

Legal Link “Legal Navigator Fellows” Evaluation Findings



Authored by James Teufel, MPH, PhD

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Partners



Author

James Teufel (he/him), MPH, PhD, is a Senior Researcher at the American Bar Foundation and a Visiting Scholar at Arizona State University's Sanford School. He is a recognized scholar focused on the intersection of civil justice and health.

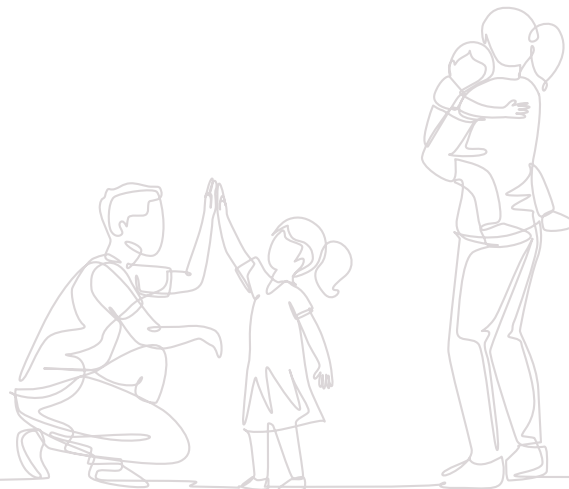
Fellows Program Introduction

People experiencing poverty are inadequately supported by our justice system, which is severely under-resourced and inherently complex. Based on Legal Services Corporation’s 2022 Justice Gap Report, nearly 9 out of 10 families do not get the legal help they need. These unaddressed legal issues act as barriers to housing, health, and economic stability. As a result, many people do not access existing legal protections and trust in the legal system is low. To better address people experiencing justiciable events in community settings, Legal Link developed the Community Navigator Fellowship Program. The pilot of the fellowship program was implemented from the year 2020 through the year 2023 in the Bay Area of California.

The Fellows were non-lawyer, full-time staff within partnering community nonprofit organizations. Fellows retained their full-time positions and were upskilled by Legal Link to better navigate justiciable events in a community setting. The fellows’ community legal navigation work was integrated and cross-subsidized by their full-time employment. The Legal Link Fellow’s program included regular trainings, case reviews, consultations, and assessments. Fellows received one

year of training and mentorship to improve their skills and confidence to effectively act as a legal navigator. Legal Link staff provided training in numerous areas of law and supported the fellows to help their clients with relevant legal issues that surfaced. Through program implementation and collected evaluation data, Legal Link sought to understand how a legal navigator program embedded in community-based settings could impact the justice gap.

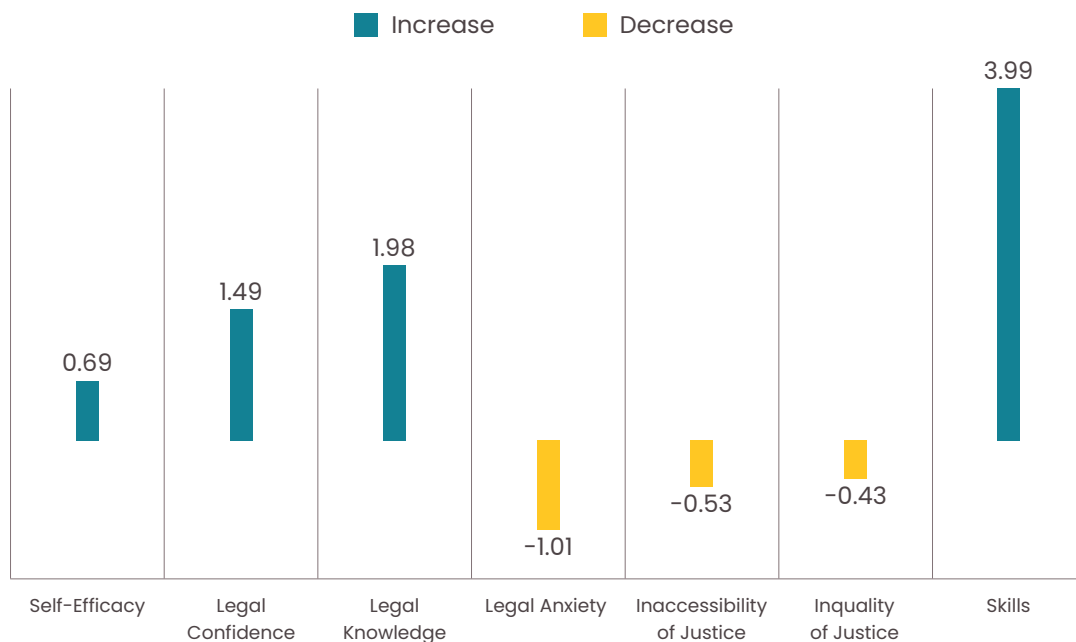
Legal Link had three cohorts of Community Navigator Fellows from 2020–2023. All cohorts were groups of fellows from community-based partner organizations serving the Bay Area: Homeless Prenatal Program, Compass Family Services, Hamilton Families, The Women’s Building, ParentChild+, and Bay Area Community Services. In total, Legal Link worked with 17 fellows. This report summarizes findings based on three years of data collected on the fellowship program. Overall, findings supported improved attitudes and skills related to community legal navigation and positive legal and non-legal outcomes for people experiencing justiciable events.



