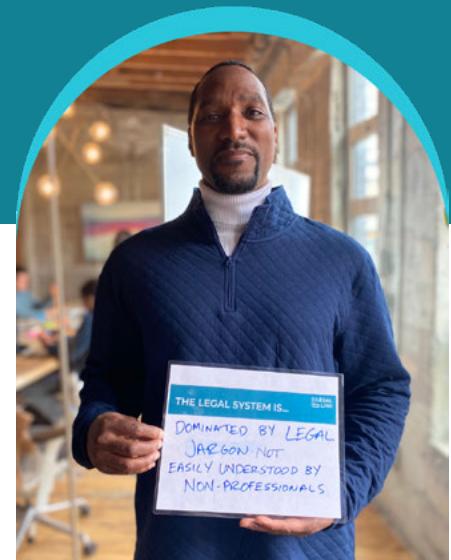
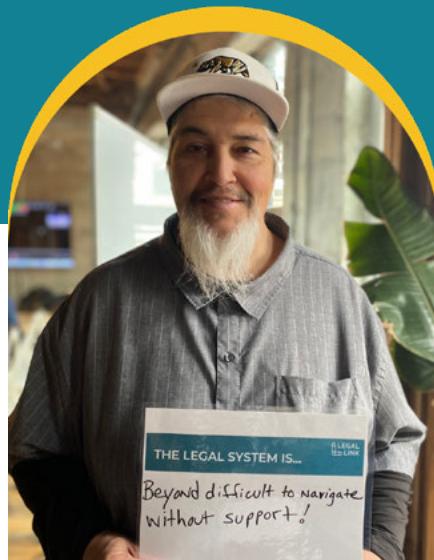


Evaluation of the Legal First Aid® Certification Training

Knowledge, Attitudes, Satisfaction, Goals and Clients

California, Michigan, Oklahoma, and South Carolina
2024-2025



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Executive Summary

Legal First Aid®—developed by Legal Link and implemented in collaboration with state access to justice and legal aid partners—substantially increased participants' confidence and capability to navigate legal issues. The results demonstrated strong satisfaction, meaningful capability gains across all states, and validation of the model's potential to build legally empowered communities nationwide.

From July 2024 through June 2025, Legal Link (California) led a multi-state implementation and evaluation of its Legal First Aid® training program in partnership with the Oklahoma Access to Justice Foundation, Michigan Legal Help, and Lowcountry Legal Volunteers in South Carolina. The five-hour training, adapted to local contexts, was designed to strengthen frontline community partners' legal confidence, knowledge, and capacity to address clients' justiciable issues. Evaluation data were collected through pre- and post-assessments of 336 participants, measuring changes in perceived legal capability, satisfaction, and training impact.

Key Findings

- **Large to Very Large Gains in Legal Capability**

Participants' perceived legal capability rose from 54 to 76 (on a 100-point scale), a *very large* improvement.

- ❖ Perceived legal knowledge increased from 51 to 80.
- ❖ Legal self-efficacy and confidence increased from 57 to 72.
- ❖ 91% of participants reported improvement in legal capability.

- **High Satisfaction and Endorsement**

- ❖ 91% of participants were very or extremely satisfied with the training.
- ❖ The Net Promoter Score was 79—a “world-class” rating compared to an average of 32 in the legal sector.

- **Meaningful Participant Goals**

- ❖ Most participants engaged in the training to better meet client needs, improve client outcomes, and enhance professional skills.
- ❖ After training, participants were significantly more likely to report goals around improving client outcomes and managing more tasks independently.

- **Client Impact**

- ❖ Participants collectively served an estimated 13,734 clients in the prior 30 days, most commonly addressing housing, family/domestic violence, and criminal justice issues.



Introduction

From July 2024 through June 2025, Legal Link, a California justice worker non-profit organization, planned and implemented community legal navigator programs in California, Michigan, Oklahoma and South Carolina. Legal Link supported program design/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. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The items evaluated were:

- Perceived legal attitudes (pre and post training), which included: legal self-efficacy and general legal knowledge.
- Perceived legal knowledge
- Likelihood trainees would recommend the training to a colleague/net promoter score (post training)
- Satisfaction with the training
- Goals for participating in the training (pre training)
- Justiciable events among and number of clients of trainees

Improvements in Perceived Legal Capability

Comparing perceived legal attitudes (general legal confidence and legal self-efficacy), before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 57 to 72, which is considered a large to 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 attitude was measured as an equally weighted average of legal self-efficacy and general legal confidence. 86% of participants reported a gain in perceived legal attitudes, compared to 11% reporting decrements.

Overall, gains in perceived legal navigation knowledge (51 to 80; from an F to a B- grade) were very large. 85% of participants reported gains in the perceived legal

navigation knowledge. Average gains in perceived legal navigation knowledge were larger than gains perceived legal attitudes (general legal confidence and legal self-efficacy).

In combining legal attitudes and legal navigation knowledge into an overall measure of legal capability, gains in legal capability were very large (54% to 76%; from an F to a C grade). With legal attitudes and perceive legal navigation knowledge being equally weighted, legal capability gains fall between the results of these two subordinate constructs. 91% of participants reported an improvement in legal capability, and 8% of participants reported a decrement in legal capability.

In comparing people who work directly with clients to those who do not work directly with clients, the gains in navigation knowledge, legal attitudes, and legal capability were larger for those who did not work with clients. However, both groups ended with similar scores in knowledge, attitudes, and capability at post-test, but those who do not work directly with clients have significantly lower knowledge, attitudes, and capability at pre-test. Both groups made significant gains, but those not working with clients had larger gains due to being lower at baseline (pre-test).

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 83% of participants after the training would be considered promoters of the training but only 4% would be considered detractors. The net promoter score of 79 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.

91% Legal First Aid training participants reported being very or extremely satisfied overall 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, and 98% of participants were at least moderately satisfied.

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) professional development or continuing education, and 4) provide more services to clients, given limited resources. Before the training and after the training, approximately four in five participants reported four or more goals for participation in the training, whereas only approximately one in

ten participants reported two or fewer goals for participation. Affirmative responses to the goals for improving outcomes, improving emotions, and allowing for the handling of more tasks/activities were significantly more common after training than before training, whereas responses to the goal of professional development or continuing education were significantly lower after training than before training.

Clients Served and Typical Justiciable Events Among Clients

More than half of the participants at pre-test believed that their clients experienced justiciable issues focused on family or domestic violence or housing events. The estimated number of clients served in the last 30 days by Legal First Aid participants was 13,734 clients.

Overall (California, Michigan, Oklahoma, and South Carolina)

Perceived Legal Attitudes Gains (Legal Self-Efficacy and General Legal Confidence)¹

| n=336 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 113.38 | 143.02 | 29.65 |
| Standard Deviation | 27.69 | 30.23 | - |

Effect size: Cohen's d= 1.021 (large to very large effect size)²

The average score relative to a 100-point scale improved from 57% to 72% (significant improvement). Legal self-efficacy and general legal confidence scaled to 0-100 scale (summed and averaged).

Perceived legal attitudes gains were not significantly ($F=0.11, ns$) different across the four sites.

Percent Improvement in Legal Attitudes³

| n=336 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 288 | 85.71 |
| Stayed the Same | 12 | 3.57 |
| Decrement | 36 | 10.71 |

Perceived Legal Navigation Knowledge Gains⁴

| n=336 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 101.62 | 159.92 | 58.30 |
| Standard Deviation | 40.01 | 44.96 | - |

Effect size: Cohen's $d = 1.365$ (very large effect size)⁵

The average score relative to a 100-point scale improved from 51% to 80% (significant improvement).

Perceived legal navigation knowledge gains were significantly ($F=4.70, p<.05$) different across the four sites. This difference was due to significantly higher gains in Oklahoma than in California.

Percent Improvement in Perceived Legal Navigation Knowledge

| n=336 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 286 | 85.12 |
| Stayed the Same | 31 | 9.23 |
| Decrement | 19 | 5.65 |

Correlations Among Gains in Legal Knowledge and Legal Attitudes

Changes in legal attitudes (legal confidence and self-efficacy) were moderately correlated ($r=0.33$) with perceived legal navigation knowledge.⁶ Legal knowledge gains were positively associated with legal attitude gains.

Effect Sizes by Construct (Knowledge and Attitudes), CA, MI, OK, and SC



Perceived Legal Capability Gains with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=336 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 107.50 | 151.47 | 43.97 |
| Standard Deviation | 29.43 | 30.77 | - |

Effect size: Cohen's $d = 1.460$ (very large effect size)⁷

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

Legal capability with equal weighting across the three constructs was not significantly different across the four sites ($F=3.33, p<.05$). This difference was due to greater gains in Oklahoma compared to California.

