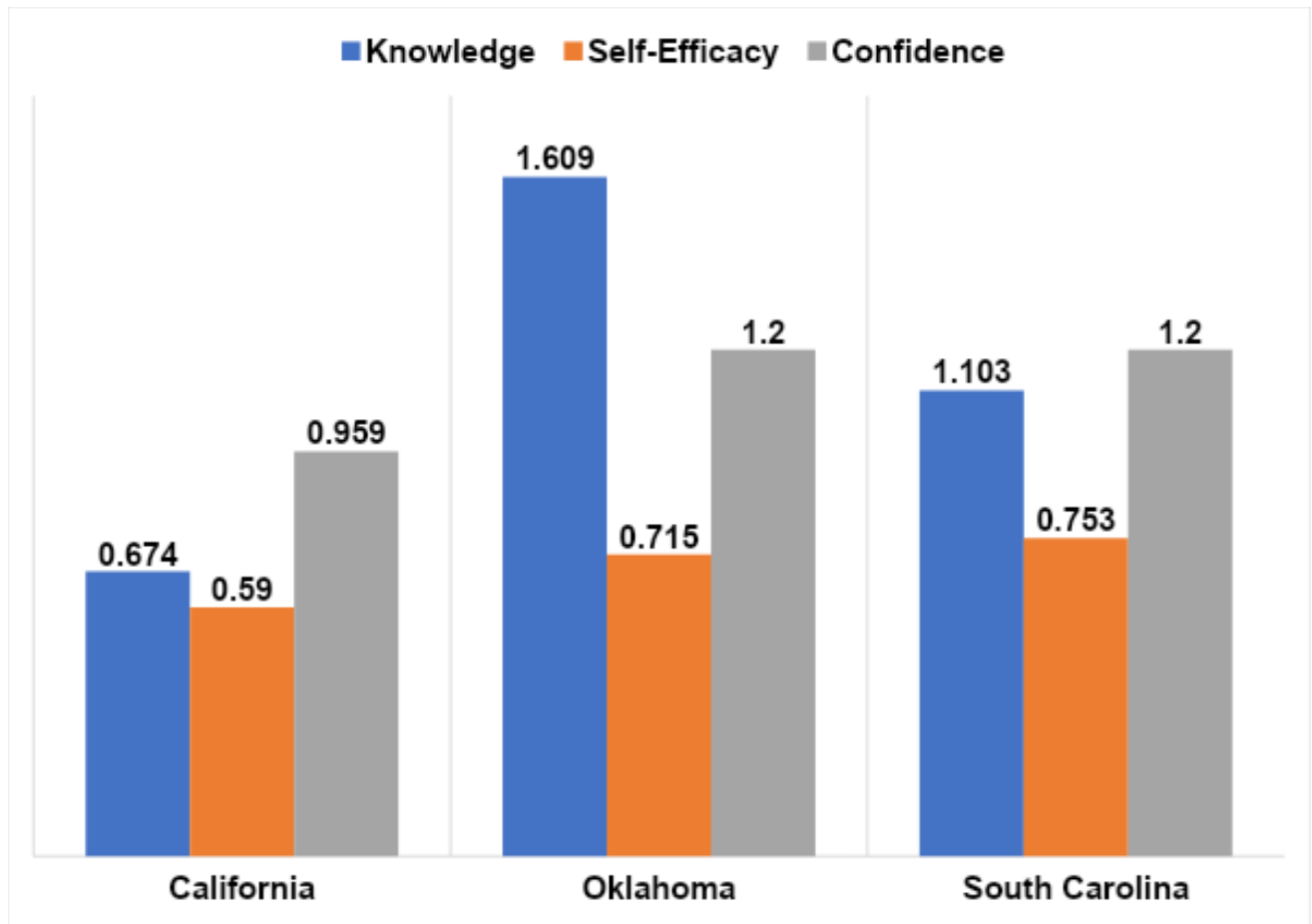
	Pre	Post	Difference
Mean	52.60	72.32	19.72
Standard Deviation of the Difference			16.48

Effect size: Cohen's  $d=1.200$  (very large effect size)

The average score relative to a 100-point scale improved from 53% to 72% (significant improvement).

## Comparing Changes Across Locations

*Effect Size Gains by Construct (Perceived Navigation Knowledge, Legal Self-Efficacy, and General Legal Confidence) and Location (California, Oklahoma, and South Carolina)*



The magnitude of gains across locations were similar for self-efficacy and general legal confidence. The magnitude of gains in perceived navigation knowledge were higher for Oklahoma than California, whereas South Carolina's gains in perceived navigation knowledge were similar to California and Oklahoma. The gains in overall legal capability were statistically similar across the three states.

### **3-Month Follow-up Survey of Goals**

The average ratings for all training goals across all locations were either very satisfied or extremely satisfied.

Goals <sup>15</sup>	Overall Goal Satisfaction Mean [Median]
Better address service gaps or clients' needs	8.27 [9.00]
Improve outcomes for clients	8.28 [8.00]
Provide more services to clients, given limited resources	8.44 [9.00]
Professional development or continuing education	8.70 [9.00]
Allow you to handle more tasks or activities on your own	7.92 [9.00]
Improve emotions (reduce frustration or increase satisfaction) for yourself or clients	7.98 [8.00]
Promote policy or practice changes in your community or organization	7.62 [8.00]
Meet or exceed organizational or professional expectations	8.43 [9.00]
Build your resume or enable career advancement	7.83 [8.00]

The ratings of goal attainment did not differ for any of the nine goals across locations.

It was uncommon for respondents to the 3-month follow-up survey to rate a goal as dissatisfied (n=114).

<sup>15</sup> Trainees in the 3-month follow-up survey were asked to rate goal attainment on 0 to 10 scale with 5 in the middle and extremely unsatisfied as 0 to extremely satisfied as 10.

