

# **Veterans Legal Clinic**

## **2018-19 Report**

**Veterans Legal Clinic  
Nelson Mullins Riley & Scarborough Center on Professionalism**

**University of South Carolina School of Law**

**September 2019**

**Elizabeth Chambliss** is the Henry Harman Edens Professor of Law and Director of the Nelson, Mullins, Riley & Scarborough Center on Professionalism at the University of South Carolina School of Law. Her father, John C. Chambliss, was a career Marine who served in Vietnam.

**Bennett Gore** is the Director of the Veterans Legal Clinic at the University of South Carolina School of Law. He served for eight years in the United States Army and currently serves in the South Carolina Army National Guard with the 59th Troop Command. Prior to joining the law school, Gore represented veterans in private practice from 2014 to 2018.

**Liyun Zhang** is a Research Scientist at the Children's Law Center, University of South Carolina School of Law. She holds a doctoral degree in educational psychology and research and was the recipient of the 2017 Outstanding Doctoral Student Award from the Department of Educational Studies, University of South Carolina College of Education.

## Table of Contents

I.	Introduction.....	1
II.	Veteran Population in South Carolina .....	2
III.	Assessing Low-income Veterans’ Legal Needs .....	11
	A. Service Provider Survey .....	12
	B. Veteran Survey.....	19
	C. Most Frequent Legal Issues .....	20
	D. Access to Legal Services .....	27
IV.	Evaluating the Clinic’s Impact.....	28
	A. The Clinic Data System .....	28
	B. Clinic Intakes and Services.....	29
	C. Estimating the Value of Clinic Services .....	34
	Appendix A: Service Provider Survey.....	38
	Appendix B: Veteran Survey .....	46
	Appendix C: 2018 Federal Poverty Guidelines .....	52
	Appendix D: Clinic Data System.....	53
	Appendix E: Client Satisfaction Survey .....	61
	Appendix F: Student Pre- and Post-course Surveys .....	63

## Figures and Tables

Figure 1 – Percentage of South Carolina Veterans in Poverty by County.....	2
Figure 2 – Counties Served by Providers Surveyed .....	12
Figure 3 – Counties Served by Clinic .....	31
Table 1 – South Carolina Veteran Characteristics .....	3
Table 2 – Veteran Population by State .....	5
Table 3 – South Carolina Veterans by County .....	7
Table 4 – South Carolina Veterans in Poverty by County .....	9
Table 5 – Service Providers by Type of Service and County .....	13
Table 6 – Type of Services Provided.....	15
Table 7 – Type of Legal Services Provided.....	16
Table 8 – Income Eligibility Guidelines for Legal Services.....	16
Table 9 – Experience with Legal Issues (Service Provider Survey).....	17
Table 10 – Relative Frequency by Issue Area (Service Provider Survey) .....	18
Table 11 – First Year of Military Service.....	19
Table 12 – Number of Years of Service .....	19
Table 13 – Selected Characteristics of Veterans Surveyed .....	19
Table 14 – Experience with Legal Issues (Veteran Survey).....	21
Table 15 – Relative Frequency by Issue Area (Veteran Survey).....	22
Table 16 – Experience with Legal Issues (Low-income Veterans) .....	23
Table 17 – Relative Frequency by Issue Area (Low-income Veterans).....	24
Table 18 – Experience with Legal Issues (Providers and Veterans Compared).....	25
Table 19 – Relative Frequency by Issue Area (Providers and Veterans Compared).....	26
Table 20 – Reasons for Not Seeking Legal Advice.....	27
Table 21 – Clinic Intakes and Case Status.....	29
Table 22 – Intakes by Date of Initial Contact .....	29
Table 23 – Intakes by County .....	30
Table 24 – Selected Characteristics of Veterans Who Sought Assistance .....	32
Table 26 – Relative Frequency by Issue Area (Surveys and Clinic Intakes Compared).....	33
Table 27 – Hours of Service Provided.....	34
Table 28 – Student Surveys (Fall 2018) .....	35
Table 29 – Student Surveys (Spring 2019).....	35

## I. Introduction

More than 360,000 military veterans live in South Carolina, many of whom have served in combat zones across the world. These veterans may face a variety of challenges when they return home and attempt to reintegrate into their families and communities. These challenges can range from finding employment to managing disabilities or the mental health consequences of deployment. The strains of deployment also may result in housing, financial, domestic and family issues, and problems accessing public benefits.

Many of these challenges require legal assistance to address effectively. Yet many low-income veterans lack access to legal assistance. In South Carolina, more than 25,000 veterans live in poverty and hundreds are homeless.<sup>1</sup> The U.S. Department of Veterans Affairs has identified legal services as a critical need facing homeless and poor veterans.<sup>2</sup> According to the most recent CHALENG (Community Homelessness Assessment, Local Education and Networking Group for Veterans) Survey, the prevention of eviction and foreclosure and assistance with child support issues are among veterans' top areas of concern.<sup>3</sup>

To help address the unmet legal needs of low-income veterans in South Carolina, the University of South Carolina School of Law established a Veterans Legal Clinic in July 2018. The Clinic operates on a year-round basis to provide direct, free legal services to qualifying veterans and their families, with a focus on housing issues, credit and financial matters, government benefits, and family law issues. The goals of the Clinic are to improve access to legal assistance for low-income veterans in South Carolina; assist in community redevelopment by helping to stabilize communities with low-income veteran populations; and increase law students' commitment to veteran legal services. The Clinic is funded by grants from the South Carolina Bar Foundation and the Boeing Foundation.

This Report establishes a framework for annual reporting and evaluation of the Clinic. Part II provides a statistical profile of veterans in South Carolina based on Census data. Part III reports the results of statewide surveys of legal and social service providers and low-income veterans, designed to assess low-income veterans' most frequent legal needs. Part IV reports on the Clinic data system, Clinic intakes and services provided in 2018-19, and the effect of Clinic participation on student commitment to veteran legal services.

---

<sup>1</sup> Infographic, Veteran Statistics: South Carolina, Census Bureau, <https://www2.census.gov/library/infographics/2015/comm/vets/sc-vets.pdf> (last visited July 23, 2019).

<sup>2</sup> See Allie Yang Green & Karen Lash, *Federal Government as your Partner: What Advocates should Know About Federal Resources for Veterans Legal Aid*, 68 S.C. L. REV. 209, 210 (2016).

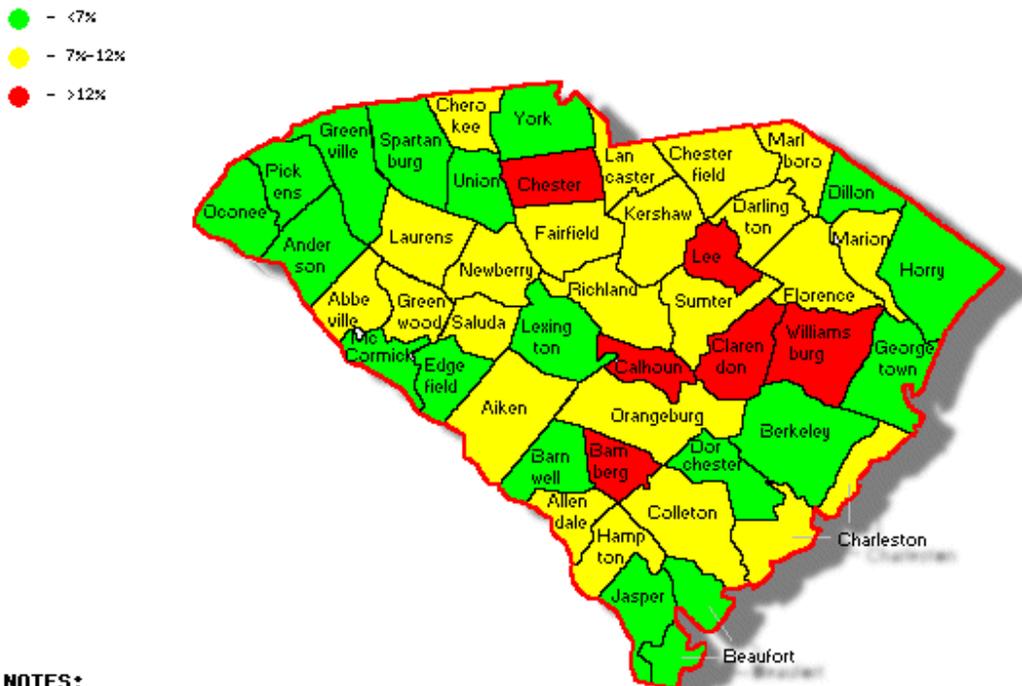
<sup>3</sup> U.S. Dep't of Veterans Affairs, CHALENG Fact Sheet 2 (February 2019), <https://www.va.gov/HOMELESS/docs/CHALENG-2018-factsheet-508.pdf> (last visited July 23, 2019).

## II. Veteran Population in South Carolina

According to the most recent Census data, there were 367,921 veterans living in South Carolina in 2017, comprising 9.8% of the total civilian population aged 18 and older (see Table 1). About half of South Carolina veterans served in Vietnam, Korea, or World War II, and 45.9% are aged 65 or older. Nearly 30% have a disability. Approximately 75% are white, 22.6% are Black or African American, and 2.2% are Hispanic or Latino. Women make up 9.2% of veterans in the state. South Carolina had the seventh-largest veteran population in the nation. The national percentage of veterans in the population was 7.7% (see Table 2).

Within South Carolina, the counties with the highest percentage of veterans are Sumter, Berkeley, Beaufort, and Dorchester counties (see Table 3). Among veterans, the highest percentage of those living in poverty live in Williamsburg, Chester, Lee, Clarendon, Calhoun, and Bamberg counties (see Table 4). Figure 1 shows the percentage of veterans in poverty by county.