Overview: Changes in Measures Before and After the Fellowship

Based on analysis of 17 legal navigator fellows,¹ self-efficacy, legal confidence, perceived knowledge (similar to perceived skills or capability), and skill (as audited by an expert) significantly improved, with a typical effect size change of large to huge when comparing ratings before and after the fellows program. After experiencing the program fellows were more confident and skilled to navigate legal issues. Legal anxiety and perceived inequality of justice significantly decreased before and after the fellows program, with perceived inaccessibility of justice, also trending toward a decrease during the same period. The program also decreased anxiety related to addressing legal issues (decreasing negative emotions is an important part of improving confidence and behavioral engagement) and fellows perceived justice as less inequitable after fellows' training and experiences. Figure 1 summarizes the effect size changes. The largest changes occurred in objectively assessed skill improvements and in legal knowledge (a proxy for subjectively rated skills improvements or perceived competence). Skills of fellows across three areas (identifying, connecting, and supporting regarding legal navigation) improved from incorrect most of the time to correct most of the time. This means that the average or typical (typical increase was 100 points) fellow shifted from a novice who rarely correctly "identified, connected, or supported" to engaging in these tasks correctly most of the time (proficient but not perfect, which meets the typical standard in legal practice for lawyers and nonlawyers with regard to errors²).

Figure 1. Summary of Effect Size Changes Before and After Fellows Training



Rule of Thumb for Effect Sizes Cohen's d = .01=very small, .2=small, .5=medium, .8=large, 1.2=very large, and 2.0=huge³

Overview: Outcomes and Financial Benefits for Clients

Most of the cases monitored for outcomes fell under the legal areas of family, housing, or immigration. Approximately half of the monitored cases included a successful legal or non-legal outcome. Successful outcomes were typically linked to brief as opposed to extensive services. All of the non-legal successful outcomes were linked to brief services. Successful legal outcomes were split approximately evenly across brief and extensive services, with a slight trend toward extensive service in legal successes. The estimated financial benefit to clients with monitored outcomes was \$525,667 in sum or \$7,104 per closed case (Figure 2).

Figure 2. Summary of changes to fellows and clients.

Changes to Fellows	Changes to Clients
Perceived Confidence Increased	Receiving Brief Legal Services
Perceived Skills Increased	Receiving Extensive Legal Services
Actual Skills Increased	Receiving Brief Non-Legal Services
Negative Emotion Decreased	Receiving Extensive Non-Legal Services
Decreased Perceived Justice Inequity	Outcomes, Financial Value of >\$255,000

Legal Capability

Legal Self-Efficacy

Fellows significantly increased their legal self-efficacy⁴ when comparing scores before and after fellow's training. Scores could range from 6 to 18. Before the program, the average legal self-efficacy was 13 and, after the training, it was 14.53 (see Table 1 for summary statistics). There was a statistically significant

improvement ($t=3.49, p<.05$). The effect size of this change would be considered medium to large ($d=0.69$). The significance of the improvement in legal self-efficacy remained after testing the change using parametric and nonparametric statistical methods.

Table 1. Self-efficacy (n=17) descriptive statistics, raw scores.

Self-Efficacy	Mean	Standard Deviation
Before	13.00	2.398
After	14.529	2.004
Mean Difference	1.5294	N/A
95% Confidence Interval	0.6004	2.4584

General Legal Confidence

Fellow's general legal confidence⁵ increased when comparing scores before and after fellow's training. Scores for general legal confidence could range from 0 to 18. Before training, the average legal confidence score was 7.65, and, after training, the average score was 11 (see Table 2 for summary statistics). This was a statistically significant improvement ($t=4.37, p<.05$). The effect size of this change would be considered very large ($d=1.49$). The significance of the improvement in general legal confidence remained after testing the change using parametric

and nonparametric statistical methods. In a recent study of legal capability (attitudes, confidence, and skills) in an Australian community setting, higher general legal confidence was significantly linked to higher adequacy of expert help and trended to higher engagement with legal needs and higher perceived happiness with justiciable event progress or outcomes, even after adjusting for type of justiciable event experienced and 10 additional legal capability scales that assessed other legal attitudes and perceived skills.⁶

Table 2. General legal confidence (n=17) descriptive statistics, raw scores.