Percent Improvement in Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted

| n=336 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 305 | 90.77 |
| Stayed the Same | 4 | 1.19 |
| Decrement | 27 | 8.04 |

Perceived Legal Capability Gains with Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=336 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 109.56 | 148.65 | 39.20 |
| Standard Deviation | 27.61 | 28.64 | - |

Effect size: Cohen's d = 1.389 (very large effect size)⁸

The average score relative to a 100-point scale improved from 55% to 74% (significant improvement).

Legal capability with equal weighting across the three summated constructs was not significantly different across the four sites ($F=2.21, ns$).

Percent Improvement in Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=336 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 300 | 89.29 |
| Stayed the Same | 4 | 1.19 |
| Decrement | 32 | 9.52 |

Gains in Navigation Knowledge, Legal Attitudes, and Legal Capability (with Knowledge and Attitudes equally weighted) by Participant's Engagement with Clients. Gains in Navigation Knowledge by Involvement with Clients

| n=336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 53.45 | 86.69 | 33.24 |
| Standard Deviation | 55.18 | 50.08 | - |

Effect size: Cohen's d = 0.631 (medium effect size difference)⁹

The average score gain relative to a 100-point scale improved by 27 points for participants who work with clients and by 43 points for participants who do not work with clients.

The gains in navigation knowledge were significantly higher for those who did not work with clients compared to those who worked with clients ($t=3.95, p<.05$).

Note that the gains in navigation knowledge for those who worked with clients and the gains for those who did not work with clients were statistically significant for both groups.

Navigation Knowledge at Pre-Test by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 106.20 | 74.82 | 31.38 |
| Standard Deviation | 38.06 | 41.01 | - |

Effect size: Cohen's $d = 0.793$ (medium to large effect size difference)¹⁰

The average score on 100-point scale at pre-test was significantly different for those who work and do not work with clients, 53% to 37% respectively (significantly different; $t=5.27, p<.05$). The participants who did not work with clients had significantly lower scores in navigation knowledge at pre-test than the participants who did work with clients.

Navigation Knowledge at Post-Test by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 159.64 | 161.51 | -1.87 |
| Standard Deviation | 45.54 | 41.84 | - |

Effect size: Cohen's $d = 0.043$ (trivial effect size difference)¹¹

The average score on 100-point scale at pre-test was not significantly different for those who work and do not work with clients, 80% to 81% respectively (not significantly different; $t=-0.27, ns$).

Gains in Legal Attitudes by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 28.18 | 38.24 | 10.06 |
| Standard Deviation | 28.71 | 25.81 | - |

Effect size: Cohen's $d = 0.369$ (small effect size difference)¹²

The average score gain relative to a 100-point scale improved by 14 points for participants who work with clients and by 19 points for participants who do not work with clients.

The gains in legal attitudes were significantly higher for those who did not work with clients compared to those who worked with clients ($t=2.30, p<.05$), though difference was small.

Note that the gains in legal attitudes for those who worked with clients and the gains for those who did not work with clients were statistically significant for both groups.

Gains in Legal Attitudes by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 116.08 | 97.53 | 18.55 |
| Standard Deviation | 26.46 | 29.61 | - |

Effect size: Cohen's $d = 0.661$ (medium to large effect size difference)¹³

The average score on 100-point scale at pre-test was significantly different for those who work and do not work with clients, 53% to 49% respectively (significantly different; $t=4.46, p<.05$). The participants who did not work with clients had significantly lower scores in legal attitudes at pre-test than the participants who did work with clients.

Legal Attitudes at Post-Test by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 144.26 | 135.78 | 8.49 |
| Standard Deviation | 30.24 | 29.45 | - |

Effect size: Cohen's $d = 0.284$ (small effect size difference)¹⁴

The average score on 100-point scale at pre-test was not significantly different for those who work and do not work with clients, 72% to 68% respectively (not significantly different; $t=1.82, ns$).

Legal Capability Gains with Navigation Knowledge and Legal Attitudes equally weighted by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 40.82 | 62.47 | 21.65 |
| Standard Deviation | 35.08 | 29.81 | - |

Effect size: Cohen's $d = 0.665$ (medium effect size difference)¹⁵

The average score gain relative to a 100-point scale improved by 20 points for participants who work with clients and by 31 points for participants who do not work with clients.

The gains in legal capability were significantly higher for those who did not work with clients compared to those who worked with clients ($t=4.08, p<.05$).

Note that the gains in legal capability for those who worked with clients and the gains for those who did not work with clients were statistically significant for both groups.

Legal Capability with Navigation Knowledge and Legal Attitudes equally weighted at Pre-Test by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 111.14 | 86.17 | 24.97 |
| Standard Deviation | 27.90 | 29.37 | - |

Effect size: Cohen's $d = 0.871$ (large effect size difference)¹⁶

The average score on 100-point scale at pre-test was significantly different for those who work and do not work with clients, 56% to 43% respectively (significantly different; $t=5.74, p<.05$). The participants who did not work with clients had significantly lower scores in legal capability at pre-test than the participants who did work with clients.

Legal Capability with Navigation Knowledge and Legal Attitudes equally weighted at Post-Test by Involvement with Clients

| <i>n</i> =336 | Works with Clients Directly (n=287) | Does Not Work with Clients Directly (n=49) | Difference |
|--------------------------------|-------------------------------------|--|------------|
| Mean Gain (on 200 point scale) | 151.95 | 148.64 | 3.31 |
| Standard Deviation | 31.01 | 29.45 | - |

Effect size: Cohen's $d = 0.109$ (very small effect size difference)¹⁷

The average score on 100-point scale at pre-test was not significantly different for those who work and do not work with clients, 76% to 74% respectively (not significantly different; $t=0.70, ns$).

Comparing those who work with clients directly and those who did not work with clients directly, navigation knowledge, legal capability and legal attitudes were not statistically different at post-test. However, those who worked with clients scored significantly higher for navigation knowledge, legal attitudes, and legal capability than those who did not work with clients at post-test. The greater gains by those who did not work with clients was due to lower knowledge, attitudes, and capability scores at pre-test, with both groups ending with similar scores for knowledge, attitudes, and capability at post-test.

Completing a Training Similar to Legal First Aid in the Last Two Years

19% of participants who completed the post-test (after the training) reported completing a training similar to Legal First Aid in the last two years. Completing a similar training (or not) was not related to statistical differences in legal capability changes (the lack of statistical differences applied to perceived navigation knowledge, perceived legal attitudes, and overall legal capability). There was also not a statistical difference for completing a similar training by Legal First Aid training completers nor by delivery location (states).

Net Promoter Score: Legal First Aid (n=336)

| Category | Count (%) |
|------------------|--------------|
| Promoters (9-10) | 279 (83.04%) |
| Passives (7-8) | 44 (13.10%) |
| Detractors (0-6) | 13 (3.87%) |

Net promoter score for CA, MI, OK, and SC combined=79.17 (promoters minus detractors). This net promoter score would be considered world class relative to organizations overall.¹⁸ Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.¹⁹ Note that the average score of recommending the training to another person was not significantly different across the four sites.

Overall Satisfaction with Training (n=336), CA, MI, OK, and SC

| Category | Count (%) |
|---|--------------|
| Very or Extremely Satisfied (4 or 5) | 306 (91.07%) |
| Moderately Satisfied (2 or 3) | 23 (6.85%) |
| Slightly Satisfied (1) | 1 (0.30%) |
| Neither Satisfied nor Dissatisfied (0) | 1 (0.30%) |
| Very or Extremely Dissatisfied (-5 or -4) | 5 (1.49%) |

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

Content Communication Quality (n=336), CA, MI, OK, and SC

| Category | Count (%) |
|---|--------------|
| Very or Extremely Satisfied (4 or 5) | 308 (91.67%) |
| Moderately Satisfied (2 or 3) | 21 (6.25%) |
| Slightly Satisfied (1) | 1 (0.30%) |
| Moderately Dissatisfied (-3 or -2) | 1 (0.30%) |
| Very or Extremely Dissatisfied (-5 or -4) | 5 (1.49%) |

98% 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 at Pre-Test, CA, MI, OK, and SC combined (n=452)

| Rank | Goals | Count |
|------|--|-------|
| 1 | Better address service gaps or clients' needs | 354 |
| 2 | Improve outcomes for clients | 323 |
| 3 | Professional development or continuing education | 313 |
| 4 | Provide more services to clients, given limited resources | 312 |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | 153 |
| 6 | Allow you to handle more tasks or activities on your own | 141 |
| 7 | Meet or exceed organizational or professional expectations | 122 |
| 8 | Promote policy or practice changes in your community or organization | 114 |
| 9 | Build your resume or enable career advancement | 79 |
| 10 | Not sure (currently no clear goals for the training) | 15 |

The vast majority (80%) of participants reported four or more goals for participation in Legal First Aid at pre-test. It was uncommon for participants to select 2 or fewer goals for participation. Most people have various goals for participating in the training and relatively few had no goals for participation.