**Figure 1 – Percentage of South Carolina Veterans in Poverty by County**



**NOTES:**

S.C. statewide rate:7%. Data source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

Source: diymaps.net (c)

**Table 1 – South Carolina Veteran Characteristics**

Subject	South Carolina			
	Total	Percent	Veterans	Percent Veterans
	Estimate	Estimate	Estimate	Estimate
Civilian population 18 years and over	3,772,087	(X)	367,921	9.8%
<b>PERIOD OF SERVICE</b>				
Gulf War (9/2001 or later) veterans	(X)	(X)	68,437	18.6%
Gulf War (8/1990 to 8/2001) veterans	(X)	(X)	82,929	22.5%
Vietnam era veterans	(X)	(X)	138,352	37.6%
Korean War veterans	(X)	(X)	29,040	7.9%
World War II veterans	(X)	(X)	12,391	3.4%
<b>SEX</b>				
Male	1,796,868	47.6%	334,153	90.8%
Female	1,975,219	52.4%	33,768	9.2%
<b>AGE</b>				
18 to 34 years	1,090,218	28.9%	33,454	9.1%
35 to 54 years	1,243,231	33.0%	93,496	25.4%
55 to 64 years	643,382	17.1%	72,157	19.6%
65 to 74 years	489,068	13.0%	97,706	26.6%
75 years and over	306,188	8.1%	71,108	19.3%
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>				
White alone	2,612,172	69.3%	275,474	74.9%
Black or African American alone	993,840	26.3%	83,134	22.6%
American Indian and Alaska Native alone	11,491	0.3%	1,523	0.4%
Asian alone	55,461	1.5%	1,621	0.4%
Native Hawaiian and Other Pacific Islander alone	2,029	0.1%	205	0.1%
Some other race alone	48,489	1.3%	1,546	0.4%
Two or more races	48,605	1.3%	4,418	1.2%
Hispanic or Latino (of any race)	166,695	4.4%	8,151	2.2%
White alone, not Hispanic or Latino	2,503,635	66.4%	269,774	73.3%
<b>MEDIAN INCOME IN THE PAST 12 MONTHS (IN 2017 INFLATION-ADJUSTED DOLLARS)</b>				
Civilian population 18 years and over with income	25,844	(X)	37,959	(X)
Male	(X)	(X)	38,892	(X)
Female	(X)	(X)	31,310	(X)
<b>EDUCATIONAL ATTAINMENT</b>				
Civilian population 25 years and over	3,310,673	(X)	360,840	(X)
Less than high school graduate	447,380	13.5%	23,887	6.6%
High school graduate (includes equivalency)	976,764	29.5%	99,320	27.5%
Some college or associate's degree	993,981	30.0%	137,054	38.0%
Bachelor's degree or higher	892,548	27.0%	100,579	27.9%

EMPLOYMENT STATUS				
Civilian population 18 to 64 years	2,976,831	(X)	199,107	(X)
Labor force participation rate	(X)	73.7%	(X)	75.2%
Civilian labor force 18 to 64 years	2,192,633	(X)	149,698	(X)
Unemployment rate	(X)	7.2%	(X)	5.6%
POVERTY STATUS IN THE PAST 12 MONTHS				
Civilian population 18 years and over for whom poverty status is determined	3,661,041	(X)	361,231	(X)
Income in the past 12 months below poverty level	526,763	14.4%	25,251	7.0%
Income in the past 12 months at or above poverty level	3,134,278	85.6%	335,980	93.0%
DISABILITY STATUS				
Civilian population 18 years and over for whom poverty status is determined	3,661,041	(X)	361,231	(X)
With any disability	654,069	17.9%	105,976	29.3%
Without a disability	3,006,972	82.1%	255,255	70.7%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Retrieved from [https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml) (last visited May 15, 2019). Data are based on a sample and are subject to sampling variability. The categories under period of service are not necessarily mutually exclusive. Veterans may have served in more than one period. An '(X)' means that the estimate is not applicable or not available.

**Table 2 – Veteran Population by State**

<b>Geographic Area</b>	<b>Percent</b>
<b>United States</b>	<b>7.7%</b>
Alaska	12.5%
Virginia	10.8%
Montana	10.6%
Wyoming	10.5%
Maine	10.3%
Hawaii	9.9%
<b>South Carolina</b>	<b>9.8%</b>
Washington	9.8%
Idaho	9.5%
Nevada	9.5%
New Mexico	9.5%
Oklahoma	9.5%
West Virginia	9.5%
Arizona	9.4%
New Hampshire	9.4%
South Dakota	9.4%
Oregon	9.2%
Alabama	9.1%
Arkansas	9.1%
Colorado	9.1%
Delaware	9.1%
Missouri	9.1%
Florida	9.0%
North Carolina	8.7%
Tennessee	8.7%
Kansas	8.6%
Nebraska	8.6%
Georgia	8.4%
Ohio	8.4%
North Dakota	8.3%
Kentucky	8.2%
Maryland	8.2%
Iowa	8.1%
Pennsylvania	8.0%
Vermont	8.0%
Indiana	7.9%
Wisconsin	7.8%
Mississippi	7.7%
Minnesota	7.6%

Michigan	7.5%
Texas	7.4%
Louisiana	7.2%
Rhode Island	7.1%
Connecticut	6.4%
Illinois	6.2%
Massachusetts	6.0%
Utah	6.0%
California	5.6%
New Jersey	5.1%
District of Columbia	5.0%
New York	4.9%
Puerto Rico	3.1%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Retrieved from [https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml) (last visited May 15, 2019). Data are based on a sample and are subject to sampling variability.

**Table 3 – South Carolina Veterans by County**

<b>Ranked by # of veterans</b>	<b>Number</b>	<b>Ranked by % of veterans of total population</b>	<b>Percent</b>
<b>South Carolina</b>	<b>367,921</b>	<b>South Carolina</b>	<b>9.8%</b>
Richland County	32,077	Sumter County	14.4%
Greenville County	30,681	Berkeley County	14.1%
Charleston County	28,323	Beaufort County	13.6%
Horry County	27,810	Dorchester County	13.5%
Lexington County	21,831	Kershaw County	12.0%
Berkeley County	21,270	McCormick County	11.6%
Beaufort County	18,819	Horry County	11.1%
Spartanburg County	18,332	Oconee County	10.8%
York County	16,790	Calhoun County	10.7%
Dorchester County	15,149	Colleton County	10.7%
Anderson County	13,678	Georgetown County	10.7%
Aiken County	13,307	Richland County	10.5%
Sumter County	11,265	Jasper County	10.4%
Florence County	8,400	Aiken County	10.3%
Pickens County	7,828	Lexington County	10.2%
Oconee County	6,520	Edgefield County	9.7%
Lancaster County	5,933	Anderson County	9.2%
Kershaw County	5,846	Charleston County	9.2%
Orangeburg County	5,590	Darlington County	9.1%
Georgetown County	5,267	Laurens County	8.9%
Darlington County	4,726	York County	8.9%
Laurens County	4,598	Clarendon County	8.8%
Greenwood County	4,379	Lancaster County	8.8%
Cherokee County	3,412	Hampton County	8.5%
Colleton County	3,090	Union County	8.5%
Clarendon County	2,408	Chester County	8.3%
Jasper County	2,246	Greenville County	8.2%
Chesterfield County	2,241	Greenwood County	8.1%
Newberry County	2,181	Orangeburg County	8.1%
Edgefield County	2,104	Florence County	8.0%
Chester County	2,064	Marlboro County	8.0%
Marion County	1,909	Pickens County	8.0%
Union County	1,848	Spartanburg County	8.0%
Marlboro County	1,751	Cherokee County	7.9%
Williamsburg County	1,740	Marion County	7.9%
Abbeville County	1,521	Abbeville County	7.8%
Dillon County	1,430	Saluda County	7.7%
Fairfield County	1,371	Fairfield County	7.5%

Hampton County	1,321	Newberry County	7.4%
Calhoun County	1,259	Allendale County	7.3%
Saluda County	1,210	Bamberg County	7.1%
Barnwell County	1,077	Williamsburg County	6.9%
McCormick County	979	Lee County	6.7%
Lee County	946	Barnwell County	6.6%
Bamberg County	842	Chesterfield County	6.3%
Allendale County	552	Dillon County	6.2%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Retrieved from [https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml) (last visited May 15, 2019). Data are based on a sample and are subject to sampling variability.

**Table 4 – South Carolina Veterans in Poverty by County**

<b>Ranked by # of veterans' income in the past 12 months below poverty level estimate</b>	<b>Number</b>	<b>Ranked by % of veterans' income in the past 12 months below poverty level estimate</b>	<b>Percent</b>
<b>South Carolina</b>	<b>25,251</b>	<b>South Carolina</b>	<b>7.0%</b>
Charleston County	2,323	Williamsburg County	19.5%
Richland County	2,266	Chester County	14.8%
Greenville County	1,778	Lee County	14.3%
Horry County	1,760	Clarendon County	13.2%
Lexington County	1,248	Calhoun County	12.8%
Spartanburg County	1,248	Bamberg County	12.5%
Berkeley County	1,173	Colleton County	11.8%
Aiken County	947	Orangeburg County	11.8%
Anderson County	909	Allendale County	11.5%
Sumter County	844	Hampton County	11.5%
York County	814	Kershaw County	11.3%
Beaufort County	768	Marlboro County	11.2%
Florence County	723	Darlington County	11.0%
Kershaw County	661	Chesterfield County	10.7%
Orangeburg County	651	Laurens County	10.6%
Darlington County	510	Cherokee County	10.1%
Dorchester County	486	Marion County	9.5%
Laurens County	475	Greenwood County	8.8%
Pickens County	456	Florence County	8.7%
Oconee County	425	Saluda County	8.5%
Lancaster County	409	Abbeville County	8.3%
Greenwood County	384	Charleston County	8.3%
Cherokee County	341	Newberry County	8.1%
Clarendon County	311	Fairfield County	7.7%
Williamsburg County	308	Sumter County	7.5%
Chester County	305	Richland County	7.4%
Colleton County	292	Aiken County	7.1%
Georgetown County	244	Lancaster County	7.0%
Chesterfield County	238	Spartanburg County	6.9%
Marlboro County	185	Anderson County	6.8%
Marion County	180	Oconee County	6.5%
Newberry County	174	Edgefield County	6.4%
Calhoun County	160	Horry County	6.4%
Hampton County	136	Dillon County	6.3%
Abbeville County	125	Pickens County	5.9%
Jasper County	124	Union County	5.9%
Lee County	123	Greenville County	5.8%

Edgefield County	122	Lexington County	5.8%
Union County	108	Berkeley County	5.6%
Bamberg County	104	Jasper County	5.6%
Fairfield County	103	York County	4.9%
Saluda County	101	Georgetown County	4.7%
Dillon County	87	Beaufort County	4.2%
Allendale County	50	Barnwell County	3.8%
Barnwell County	40	McCormick County	3.7%
McCormick County	32	Dorchester County	3.2%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates. Retrieved from [https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml) (last visited, May 15, 2019). Data are based on a sample and are subject to sampling variability.

### III. Assessing Low-income Veterans' Legal Needs

Numerous states have conducted surveys of veterans' legal needs, including Alaska,<sup>4</sup> California,<sup>5</sup> Connecticut,<sup>6</sup> Maine,<sup>7</sup> New Jersey,<sup>8</sup> and New York;<sup>9</sup> however, there was no baseline data for South Carolina. To address this gap, we designed and administered two surveys to identify low-income South Carolina veterans' legal needs.

The target populations of the surveys were legal aid and social service providers (see Appendix A for the Service Provider Survey) and indigent and low-income veterans (see Appendix B for the Veteran Survey). We defined indigent and low-income veterans as those living below 200% of the United States poverty income guidelines (see Appendix C for the 2018 Federal Poverty Guidelines). We piloted the surveys among service providers and veterans and revised the surveys according to their feedback.

We administered the first survey via email to legal and social service providers in South Carolina, with questions about the types of services they provided, the prevalence of indigent veterans among their clients, and their experience regarding veterans' legal needs. We distributed the second survey through service providers to veterans at provider locations, and through links on web sites and in newsletters for veterans. The survey asked questions about veterans' housing stability, legal needs, and basic demographic information. Participation in the surveys was voluntary. Based on the advice of service providers, we offered a \$7.99 Chick-fil-a gift card as an incentive to each veteran who completed the survey and wished to receive the gift card.

The surveys were administered upon the approval of the University of South Carolina Institutional Review Board (IRB) and were open from July to December 2018. A total of 40 service providers and 58 veterans responded to the surveys. We report descriptive statistics and qualitative analysis of the data below.

---

<sup>4</sup> Alaska Veterans Needs Assessment (2015), available at <https://iseralaska.org/2015/10/alaska-veterans-needs-assessment/> (last visited July 23, 2019).