General Legal Confidence	Mean	Standard Deviation
Before	7.647	2.262
After	11.000	2.236
Mean Difference	3.3529	N/A
95% Confidence Interval	1.7276	4.9782

Legal Anxiety

Fellow's legal anxiety⁷ showed a significant decrease when comparing scores on legal anxiety before and after fellow's training. Scores on legal anxiety could range from 4 to 12. Before the fellowship, the average legal anxiety was 5.76, but after training the scores fell to 3.41 (see Table 3 for summary statistics). This

was a statistically significant decrease ($t=-2.94$, $p<.05$) in legal anxiety. The effect size of this change would be considered large to very large ($d=1.01$). The significance of the decrease remained after testing the change using parametric and nonparametric statistical methods.

Table 3. Legal anxiety (n=17) descriptive statistics, raw scores.

Legal Anxiety	Mean	Standard Deviation
Before	5.765	2.438
After	3.412	2.181
Mean Difference	-2.3529	N/A
95% Confidence Interval	-4.0479	-.0658

Inaccessibility of Justice

Fellows' perceived inaccessibility of justice⁹ was measured before and after fellow's training. Perceived inaccessibility of justice scores could range from 0 to 27. Before training, the average rating of the perceived inaccessibility of justice was 18.29, and, after training, the average score was 16.65 (see Table 4 for summary statistics). This decrease in the

perceived inaccessibility of justice was not statistically significant ($t=2.07$, ns). The estimated effect size for this decrease of inaccessibility of justice was medium ($d=0.53$). The lack of statistical significance of the decrease remained after testing the change using parametric and nonparametric statistical methods.

Table 4. Inaccessibility of justice (n=17) descriptive statistics, raw scores.⁹

Inaccessibility of Justice	Mean	Standard Deviation
Before	18.294	3.158
After	16.647	3.020
Mean Difference	-2.3529	N/A
95% Confidence Interval	-3.3322	0.0381

Perceived Inequality of Justice

The perceived inequality of justice¹⁰ decreased, on average, across fellows before and after training. The average inequality for justice score before training was 14.47, and the score fell to 13.24 after training (see Table 5 for summary statistics). This was a statistically significant decrease ($t=-2.61, p<.05$) in perceived

inequality of justice (i.e., perceived as more accessible after training). This was a small to medium effect size change ($d=0.43$). The significance of the decrease remained after testing the change using parametric and nonparametric statistical methods.

Table 5. Inequality of justice (n=17) descriptive statistics, raw scores.

Legal Anxiety	Mean	Standard Deviation
Before	14.471	2.961
After	13.235	2.728
Mean Difference	-1.2353	N/A
95% Confidence Interval	-2.2397	-0.2309

Skills After Fellow Training Compared to Novice Skills Before Fellow Training

Of the 17 fellows who completed pre and post/exit assessments (note that one fellow only completed pretesting for attitudes and knowledge and had no skill assessment; this fellow was excluded from analyses), all 17 fellows increased their skills in navigating justiciable events. Skills assessments were completed as audits of fellows work before and after fellow's training by review of skills by a legally training expert in the legal areas covered by fellows. Skills audits focused on three areas: 1) identifying issues

(i.e., issue spotting), 2) connecting with available and relevant tools (i.e., wayfinding or solution navigation), and 3) supporting via productive problem solving (see Table 6 for sample audit scoring rubric). Each of the three areas was rated as none or close to none of the time (not independently able; 50 points), some of the time (less than half of the time but more than none of the time; 100 points), most of the time (more than half of the time but less than all; 150 points), and all or close to all of the time (fully independent; 200 points).

Table 6. Audit area scoring rubric.

	None (1) (50 Points) Not independently able	Some (1) (100 Points)	Most (3) (150 Points)	All (4) (200 Points) Fully independent
Identify	Does not identify issues.	Identifies some (less than half) of issues.	Identifies most (more than half) of issues.	Identifies all issues.
Connect	Does not connect to resources	Connects some (less than half) of issues to resources.	Connects most (more than half) of issues to resources.	Connects all issues to resources.
Support	Does not provide navigator support on any issues.	Provides navigator support on some (less than half) of issues.	Provides navigator support on most (more than half) of issues.	Provides navigator support on all issues.
Total of 200 points				

Identify: Facility with increasingly complex issues; Connect: Use of available, relevant tools (AID, Frameworks, referral search); Support: Creative problem solving and proactive support development