Comparing Goals of Participants Before and After Legal First Aid Training (n=336)

| Rank | Goals Before | Goal Changes, Before and After | Before Percent Yes | After Percent Yes | Both Before and After Percent Yes |
|------|--|--------------------------------|--------------------|--------------------------------|-----------------------------------|
| 1 | Better address service gaps or clients' needs | No Change | 81.55% | 80.95% | 70.24% |
| 2 | Improve outcomes for clients | Significant Increase | 71.73% | 77.98% (proportion +) | 59.52% |
| 3 | Professional development or continuing education | Significant Decrease | 70.83% | 49.11% (rank -) (proportion -) | 43.45% |
| 4 | Provide more services to clients, given limited resources | No Change | 68.75% | 71.43% (rank +) | 49.11% |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | Significant Increase | 33.63% | 41.67% (rank -) (proportion +) | 22.92% |
| 6 | Allow you to handle more tasks or activities on your own | Significant Increase | 31.85% | 47.62% (rank +) (proportion +) | 22.02% |
| 7 | Meet or exceed organizational or professional expectations | No Change | 25.89% | 26.49% | 12.50% |
| 8 | Promote policy or practice changes in your community or organization | No Change | 21.13% | 19.64% | 10.42% |
| 9 | Build your resume or enable career advancement | No Change | 15.77% | 18.15% | 8.33% |
| 10 | Not sure (currently no clear goals for the training) | Undefined | 2.98% | 0.60% | 0.30% |

Before the training and after the training, approximately four in five participants reported four or more goals for participation in the training, whereas only approximately one in ten participants reported two or fewer goals for participation. Participants responding yes to a goal before the training had higher odds of responding yes to that same goal after the training. This was a significant effect for all of the goals. However, using McNemar's test, the proportions of participants responding yes to a goal before and after training were compared. Affirmative responses to the goals of improving outcomes, improving emotions, and allowing for the handling of more tasks/activities were significantly more common after training than before training, whereas responses to the goal of professional development or continuing education were significantly lower after training than before training. Additionally, in comparing the training participants who only completed the pre-test (a proxy for non-completers) to participants who completed the pre-test and posttest (a proxy for completers), those completing only the pre-test (non-completers) had higher proportions of promoting policy or practice changes as a reported goal, and those completing both the pre-test and posttest (completers) had higher proportions of better addressing service gaps as a reported goal.

Non-completers were more likely to report the goal of promoting policy/practice changes at pre-test, whereas completers were more likely to report the goal of better addressing service gaps at pre-test.

Legal Areas Addressed across CA, MI, OK, and SC (n=452)

| Areas | Implemented | Rank |
|-----------------------------|-------------|------|
| Consumer or Credit | 54 | 8 |
| Criminal | 218 | 3 |
| Family or Domestic Violence | 271 | 2 |
| Housing | 338 | 1 |
| Immigration Status | 209 | 5 |
| Public Benefits | 217 | 4 |
| Work or Employment | 172 | 6 |
| Other | 62 | 7 |

The most common areas perceived to be addressed among clients were housing, family (including domestic violence), and criminal issues.

Estimated Number of Clients Served by Participants Completing the Training Pre-Test, CA, MI, OK, and SC (n=452)

| Number of Clients Served Across 30 Days | |
|--|--------|
| Estimate Based on Participants Responses at Pre-test ²⁰ | 13,734 |

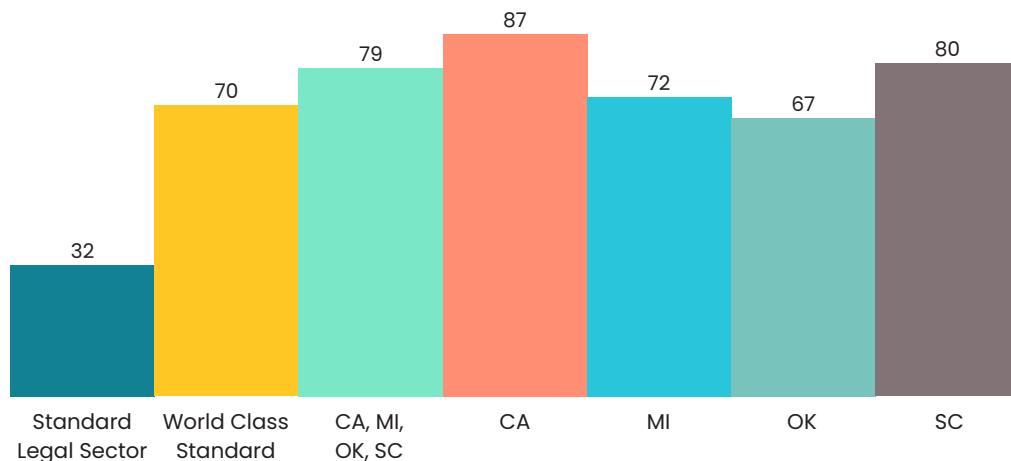
Comparisons Across Locations

Net Promoter Score: Legal First Aid by Location (n=336)

| Category | Overall (%) n=336 | CA (%) n=163 | MI (%) n=61 | OK (%) n=72 | SC (%) n=40 |
|--------------------|-------------------|--------------|-------------|-------------|-------------|
| Net promoter score | 79.17 | 87.12 | 72.13 | 66.67 | 80.00 |

All location's Legal First Aid training net promoter scores exceeded the standard net promoter score in the legal sector of 32.²¹ 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.²² The net promoter scores in California, Michigan, and South Carolina were world class. The net promoter score of Oklahoma was excellent, approaching world class.

Net Promoter Score by Location and Standard



Note that the score for referring the training to another person were not statistically significantly different across the four sites ($F_{(3,332)}=2.20$, ns). Additionally, the correlation of the scores for referring the service to another person and the difference scores in overall "legal capability" was estimated. There was a significant correlation of $r=.12$ to $.17$ ($p<.05$) meaning that there was a small association of higher referral scores and higher changes in legal capability scores (variations in correlation depended on legal capability variable construction and correlation method, Spearman or Pearson).

Overall Satisfaction with Training by Location (n=336)

All locations included the vast majority (>97%) of respondents being at least moderately satisfied with the training overall. Additionally, all locations included at least 83% of participants reporting being at least very satisfied with the training overall.

Content Communication Quality by Location (n=336)

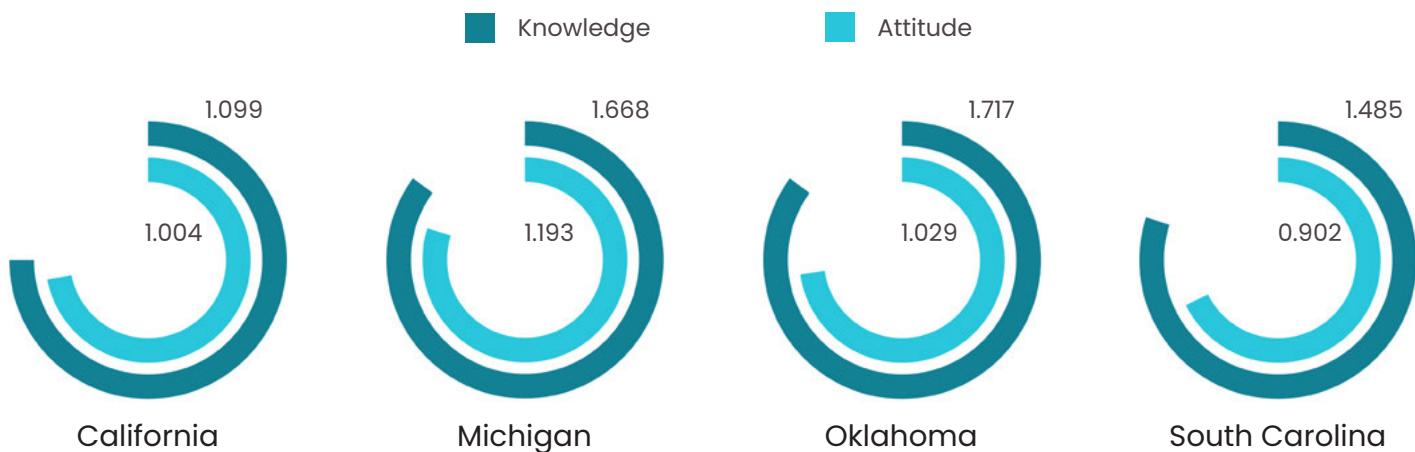
All locations included the vast majority (>96%) of respondents being at least moderately satisfied with the quality of communication. Additionally, all locations included at least 81% of participants reporting being at least very satisfied with the quality of communication.