<sup>5</sup> California Veterans Needs Assessment: Policy Implications for the Future (2011), available at <https://www.calvet.ca.gov/Documents/CAVeteransNeedsAssessment.pdf> (last visited July 23, 2019).

<sup>6</sup> 2009 Veterans Needs Assessment (2009), available at <http://www.ctunitedway.org/files/2016/07/MUW-Veterans-Needs-Assessment-2009.pdf> (last visited July 23, 2019).

<sup>7</sup> Serving Those Who Served: Understanding the Legal Needs of Maine's Veteran Community (2013), available at <https://ptla.org/serving-those-who-served-understanding-legal-needs-maines-veteran-community> (last visit July 23, 2019).

<sup>8</sup> Female Veterans in New Jersey: A Legal Needs Assessment (2016), available at [https://static1.squarespace.com/static/55a6656ae4b0e7324c267208/t/5878fe87f5e231c32ff1385b/1484324490913/JWF+Female+Veterans\\_Legal+Needs+Assessment.pdf](https://static1.squarespace.com/static/55a6656ae4b0e7324c267208/t/5878fe87f5e231c32ff1385b/1484324490913/JWF+Female+Veterans_Legal+Needs+Assessment.pdf) (last visited July 23, 2019).

<sup>9</sup> A Needs Assessment of New York State Veterans: Final Report to the New York State Health Foundation (2011), available at [https://www.rand.org/pubs/technical\\_reports/TR920.html](https://www.rand.org/pubs/technical_reports/TR920.html) (last visited July 23, 2019).

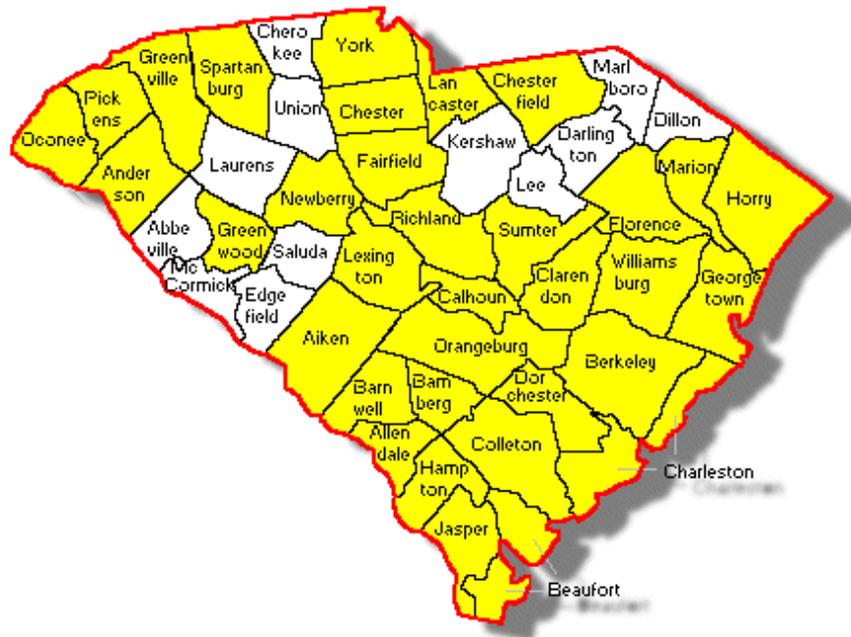
## A. Service Provider Survey

The Service Provider Survey covers 40 providers representing 18 organizations, including the following organizations with multiple respondents: South Carolina Legal Services, Nelson, Mullins, Riley & Scarborough, LLP, Charleston Pro Bono Legal Services, Charleston Legal Access, One80 Place, and Transitions Homeless Center (see Table 5).

Some providers serve selected counties whereas others serve the entire state. Among the providers who serve specific counties, 34 of 46 counties are represented. Figure 2 shows the counties served by the providers surveyed.

**Figure 2 – Counties Served by Providers Surveyed**

Counties of service providers surveyed



Source: diymaps.net (c)

**Table 5 – Service Providers by Type of Service and County**

**(Answered: 38 out of 40)**

<b>What is the name of your organization? (n= #responses)</b>	<b>What type(s) of services does your organization provide? (Please check all that apply)</b>	<b>What county (or counties) do you serve? (Please check all that apply)</b>
Aiken County Veterans Affairs	Veterans Benefits Support	Aiken
Allendale County Veteran's Affairs (located in Kears Law Firm)	Legal Services; Veterans Benefits Support	Allendale, Barnwell, Hampton
Anderson County Veterans Affairs Office	Veterans Benefits Support	Anderson
Center for Heirs' Property Preservation	Legal Services; Education	Allendale, Bamberg, Beaufort, Berkeley, Charleston, Clarendon, Colleton, Dorchester, Georgetown, Hampton, Horry, Jasper, Orangeburg, Sumter, Williamsburg
Charleston County Veterans Affairs Office	Veterans Benefits Support	Charleston
Charleston Legal Access	Legal Services	Berkeley, Charleston, Dorchester, Lexington, Richland
Charleston Pro Bono Legal Services	Legal Services; Education; Housing Support	Charleston
Lexington County Veterans Affairs	Education; Case Management Services; Veterans Benefits Support	Lexington
Marion County Veterans Affairs	Veterans Benefits Support	Marion
Military Community Connections	Children and Family Support; Elder Support Services; Employment Counseling; Financial Counseling; Housing Support; Housing Units (Dwellings); Case Management Services; Recreational/Experiential; Veterans Benefits Support; Veteran Organization/Post	Allendale, Barnwell, Beaufort, Berkeley, Charleston, Colleton, Dorchester, Georgetown, Hampton, Horry, Jasper
Nelson Mullins Riley & Scarborough	Legal Services; Children and Family Support; Education; Elder Support Services; Financial Counseling	Statewide Greenville, Pickens, Spartanburg, Richland
One80 Place	Legal Services; Children and Family Support; Employment Counseling; Financial Counseling; Health Services; Housing Support ; Case Management Services; Mental Health Services; Veterans Benefits Support	Aiken, Allendale, Bamberg, Barnwell, Calhoun, Clarendon, Fairfield, Lancaster, Lexington, Newberry, Orangeburg, Richland, York, Beaufort, Berkeley, Charleston, Colleton, Dorchester, Jasper

Protection and Advocacy for People with Disabilities	Legal Services	Statewide
S.C. Environmental Law Project	Legal Services	Statewide
South Carolina Legal Services	Legal Services; Children and Family Support; Education; Elder Support Services; Employment Counseling; Financial Counseling; Housing Support; Housing Units (Dwellings); Case Management Services; Veterans Benefits Support	Statewide Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg, Florence, Georgetown, Horry, Marion, Williamsburg, Chester, Fairfield, Lancaster, York, Richland
Transitions Homeless Center	Legal Services; Elder Support Services; Employment Counseling; Financial Counseling; Health Services; Housing Support ; Housing Units (Dwellings); Case Management Services; Mental Health Services; Veterans Benefits Support; Veteran Organization/Post	Aiken, Bamberg, Barnwell, Calhoun, Chester, Fairfield, Lancaster, Lexington, Newberry, Orangeburg, Richland, York, Chesterfield, Clarendon
Veterans Service Organization	Veterans Benefits Support	Bamberg
WJB Dorn VA Medical Center	Employment Counseling; Health Services; Housing Support ; Case Management Services; Mental Health Services; Veterans Benefits Support; Veteran Organization/Post	Greenwood, Lexington, Orangeburg, Richland, Sumter, York

The providers surveyed offer a range of legal and social services, including specialized services for veterans, such as veterans benefits support (see Table 6). Among those who provide legal services, the top two areas of service are family law (80.8%) and housing (76.9%), followed by government benefits (69.2%), employment issues (65.4%), and credit and related financial matters (61.5%) (see Table 7). Some providers also offer legal services in other areas, such as probate and estate planning, guardianship, education, and immigration.

Most of the legal service providers have income eligibility guidelines (see Table 8). Two serve veterans exclusively, but most estimate that fewer than 10% of their clients are veterans. Many providers do not currently track the veteran status of their clients.

Table 9 shows providers' experiences with veterans' legal issues. Table 10 shows the relative frequency of legal issues by issue area. Most of the providers surveyed have worked with veterans experiencing the following legal issues: problems accessing military or veteran benefits (75% of providers); divorce (62.5%), child visitation, custody or child support (53.1%); problems with a landlord, including eviction (62.5%); and debt collection (56.3%) (see Table 9). These areas correspond roughly to providers' top areas of legal service (see Table 7). Family law issues are the most frequent legal issues among providers' veteran clientele, constituting 25.3% of all legal issues reported (n=348), followed closely by credit and financial issues (23.9%) (see Table 10).

**Table 6 – Type of Services Provided**

**Q. What type(s) of services does your organization provide? (Please check all that apply)**

**(Answered: 39 out of 40)**

Type of services	Number	Percent
Legal Services	30	76.9%
Veterans Benefits Support	15	38.5%
Housing Support	12	30.8%
Education	10	25.6%
Case Management Services	10	25.6%
Elder Support Services	7	18.0%
Employment Counseling	7	18.0%
Financial Counseling	7	18.0%
Children and Family Support	5	12.8%
Health Services	4	10.3%
Housing Units (Dwellings)	4	10.3%
Mental Health Services	4	10.3%
Veteran Organization/Post	4	10.3%
Recreational/Experiential	1	2.6%

**Table 7 – Type of Legal Services Provided**

**Q. What type(s) of legal services does your organization provide? (Please check all that apply)**

**(Answered: 26 out of 30)**

<b>Type of legal services</b>	<b>Number</b>	<b>Percent</b>
Family Law Issues (including divorce, child visitation, custody or child support)	21	80.8%
Housing Issues	20	76.9%
Government Benefits	18	69.2%
Employment Issues	17	65.4%
Credit and Related Financial Matters	16	61.5%
Criminal Issues	7	26.9%

**Table 8 – Income Eligibility Guidelines for Legal Services**

**(Answered: 27 out of 30)**

<b>Income eligibility guidelines</b>	<b>Number</b>	<b>Percent</b>
Yes, clients must be below federal poverty guidelines.	3	11.1%
Yes, clients must be below 125% of the federal poverty guidelines.	5	18.5%
Yes, clients must be below 200% of the federal poverty guidelines.	9	33.3%
No	10	37.0%

**Table 9 – Experience with Legal Issues (Service Provider Survey)**

**Q. Have any of the veterans you have worked with in the last year, or their families, shared concerns regarding any of the following issues? (Please check all that apply based on the types of issues you personally have seen individuals face through your work)**