All 17 of the fellows started out as novices before training and achieved no or close to no satisfactory responses across all three audit areas (i.e., identifying, connecting, and supporting), a score of 50 across all three areas. After training, fellows scored, on average, 108 points higher (158 points in total) than before training (50 points) across all three areas. This means that the average or typical (typical increase was 100 points) fellow shifted from a novice who rarely correctly “identified, connected, or supported” to engaging in these tasks correctly most of the time (proficient but not perfect, which meets the typical standard in legal practice for lawyers and nonlawyers with regard to errors”). The shift from 50 (none) to 158 (most) points in legal navigation skills, on average, would be considered a huge effect size ($d=3.99$, $t=16.45$, $p<.05$; see Table 7 for summary statistics), where the lower boundary for a huge effect size being 2. It should also be noted that if the skill improvements

were compared to some correct (100 points) as opposed to none (50 points) before training, the after-training average skills rating of 158 would still be considered huge, with an effect size of 2.14. The score of 158 was not statistically different than the referent skill level of most of the time (150 points), though the slight increase beyond 150 to 158 would be considered a small effect size shift of 0.29, which is important considering that effect sizes is also useful given the small sample size of 17 fellows and that statistical significance is in part driven as a function of effect size and sample size. 14 of the 17 fellows had at least a two-category shift improvement, with 2 fellows achieving an overall average score of all or close to all of the time correct (perfect or nearly perfect) across all three audit areas. Five more fellows were better than most of the time but not quite achieving “all of the time” quality in identifying, connecting, and supporting with justiciable events.

Table 7. Skills (n=17) descriptive statistics, raw scores.

Skills	Mean	Standard Deviation
Before	50.000	N/A
After	157.824	27.021
Mean Difference	107.8235	N/A
95% Confidence Interval	93.9304	121.7166

Perceived Legal Knowledge (Subjective Competence or Perceived Skill)

Perceived legal knowledge¹² (subjective competence or perceived skill) of fellows also increased, when comparing scores before and after training. Scores for legal knowledge could range from 0 to 9. Before training, the average legal confidence score was 5.177 (57.5%), and, after training, the average score was 7.941 (88.2%) (see Table 8 for summary statistics).

This was a statistically significant improvement ($t=6.51, p<.05$) in perceived legal knowledge. The effect size of this change would be considered very large to huge ($d=1.98$). The significance of the improvement remained after testing the change using parametric and nonparametric statistical methods.

Table 8. Legal knowledge (n=17) descriptive statistics, raw scores.

Legal Knowledge	Mean	Standard Deviation
Before	5.177	1.510
After	7.941	1.249
Mean Difference	2.7647	N/A
95% Confidence Interval	1.8644	3.665

Relationship Between Skill Improvement and Perceived Confidence/Capability

In behavioral performance in an applied or field setting (a more complex setting) as opposed to a more controlled laboratory setting, the relationship between self-efficacy and behavioral performance is lower. Task complexity can also moderate the association between self-efficacy and work performance, with the relationship of self-efficacy and performance decreasing as task complexity increased.¹³ Other studies have supported that self-efficacy is linked to increased non-task prosocial behavior (better work relationships, empowered voice, and improved helping behavior) and decreased non-task antisocial behavior (e.g., antisocial actions).¹⁴ Another recent meta-analysis study linked supported that pre-event self-efficacy could predict task performance.¹⁵ Confidence and perceptions of capability often can be moderated by various factors. Further, a negative association (i.e., as expertise in an activity increases, confidence or perceived capability

can decrease relative to increasing skill) where those with greater expertise decreasing in confidence relative to those with lesser proficiency because proficiency improvements enable people to not only complete tasks better but also increases doubt by enabling an person with greater proficiency to know what is unknown or unchangeable.¹⁶

When exploring the relationships of Legal Link fellow legal self-efficacy, legal confidence, perceived capability to complete key tasks (i.e., knowledge) and skills at the end of training, all associations were not statistically significant. However, pretraining scores on self-efficacy, legal confidence, and perceived capability (knowledge) trained toward had a positive relationship with actual skill after the fellows program meaning that higher legal capability at pretest was linked to higher skill scores at exit. Additionally, higher scores in the same three legal capability scales gains after the fellows program trended to a negative association with audited actual skill at exit meaning that higher legal capability after the fellows training were linked to lower actual skill scores after the

program (and vice versa, with lower legal capability after fellows training being linked to higher actual skill at exit). These trends follow some prior research to some degree such as something like the Dunning-Kruger effect in which increased expertise can result in relative deficits in confidence. When associating gains in self-efficacy and perceived capability (knowledge) with actual skills post-program, gains in self-efficacy were significantly negatively correlated with skill at exit (more gains in confidence were linked to less gains in skill, and less gains in confidence were associated with more gains in skill) and perceived legal capability (i.e., knowledge) had a similar trend though not significant. More gains in legal capability trended to being linked to lower actual skill gains and vice versa. For example, the two fellows with the smallest gains in skill had the highest gains in perceived capability. Perceived capability or confidence/efficacy likely encourage engagement in behavior across fellows, though gains in expertise skill could also unsteady confidence. Actual skill development likely occurs with proper engagement with training and related actions/goals.