Goals for Participation in Legal First Aid by Location

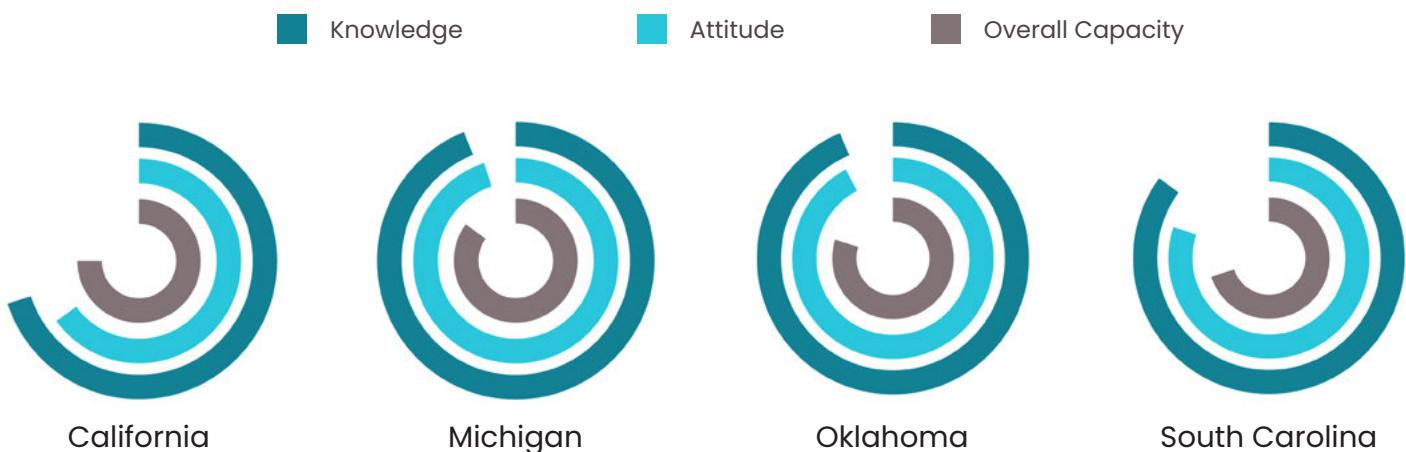
The four common goals for participation across all four locations were: better addressing service gaps or clients' needs; improving outcomes for clients; providing more services to clients, given limited resources; and professional development or continuing education.

Comparing Changes Across Locations

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



Effect Size Gains by Construct (Perceived Navigation Knowledge, Legal Attitudes [Legal Self-Efficacy, and General Legal Confidence], and Overall Legal Capability) by Location (California, Michigan, Oklahoma, and South Carolina)



The magnitude of gains across locations were similar for legal attitudes, exceeding the standard for a large effect size (>0.8). Relative to rule of thumb standards for effect size gains, the magnitude of gains in perceived navigation knowledge were higher for Michigan, Oklahoma, and South Carolina, exceeding the very large effect size standard (>1.2), and California exceeding the standard for a large effect size (>0.8). Note that the change in perceived legal attitudes were not statistically different across locations. However, the change in perceived navigation knowledge was statistically different across sites due to a difference between gains across Oklahoma and California (with gains in Oklahoma being (statistically) significantly higher than in California). From a statistical significance perspective, perceived legal navigation (knowledge) was significantly different across locations, due to a lower gain in California than Oklahoma. This difference was due to California participants having higher knowledge scores at pre-test than Oklahoma, though all four locations did not differ in average knowledge scores at post-test. If estimating legal capability with equally weighted scales (legal self-efficacy, general legal confidence, and perceived legal navigation), there was not a statistical difference across locations in overall legal capability changes.

Pre-Test Only Versus Both Pre- and Post-Test Completion Rates

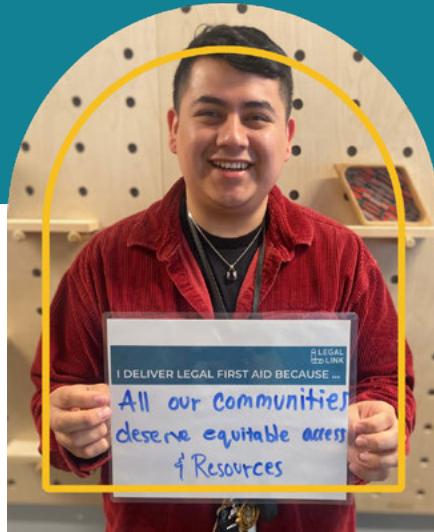
| Category | Overall CA, MI, OK, SC | CA | MI | OK | SC |
|-------------------|------------------------|-------|-------|-------|-------|
| Pre-Test Only | 452 | 234 | 77 | 90 | 51 |
| Both Pre and Post | 336 | 163 | 61 | 72 | 40 |
| Percentage | 74.34 | 69.66 | 79.22 | 80.00 | 78.43 |

Approximately 3 of 4 participants who completed a pre-test also completed a post-test. Note that the variation in completion rates across the four states was not statistically significant.



Evaluation of Legal First Aid: Knowledge, Attitudes, Satisfaction, Goals, and Clients (2024-2025; California)

Drafted September 23, 2025



Introduction

From July 2024 through June 2025, Legal Link, a California justice worker non-profit organization, planned and implemented community legal navigator programs in California. Legal Link supported program design/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. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The items evaluated were:

- Perceived legal attitudes (pre and post training), which included: legal self-efficacy and general legal knowledge.
- Perceived legal knowledge
- Likelihood trainees would recommend the training to a colleague/net promoter score (post training)
- Satisfaction with the training
- Goals for participating in the training (pre training)
- Justiciable events among and number of clients of trainees

Improvements in Perceived Legal Capability

Comparing perceived legal attitudes (general legal confidence and legal self-efficacy), before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 57 to 71, which is considered a large to 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 attitude was measured as an equally weighted average of legal self-efficacy and general legal confidence. 82% of participants reported a gain in perceived legal attitudes, compared to 15% reporting decrements.

Overall, gains in perceived legal navigation knowledge (55 to 79; from an F to a C+ grade) were large to

very large. 80% of participants reported gains in the perceived legal navigation knowledge. Average gains in perceived legal navigation knowledge were slightly larger than gains perceived legal attitudes (general legal confidence and legal self-efficacy).

In combining legal attitudes and legal navigation knowledge into an overall measure of legal capability, gains in legal capability were very large (56% to 75%; from an F to a C grade). With legal attitudes and perceive legal navigation knowledge being equally weighted, legal capability gains fall between the results of these two subordinate constructs. 87% of participants reported an improvement in legal capability, and 12% of participants reported a decrement in legal capability.

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, 90% of participants after the training would be considered promoters of the training but only 2% would be considered detractors. The net promoter score of 87 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.

94% Legal First Aid training participants reported being very or extremely satisfied overall with the training at post-test (at the time of training completion), and 98% of participants were at least moderately satisfied. 96% of participants at post-test also reported being very or extremely satisfied with the quality of content communication during the training, and 99% of participants were at least moderately satisfied.

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) professional development or continuing education, and 4) provide more services to clients, given limited resources. It was typical (91%) for participants to report three or more goals for participating in Legal First Aid.

Clients Served and Typical Justiciable Events Among Clients

More than half of the participants at pre-test believed that their clients experienced justiciable issues focused on family or domestic violence, housing, immigration, and public benefits events. The estimated number of clients served in the last 30 days by Legal First Aid participants was 6,113 clients.

California

Perceived Legal Attitudes (Legal Self-Efficacy and General Legal Confidence)²³

| n=163 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 113.52 | 142.57 | 29.06 |
| Standard Deviation | 27.48 | 30.19 | - |

Effect size: Cohen's d= 1.004 (large to very large effect size)²⁴

The average score relative to a 100-point scale improved from 57% to 71% (significant improvement). Legal self-efficacy and general legal confidence scaled to 0-100 scale (summed and averaged).

Percent Improvement in Legal Attitudes²⁵

| n=163 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 134 | 82.21 |
| Stayed the Same | 5 | 3.07 |
| Decrement | 24 | 14.72 |

Perceived Legal Navigation Knowledge²⁶

| n=163 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 109.66 | 157.29 | 47.63 |
| Standard Deviation | 35.80 | 48.20 | - |

Effect size: Cohen's d= 1.099 (large to very large effect size)²⁷

The average score relative to a 100-point scale improved from 55% to 79% (significant improvement).