**(Answered: 32 out of 40)**

<b>Legal issue</b>	<b>Number</b>	<b>Percent</b>	<b>Issue area</b>
Problem accessing military or veterans benefits	24	75.0%	Government Benefits
Divorce (initial filing or a modification)	20	62.5%	Family Law Issues
Problems with a landlord, including eviction	20	62.5%	Housing Issues
Debt collection (including court hearings and/or phone harassment, etc.)	18	56.3%	Credit/Financial
Child visitation, custody or child support	17	53.1%	Family Law Issues
Getting or keeping Social Security (Disability or SSI)	16	50.0%	Government Benefits
Dealing with guardianship, wills or estates	15	46.9%	Family Law Issues
Identity theft or other credit problem	13	40.6%	Credit/Financial
Getting or keeping government benefits (General Assistance, Food Stamps, TANF)	13	40.6%	Government Benefits
Bankruptcy	12	37.5%	Credit/Financial
Getting needed medical services for the veteran or a family member	12	37.5%	Family Law Issues
Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)	11	34.4%	Housing Issues
ID issues	11	34.4%	Employment Issues
Expungement	11	34.4%	Criminal Issues
Victim of a scam (including bad checks, email and phone offers, etc.)	10	31.3%	Credit/Financial
Getting home phone, heat or electric installed or disconnected	10	31.3%	Housing Issues
Foreclosure on the veteran's house or the building in which he or she rents	10	31.3%	Housing Issues
Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation)	10	31.3%	Employment Issues
Problem with an auto purchase or repair	9	28.1%	Credit/Financial
Trouble paying property taxes	8	25.0%	Credit/Financial
Issues with collection of state or federal back taxes	8	25.0%	Credit/Financial
Notice from DSS regarding the revocation of license or collection of back child support	7	21.9%	Family Law Issues
Victims of abuse, dating violence, domestic violence or stalking	7	21.9%	Family Law Issues
Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)	7	21.9%	Housing Issues
DUI, OUI or traffic violation	7	21.9%	Criminal Issues
Criminal domestic violence	7	21.9%	Criminal Issues

Federal or state taxes (filing or getting the earned income credit or refund check)	6	18.8%	Government Benefits
Consumer purchase/sales agreement that did not work out as expected	5	15.6%	Credit/Financial
Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order	5	15.6%	Family Law Issues
Discrimination in housing (based on race, gender, disability, income, etc.)	4	12.5%	Housing Issues
Problems with work-related injury or workers compensation	4	12.5%	Employment Issues
Unwillingness of an employer to accommodate a physical or mental condition that effects the veteran's work	4	12.5%	Employment Issues
Accessing school services for a child (including discipline or special education, etc.)	3	9.4%	Family Law Issues
Problems with returning to a job after deployment	2	6.3%	Employment Issues
Bullying or harassment of a child at school	1	3.1%	Family Law Issues
Notice from DSS about child abuse substantiation	1	3.1%	Family Law Issues

**Table 10 – Relative Frequency by Issue Area (Service Provider Survey)**

**(Answered: 32 out of 40)**

<b>Issue area (total number of issues = 348)</b>	<b>Number</b>	<b>Percent</b>
Family Law Issues	88	25.3%
Credit and Related Financial Matters	83	23.9%
Housing Issues	62	17.8%
Government Benefits	59	17.0%
Employment Issues	31	8.9%
Criminal Issues	25	7.2%

## B. Veteran Survey

The veteran survey covers 58 veterans, half of whom began their service in the 1970s or 1980s (see Table 11). Most served 0-5 years (see Table 12). The average age of veteran respondents is 52 and 21.4% are female. At least 80.0% have incomes below 200% of the federal poverty guidelines (the income eligibility standard for the Clinic), 47.3% have Post Traumatic Stress Disorder (PTSD), and significant percentages are homeless or at risk of losing their housing (see Table 13).

**Table 11 – First Year of Military Service**

(Answered: 58 out of 58)

Year	Number of respondents
1960s or earlier	8
1970s	12
1980s	17
1990s	8
2000s	7
2010s	6

**Table 12 – Number of Years of Service**

(Answered: 56 out of 58)

Years	Years of service
0-5 years	35
6-10 years	10
11-20 years	5
>20 years	6

**Table 13 – Selected Characteristics of Veterans Surveyed**

<ul style="list-style-type: none"><li>• 21.4% are female</li><li>• 40.4% served in combat</li><li>• 47.3% have PTSD</li><li>• 67.9% have used VA health care in last six months</li> <li>• 28.6% are currently homeless</li><li>• 33.3% have been homeless in the past year</li><li>• 35.1% at risk of losing housing</li><li>• 80.0% have incomes below 200% of the federal poverty guidelines</li></ul>
---

### C. Most Frequent Legal Issues

Tables 14 and 15 show veterans' responses about their most frequent legal issues, with 51 veterans responding. Tables 16 and 17 show only responses from veterans with incomes below 200% of the federal poverty guidelines (44 of the 51 respondents). Tables 18 and 19 compare the responses from providers, veterans, and low-income veterans.

The tables do not show many differences in the types of legal issues based on income, which is not surprising given that 80% of respondents have incomes below 200% of the federal poverty level (see Table 13). Among veterans generally, regardless of income, the most frequent legal issues are credit and financial problems, problems accessing government benefits, and family law issues (see Tables 15 and 17, based on the total number of issues reported). Together, credit and financial problems, and problems with government benefits, account for over 50% of all problems reported (see Tables 15 and 17).

On average, however, low-income respondents experienced more frequent legal issues than respondents with higher (or unknown) incomes. The 44 low-income respondents reported 229 of the 250 issues identified by overall veteran respondents (91.6%), for an average of 5.2 issues per respondent, compared to an average of 3 legal issues for the other 7 respondents (compare Tables 15 and 17).

Among low-income veterans, more than 45% reported problems accessing military or veterans benefits and nearly 30% reported problems accessing other types of government benefits, such as general assistance, food stamps, TANF, disability or SSI (see Table 16). The most widespread credit or financial issue was problem with an auto purchase or repair, with 36.4% of low-income veterans reporting this problem, followed by debt collection issues (31.8%), and identity theft or other credit problems (20.5%) (see Table 16).

Other common legal issues among low-income veterans are family law issues, such as problems with guardianship, wills or estates (22.7%), issues with child visitation, custody or child support (20.5%), and divorce (15.9%); employment law issues, such as ID issues (22.7%), job problems (15.9%), and lack of employer accommodation (13.6%); and housing issues, such as problems with a landlord (20.5%) and unsafe housing (15.9%) (see Table 16). Among all legal issues reported by low-income veterans, the most frequent were credit and financial matters (29.7%), followed by benefits issues (21.8%), family law issues (18.3%), employment issues (13.1%), and housing issues (12.7%) (see Table 17).

Table 19 compares the relative frequency of legal issues reported by providers to the relative frequency reported by veterans. This table shows that family, housing, and criminal law issues are more frequently reported by providers than veterans, whereas credit, benefits, and employment issues are more frequently reported by veterans than providers.

**Table 14 – Experience with Legal Issues (Veteran Survey)**

**Q. Have you experienced any of the following problems in the past year? (Please check all that apply)**

**(Answered: 51 out of 58)**

<b>Legal issue</b>	<b>Number</b>	<b>Percent</b>	<b>Issue area</b>
Problem accessing military or veterans benefits	20	39.2%	Government Benefits
Problem with an auto purchase or repair	18	35.3%	Credit/Financial
Debt collection (including court hearings and/or phone harassment, etc.)	16	31.4%	Credit/Financial
Getting or keeping government benefits (General Assistance, Food Stamps, TANF)	14	27.5%	Government Benefits
Getting or keeping Social Security (Disability or SSI)	12	23.5%	Government Benefits
ID issues	12	23.5%	Employment Issues
Identity theft or other credit problem	10	19.6%	Credit/Financial
Dealing with guardianship, wills or estates	10	19.6%	Family Law Issues
Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation)	10	19.6%	Employment Issues
Child visitation, custody or child support	9	17.7%	Family Law Issues
Problems with a landlord, including eviction	9	17.7%	Housing Issues
Victim of a scam (including bad checks, email and phone offers, etc.)	8	15.7%	Credit/Financial
Consumer purchase/sales agreement that did not work out as expected	8	15.7%	Credit/Financial Matters
Divorce (initial filing or a modification)	8	15.7%	Family Law Issues
Getting needed medical services for the veteran or a family member	8	15.7%	Family Law Issues
Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)	8	15.7%	Housing Issues
Issues with collection of state or federal back taxes	7	13.7%	Credit/Financial
Federal or state taxes (filing or getting the earned income credit or refund check)	7	13.7%	Government Benefits
Trouble paying property taxes	6	11.8%	Credit/Financial
Unwillingness of an employer to accommodate a physical or mental condition that effects the veteran's work	6	11.8%	Employment Issues
Expungement	6	11.8%	Criminal Issues
Getting home phone, heat or electric installed or disconnected	5	9.8%	Housing Issues
Problems with returning to a job after deployment	5	9.8%	Employment Issues
Discrimination in housing (based on race, gender, disability, income, etc.)	4	7.8%	Housing Issues
DUI, OUI or traffic violation	4	7.8%	Criminal Issues

Accessing school services for a child (including discipline or special education, etc.)	3	5.9%	Family Law Issues
Victims of abuse, dating violence, domestic violence or stalking	3	5.9%	Family Law Issues
Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)	3	5.9%	Housing Issues
Problems with work-related injury or workers compensation	3	5.9%	Employment Issues
Bankruptcy	2	3.9%	Credit/Financial/
Notice from DSS regarding the revocation of license or collection of back child support	2	3.9%	Family Law Issues
Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order	2	3.9%	Family Law Issues
Foreclosure on the veteran's house or the building in which he or she rents	1	2.0%	Housing Issues
Criminal domestic violence	1	2.0%	Criminal Issues
Bullying or harassment of a child at school	0	0.0%	Family Law Issues
Notice from DSS about child abuse substantiation	0	0.0%	Family Law Issues

**Table 15 – Relative Frequency by Issue Area (Veteran Survey)**

<b>Issue area (total number of issues = 250)</b>	<b>Number</b>	<b>Percent</b>
Credit and Related Financial Matters	75	30.0%
Government Benefits	53	21.2%
Family Law Issues	45	18.0%
Employment Issues	36	14.4%
Housing Issues	30	12.0%
Criminal Issues	11	4.4%

**Table 16 – Experience with Legal Issues (Low-income Veterans)****(n=44 of 51 respondents)**

<b>Legal issue</b>	<b>Number</b>	<b>Percent</b>	<b>Issue area</b>
Problem accessing military or veterans benefits	20	45.5%	Government Benefits
Problem with an auto purchase or repair	16	36.4%	Credit/Financial
Debt collection (including court hearings and/or phone harassment, etc.)	14	31.8%	Credit/Financial
Getting or keeping government benefits (General Assistance, Food Stamps, TANF)	13	29.5%	Government Benefits
Getting or keeping Social Security (Disability or SSI)	12	27.3%	Government Benefits
Dealing with guardianship, wills or estates	10	22.7%	Family Law Issues
ID issues	10	22.7%	Employment Issues
Identity theft or other credit problem	9	20.5%	Credit/Financial
Child visitation, custody or child support	9	20.5%	Family Law Issues
Problems with a landlord, including eviction	9	20.5%	Housing Issues
Consumer purchase/sales agreement that did not work out as expected	8	18.2%	Credit/Financial
Issues with collection of state or federal back taxes	7	15.9%	Credit/Financial
Divorce (initial filing or a modification)	7	15.9%	Family Law Issues
Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)	7	15.9%	Housing Issues
Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation)	7	15.9%	Employment Issues
Trouble paying property taxes	6	13.6%	Credit/Financial
Victim of a scam (including bad checks, email and phone offers, etc.)	6	13.6%	Credit/Financial
Getting needed medical services for the veteran or a family member	6	13.6%	Family Law Issues
Unwillingness of an employer to accommodate a physical or mental condition that effects the veteran's work	6	13.6%	Employment Issues
Expungement	6	13.6%	Criminal Issues
Federal or state taxes (filing or getting the earned income credit or refund check)	5	11.4%	Government Benefits
Getting home phone, heat or electric installed or disconnected	5	11.4%	Housing Issues
Discrimination in housing (based on race, gender, disability, income, etc.)	4	9.1%	Housing Issues
Problems with returning to a job after deployment	4	9.1%	Employment Issues
Accessing school services for a child (including discipline or special education, etc.)	3	6.8%	Family Law Issues
Victims of abuse, dating violence, domestic violence or stalking	3	6.8%	Family Law Issues

Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)	3	6.8%	Housing Issues
Problems with work-related injury or workers compensation	3	6.8%	Employment Issues
DUI, OUI or traffic violation	3	6.8%	Criminal Issues
Bankruptcy	2	4.5%	Credit/Financial
Notice from DSS regarding the revocation of license or collection of back child support	2	4.5%	Family Law Issues
Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order	2	4.5%	Family Law Issues
Foreclosure on the veteran's house or the building in which he or she rents	1	2.3%	Housing Issues
Criminal domestic violence	1	2.3%	Criminal Issues
Bullying or harassment of a child at school	0	0.0%	Family Law Issues
Notice from DSS about child abuse substantiation	0	0.0%	Family Law Issues

**Table 17 – Relative Frequency by Issue Area (Low-income Veterans)**

**(n=44 of 51 respondents)**

<b>Issue area (total number of issues = 229)</b>	<b>Number</b>	<b>Percent</b>
Credit and Related Financial Matters	68	29.7%
Government Benefits	50	21.8%
Family Law Issues	42	18.3%
Employment Issues	30	13.1%
Housing Issues	29	12.7%
Criminal Issues	10	4.4%

**Table 18 – Experience with Legal Issues (Providers and Veterans Compared)**

<b>Legal issue</b>	<b>Providers (n=32)</b>	<b>Veterans (n=51)</b>	<b>Low-income Veterans (n=44)</b>
Problem accessing military or veterans benefits	75.0%	39.2%	45.5%
Problem with an auto purchase or repair	28.1%	35.3%	36.4%
Debt collection (including court hearings and/or phone harassment, etc.)	56.3%	31.4%	31.8%
Getting or keeping government benefits (General Assistance, Food Stamps, TANF)	40.6%	27.5%	29.5%
Getting or keeping Social Security (Disability or SSI)	50.0%	23.5%	27.3%
ID issues	34.4%	23.5%	22.7%
Identity theft or other credit problem	40.6%	19.6%	20.5%
Dealing with guardianship, wills or estates	46.9%	19.6%	22.7%
Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation)	31.3%	19.6%	15.9%
Child visitation, custody or child support	53.1%	17.7%	20.5%
Problems with a landlord, including eviction	62.5%	17.7%	20.5%
Victim of a scam (including bad checks, email and phone offers, etc.)	31.3%	15.7%	13.6%
Consumer purchase/sales agreement that did not work out as expected	15.6%	15.7%	18.2%
Divorce (initial filing or a modification)	62.5%	15.7%	15.9%
Getting needed medical services for the veteran or a family member	37.5%	15.7%	13.6%
Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)	34.4%	15.7%	15.9%
Issues with collection of state or federal back taxes	25.0%	13.7%	15.9%
Federal or state taxes (filing or getting the earned income credit or refund check)	18.8%	13.7%	11.4%
Trouble paying property taxes	25.0%	11.8%	13.6%
Unwillingness of an employer to accommodate a physical or mental condition that effects the veteran's work	12.5%	11.8%	13.6%
Expungement	34.4%	11.8%	13.6%
Getting home phone, heat or electric installed or disconnected	31.3%	9.8%	11.4%
Problems with returning to a job after deployment	6.3%	9.8%	9.1%
Discrimination in housing (based on race, gender, disability, income, etc.)	12.5%	7.8%	9.1%
DUI, OUI or traffic violation	21.9%	7.8%	6.8%
Accessing school services for a child (including discipline or special education, etc.)	9.4%	5.9%	6.8%
Victims of abuse, dating violence, domestic violence or stalking	21.9%	5.9%	6.8%
Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)	21.9%	5.9%	6.8%
Problems with work-related injury or workers compensation	12.5%	5.9%	6.8%

Bankruptcy	37.5%	3.9%	4.5%
Notice from DSS regarding the revocation of license or collection of back child support	21.9%	3.9%	4.5%
Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order	15.6%	3.9%	4.5%
Foreclosure on the veteran's house or the building in which he or she rents	31.3%	2.0%	2.3%
Criminal domestic violence	21.9%	2.0%	2.3%
Bullying or harassment of a child at school	3.1%	0.0%	0.0%
Notice from DSS about child abuse substantiation	3.1%	0.0%	0.0%

**Table 19 – Relative Frequency by Issue Area (Providers and Veterans Compared)**

<b>Issue area</b>	<b>Providers (n=348 issues)</b>	<b>Veterans (n=250 issues)</b>	<b>Low-income Veterans (n=229 issues)</b>
Credit and Related Financial Matters	23.9%	30.0%	29.7%
Government Benefits	17.0%	21.2%	21.8%
Family Law Issues	25.3%	18.0%	18.3%
Housing Issues	17.8%	12.0%	12.7%
Employment Issues	8.9%	14.4%	13.1%
Criminal Issues	7.2%	4.4%	4.4%

#### **D. Access to Legal Services**

The veteran survey asked whether respondents had discussed any of their legal problems with a lawyer and most reported that they had not (38 out of 53 respondents, or 71.7%). More than half cited cost as a reason, and 30% said that they did not know where or how to find a lawyer (see Table 20). Only 6 of 40 respondents (15%) said that they had no need for advice.

**Table 20 – Reasons for Not Seeking Legal Advice**

**Q10. Have you discussed any of the above matters with a lawyer? (Answered: 53 out of 58)**

**Q11. If not, why not? (Please check all that apply) (Answered: 40 out of 58)**

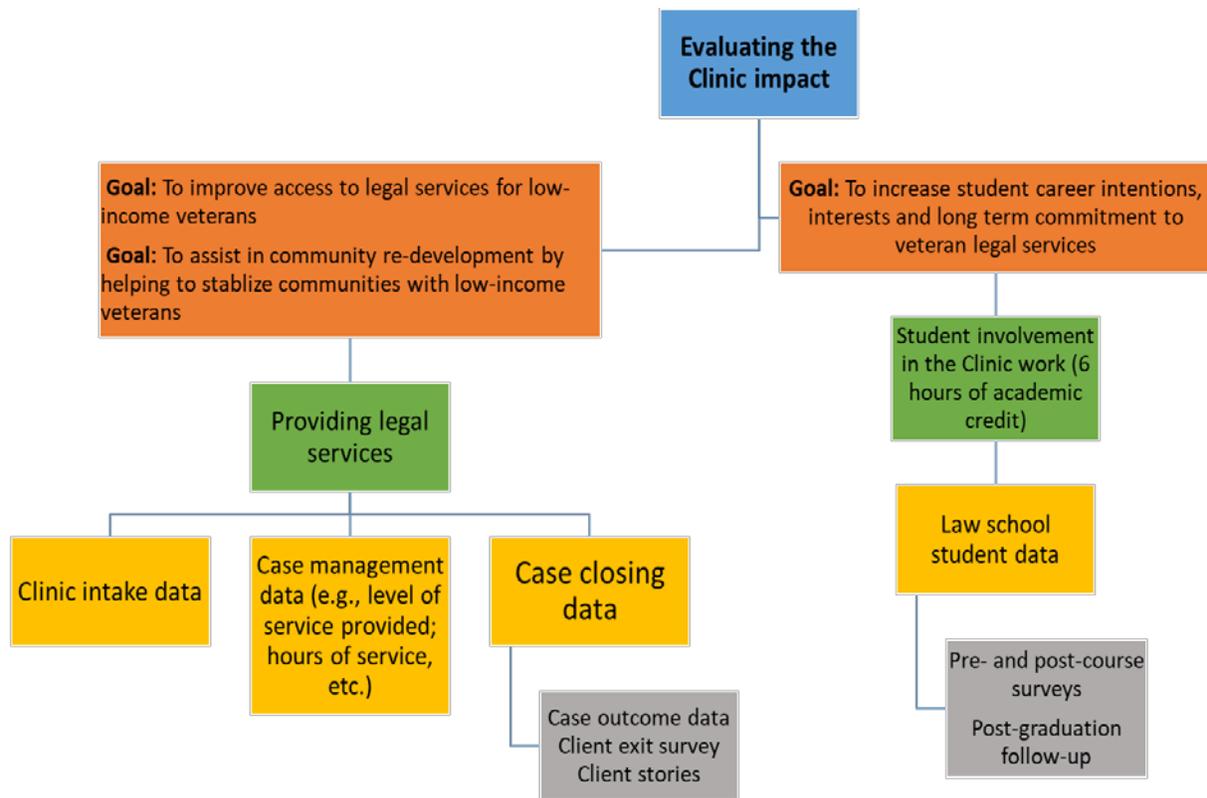
	<b>Number</b>	<b>Percent</b>
Cost too much	21	52.5%
Did not know where/how to find a lawyer	12	30.0%
Too stressful	8	20.0%
No need for advice	6	15.0%
Would not make any difference	4	10.0%
Not applicable	4	10.0%
Other responses	5	12.5%

## IV. Evaluating the Clinic's Impact

### A. The Clinic Data System

The goals of the Veterans Legal Clinic are to improve access to legal services for low-income veterans; assist in community redevelopment by helping to stabilize communities with low-income veteran populations; and increase law students' commitment to veteran legal services. To measure progress towards these goals and the impact of legal assistance provided by the Clinic, we established a data system to track intake data (e.g., by date, county, type of issue, etc.), case management data (e.g., the level of service provided, hours of services provided, etc.) and case closing data (e.g., case outcomes, client satisfaction, etc.) (see Appendix D for the Clinic Data System and Appendix E for the Client Satisfaction Survey). We also conducted pre- and post-course surveys of students who participated in the Clinic to measure students' career intentions and long-term commitment to veteran legal services (see Appendix F for the Student Pre- and Post-course Surveys).

The data system will allow the Clinic to identify veterans' legal needs, measure the type and volume of problems and levels of services provided by the Clinic, evaluate the outcome and impact of Clinic services, insure the efficient allocation of resources, and provide evidence for fundraising. Currently, the data system is under a trial period. Data elements will be reviewed and updated periodically to maximize data consistency and accuracy.



## B. Clinic Intakes and Services

The Clinic had a total of 195 intakes between its opening on July 2, 2019 and May 31, 2019 (see Table 21). Clients contacted the Clinic online as well as through calls and walk-ins. Currently, the Clinic is providing full representation to 25 cases.

Of the 195 intakes, two cases were closed after full representation, three cases received advice and counsel, 26 were referred to other legal service providers, and 36 were turned down, mostly due to income disqualification (n=17) or a request for service outside the Clinic's practice areas (e.g., criminal issues, wills, powers-of-attorney). About half of the total intakes are still open, indicating that information is still needed for the Clinic to determine what level of service to provide.

