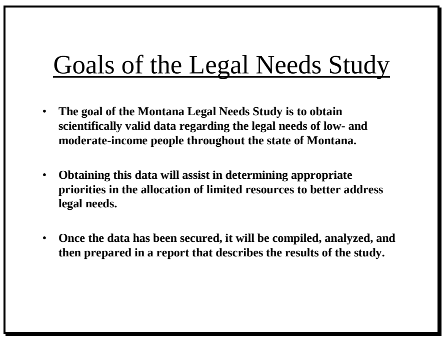
Slide 1

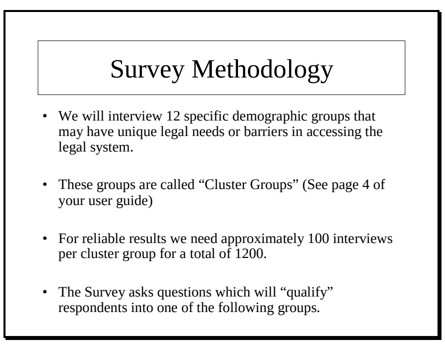
(Intro) The Montana Legal Needs Study is a major undertaking. It is important to note that the survey is involved and needs to be in order to gather such specific data. Along those lines we have created a User Guide, which you can use to find answers to your questions while in the field. As we go through the presentation, we will often refer to this guide, which will help you find information for your future questions. (The presenter may want to point out that the LNS Guide doesn't follow the presentation step by step, it does, however, contain all the information.)

Slide 2



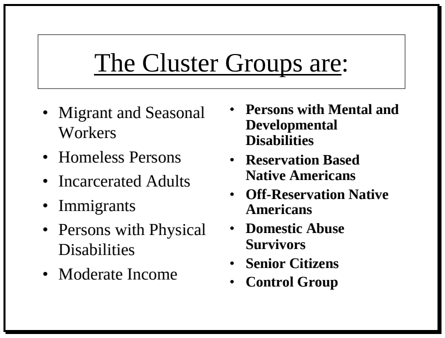
(Read the info on this slide to help the interviewers become familiar with the purpose and goals of the LNS.)

Slide 3



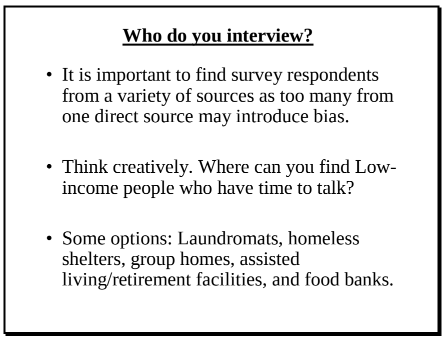
The Montana LNS is based on the Washington survey, which was conducted late last year, and which was also based on the Oregon Study conducted in the fall of 2000. (Pass out copy of the Oregon Study Publication) D. Michael Dale, who constructed both the Oregon and Washington Studies, is a consultant for the Montana LNS. The OR and WA surveys were based on interviewing particular demographic groups, which the MT LNS will also do. (Refer to info on slides)

Slide 4



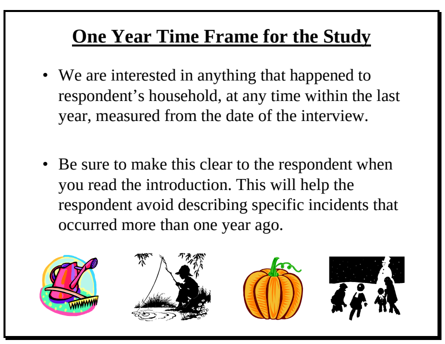
((Read or allow the interviewers to look at the cluster groups.)The survey will “find out” if the respondents fit into one of these groups by asking specific questions. For example refer to Q. 63 (page 35), which will qualify if the respondent fits into the immigrant cluster group.