## Goal Satisfaction by Type of Goal

Goals across CA, OK, and SC	Satisfied <sup>16</sup>	Neutral <sup>17</sup>	Dissatisfied <sup>18</sup>
Better address service gaps or clients' needs	97	15	2
Improve outcomes for clients	98	15	1
Provide more services to clients, given limited resources	96	17	1
Professional development or continuing education	103	10	1
Allow you to handle more tasks or activities on your own	83	29	2
Improve emotions (reduce frustration or increase satisfaction) for yourself or clients	85	27	2
Promote policy or practice changes in your community or organization	78	34	2
Meet or exceed organizational or professional expectations	96	17	1
Build your resume or enable career advancement	83	28	3

### *Net Promoter Score at 3-Month Follow-up: Legal First Aid by Location (as of September 2023) (n=114)*

Category	Overall Count (%) n=114	CA Count (%) n=25	OK Count (%) n=57	SC Count (%) n=32
Promoters (9-10)	87 (76.32%)	22 (88.00%)	43 (75.44%)	22 (68.75%)
Passives (7-8)	14 (12.28%)	1 (4.00%)	7 (12.28%)	6 (18.75%)
Detractors (0-6)	13 (11.40%)	2 (8.00%)	7 (12.28%)	4 (12.50%)
Net promoter score	64.92	80.00	63.16	56.25

Net promoter rating scores did not significantly differ by location.

Among respondents to the 3-month follow-up survey, the post and follow-up net promoter score responses were highly positively correlated ( $r=.54$ ,  $n=89$ ). Among respondents with net promoter scores at post-test and three-month follow-up, the net promoter rating responses decreased slightly (~5%) between post and follow-up (9.27 to 8.84), though net promoter score responses

<sup>16</sup> Rating of 7-10.

<sup>17</sup> Rating of 4-6.

<sup>18</sup> Rating of 0-3.

remained on average close to a “promoter” score (a 9 or 10 rating on a 0 to 10 scale). In comparing the 89 matched pairs at post and follow-up the net promoter scores dropped from 9.27 to 8.84 (Cohen’s  $d=0.26$ ), a very small effect size decrease.

*Training Satisfaction at 3-Month Follow-up: Legal First Aid by Location (n=114)*

Category	Overall Count (%) n=114	CA Count (%) n=25	OK Count (%) n=57	SC Count (%) n=32
Satisfied (7-10)	103 (94.74%)	24 (96.0%)	51 (89.47%)	28 (87.50%)
Neutral (4-6)	10 (3.95%)	1 (4.00%)	6 (10.53%)	3 (9.38%)
Dissatisfied (0-3)	1 (%)	0 (0.00%)	0 (0.00%)	1 (3.12%)
Mean average	8.91	9.32	8.90	8.63

Satisfaction remained high at follow-up, similar to high satisfaction scores as post-test.

*Proportion of Clients for Legal First Aid was Utilized, among respondents.*

Category	Overall Count (%) (n=101)	CA Count (%) (n=23)	OK Count (%) (n=50)	SC Count (%) (n=28)
Almost Always or Always (>40%) <sup>19</sup>	32 (31.7%)	6 (26.1%)	17 (34.0%)	9 (32.1%)
Most of the Time (>30%-40%)	9 (8.9%)	3 (13.0%)	5 (10.0%)	1 (3.6%)
Usually (>20%-30%)	11 (10.9%)	6 (26.1%)	3 (6.0%)	2 (7.1%)
Sometimes (>10%-20%)	18 (17.8%)	1 (4.3%)	13 (26.0%)	4 (14.3%)
Seldom (>5%-10%)	15 (14.9%)	3 (13.0%)	8 (16.0%)	4 (14.3%)
Rarely (>0%-5%)	9 (8.9%)	3 (13.0%)	3 (6.0%)	3 (10.7%)
Never (0%)	7 [16] <sup>20</sup> (6.9%)	1 [2] (4.3%)	1 [6] (2.0%)	5 [8] (17.9%)

Over half of training participants (52.5%) reported that they at least usually used learnings from the Legal First Aid training when providing services, assuming a service provider.

*Legal Areas Addressed across CA, OK, and SC*

Areas	Implemented	Rank
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<sup>19</sup> The LSC 2022 Justice Gap Surve (<https://justicegap.lsc.gov/>) supported that 74% of people experience at one least legal need in a year and that the vast majority of those issues go unaddressed by traditional legal services (92%). If we assume that approximately 68% of economically disadvantaged people had an unresolved legal need over 12 month and knowing that the Legal First Aid survey follow-up window was 3 months (not 12 months as in the LSC survey) and also accepting that clients of services may be in more in need than non-utilizers, we can assume a conservative ceiling for “100% utilization” as an indirect estimate standard would be using the training with half or more of clients.

<sup>20</sup> Seven of the sixteen people who reported never using the training did not serve consumers or clients (i.e., were not direct service providers).

Consumer or Credit	15	7
Criminal	28	5
Family or Domestic Violence	46	2
Housing	65	1
Immigration Status	34	4
Public Benefits	46	2
Work or Employment	25	6
Other	8	8

*Response Rates, relative to eligible participants*

There were 114 responses to the 3-month follow-up survey out of 443 eligible respondents (26%). If we assume that there was a 15% attrition rate, then the corrected possible response rate increases to 30%.

Category	Overall Count (%)	CA Count (%) (Corrected for estimated additional attrition)	OK Count (%) (Corrected for estimated additional attrition)	SC Count (%) (Corrected for estimated additional attrition)
Complete	114	25	57	32
Incomplete	329	93	175	61
Total	443	118	232	93
Mean average	.26	.21	.25	.34