The average number of intakes was 18 per month, with the highest number in July 2018 when the Clinic opened (see Table 22).

**Table 21 – Clinic Intakes and Case Status**

<b>Case status as of May 31, 2019</b>	<b>Number</b>
Full Representation Cases	25
Closed Cases	2
Advice & Counsel Intakes	3
Intakes Referred to Lawyers 4 Vets	14
Intakes Referred to Other legal providers	12
Turned Down Intakes	36
Open Intakes	103
Total Intakes	195

**Table 22 – Intakes by Date of Initial Contact**

(Available data points: 194 out of 195)

	<b># Intakes</b>
July 2018	85
August 2018	25
September 2018	14
October 2018	13
November 2018	11
December 2018	2
January 2019	10
February 2019	12
March 2019	10
April 2019	7
May 2019	5
<b>Average</b>	<b>18</b>

Based on the data available, veterans from 24 of South Carolina’s 46 counties have contacted the Clinic for legal assistance (see Table 23). Most intakes came from Richland or Lexington county, followed by Kershaw, York, and Sumter. A long-term goal of the Clinic is to grow statewide efficiently, with a special focus on counties with high percentages of low-income veterans. Figure 3 shows the counties served by the Clinic in 2018-19.

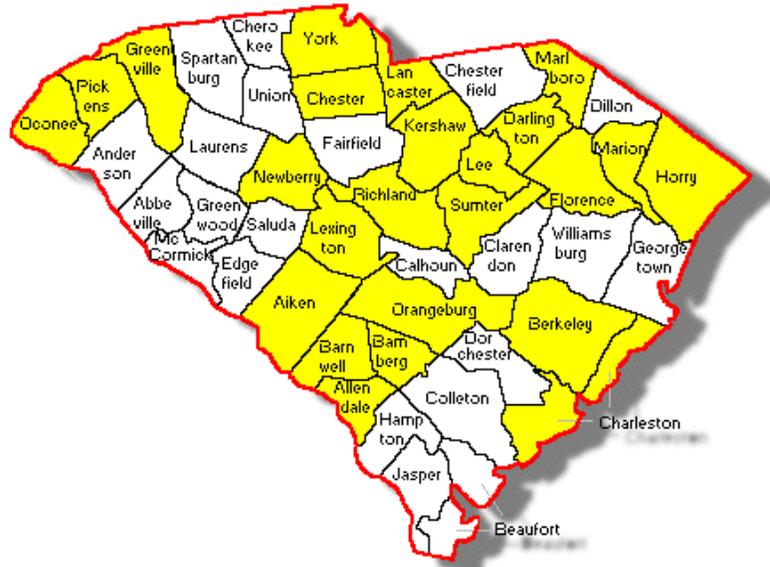
**Table 23 – Intakes by County**

**(Available data points: 133 out of 195)**

	<b># Intakes</b>	<b>% Intakes</b>
Richland	64	48.1%
Lexington	21	15.8%
Kershaw	7	5.3%
York	6	4.5%
Sumter	5	3.8%
Darlington	<5	
Greenville	<5	
Chester	<5	
Horry	<5	
Lee	<5	
Newberry	<5	
Oconee	<5	
Orangeburg	<5	
Pickens	<5	
Aiken	<5	
Allendale	<5	
Bamberg	<5	
Barnwell	<5	
Berkeley	<5	
Charleston	<5	
Florence	<5	
Lancaster	<5	
Marion	<5	
Marlboro	<5	

### Figure 3 – Counties Served by Clinic

Intakes by client county (Data as of May 31, 2019)



Source: diymaps.net (c)

Based on the data available, 78% of veterans who sought assistance from the Clinic are male, 70% are African American, and 65% have incomes below 200% of the 2018 federal poverty guidelines (the Clinic’s income eligibility standard) (see Table 24). About one-third are employed and 58% receive disability compensation from the VA. The average age is 49, with an age range from 24 to 77.

The most common legal issues at intake are family law issues, followed by government benefits issues, housing issues, credit and related financial issues, and employment issues (see Table 25). The top issues are the same for those with incomes below 200% of the poverty guidelines. “Other” issues include wills, powers-of-attorney, criminal matters, characterization of discharge, fiduciary issues in veterans court, and medical malpractice.

Of the 25 cases for which the Clinic is currently providing full representation, 15 (60%) involve family law issues (see Table 25). The two cases that were closed after full representation involved housing issues.

**Table 24 – Selected Characteristics of Veterans Who Sought Assistance**

<b>Intakes by gender</b> (Available data points: 179 out of 195)	Females (n=39), Males (n=140)
<b>Intakes by race</b> (Available data points: 53 out of 195)	African American (n=37), White (n=16)
<b>Intakes by marital status</b> (Available data points: 118 out of 195)	Married (n=34), Divorced (n=27), Separated (n=25), Single (n=25), Widowed (n=7)
<b>Intakes by employment status</b> (Available data points: 117 out of 195)	Employed (n=42), Not employed (n=75)
<b>Intakes by receiving disability compensation from the VA</b> (Available data points: 110 out of 195)	Receiving disability compensation from the VA (n=64), Not receiving disability compensation from the VA (n=46)
<b>Intakes by income level below 200% of the 2018 federal poverty guidelines</b> (Available data points: 110 out of 195)	Income level below 200% (n=72), Income level at and above 200% (n=38)

**Table 25 – Intakes by Legal Issue**

<b>Total intakes</b> (Available data points: 178 out of 195)	Family Law (n=61), Government Benefits (n=37), Housing (n=14), Credit and Related Financial Matters (n=11), Employment (n=3), Other (n=52)
<b>Income eligible</b> (Available data points: 72 out of 195)	Family Law (n=32), Government Benefits (n=16), Housing (n=7), Credit and Related Financial Matters (n=5), Employment (n=1), Other (n=8)
<b>Full representation cases (n=25)</b>	Family Law (n=15), Government Benefits (n=7), Credit and Related Financial Matters (n=2), Housing Issues (n=1)
<b>Cases closed after full representation (n=2)</b>	Housing Issues (n=2)

Table 26 compares the relative frequency of legal issues identified in the surveys with their relative frequency among Clinic intakes. The most striking comparison is the relative frequency of family law issues among Clinic intakes (44.4% of all income-eligible intakes), even compared to the relatively high frequency reported by other legal services providers (25.3% of veterans' legal issues) (see Table 26). Clearly, family law issues are among low-income veterans' top legal needs and the Clinic is playing an important role in providing services in that area. Benefits issues are also slightly more frequent among Clinic intakes (>20%) than reported by other providers (17%).

Credit and employment issues, on the other hand, are less frequent among Clinic intakes than might have been expected from the surveys (see Table 26). Housing issues are also somewhat less frequent than might have been expected, although the Clinic has closed two cases and provided valuable services in that area. Part C below discusses methods for estimating the value of Clinic services.

**Table 26 – Relative Frequency by Issue Area (Surveys and Clinic Intakes Compared)**

<b>Issue area</b>	<b>Provider Survey (n=348 issues)</b>	<b>Veteran Survey (n=250 issues)</b>	<b>Veteran Survey &lt; 200% (n=229 issues)</b>	<b>Clinic Intakes (n=178)</b>	<b>Clinic Intakes &lt; 200% (n=72)</b>
Credit and Related Financial Matters	23.9%	30.0%	29.7%	6.2%	6.9%
Government Benefits	17.0%	21.2%	21.8%	20.8%	22.2%
Family Law Issues	25.3%	18.0%	18.3%	34.3%	44.4%
Housing Issues	17.8%	12.0%	12.7%	7.9%	9.7%
Employment Issues	8.9%	14.4%	13.1%	1.7%	1.4%
Criminal Issues	7.2%	4.4%	4.4%	3.9%	2.8%

### C. Estimating the Value of Clinic Services

Increasing access to legal services can deliver a range of benefits to clients and the broader community. Some of those benefits, such as the protection of legal rights, the enforcement of rules, and public trust in the law, are difficult to quantify, whereas other benefits are more tangible.<sup>10</sup> Most efforts to quantify the value of subsidized legal services measure both “outputs” (the number and value of hours of service provided) and “outcomes” (direct and indirect benefits to clients, communities, and the courts). Typical outcome measures include: direct monetary benefits obtained on behalf of clients and their families; the economic multiplier effect from bringing additional money into the state; cost savings to clients and communities as the result of expanded legal assistance (for instance, from a reduction in crime, homelessness, and domestic violence); and efficiencies in courts from expanding assistance to clients and unrepresented litigants.<sup>11</sup>

Most of these outcome measures cannot be estimated based on the Clinic’s first year of operation, since most of the Clinic’s cases and intakes are still open (see Table 21). We can measure the Clinic’s outputs. During Fall 2018 (August 20, 2018 to December 14, 2018) and Spring 2019 (January 8, 2019 to May 3, 2019), the Clinic provided more than 3,300 hours of legal assistance to low-income veterans (see Table 27). Based on the Equal Access to Justice Act (EAJA) formula for calculating legal fees,<sup>12</sup> the estimated value of these services is \$669,090.

**Table 27 – Hours of Service Provided**

	<b>Fall 2018</b>	<b>Spring 2019</b>	<b>Total</b>
Student hours (10 students in the fall 2018 semester and 11 in the spring 2019 semester)	1,077.4	1,531.5	2,608.9
Clinic Director hours	195.0	200.0	395.0
Adjunct professor hours (5 adjunct professors)	165	150	315
<b>Total hours</b>	<b>1,437.4</b>	<b>1,881.5</b>	<b>3,318.9</b>
Legal fees	\$289,780	\$379,310	\$669,090

<sup>10</sup> See Laura K. Abel & Sucuan Vignola, *Economic and Other Benefits Associated with the Provision of Legal Aid*, 9 SEATTLE J. SOC. JUST. 139 (2010); J.J. Prescott, *The Challenges of Calculating the Benefits of Providing Access to Legal Services*, 37 FORDHAM URB. L.J. 303 (2010).

<sup>11</sup> See, e.g., IOWA LEGAL AID, THE ECONOMIC IMPACT OF IOWA LEGAL AID (2017), <https://www.iowalegalaid.org/files/A3ED30CF-AFFE-7431-9310-0D521E4312AF/attachments/A5A52315-0085-4962-8392-48422F3DE929/economic-impact-study-2017-final.pdf>; MARYLAND ACCESS TO JUSTICE COMMISSION, ECONOMIC IMPACT OF CIVIL LEGAL SERVICES IN MARYLAND (2013), <https://mdcourts.gov/sites/default/files/import/mdatjc/pdfs/economicimpactofcivillegalservicesinmd201301.pdf>.

<sup>12</sup> See Attorney Fees and Recoverable Expenses Under the Equal Access to Justice Act, [https://cdn.ca9.uscourts.gov/datastore/uploads/immigration/immig\\_west/F.pdf](https://cdn.ca9.uscourts.gov/datastore/uploads/immigration/immig_west/F.pdf) (specifying a rate of \$201.60 per hour for work performed in 2018).