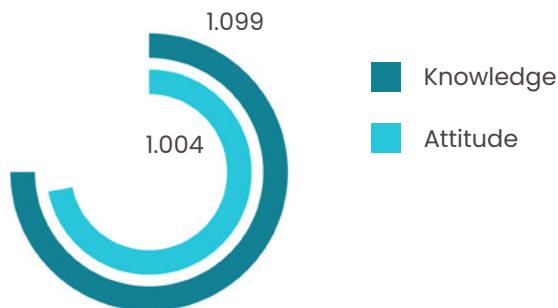
Percent Improvement in Perceived Legal Navigation Knowledge

| n=163 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 130 | 79.75 |
| Stayed the Same | 22 | 13.50 |
| Decrement | 11 | 6.75 |

Correlations Among Gains in Legal Knowledge and Legal Attitudes

Changes in legal attitudes (legal confidence and self-efficacy) were moderately correlated ($r=0.37$) with changes in perceived legal navigation knowledge.²⁸ Legal knowledge gains were positively associated with legal attitude gains.

Effect Sizes by Construct (Knowledge and Attitudes)



Perceived Legal Capability Gains with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=163 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 111.59 | 149.93 | 38.34 |
| Standard Deviation | 27.85 | 32.10 | - |

Effect size: Cohen's $d= 1.270$ (very large effect size)²⁹

The average score relative to a 100-point scale improved from 56% to 75% (significant improvement).

Percent Improvement in Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted

| n=163 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 141 | 86.50 |
| Stayed the Same | 2 | 1.22 |
| Decrement | 20 | 12.27 |

Perceived Legal Capability with Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=163 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 112.23 | 147.48 | 35.25 |
| Standard Deviation | 26.74 | 29.34 | - |

Effect size: Cohen's d = 1.257 (very large effect size)³⁰

The average score relative to a 100-point scale improved from 56% to 74% (significant improvement).

Percent Improvement in Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=163 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 137 | 84.05 |
| Stayed the Same | 2 | 1.23 |
| Decrement | 24 | 14.72 |

Net Promoter Score: Legal First Aid (n=163)

| Category | Count (%) |
|------------------|--------------|
| Promoters (9-10) | 146 (89.57%) |
| Passives (7-8) | 13 (7.98%) |
| Detractors (0-6) | 4 (2.45%) |

Net promoter score for CA=87.12 (promoters minus detractors). This net promoter score would be considered world class relative to organizations overall.³¹ Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.³²

Overall Satisfaction with Training (n=163)

| Category | Count (%) |
|---|--------------|
| Very or Extremely Satisfied (4 or 5) | 154 (94.48%) |
| Moderately Satisfied (2 or 3) | 6 (3.68%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Neither Satisfied nor Dissatisfied (0) | 1 (0.61%) |
| Very or Extremely Dissatisfied (-5 or -4) | 2 (1.23%) |

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

Content Communication Quality (n=163)

| Category | Count (%) |
|---|--------------|
| Very or Extremely Satisfied (4 or 5) | 157 (96.32%) |
| Moderately Satisfied (2 or 3) | 4 (2.45%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Moderately Dissatisfied (-3 or -2) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 2 (1.23%) |

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 (n=234)

| Rank | Goals | Count |
|------|--|-------|
| 1 | Better address service gaps or clients' needs | 187 |
| 2 | Improve outcomes for clients | 171 |
| 3 | Professional development or continuing education | 171 |
| 4 | Provide more services to clients, given limited resources | 165 |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | 78 |
| 6 | Allow you to handle more tasks or activities on your own | 71 |
| 7 | Meet or exceed organizational or professional expectations | 71 |
| 8 | Promote policy or practice changes in your community or organization | 66 |
| 9 | Build your resume or enable career advancement | 46 |
| 10 | Not sure (currently no clear goals for the training) | 9 |

Number of Goals for Participation in Legal First Aid (n=234)

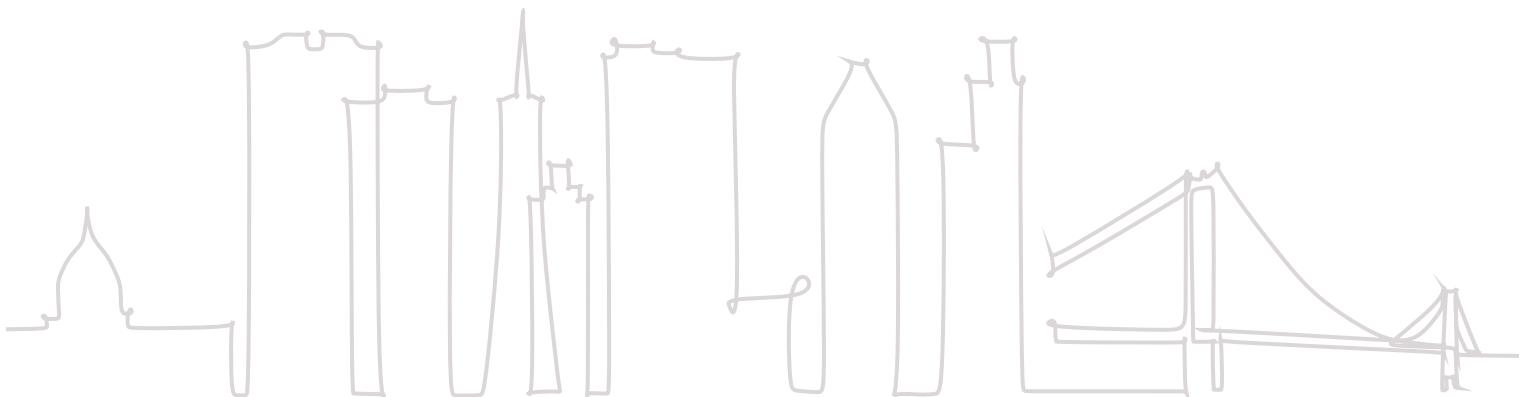
82% of participants reported four or more goals at pre-test (before the program), whereas 9% reported two or less goals.

Perceived Legal Areas of Navigator Clients across CA (n=234)

| Areas | Implemented | Rank |
|-----------------------------|-------------|------|
| Consumer or Credit | 27 | 8 |
| Criminal | 103 | 5 |
| Family or Domestic Violence | 131 | 3 |
| Housing | 183 | 1 |
| Immigration Status | 155 | 2 |
| Public Benefits | 124 | 4 |
| Work or Employment | 97 | 6 |
| Other | 28 | 7 |

Estimated Number of Clients Served by Participants Completing the Training Pre-Test (n=234)

| Number of Clients Served Across 30 Days | |
|--|-------|
| Estimate Based on Participants Responses at Pre-test ³³ | 6,113 |



Evaluation of Legal First Aid: Knowledge, Attitudes, Satisfaction, Goals, and Clients (2024-2025; Michigan)

Drafted September 23, 2025



Introduction

From July 2024 through June 2025, Legal Link, a California justice worker non-profit organization, planned and implemented community legal navigator programs in Michigan. Legal Link supported program design/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. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The items evaluated were:

- Perceived legal attitudes (pre and post training), which included: legal self-efficacy and general legal knowledge.
- Perceived legal knowledge
- Likelihood trainees would recommend the training to a colleague/net promoter score (post training)
- Satisfaction with the training
- Goals for participating in the training (pre training)
- Justiciable events among and number of clients of trainees

Improvements in Perceived Legal Capability

Comparing perceived legal attitudes (general legal confidence and legal self-efficacy), before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 55 to 69, which is considered a large to very large change. To use a schooling analogy, this change is like shifting a group of, on average, F-grade students to almost, on average, C-grade students. Legal attitude was measured as an equally weighted average of legal self-efficacy and general legal confidence. 97% of participants reported a gain in perceived legal attitudes, compared to 2% reporting decrements.

Overall, gains in perceived legal navigation knowledge (45 to 76; from an F to a C grade) were very large. 87%

of participants reported gains in the perceived legal navigation knowledge. Average gains in perceived legal navigation knowledge were larger than gains perceived legal attitudes (general legal confidence and legal self-efficacy).

In combining legal attitudes and legal navigation knowledge into an overall measure of legal capability, gains in legal capability were very large (50% to 72%; from an F to a C grade). With legal attitudes and perceive legal navigation knowledge being equally weighted, legal capability gains fall between the results of these two subordinate constructs. 98% of participants reported an improvement in legal capability, and 2% of participants reported a decrement in legal capability.

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 75% of participants after the training would be considered promoters of the training but only 3% would be considered detractors. The net promoter score of 72 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.