Relationship Between Legal Anxiety and Perceived Capability

Research has supported that controlling one's negative emotions is more important in building self-efficacy than increasing positive emotions related to a behavior. Reductions in legal anxiety were associated with increases in perceived capability (i.e., knowledge; $t=-2.80, p<.05$). For example, a fellow with the greatest reduction in anxiety had the greatest improvement in perceived capability, and the three fellows with the lowest reductions in anxiety also fell into the lowest quartile of perceived capability gains.¹⁷

Association Between Perceived Inequality of Justice and Perceived Inaccessibility of Justice and Skills and Perceived Capability

Neither gains in perceived inequality of justice perceived inaccessibility of justice (separately and in a block) were associated with gains in skill nor gains in perceived capability.

Monitoring Fellow Cases for Outcomes

Eighty-five fellow cases were monitored for outcomes. 74 of the 85 cases were completed as closed, and 11 were completed as client no shows. 12.9% of fellow cases were no shows. Fellows contributing to cases were affiliated with five community organizations focused on issues of community, family, or homelessness. The vast majority of cases fell under the legal areas of housing, family, or immigration (Figure 3). The resolution of 75 cases were reported between late 2020 and mid-2023, with 45 issues being resolved and 30 issues not being resolved. Of 74 closed cases,¹⁸ most (61%) closed cases were perceived to be resolved, with the remainder being perceived as not resolved. Of the 45 resolved issues, 12 included a legal outcome success and 24 included a non-legal outcome success. One resolved issue was a legal loss. 9 of the 45 resolved cases involved extensive service. The remaining 36 cases involved brief services, with 6 resolved cases including limited services and 30 receiving nonlawyer assistance. 28 of the 36 case outcome successes included brief services, and the remaining 8 included extensive service (Figure 4). From a different perspective, 23 of the 36 case outcome successes included only non-lawyer assistance (Figure 5), with the 13 remaining positive outcomes including lawyer involvement.

46 cases monitored for outcomes included a non-lawyer alone, whereas 28 additional cases involved a lawyer in addition to non-lawyer assistance. 8 of 18 (44%) extensive service cases included a successful outcome (8 legal outcome successes and 10 cases without outcomes), whereas half (28 of 56 cases) brief service cases included a successful outcome (24 positive non-legal outcomes; 4 positive legal outcomes; 27 cases without an outcome; 1 negative legal outcomes). 13 of 28 (46%) lawyer service cases included a successful outcome (10 legal outcome successes, 3 nonlegal outcome successes, and 15 cases without outcomes), whereas half (23 of 46 cases) of nonlawyer alone cases included a successful outcome (21 positive non-legal outcomes; 2 positive legal outcomes; 22 cases without an outcome; 1 negative legal outcomes). Lawyer involvement was linked to higher odds of a

successful legal outcome, and non-lawyers alone were associated with higher odds of a successful non-legal outcome, though both lawyer involved and nonlawyers alone positively contributed to both legal and non-legal outcomes. Outcome successes were more varied across non-legal outcomes than legal outcomes (Table 9 and 10). Note that resolution of cases was monitored during the 9-month of fellow training and engagement, which could account for the lower resolution rates of immigration and family cases. In estimating the financial value of outcomes, benefits were categorized as: service payments averted, client debt averted, payment for service, and income or tax credits for clients (Table 12). In summing the estimated financial value of outcomes, the total was \$525,667, with 50% from averting community service costs.

Figure 3. Legal areas of outcomes monitored fellow cases.

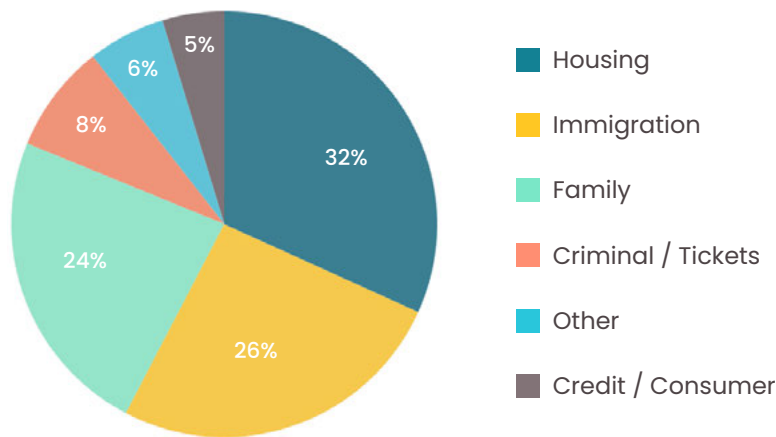


Figure 4. Fellow case outcomes by highest level of assistance at closure.