We also surveyed students about their commitment to veteran legal services before and after their participation in the Clinic. Tables 28 and 29 show the results of the pre- and post-course surveys. In both semesters, in the post-course surveys, participating students expressed more interest in working in veteran legal services and more intention to work in the field. In Fall 2018, students expressed a higher level of long-term commitment to working in veteran legal services as a result of their participation in the Clinic (see Table 28). We plan to continue to survey students before and after their participation in the Clinic, and to administer a follow-up survey one year after graduation.

**Table 28 – Student Surveys (Fall 2018)**

**Q. Please rate your level of agreement with the following statements on a scale ranging from 1 “Strongly disagree” to 6 “Strongly agree” as a result of this Clinic course.**

Average score out of 6	Pre-course (n=8)	Post-course (n=10)	Comparison
I am interested in working in veteran legal services after law school.	3.6	4.2	+0.6
I intend to work in veteran legal services after law school.	2.9	3.3	+0.4
I have a long-term commitment to working in veteran legal services after law school.	2.5	3.2	+0.7

**Table 29 – Student Surveys (Spring 2019)**

**Q. Please rate your level of agreement with the following statements on a scale ranging from 1 “Strongly disagree” to 6 “Strongly agree” as a result of this Clinic course.**

Average score out of 6	Pre-course (n=10)	Post-course (n=11)	Comparison
I am interested in working in veteran legal services after law school.	3.5	4.1	+0.6
I intend to work in veteran legal services after law school.	2.7	2.9	+0.2
I have a long-term commitment to working in veteran legal services after law school.	2.7	2.7	0

Our primary assessment goal in the second year of the Clinic is to develop best practices for tracking case outcomes, to enable us to estimate the economic and other, intangible benefits of Clinic services. We began this process with the design and implementation of the current data system, which specifies multiple outcome measures for each of the Clinic's primary intended areas of service (credit and related financial matters, employment law issues, family law issues, government benefits, and housing (foreclosure and non-foreclosure)) (see Appendix D).

We are in the process of reviewing this system to maximize data consistency and accuracy, and to capture specific benefits of interest as cases progress and close. Below are some examples of cases that will help to inform our analysis (client names have been changed):

- “Gary” is a disabled USMC veteran who is being treated for prostate cancer. The cancer is attributable to his time at Camp Lejeune, where he was exposed to contaminated water. After being denied by the VA, Gary did not know where to turn. He came to the Clinic after hearing about it on the radio and became the Clinic's inaugural client. The Clinic is in the process of litigating his appeal with the VA.
- “Jonathan” came to the Clinic after hearing about its opening on television. Jonathan is an Army veteran. His marriage had fallen apart at the beginning of 2018. His then-wife walked out and left him to care for the children and pay their joint bills while she openly spent time with her new boyfriend. Jonathan could not afford to hire an attorney based on his low-paying employment. As he stated, “When I heard about the clinic on TV that day, I knew it was God giving me a sign.” Jonathan met with the Clinical Director and was signed as one of the Clinic's first clients. The Clinic filed a divorce action and negotiated a temporary order that gives Jonathan primary custody of his children and monthly child support, easing his financial burden. The Clinic currently is negotiating the final agreement with the defendant and her attorney, which we expect to be favorable for Jonathan and his children. In addition to this quantifiable benefit, the Clinic has given Jonathan peace of mind by “being in his corner” and fighting for him.
- “Michael” is a Navy veteran, who is attending school on a limited income. He has been in a custody and child support battle with the mother of his 14-year-old son. He came to the Clinic seeking representation to help him gain custody of his son, due to the son's failing grades, deteriorating mental health, and overall poor health. The Clinic took the case and, shortly afterwards, the mother was arrested on serious criminal charges in Georgetown County, SC. Thanks to the dedication and zeal of its students, the Clinic was able to file for an emergency hearing to grant custody of the son to Michael. The hearing was set on very short notice. In one of the proudest moments of the Clinic, the student who worked on the case was able to successfully litigate the motion for temporary custody. The judge ruled that Michael was to have temporary custody and receive child support from the mother. The child's grades improved, and he is visibly happier.

- “James” is a disabled Army veteran, who came to the Clinic in great need due to issues with his landlord. His landlord raised the rent but would not fix the dilapidated conditions of his apartment, and initiated eviction proceedings in October 2018. The Clinic, again through the hard work of its students, litigated the eviction in magistrate’s court on James’ behalf. As a result, James was given an extension until December 4, 2018 to move out or pay his past-due rent; and the court ordered the past-due rent reduced from \$4,613.80 to \$3,216.00, a reduction of over thirty percent.
- “Randy” came into the clinic after being served with foreclosure documents for not paying Homeowners Association dues for his home. He has three school-aged children. Randy proved to be a great client to teach students about the practice of law. On the best days, he was a difficult client. But eventually he proved so stubborn that he risked losing his home and causing himself and his family to be homeless. It came to the point where we sat him down and told him that, if he did not follow our legal advice, the Clinic was not going to continue to represent him. The meeting was effective: he took our advice to negotiate a payment plan with the Homeowners Association, to avoid foreclosure. This case shows that sometimes the biggest benefit of legal representation is preventing clients from making matters worse for themselves and their families. While this outcome is difficult to quantify, the avoidance of foreclosure has quantifiable benefits to the client, his family, and the community.

## Appendix A: Service Provider Survey

### Veteran Legal Needs Study: Provider Survey

The University of South Carolina School of Law is starting a Veterans Legal Clinic to provide free legal services to indigent veterans in South Carolina. In order to focus the clinic's services on the areas of greatest need, we ask for your assistance in completing this short survey.

The survey asks about the types of services that your organization provides, the prevalence of indigent veterans among your clients, and your experience regarding their legal needs. The survey takes only a few minutes to complete.

The information you provide will be extremely valuable for the clinic, as well as for the coordination of service provision throughout the state. Your responses will be confidential and you will not be identified personally in any reports. Your participation is voluntary and there is no penalty if you do not participate or if you do not complete the survey.

If you have any questions, please contact Mr. Bennett Gore at 803-777-8904 or [cbgore@law.sc.edu](mailto:cbgore@law.sc.edu), or by mail at: 1525 Senate Street, Room 355, Columbia, SC 29208.

1. What is the name of your organization?

2. What county (or counties) do you serve? (Please check all that apply)

- Statewide
- Abbeville
- Aiken
- Allendale
- Anderson
- Bamberg
- Barnwell
- Beaufort
- Berkeley
- Calhoun
- Charleston
- Cherokee
- Chester

- Chesterfield
- Clarendon
- Colleton
- Darlington
- Dillon
- Dorchester
- Edgefield
- Fairfield
- Florence
- Georgetown
- Greenville
- Greenwood
- Hampton
- Horry
- Jasper
- Kershaw
- Lancaster
- Laurens
- Lee
- Lexington
- McCormick
- Marion
- Marlboro
- Newberry
- Oconee
- Orangeburg
- Pickens
- Richland
- Saluda
- Spartanburg
- Sumter

Union

Williamsburg

York

3. What type(s) of services does your organization provide? (Please check all that apply)

Legal Services

Housing Support

Children and Family Support

Housing Units (Dwellings)

Education

Case Management Services

Elder Support Services

Mental Health Services

Employment Counseling

Recreational/Experiential

Financial Counseling

Veterans Benefits Support

Health Services

Veteran Organization/Post

**Veteran Legal Needs Study: Provider Survey**

4. What type(s) of legal services does your organization provide? (Please check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Credit and Related Financial Matters   | <input type="checkbox"/> Housing Issues    |
| <input type="checkbox"/> Family Law Issues<br>(including divorce, child visitation, custody or child support) | <input type="checkbox"/> Employment Issues |
| <input type="checkbox"/> Government Benefits  | <input type="checkbox"/> Criminal Issues   |

Other (please specify)

**Intake and Clients Served**

5. Does your organization have income eligibility guidelines?

- Yes, clients must be below federal poverty guidelines.
- Yes, clients must be below 125% of the federal poverty guidelines.
- Yes, clients must be below 200% of the federal poverty guidelines.
- No

Other (please specify)

6. Does your organization provide services to veterans?

- Yes
- No

If yes, approximately what percentage of your clients are veterans?

## Veteran Legal Needs Study: Provider Survey

### Areas of Legal Need

7. Have any of the veterans you have worked with in the last year, or their families, shared concerns regarding any of the following issues? (Please check all that apply based on the types of issues you personally have seen individuals face through your work)

- |  |  |
|--|--|
| <input type="checkbox"/> Bankruptcy  | <input type="checkbox"/> Problem accessing military or veteran's benefits  |
| <input type="checkbox"/> Trouble paying property taxes   | <input type="checkbox"/> Getting or keeping Social Security (Disability or SSI)  |
| <input type="checkbox"/> Identity theft or other credit problem  | <input type="checkbox"/> Getting or keeping government benefits (General Assistance, Food Stamps, TANF)  |
| <input type="checkbox"/> Problem with an auto purchase or repair   | <input type="checkbox"/> Federal or state taxes (filing or getting the earned income credit or refund check)                                     |
| <input type="checkbox"/> Issues with collection of state or federal back taxes   | <input type="checkbox"/> Problems with a landlord, including eviction  |
| <input type="checkbox"/> Victim of a scam (including bad checks, email and phone offers, etc.)                           | <input type="checkbox"/> Getting home phone, heat or electric installed or disconnected  |
| <input type="checkbox"/> Consumer purchase/sales agreement that did not work out as expected                             | <input type="checkbox"/> Discrimination in housing (based on race, gender, disability, income, etc.)   |
| <input type="checkbox"/> Debt collection (including court hearings and/or phone harassment, etc.)                        | <input type="checkbox"/> Foreclosure on the veteran's house or the building in which he or she rents   |
| <input type="checkbox"/> Divorce (initial filing or a modification)  | <input type="checkbox"/> Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)                             |
| <input type="checkbox"/> Child visitation, custody or child support  | <input type="checkbox"/> Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)                  |
| <input type="checkbox"/> Dealing with guardianship, wills or estates   | <input type="checkbox"/> ID issues   |
| <input type="checkbox"/> Bullying or harassment of a child at school   | <input type="checkbox"/> Problems with returning to a job after deployment   |
| <input type="checkbox"/> Notice from DSS about child abuse substantiation  | <input type="checkbox"/> Problems with work-related injury or workers compensation   |
| <input type="checkbox"/> Notice from DSS regarding the revocation of license or collection of back child support         | <input type="checkbox"/> Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation) |
| <input type="checkbox"/> Getting needed medical services for the veteran or a family member                              | <input type="checkbox"/> Unwillingness of an employer to accommodate a physical or mental condition that effects the veteran's work              |
| <input type="checkbox"/> Accessing school services for a child (including discipline or special education, etc.)         | <input type="checkbox"/> Expungement   |
| <input type="checkbox"/> Victims of abuse, dating violence, domestic violence or stalking                                | <input type="checkbox"/> DUI, OUI or traffic violation   |
| <input type="checkbox"/> Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order | <input type="checkbox"/> Criminal domestic violence  |

Other (please specify)

8. Based on your work experience, what are the most important legal needs of indigent veterans in South Carolina?

Service Referral

9. Does your organization ever refer clients to legal services providers?

Yes

No

If yes, please specify where you usually refer clients and why:

## Appendix B: Veteran Survey

### Veteran Legal Needs Survey

The University of South Carolina School of Law is conducting a survey of veterans in South Carolina to determine their legal needs. This fall, the law school is starting a clinic that will offer free legal services to veterans who cannot afford a lawyer. By completing this survey, you are helping the law school and other legal aid providers develop resources to better serve South Carolina's veteran community. Your responses will be confidential and you will not be identified personally in any reports. Your participation is voluntary and there is no penalty if you do not participate or complete the survey. If you complete the survey, you are eligible to receive a \$7.99 Chick-fil-a gift card by mail.