Slide 5



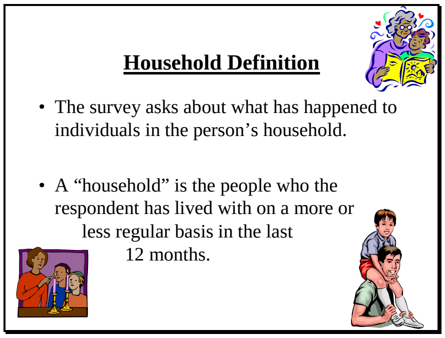
(Read this slide to the interviewers.) The point people in your region will also do their best to locate locations and times for you to conduct your interviews.

Slide 6



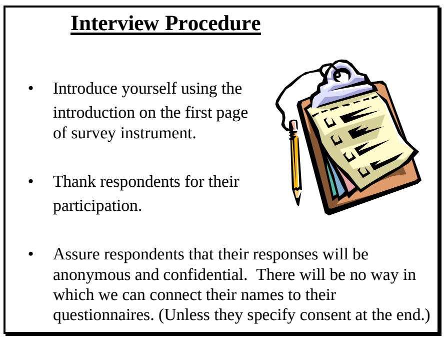
(Read this slide to the interviewers and have the interviewers open to the first page of the survey) this will be one of the places in which you will communicate to the respondent that the survey is asking about incidents in the past year. (This will also lead into the next slide covering Household definitions) At many questions the survey will have you repeat this information to help the respondent understand the time length for which the survey is asking information.

Slide 7



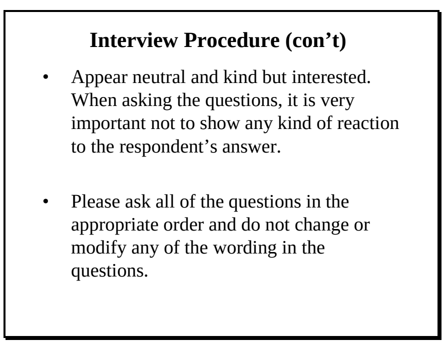
(Have the interviewers stay on the introduction) Along with explaining the time period of the survey the introduction also communicates the definition of household to the respondent.

Slide 8



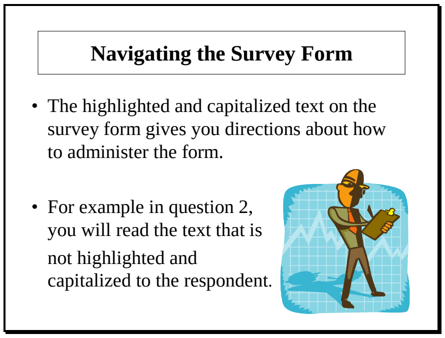
As we have stated in the previous two slides read the introduction and get the persons permission before asking questions. Also note that the interviewers can vary the introduction to what suits them best, as long as the time and household definitions are communicated to the respondent.

Slide 9



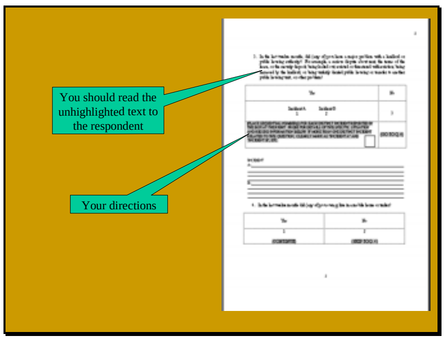
(Express that it is important to not lead the respondent into answering one way or another, but the interviewer still wants to appear interested. Also there is a particular flow to the survey, which allows it to be tailored to each interview and creates efficiency to the interview process. As a result it is very important to ask all the questions in the proper order as well as follow the instructions.)

Slide 10



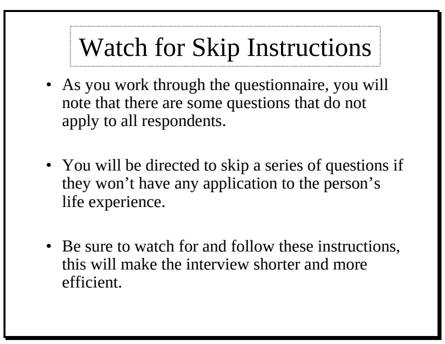
The survey has detailed instructions to assist you in the interview. (Read the Slide)

Slide 11



Have the interviewers open up to Q. 3 (page 2) to show the highlighted instructions, and those you read to the respondent.