92% Legal First Aid training participants reported being very or extremely satisfied overall with the training at post-test (at the time of training completion), and 98% of participants were at least moderately satisfied. 93% of participants at post-test also reported being very or extremely satisfied with the quality of content communication during the training, and 98% of participants were at least moderately satisfied.

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) provide more services to clients, given limited resources, 3) professional development or continuing education, and 4) improve outcomes for clients. It was typical (84%) for participants to report three or more goals for participating in Legal First Aid.

Clients Served and Typical Justiciable Events Among Clients

More than half of the participants at pre-test believed that their clients experienced justiciable issues focused on family or domestic violence, criminal, or housing events. The estimated number of clients served in the last 30 days by Legal First Aid participants was 3,144 clients.

Michigan

Perceived Legal Attitudes (Legal Self-Efficacy and General Legal Confidence)³⁴

| n=61 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 109.61 | 138.56 | 28.95 |
| Standard Deviation | 23.64 | 24.84 | - |

Effect size: Cohen's d= 1.193 (large to very large effect size)³⁵

The average score relative to a 100-point scale improved from 55% to 69% (significant improvement). Legal self-efficacy and general legal confidence scaled to 0-100 scale (summed and averaged).

Percent Improvement in Legal Attitudes³⁶

| n=61 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 59 | 96.72 |
| Stayed the Same | 1 | 1.64 |
| Decrement | 1 | 1.64 |

Perceived Legal Navigation Knowledge³⁷

| n=61 | Pre | Post | Difference |
|--------------------|-------|--------|------------|
| Mean | 89.64 | 151.13 | 61.49 |
| Standard Deviation | 36.66 | 37.05 | - |

Effect size: Cohen's d= 1.668 (very large effect size)³⁸

The average score relative to a 100-point scale improved from 45% to 76% (significant improvement).

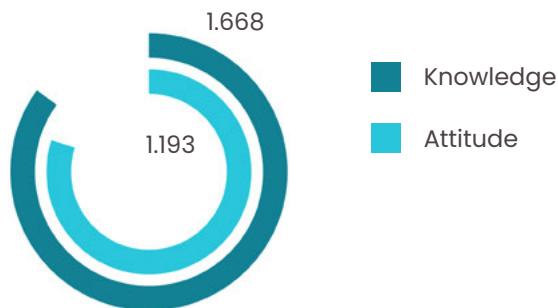
Percent Improvement in Perceived Legal Navigation Knowledge

| n=61 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 53 | 86.89 |
| Stayed the Same | 6 | 9.84 |
| Decrement | 2 | 3.28 |

Correlations Among Gains in Legal Knowledge and Legal Attitudes

Changes in legal attitudes (legal confidence and self-efficacy) were not correlated ($r=0.041$) with changes in perceived legal navigation knowledge and would be considered a very small effect size.³⁹

Effect Sizes by Construct (Knowledge and Attitudes)



Perceived Legal Capability Gains with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=61 | Pre | Post | Difference |
|--------------------|-------|--------|------------|
| Mean | 99.62 | 144.84 | 45.22 |
| Standard Deviation | 24.57 | 25.91 | - |

Effect size: Cohen's $d= 1.790$ (very large effect size)⁴⁰

The average score relative to a 100-point scale improved from 50% to 72% (significant improvement).

Percent Improvement in Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=61 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 60 | 98.36 |
| Stayed the Same | 0 | 0 |
| Decrement | 1 | 1.64 |

Perceived Legal Capability with Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=61 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 102.95 | 142.75 | 39.80 |
| Standard Deviation | 22.62 | 24.11 | - |

Effect size: Cohen's d = 1.700 (very large effect size)⁴¹

The average score relative to a 100-point scale improved from 51% to 71% (significant improvement).

Percent Improvement in Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=61 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 60 | 98.36 |
| Stayed the Same | 0 | 0.00 |
| Decrement | 1 | 1.64 |

Net Promoter Score: Legal First Aid (n=61)

| Category | Count (%) |
|------------------|-------------|
| Promoters (9-10) | 46 (75.41%) |
| Passives (7-8) | 13 (21.31%) |
| Detractors (0-6) | 2 (3.28%) |

Net promoter score for MI =72.13 (promoters minus detractors). This net promoter score would be considered world class relative to organizations overall.⁴¹ Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.⁴³

Overall Satisfaction with Training (n=61)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 56 (91.80%) |
| Moderately Satisfied (2 or 3) | 4 (6.56%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Neither Satisfied nor Dissatisfied (0) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (1.64%) |

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

Content Communication Quality (n=61)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 57 (93.44%) |
| Moderately Satisfied (2 or 3) | 3 (4.92%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Moderately Dissatisfied (-3 or -2) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (1.64%) |

98% 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 (n=77)

| Rank | Goals | Count |
|------|--|-------|
| 1 | Better address service gaps or clients' needs | 57 |
| 2 | Improve outcomes for clients | 53 |
| 3 | Professional development or continuing education | 52 |
| 4 | Provide more services to clients, given limited resources | 49 |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | 32 |
| 6 | Allow you to handle more tasks or activities on your own | 16 |
| 7 | Meet or exceed organizational or professional expectations | 13 |
| 8 | Promote policy or practice changes in your community or organization | 11 |
| 9 | Build your resume or enable career advancement | 11 |
| 10 | Not sure (currently no clear goals for the training) | 3 |

Number of Goals for Participation in Legal First Aid (n=77)

64% of participants reported four or more goals at pre-test (before the program), whereas 16% reported two or less goals.

Perceived Legal Areas of Navigator Clients across MI (n=77)

| Areas | Implemented | Rank |
|-----------------------------|-------------|------|
| Consumer or Credit | 15 | 6 |
| Criminal | 44 | 3 |
| Family or Domestic Violence | 48 | 2 |
| Housing | 57 | 1 |
| Immigration Status | 13 | 7 |
| Public Benefits | 37 | 4 |
| Work or Employment | 33 | 5 |
| Other | 13 | 7 |

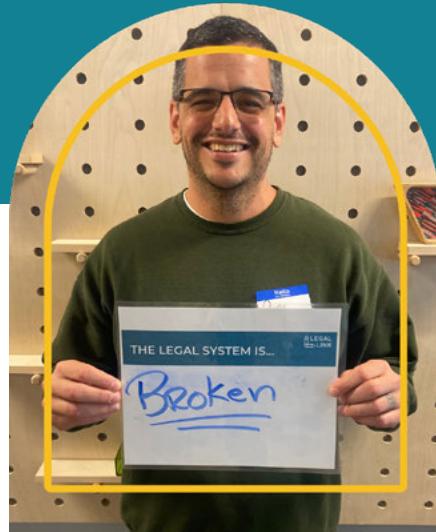
Estimated Number of Clients Served by Participants Completing the Training Pre-Test (n=77)

| Number of Clients Served Across 30 Days | |
|--|-------|
| Estimate Based on Participants Responses at Pre-test ⁴⁴ | 3,144 |



Evaluation of Legal First Aid: Knowledge, Attitudes, Satisfaction, Goals, and Clients (2024-2025; Oklahoma)

Drafted September 23, 2025



Introduction

From July 2024 through June 2025, Legal Link, a California justice worker non-profit organization, planned and implemented community legal navigator programs in Oklahoma. Legal Link supported program design/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. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The items evaluated were:

- Perceived legal attitudes (pre and post training), which included: legal self-efficacy and general legal knowledge.
- Perceived legal knowledge
- Likelihood trainees would recommend the training to a colleague/net promoter score (post training)
- Satisfaction with the training
- Goals for participating in the training (pre training)
- Justiciable events among and number of clients of trainees

Improvements in Perceived Legal Capability

Comparing perceived legal attitudes (general legal confidence and legal self-efficacy), before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 57 to 72, which is considered a large to 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 attitude was measured as an equally weighted average of legal self-efficacy and general legal confidence. 85% of participants reported a gain in perceived legal attitudes, compared to 11% reporting decrements.

Overall, gains in perceived legal navigation knowledge (47 to 84; from an F to a B grade), were very large. 92%

of participants reported gains in the perceived legal navigation knowledge. Average gains in perceived legal navigation knowledge were larger than gains perceived legal attitudes (general legal confidence and legal self-efficacy).

In combining legal attitudes and legal navigation knowledge into an overall measure of legal capability, gains in legal capability were very large (52% to 78%; from an F to a C+ grade). With legal attitudes and perceive legal navigation knowledge being equally weighted, legal capability gains fall between the results of these two subordinate constructs. 93% of participants reported an improvement in legal capability, and 6% of participants reported a decrement in legal capability.