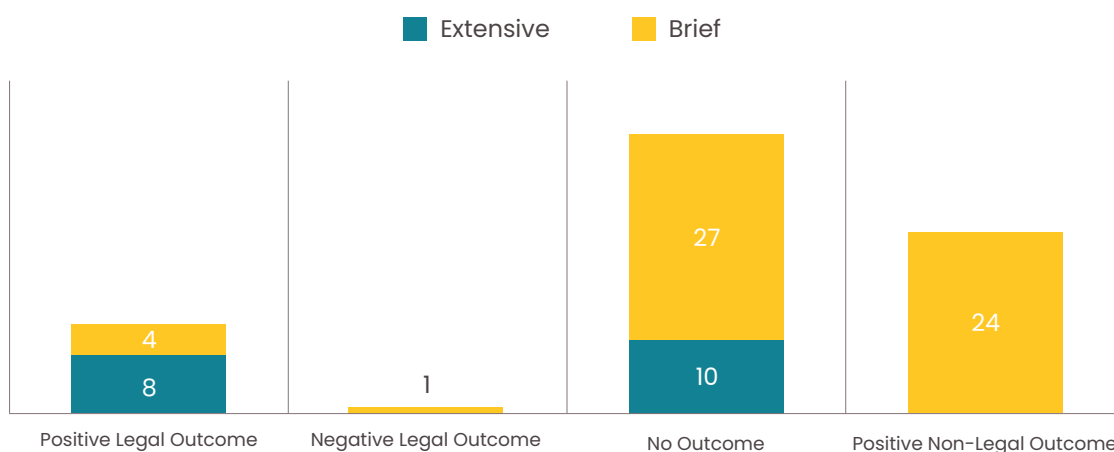


Table 9. Legal areas by legal outcome.

	Negative Legal Outcome	Positive Legal Outcome	Positive Legal Outcome	Positive Legal Outcome
Housing	0	5	5	15
Family	0	6	9	2
Immigration	0	0	17	2
Credit / Consumer	0	0	2	2
Criminal / Tickets	0	0	4	1
Other	1	1	1	2

Table 10. Legal areas by level of service and outcome status.

	Extensive Service Positive Legal Outcome	Brief Service Positive Legal Outcome	Extensive Service No Outcome	Brief Service No Outcome	Extensive Service Positive Non-Legal Outcome	Brief Service Positive Non-Legal Outcome
Consumer / Financial	0	0	0	2	0	2
Crime / Traffic	0	0	2	2	0	1
Family	5	1	1	8	0	2
Housing	3	2	0	5	0	15
Immigration	0	0	7	10	0	2
Other	0	1	0	0	0	2

Note: There was also one case in the area of work that had a negative legal outcome after receiving brief services.

Figure 5. Fellow case outcomes by level of assistance at closure.

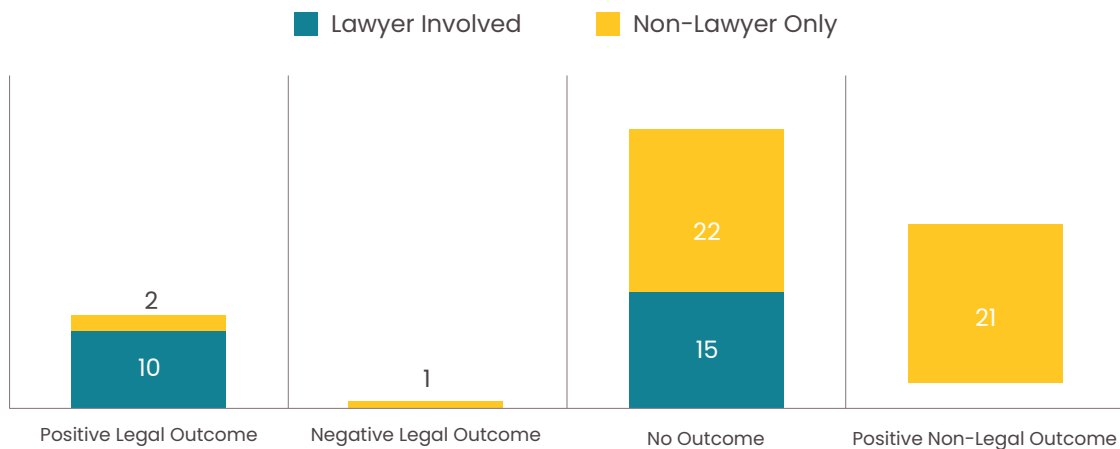


Table 11. Legal areas by level of service and outcome status.

	Lawyer Involved Positive Legal Outcome	Non-Lawyer Only Positive Legal Outcome	Lawyer No Outcome	Non-Lawyer Service No Outcome	Lawyer Service Positive Non-Legal Outcome	Non-Lawyer Service Positive Non-Legal Outcome
Consumer / Financial	0	0	0	2	0	2
Crime / Traffic	0	0	2	2	0	1
Family	5	1	3	6	0	2
Housing	5	0	0	5	3	12
Immigration	0	0	10	7	0	2
Other	0	1	0	0	0	2

Note: There was also one case in the area of work that had a negative legal outcome after receiving non-lawyer services.