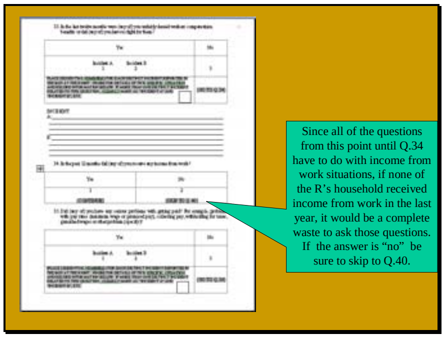
Slide 12



(Read the slide and explain that this process will help complete the interview in a reasonable time as well as avoid redundant information.

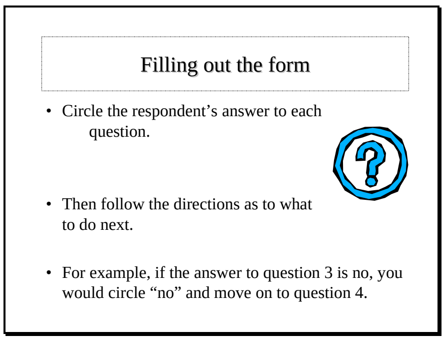
As stated earlier, the survey is designed to be as efficient as possible. So if a respondent does not qualify for a series of questions, the survey will have the interviewer skip these questions. For example an answer related to Q. 3 regarding a problem with a landlord might be the same incident that elicits a "yes" response to Q. 5, relating to renting a mobile home. If this happens, at Q. 5 the interviewer would indicate in the space provided that Q. 3, Incident A covers for the "yes" answer in Q. 5.)

Slide 13



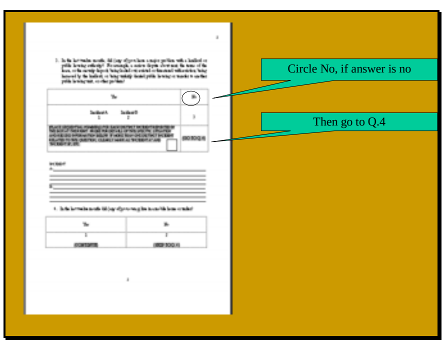
For example in question 34 you are asking about information related to work income. If the respondent has not received any income from work in the last year than it would waste both the interviewers and the respondents time as well as forcing the respondent to sit through irrelevant questions.

Slide 14



(Continue to have the interviewers look at Q. 3 and read the slide)

Slide 15



(Walk the interviewers through the question if the respondent were to answer no. If interviewers ask, "What do you do if the respondent says yes?" Go onto the next slide)

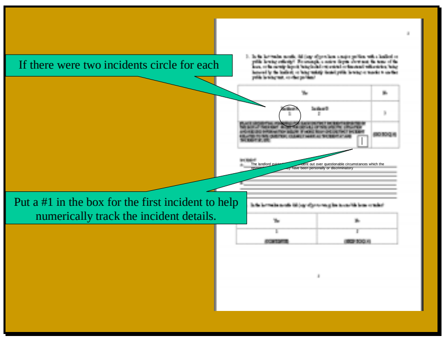
Slide 16

If the answer is yes . . .

- The household may have experienced an incident in the last twelve months described in the question.
- Circle “Incident A” for the first such incident.
- Put a number 1 in the box for the first incident recorded, then a number 2 for the second, so that all incidents are sequentially ordered. Then mark the page with a paper clip, as you will be coming back to this page later in the survey.
- The survey instrument includes lines after appropriate questions where the interview will record the details of these incidents.
- We don’t need that much detail.

(Read the slide) and go to the next graphic.