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 74% of participants after the training would be considered promoters of the training but only 7% would be considered detractors. The net promoter score of 67 is considered excellent to 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.

83% Legal First Aid training participants reported being very or extremely satisfied overall with the training at post-test (at the time of training completion), and 97% of participants were at least moderately satisfied. 81% of participants at post-test also reported being very or extremely satisfied with the quality of content communication during the training, and 96% of participants were at least moderately satisfied.

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. It was typical (86%) for participants to report three or more goals for participating in Legal First Aid.

Clients Served and Typical Justiciable Events Among Clients

More than half of the participants at pre-test believed that their clients experienced justiciable issues focused on family or domestic violence, criminal, or housing events. The estimated number of clients served in the last 30 days by Legal First Aid participants was 3,110 clients.

Oklahoma

Perceived Legal Attitudes (Legal Self-Efficacy and General Legal Confidence)⁴⁵

| n=72 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 113.63 | 144.78 | 31.15 |
| Standard Deviation | 28.68 | 31.65 | - |

Effect size: Cohen's d= 1.029 (large to very large effect size)⁴⁶

The average score relative to a 100-point scale improved from 57% to 72% (significant improvement). Legal self-efficacy and general legal confidence scaled to 0-100 scale (summed and averaged).

Percent Improvement in Legal Attitudes⁴⁷

| n=72 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 61 | 84.72 |
| Stayed the Same | 3 | 4.17 |
| Decrement | 8 | 11.11 |

Perceived Legal Navigation Knowledge⁴⁸

| n=72 | Pre | Post | Difference |
|--------------------|-------|--------|------------|
| Mean | 93.19 | 168.26 | 75.07 |
| Standard Deviation | 43.91 | 43.51 | - |

Effect size: Cohen's d= 1.717 (very large effect size)⁴⁹

The average score relative to a 100-point scale improved from 47% to 84% (significant improvement).

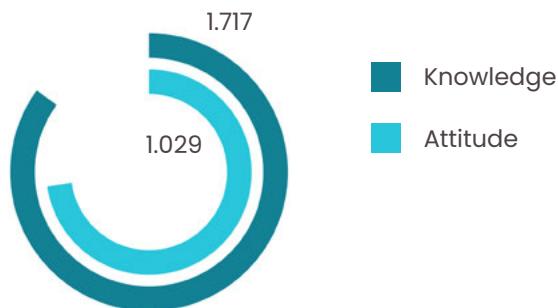
Percent Improvement in Perceived Legal Navigation Knowledge

| n=72 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 66 | 91.67 |
| Stayed the Same | 2 | 2.78 |
| Decrement | 4 | 5.56 |

Correlations Among Gains in Legal Knowledge and Legal Attitudes

Changes in legal attitudes (legal confidence and self-efficacy) were moderately correlated ($r=0.31$) with changes in perceived legal navigation knowledge.⁵⁰ Legal knowledge gains were positively associated with legal attitude gains.

Effect Sizes by Construct (Knowledge and Attitudes)



Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=72 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 103.41 | 156.52 | 53.11 |
| Standard Deviation | 31.57 | 29.55 | - |

Effect size: Cohen's $d= 1.735$ (very large effect size)⁵¹

The average score relative to a 100-point scale improved from 52% to 78% (significant improvement).

Percent Improvement in Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted

| n=72 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 67 | 93.06 |
| Stayed the Same | 1 | 1.39 |
| Decrement | 4 | 5.56 |

Perceived Legal Capability with Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=72 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 106.81 | 152.61 | 45.79 |
| Standard Deviation | 29.13 | 28.08 | - |

Effect size: Cohen's d = 1.600 (very large effect size)⁵²

The average score relative to a 100-point scale improved from 53% to 76% (significant improvement).

Percent Improvement in Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=72 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 67 | 93.06 |
| Stayed the Same | 1 | 1.39 |
| Decrement | 4 | 5.56 |

Net Promoter Score: Legal First Aid (n=72)

| Category | Count (%) |
|------------------|-------------|
| Promoters (9-10) | 53 (73.61%) |
| Passives (7-8) | 14 (19.44%) |
| Detractors (0-6) | 5 (6.94%) |

Net promoter score for OK=66.67 (promoters minus detractors). This net promoter score would be considered excellent to world class relative to organizations overall.⁵³ Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.⁵⁴

Overall Satisfaction with Training (n=72)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 60 (83.33%) |
| Moderately Satisfied (2 or 3) | 10 (13.89%) |
| Slightly Satisfied (1) | 1 (1.39%) |
| Neither Satisfied nor Dissatisfied (0) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (1.39%) |

97% of participants reported at least moderate satisfaction with the Legal First Aid training overall.

Content Communication Quality (n=72)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 58 (80.56%) |
| Moderately Satisfied (2 or 3) | 11 (15.28%) |
| Slightly Satisfied (1) | 1 (1.39%) |
| Moderately Dissatisfied (-3 or -2) | 1 (1.39%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (1.39%) |

96% 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 (n=90)

| Rank | Goals | Count |
|------|--|-------|
| 1 | Better address service gaps or clients' needs | 71 |
| 2 | Improve outcomes for clients | 71 |
| 3 | Professional development or continuing education | 64 |
| 4 | Provide more services to clients, given limited resources | 54 |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | 38 |
| 6 | Allow you to handle more tasks or activities on your own | 35 |
| 7 | Meet or exceed organizational or professional expectations | 23 |
| 8 | Promote policy or practice changes in your community or organization | 17 |
| 9 | Build your resume or enable career advancement | 15 |
| 10 | Not sure (currently no clear goals for the training) | 2 |

Number of Goals for Participation in Legal First Aid (n=90)

82% of participants reported four or more goals at pre-test (before the program), whereas 14% reported two or less goals.

Perceived Legal Areas of Navigator Clients across MI (n=77)

| Areas | Implemented | Rank |
|-----------------------------|-------------|------|
| Consumer or Credit | 36 | 4 |
| Criminal | 65 | 3 |
| Family or Domestic Violence | 69 | 2 |
| Housing | 70 | 1 |
| Immigration Status | 26 | 7 |
| Public Benefits | 33 | 5 |
| Work or Employment | 33 | 5 |
| Other | 14 | 8 |

Estimated Number of Clients Served by Participants Completing the Training Pre-Test (n=90)

| Number of Clients Served Across 30 Days | |
|--|-------|
| Estimate Based on Participants Responses at Pre-test ⁵⁵ | 3,110 |



Evaluation of Legal First Aid: Knowledge, Attitudes, Satisfaction, Goals, and Clients (2024-2025; South Carolina)

Drafted September 23, 2025



Introduction

From July 2024 through June 2025, Legal Link, a California justice worker non-profit organization, planned and implemented community legal navigator programs in South Carolina. Legal Link supported program design/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. Training consisted of five hours of Legal First Aid curriculum, with a pre and post assessment. The items evaluated were:

- Perceived legal attitudes (pre and post training), which included: legal self-efficacy and general legal knowledge.
- Perceived legal knowledge
- Likelihood trainees would recommend the training to a colleague/net promoter score (post training)
- Satisfaction with the training
- Goals for participating in the training (pre training)
- Justiciable events among and number of clients of trainees

Improvements in Perceived Legal Capability

Comparing perceived legal attitudes (general legal confidence and legal self-efficacy), before and after participation in Legal First Aid, supported significant gains. On a 100-point scale, participants' perceived legal capability improved from 59 to 74, which is considered a large to 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 attitude was measured as an equally weighted average of legal self-efficacy and general legal confidence. 85% of participants reported a gain in perceived legal attitudes, compared to 8% reporting decrements.

Overall, gains in perceived legal navigation knowledge (51 to 84; from an F to a B grade) were very large. 93%

of participants reported gains in the perceived legal navigation knowledge. Average gains in perceived legal navigation knowledge were larger than gains perceived legal attitudes (general legal confidence and legal self-efficacy).

In combining legal attitudes and legal navigation knowledge into an overall measure of legal capability, gains in legal capability were very large (55% to 79%; from an F to a C+ grade). With legal attitudes and perceive legal navigation knowledge being equally weighted, legal capability gains fall between the results of these two subordinate constructs. 93% of participants reported an improvement in legal capability, and 5% of participants reported a decrement in legal capability.

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 85% of participants after the training would be considered promoters of the training but only 5% would be considered detractors. The net promoter score of 80 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.

90% Legal First Aid training participants reported being very or extremely satisfied overall with the training at post-test (at the time of training completion), and 98% of participants were at least moderately satisfied. 90% of participants at post-test also reported being very or extremely satisfied with the quality of content communication during the training, and 98% of participants were at least moderately satisfied.