Table 12. Estimated financial return on investment for clients assisted by legal navigator fellows.

	Service or Goods Payments Averted	Client Debt Averted	Client Debt Averted	Income or Tax Credits for Clients	TOTAL
Benefits to Clients Total	\$264,400	\$144,186	\$5,875	\$111,206	\$525,667
Avoiding CPS Loss of Children (4 children @ \$40,000 per child)	\$160,000	\$0	\$0	\$0	\$160,000
Child Support Debt Averted	\$0	\$69,000	\$0	\$0	\$69,000
DV/IPV Addressed by Legal Provider (\$6,700 per client @ 11 clients)	\$0	\$0	\$0	\$73,700	\$73,700
Averted Eviction or Involuntary Move/Housing Instability or Used Housing Voucher	\$102,600	\$75,100	\$875	\$25,380	\$203,955
Payment for Medical Services and Ambulance Reimbursement (1 client with \$4000 in medical reimbursement and estimated \$1000 ambulance bill)	\$0	\$0	\$5,000	\$0	\$5,000
Child Tax Credits (\$2000 credits @ 2 children)	\$0	\$0	\$0	\$4,000	\$4,000
Bridge Toll Tickets @ 8 Invoices for Bridge Crossing	\$0	\$86	\$0	\$0	\$86
Income Increase Estimate for Improved Legal Status	\$0	\$0	\$0	\$6,926	\$6,926
Avoided Rent Increase	\$1,800	\$0	\$0	\$0	\$1,800
Pandemic Tax Stimulus Check	\$0	\$0	\$0	\$1,200	\$1,200

Endnotes

- 1: One fellow was excluded due to missing data.

- 2: For example:

Moorhead, R., Sherr, A., & Paterson, A. (2003). What Clients Know: Client perspectives and legal competence. *International Journal of the Legal Profession*, 10(1), 5–35. <https://doi.org/10.1080/0969595032000130332>

Moorhead, R., Sherr, A., & Paterson, A. (2003). Contesting Professionalism: Legal Aid and Nonlawyers in England and Wales. *Law & Society Review*, 37(4), 765–808. doi:10.1046/j.0023-9216.2003.03704003.x

- 3: Sawilowsky, Shlomo S. (2009) “New Effect Size Rules of Thumb,” *Journal of Modern Applied Statistical Methods*: Vol. 8 : Iss. 2 , Article 26. DOI: 10.22237/jmasm/1257035100. Available at: <http://digitalcommons.wayne.edu/jmasm/vol8/iss2/26>

- 4: Legal Self-Efficacy Scale

For the next set of questions, think in general about legal problems you might have – such as being unfairly fired, injured by someone, involved in a divorce, or facing an eviction. To what extent do the following statements describe you?

	Exactly True	Moderately True	Hardly True	Not at All True
1 - I can always manage to solve difficult problems if I try hard enough.	3	2	1	0
2 - If someone disagrees with me, I can figure out how to get what I want.	3	2	1	0
3 - It is easy for me to stick to my plans and accomplish my goals.	3	2	1	0
4 - I can remain calm when facing difficulties because I can rely on my coping abilities.	3	2	1	0
5 - When I am confronted with a problem, I can usually find several solutions.	3	2	1	0
6 - I am good at finding help to fix my problems.	3	2	1	0

- 5: General Legal Confidence

- 6: Balmer, N., Pleasence, P., McDonald, H. & Sandefur, R. (2024). The Public Understanding of Law Survey (PULS) Volume 3: A New Perspective on Legal Need and Legal Capability. <https://www.victorialawfoundation.org.au/research-publications/puls-volume-3>

- 7: Attitude: General Legal Confidence

For the next set of questions, Think in general about legal problems you might have - such as being unfairly fired, injured by someone, involved in a divorce, or facing an eviction – how confident are you that you could achieve an outcome that is fair and you would be happy with in the following situations? Rate your confidence level in thinking about each additional piece of the story below.

	Very Confident	Quite Confident	Not Very Confident	Not Confident at All
1 - Disagreement is substantial and tensions are running high.	3	2	1	0
2 - The other side says they “will not rest until justice is done.”	3	2	1	0
3 - The other side refuses to speak to you except through their lawyer.	3	2	1	0
4 - A notice from court says you must complete certain forms and make your case.	3	2	1	0
5 - The problem goes to court, a lawyer represents the other side, and you are on your own.	3	2	1	0
6 - The court makes a judgment against you, which you see as unfair. You are told you have a right to appeal.	3	2	1	0

- 8: Legal Anxiety

For the next set of questions, think in general about legal problems you might have – such as being unfairly fired, injured by someone, involved in a divorce, or facing an eviction. To what extent do the following statements describe you?