Slide 17



(Explain that each incident reported needs to be numbered and the page marked with a paperclip or post-it note as the interviewer will have to return to information in the incident reports at the end of the survey, which the presenter will explain in a few moments)

Slide 18

More than one incident

- There also could have been two or more such incidents for the same question.
- Also circle “Incident B” if there was a second incident. (if there are more than two, you may have to write incident C, D, etc. in the space provided or in the margins.)
- When finished with the descriptions, continue with the questions.

(Read the slide and have the interviewers refer to their survey and point out “Incident B” and the fact that if there are more than two incidents to write “Incident C” in the margins. The interview will count each incident as one, and number them each in the box provided. For Example if there are 2 incidents for question 3, the interviewer will write a 1 and a 2 in the box. This will help the interviewer keep track of the incidents.)

Slide 19

Incident Reports (continued)

- It may happen that two different questions will bring up the same set of circumstances.
- In that situation you will not complete an additional incident report. Simply make a note of the previous question that covered this incident.

(Read the slide and explain that this process will help complete the interview in a reasonable time as well as avoid redundant information.

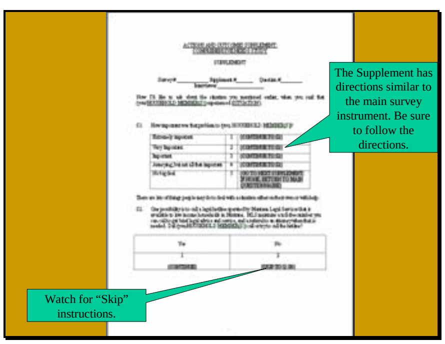
Slide 20

Filling Out the Supplement

- For each incident report you filled out earlier, you will also fill out a supplement report.
- This will provide further incident details for those analyzing the survey data.

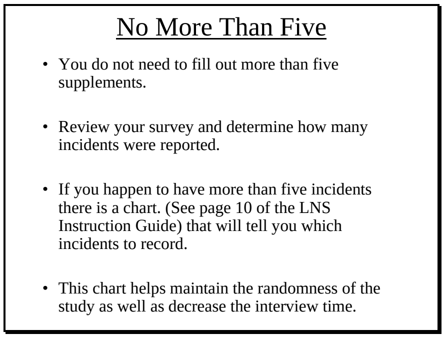
(Read the slide and have the interviewers look to the supplement.)

Slide 21



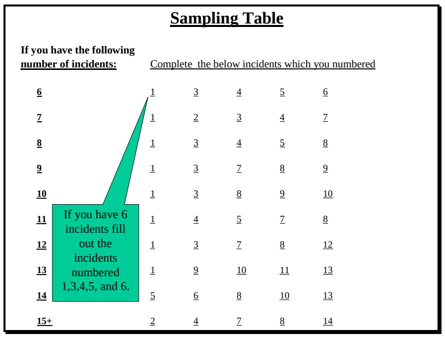
The supplement is similar to the main survey document, but pay particular attention to the highlighted instructions as it may skip you around more than the original survey document.

Slide 22



For efficiency we have designed it so that if you have more then five incidents, you will not fill out more than five supplements. This is one reason why you will wait until towards the end of the interview to complete these and also why it is important to mark each page that contains an incident. (Read through the slide, emphasizing that this chart helps maintain the randomness of the study.)

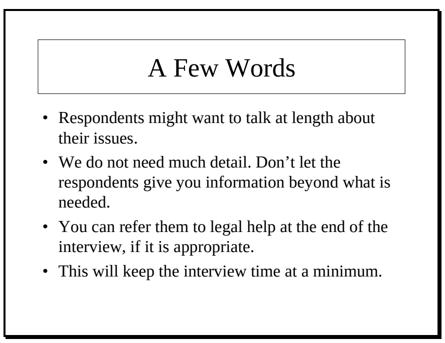
Slide 23



Find the number of incidents the interviewer has on the left and then look to the right of that number to see which numbered incidents you will complete, for example if you had 8 incidents, you would see by the chart that you would fill out supplements for incidents 1,3,4,5,and 8, but not for incidents numbered 2,6, or 7.

This explains why the interviewer numbered each incident earlier. This chart is also located in the LNS user guide.