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) professional development or continuing education, 3) improve outcomes for clients, and 4) provide more services to clients, given limited resources. It was typical (84%) for participants to report three or more goals for participating in Legal First Aid.

Clients Served and Typical Justiciable Events Among Clients

More than half of the participants at pre-test believed that their clients experienced justiciable issues focused on housing events. The estimated number of clients served in the last 30 days by Legal First Aid participants was 1,367 clients.

South Carolina

Perceived Legal Attitudes (Legal Self-Efficacy and General Legal Confidence)⁵⁶

| n=40 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 118.10 | 148.53 | 30.43 |
| Standard Deviation | 32.33 | 34.99 | - |

Effect size: Cohen's d= 0.902 (large to very large effect size)⁵⁷

The average score relative to a 100-point scale improved from 59% to 74% (significant improvement). Legal self-efficacy and general legal confidence scaled to 0-100 scale (summed and averaged).

Percent Improvement in Legal Attitudes⁵⁸

| n=40 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 34 | 85.00 |
| Stayed the Same | 3 | 7.50 |
| Decrement | 3 | 7.50 |

Perceived Legal Navigation Knowledge⁵⁹

| n=40 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 102.28 | 168.98 | 66.70 |
| Standard Deviation | 47.13 | 42.34 | - |

Effect size: Cohen's d= 1.485 (very large effect size)⁶⁰

The average score relative to a 100-point scale improved from 51% to 84% (significant improvement).

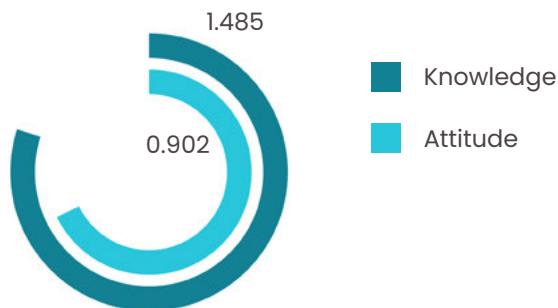
Percent Improvement in Perceived Legal Navigation Knowledge

| n=40 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 37 | 92.50 |
| Stayed the Same | 1 | 2.50 |
| Decrement | 2 | 5.00 |

Correlations Among Gains in Legal Knowledge and Legal Attitudes

Changes in legal attitudes (legal confidence and self-efficacy) were moderately correlated ($r=0.43$) with changes in perceived legal navigation knowledge.⁶¹ Legal knowledge gains were positively associated with legal attitude gains.

Effect Sizes by Construct (Knowledge and Attitudes)



Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted (100 points each)

| n=40 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 110.19 | 158.75 | 48.56 |
| Standard Deviation | 35.81 | 32.37 | - |

Effect size: Cohen's $d= 1.419$ (very large effect size)⁶²

The average score relative to a 100-point scale improved from 55% to 79% (significant improvement).

Percent Improvement in Perceived Legal Capability with Legal Attitudes and Navigation Knowledge equally weighted

| n=40 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 37 | 92.50 |
| Stayed the Same | 1 | 2.50 |
| Decrement | 2 | 5.00 |

Perceived Legal Capability with Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=40 | Pre | Post | Difference |
|--------------------|--------|--------|------------|
| Mean | 112.83 | 155.34 | 42.52 |
| Standard Deviation | 33.54 | 31.69 | - |

Effect size: Cohen's d = 1.302 (very large effect size)⁶³

The average score relative to a 100-point scale improved from 56% to 78% (significant improvement).

Percent Improvement in Legal Self-Efficacy, General Legal Confidence, and Navigation Knowledge equally weighted (66.67 points each)

| n=40 | Frequency | Percent |
|-----------------|-----------|---------|
| Improvement | 36 | 90.00 |
| Stayed the Same | 1 | 2.50 |
| Decrement | 3 | 7.50 |

Net Promoter Score: Legal First Aid (n=40)

| Category | Count (%) |
|------------------|-------------|
| Promoters (9-10) | 34 (85.00%) |
| Passives (7-8) | 4 (10.00%) |
| Detractors (0-6) | 2 (5.00%) |

Net promoter score for SC=80.00 (promoters minus detractors). This net promoter score would be considered world class relative to organizations overall.⁶⁴ Note that the Legal Sector Standard for Net Promoter score during 2022 was 32.⁶⁵

Overall Satisfaction with Training (n=40)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 36 (90.00%) |
| Moderately Satisfied (2 or 3) | 3 (7.50%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Neither Satisfied nor Dissatisfied (0) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (2.50%) |

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

Content Communication Quality (n=40)

| Category | Count (%) |
|---|-------------|
| Very or Extremely Satisfied (4 or 5) | 36 (90.00%) |
| Moderately Satisfied (2 or 3) | 3 (7.50%) |
| Slightly Satisfied (1) | 0 (0.00%) |
| Moderately Dissatisfied (-3 or -2) | 0 (0.00%) |
| Very or Extremely Dissatisfied (-5 or -4) | 1 (2.50%) |

98% 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 (n=51)

| Rank | Goals | Count |
|------|--|-------|
| 1 | Better address service gaps or clients' needs | 39 |
| 2 | Improve outcomes for clients | 36 |
| 3 | Professional development or continuing education | 32 |
| 4 | Provide more services to clients, given limited resources | 30 |
| 5 | Improve emotions (reduce frustration or increase satisfaction) for yourself or clients | 20 |
| 6 | Allow you to handle more tasks or activities on your own | 15 |
| 7 | Meet or exceed organizational or professional expectations | 12 |
| 8 | Promote policy or practice changes in your community or organization | 12 |
| 9 | Build your resume or enable career advancement | 7 |
| 10 | Not sure (currently no clear goals for the training) | 1 |

Number of Goals for Participation in Legal First Aid (n=51)

72% of participants reported four or more goals at pre-test (before the program), whereas 16% reported two or less goals.

Perceived Legal Areas of Navigator Clients across MI (n=51)

| Areas | Implemented | Rank |
|-----------------------------|-------------|------|
| Consumer or Credit | 2 | 8 |
| Criminal | 6 | 6 |
| Family or Domestic Violence | 23 | 2 |
| Housing | 28 | 1 |
| Immigration Status | 15 | 4 |
| Public Benefits | 23 | 2 |
| Work or Employment | 6 | 6 |
| Other | 7 | 5 |

Estimated Number of Clients Served by Participants Completing the Training Pre-Test (n=51)

| Number of Clients Served Across 30 Days | |
|--|-------|
| Estimate Based on Participants Responses at Pre-test ⁶⁶ | 1,367 |



Endnotes

- 1, 3, 23, 25, 34, 45, 56

Legal capability was based on the sum of legal self-efficacy and general legal confidence (scale could range from 0 to 200).

Legal Self-Efficacy items

The range of scores was scaled to 0 to 100.

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.

General Legal Confidence items

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.

- 2, 5, 7-17, 24, 27, 29&30, 35-36, 38, 40&41, 46&47, 49, 51&52, 57&58, 60, 62&63: 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.

- 4, 26, 37, 48, 59

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.

- 6, 28, 39, 50, 61: <https://cran.r-project.org/web/packages/effectsize/vignettes/interpret.html#correlation-r>

- 18, 22, 31, 42, 53, 64: <https://www.clearlyrated.com/solutions/blog/nps-101-for-law-firms/>

- 19, 21, 32, 43, 54, 65: <https://www.clearlyrated.com/solutions/blog/2022-legal-nps-benchmarks/>

- 20: Note that the estimate of number of clients served across 30 days was based on all participants at pre-test. Extreme outlier responses (6.9% of responses) were restricted to the upper end of the boundary for outliers (135 clients in 30 days was set as the maximum, even if the number reported was higher).

- 33: Note that the estimate of number of clients served across 30 days was based on all participants at pre-test. Extreme outlier responses (5.1% of responses) were restricted to the upper end of the boundary for outliers (135 clients in 30 days was set as the maximum, even if the number reported was higher).

- 44: Note that the estimate of number of clients served across 30 days was based on all participants at pre-test. Extreme outlier responses (11.7% of responses) were restricted to the upper end of the boundary for outliers (135 clients in 30 days was set as the maximum, even if the number reported was higher).
- 55: Note that the estimate of number of clients served across 30 days was based on all participants at pre-test. Extreme outlier responses (4.4% of responses) were restricted to the upper end of the boundary for outliers (135 clients in 30 days was set as the maximum, even if the number reported was higher).
- 66: Note that the estimate of number of clients served across 30 days was based on all participants at pre-test. Extreme outlier responses (11.8% of responses) were restricted to the upper end of the boundary for outliers (135 clients in 30 days was set as the maximum, even if the number reported was higher).



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