	Exactly True	Moderately True	Hardly True	Not at All True
1 - I am afraid to speak to people directly to assert my legal rights.	3	2	1	0
2 - I worry that I don't express myself clearly can stop me from acting.	3	2	1	0
3 - I avoid asserting my rights because I am not confident I will be successful.	3	2	1	0
4 - I do not always get the best outcome for myself, because I try to avoid conflict.	3	2	1	0

- 9: Inaccessibility of Justice

Now, some questions about your general impression and experience of the justice system. We are not concerned with the 'criminal' justice system. We are concerned with the justice system that deals with issues such as being unfairly fired, injured by someone, involved in a divorce, or facing an eviction. Thinking about issues like this, to what extent do you agree or disagree with the following statements?

	Strongly Agree	Mainly Agree	Mainly Disagree	Strongly Disagree
1 - Issues like these are usually resolved promptly and efficiently.	3	2	1	0
2 - People with less money generally get a worse outcome.	3	2	1	0
3 - For issues like these, the law is like a game in which the skillful and resourceful are more likely to get what they want.	3	2	1	0
4 - It is easy to take issues like these to court if needed.	3	2	1	0
5 - For issues like these, lawyers are too expensive for most people to use.	3	2	1	0
6 - The justice system provides good value for money.	3	2	1	0
7 - For issues like these, people like me can afford help from a lawyer.	3	2	1	0
8 - Rich people's lawyers are no better than poor people's lawyers.	3	2	1	0
9 - Taking a case to court is generally more trouble than it is worth.	3	2	1	0

- 10: Perceived Inequality of Justice

Now, some questions about your general impression and experience of the justice system. We are not concerned with the 'criminal' justice system. We are concerned with the justice system that deals with issues such as being unfairly fired, injured by someone, involved in a divorce, or facing an eviction. Thinking about issues like this, to what extent do you agree or disagree with the following statements?

	Strongly Agree	Mainly Agree	Mainly Disagree	Strongly Disagree
1 - People with less money generally get a worse outcome.	3	2	1	0
2 - For issues like these, the law is like a game in which the skillful and resourceful are more likely to get what they want.	3	2	1	0
3 - The law always treats both parties fairly, whatever their background, gender, ethnicity or faith.	3	2	1	0
4 - Judges have their own agendas separate from the law.	3	2	1	0
5 - The decisions and actions of courts are influenced by pressure from the press and politicians.	3	2	1	0
6 - Courts always treat both parties fairly, whatever their background, gender, ethnicity or faith.	3	2	1	0

- 11: Perceived Legal Knowledge (Subjective Competence)

Decide how you much you agree with the following statements below:

	Strongly Agree	Agree	Disagree	Strongly Disagree
1 - I know how to identify legal issues that my clients face.	3	2	1	0
2 - I know how to connect clients to relevant legal resources and referrals.	3	2	1	0
3 - I know what support I personally (as a nonlawyer) can provide to clients when they are faced with legal issues	3	2	1	0

- 13: For example: Judge, T. A., Jackson, C. L., Shaw, J. C., Scott, B. A., & Rich, B. L. (2007). Self-efficacy and work-related performance: the integral role of individual differences. *The Journal of applied psychology*, 92(1), 107–127. <https://doi.org/10.1037/0021-9010.92.1.107>
- 14: Roberta Fida, Ivan Marzocchi, Mamoona Arshad, Marinella Paciello, Claudio Barbaranelli, Carlo Tramontano. (2025). Self-efficacy and nontask performance at work. A meta-analytic summary. *Personality and Individual Differences*, 241, 1–11. <https://doi.org/10.1016/j.paid.2025.113179>.
- 15: Lochbaum, M., Sisneros, C., Cooper, S., & Terry, P. C. (2023). Pre-Event Self-Efficacy and Sports Performance: A Systematic Review with Meta-Analysis. *Sports (Basel, Switzerland)*, 11(11), 222. <https://doi.org/10.3390/sports11110222>
- 16: For example: Dunning Kruger Effect - Kruger, J., & Dunning, D. (1999). Unskilled and unaware of it: how difficulties in recognizing one's own incompetence lead to inflated self-assessments. *Journal of personality and social psychology*, 77(6), 1121–1134. <https://doi.org/10.1037//0022-3514.77.6.1121>
- 17: For example: Warner, L. M., Schüz, B., Wolff, J. K., Parschau, L., Wurm, S., & Schwarzer, R. (2014). Sources of self-efficacy for physical activity. *Health psychology : official journal of the Division of Health Psychology, American Psychological Association*, 33(11), 1298–1308. <https://doi.org/10.1037/hea0000085>
- 18: Note that one case the had resolution information was noted as a no show as opposed to closed, which accounts for the discrepancy of 75 cases with resolutions and 74 closed cases.



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