Slide 24



Since someone is finally listening to their problems, the respondent may want to go into extreme detail about their issues. As an interviewer you will want to control this as we don't need too much detail and would like to have the interview completed in a reasonable amount of time.

Slide 25

Asking Income Questions

Since this is a survey of low income households, we have to know whether the respondent fits this demographic.

- Since income questions are sensitive to some people, we ask them later in the survey so the respondent gets used to the survey.
- Qs. 11 - 14 give us the information to determine that. You will use the income table in Q 11 to ask Q.12. And the information in Q. 13 to ask Q. 14

(Read the slide and have the interviewers turn to Q. 11 to review the income questions, which will also be covered on the next slide.)

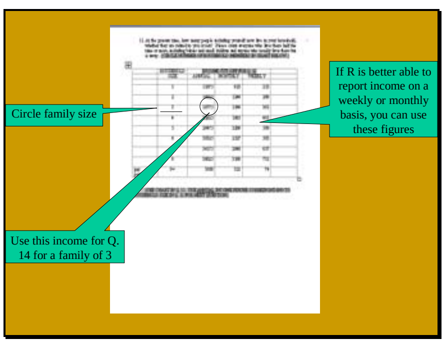
Slide 26

Asking Income Questions con't

- For example, if the respondent reports a household size of 3, Q.11 will compare the household income to an annual income of $18,775, the poverty level for a family of three from the chart.
- If the household is not shown to be low- or moderate-income, then the respondent does not qualify and we will not be able to use their information.
- If this is the case, thank the respondent and end the interview at that point.

(Go over the income questions in the survey with the interviewers. Point out that if the respondent does not qualify, and you end the interview, the respondent will most likely not know that they did not finish the whole interview.)

Slide 27



(Have the interviewers open to Q. 11 and look over the chart. Point out the how the income is split into annual, monthly, and weekly, so as to make it easier for the respondent to answer.)

Slide 28

Permission to Use Information

- Towards the end of the survey there is a question asking the respondent whether he or she is willing to waive confidentiality and permit the use of his or her individuals story.
- You should not in any way pressure the respondent to waive confidentiality.

(Point out the spot in the survey where the interviewer will ask questions (after question 85, page 45-46)) and have a copy of the waiver form with which the interviewers can become familiar.

Slide 29

Waiver Agreement

- If the subject is willing to provide their information, individual stories can be very useful in understanding the need for legal services.
- If the Respondent wants to participate have them fill out a waiver form and sign it.

(Have the interviewers look at the Oregon Publication which the presenter passed out during slide 3, as a reference to why we are asking the respondents if we can use their stories) Sometimes information can be better communicated if it is in the form of personal stories and examples, rather than completely in a scientific data format. This is why we ask some respondents for their stories.

Slide 30

Check over document

- At question 86, take a few moments to carefully check that the interview form has been filled out fully and correctly while the respondent is still present.
- Thank the respondent for participating and allow him to leave, then complete the remaining observation questions and sign the form.

(Point out the point in the survey where the interviewer will check over the document. The presenter should be near this point as the presenter had the interviewers looking at the previous page.)

Slide 31

- Please send back the questionnaire as soon as you have completed the interview. Please do not wait until you have completed all the surveys.
- Send the surveys to Ann Gilkey at P.O. Box 577, Helena, MT 59624
- If questions arise as to how the survey should be conducted, you can contact Ann Gilkey at 406-447-2201 or Paul Shae at 406-442-7660

(State that the surveys can be given to the local LNS point person or local Montana Legal Services Office for Mailing. This gathering process is due to too many possible variables in weight for mailing.

When mailing these surveys in it is important that those people gathering the data will be able to connect all materials to each other, for example supplements and waiver forms to relevant survey instruments. As a result there should be a number on your survey instrument that you will put on all non-attached and related material as well as putting your name on it as well. This is just in case the materials become mixed up. The people gathering the data will then have a method of connecting all relevant material.)

Slide 32

Once again, thank you for your participation and help in this study.

Thank You.