If you have any questions, please contact Mr. Bennett Gore at 803-777-8904 or [cbgore@law.sc.edu](mailto:cbgore@law.sc.edu), or by mail at: 1525 Senate Street, Room 355, Columbia, SC 29208. We appreciate your time and input.

1. What year did you begin your military service?

2. What year did you end your military service?

3. In which branch (or branches) of the United States military have you served? (Please check all that apply)

- Air Force
- Army
- Coast Guard
- Marine Corps
- National Guard
- Navy
- Reserves

4. Did you serve in combat?

- Yes
- No

**Housing Stability**

5. Have you been homeless in the last year?

- Yes
- No

6. Are you currently homeless?

- Yes
- No

7. In the last year, have you ever slept on the couch of a friend or family member because you had nowhere else to stay?

- Yes
- No

8. If you have your own apartment or house, are you at risk of losing your housing?

- Yes
- No
- I do not have my own home at this time.

## Veteran Legal Needs Survey

### Legal Issues

9. Have you experienced any of the following problems in the past year? (Please check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Bankruptcy  | <input type="checkbox"/> Problem accessing military or veteran's benefits  |
| <input type="checkbox"/> Trouble paying property taxes   | <input type="checkbox"/> Getting or keeping Social Security (Disability or SSI)  |
| <input type="checkbox"/> Identity theft or other credit problem  | <input type="checkbox"/> Getting or keeping government benefits (General Assistance, Food Stamps, TANF)  |
| <input type="checkbox"/> Problem with an auto purchase or repair   | <input type="checkbox"/> Federal or state taxes (filing or getting the earned income credit or refund check)                                     |
| <input type="checkbox"/> Issues with collection of state or federal back taxes   | <input type="checkbox"/> Problems with a landlord, including eviction  |
| <input type="checkbox"/> Victim of a scam (including bad checks, email and phone offers, etc.)                           | <input type="checkbox"/> Getting home phone, heat or electric installed or disconnected  |
| <input type="checkbox"/> Consumer purchase/sales agreement that did not work out as expected                             | <input type="checkbox"/> Discrimination in housing (based on race, gender, disability, income, etc.)   |
| <input type="checkbox"/> Debt collection (including court hearings and/or phone harassment, etc.)                        | <input type="checkbox"/> Foreclosure on the veteran's house or the building in which he or she rents   |
| <input type="checkbox"/> Divorce (initial filing or a modification)  | <input type="checkbox"/> Unsafe housing (including bed bugs, mold, exposed wires and problems with heat or AC, etc.)                             |
| <input type="checkbox"/> Child visitation, custody or child support  | <input type="checkbox"/> Adjustment of a rented housing agreement (including lease modifications, service animals, ramps, etc.)                  |
| <input type="checkbox"/> Dealing with guardianship, wills or estates   | <input type="checkbox"/> ID issues   |
| <input type="checkbox"/> Bullying or harassment of a child at school   | <input type="checkbox"/> Problems with returning to a job after deployment   |
| <input type="checkbox"/> Notice from DSS about child abuse substantiation  | <input type="checkbox"/> Problems with work-related injury or workers compensation   |
| <input type="checkbox"/> Notice from DSS regarding the revocation of license or collection of back child support         | <input type="checkbox"/> Job problems (hiring, firing, getting paid the right amount or getting paid on time, getting unemployment compensation) |
| <input type="checkbox"/> Getting needed medical services for the veteran or a family member                              | <input type="checkbox"/> Unwillingness of an employer to accommodate a physical or mental condition that affects the veteran's work              |
| <input type="checkbox"/> Accessing school services for a child (including discipline or special education, etc.)         | <input type="checkbox"/> Expungement   |
| <input type="checkbox"/> Victims of abuse, dating violence, domestic violence or stalking                                | <input type="checkbox"/> DUI, OUI or traffic violation   |
| <input type="checkbox"/> Accused of abuse, dating violence, domestic violence, stalking or subject to a protective order | <input type="checkbox"/> Criminal domestic violence  |
| <input type="checkbox"/> Other (please specify)  |  |

10. Have you discussed any of the above matters with a lawyer?

Yes

No

If yes, which legal issue? (Please specify)

11. If not, why not? (Please check all that apply)

Cost too much

Too stressful

Did not know where/how to find a lawyer

Would not make any difference

No need for advice

Not applicable

Other (Please specify)

**Basic Information**

12. In the last 6 months, did you use any VA (Department of Veterans Affairs) health care services, or have any of your health care paid for by the VA?

- Yes
- No
- Don't remember

13. Have you ever been diagnosed with Post-traumatic Stress Disorder (PTSD) or do you believe you have PTSD?

- Yes
- No
- Not sure

14. In what year were you born?

15. What is your gender?

- Female
- Male

16. How many people currently live in your household?

17. What is your approximate average monthly household income?

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| <input type="radio"/> \$0-\$500       | <input type="radio"/> \$2,001-\$2,500 |
| <input type="radio"/> \$501-\$1,000   | <input type="radio"/> \$2,501-\$3,000 |
| <input type="radio"/> \$1,001-\$1,500 | <input type="radio"/> \$3,001 and up  |
| <input type="radio"/> \$1,501-\$2,000 |                                       |

18. In what county do you currently live?

- |                                    |                                    |
|------------------------------------|------------------------------------|
| <input type="radio"/> Abbeville    | <input type="radio"/> Greenwood    |
| <input type="radio"/> Aiken        | <input type="radio"/> Hampton      |
| <input type="radio"/> Allendale    | <input type="radio"/> Horry        |
| <input type="radio"/> Anderson     | <input type="radio"/> Jasper       |
| <input type="radio"/> Bamberg      | <input type="radio"/> Kershaw      |
| <input type="radio"/> Barnwell     | <input type="radio"/> Lancaster    |
| <input type="radio"/> Beaufort     | <input type="radio"/> Laurens      |
| <input type="radio"/> Berkeley     | <input type="radio"/> Lee          |
| <input type="radio"/> Calhoun      | <input type="radio"/> Lexington    |
| <input type="radio"/> Charleston   | <input type="radio"/> McCormick    |
| <input type="radio"/> Cherokee     | <input type="radio"/> Marion       |
| <input type="radio"/> Chester      | <input type="radio"/> Marlboro     |
| <input type="radio"/> Chesterfield | <input type="radio"/> Newberry     |
| <input type="radio"/> Clarendon    | <input type="radio"/> Oconee       |
| <input type="radio"/> Colleton     | <input type="radio"/> Orangeburg   |
| <input type="radio"/> Darlington   | <input type="radio"/> Pickens      |
| <input type="radio"/> Dillon       | <input type="radio"/> Richland     |
| <input type="radio"/> Dorchester   | <input type="radio"/> Saluda       |
| <input type="radio"/> Edgefield    | <input type="radio"/> Spartanburg  |
| <input type="radio"/> Fairfield    | <input type="radio"/> Sumter       |
| <input type="radio"/> Florence     | <input type="radio"/> Union        |
| <input type="radio"/> Georgetown   | <input type="radio"/> Williamsburg |
| <input type="radio"/> Greenville   | <input type="radio"/> York         |

19. Thank you for taking the survey! If you wish to receive a \$7.99 Chick-fil-a gift card as an incentive for completing the survey, please provide your name and mailing address below:

## Appendix C: 2018 Federal Poverty Guidelines

<b>Household/ Family Size</b>	<b>100%</b>	<b>138%</b>	<b>150%</b>	<b>200%</b>	<b>250%</b>	<b>300%</b>	<b>400%</b>
1	\$12,140	16,753	18,210	24,280	30,350	36,420	48,560
2	\$16,460	22,715	24,690	32,920	41,150	49,380	65,840
3	\$20,780	28,676	31,170	41,560	51,950	62,340	83,120
4	\$25,100	34,638	37,650	50,200	62,750	75,300	100,400
5	\$29,420	40,600	44,130	58,840	73,550	88,260	117,680
6	\$33,740	46,561	50,610	67,480	84,350	101,220	134,960
7	\$38,060	52,523	57,090	76,120	95,150	114,180	152,240
8	\$42,380	58,484	63,570	84,760	105,950	127,140	169,520
9	\$46,700	64,446	70,050	93,400	116,750	140,100	186,800
10	\$51,020	70,408	76,530	102,040	127,550	153,060	204,080
11	\$55,340	76,369	83,010	110,680	138,350	166,020	221,360
12	\$59,660	82,331	89,490	119,320	149,150	178,980	238,640
13	\$63,980	88,292	95,970	127,960	159,950	191,940	255,920
14	\$68,300	94,254	102,450	136,600	170,750	204,900	273,200

Source: Families USA. Retrieved from <https://familiesusa.org/product/federal-poverty-guidelines> (last visited, July 11, 2019).

## Appendix D: Clinic Data System

Veterans Legal Clinic Intake Form as of 9-26-2018				
Section	Variables	Required	Type	Values
Today's Date	Today's Date		Date	
Personal Information	First Name	✓	Text	
	Middle Name		Text	
	Last Name	✓	Text	
	Address	✓	Text	
	City	✓	Text	
	County	✓	Text	
	State	✓	Text	
	Zipcode	✓	Text	
	Primary Phone (what is the best number to call to reach you? This may be a cell phone, home phone, work phone, etc.)	✓	Phone number	(XXX) XXX-XXXX
	Secondary Phone (please provide a back-up phone number we may call that is different from the primary phone number.)		Phone number	(XXX) XXX-XXXX
	Fax Number		Fax number	(XXX) XXX-XXXX
	Email	✓	Email	
	Date of Birth	✓	Date	MM/DD/Year
	Place of Birth (please provide city and state)	✓	Text	
	Sex	✓	Drop-down list	Male, Female, Transgender, Other, Unknown
	Ethnicity	✓	Drop-down list	African American, Asian Pacific Islander, Hispanic, Native American, White, Other
	Ethnicity (Other)	✓	Text	If "Other", please specify
	Marital Status	✓	Drop-down list	Married, Widowed, Divorced, Separated, Single
	Education	✓	Drop-down list	Grade School, High School, Some College, College, Post Graduate
	Employment	✓	Drop-down list	Full-Time Employed, Part-Time Employed, Temporarily Employed, Not Employed
	Housing	✓	Drop-down list	Institutional/Incarcerated, Private Housing Rental, Public/Subsidized Housing Rental, Own Home, Other
	Housing (Other)		Text	If "Other", please specify
	Do you have dependent children?	✓	Drop-down list	Yes, No
	If "Yes," how many dependent children do you have?		Number	
	If "Yes," what are the names and ages of your dependent children?		Text	
	Are you currently employed?	✓	Drop-down list	Yes, No
	If you are not currently employed, why did you stop working, and when was your last day?		Text	
	Income Type	✓	Drop-down list	Veteran Related Benefits, Other Benefits, Earned Income, Other Income, None
	Income Type (Other Benefits/Income)		Text	If "Other Benefits/Income", please specify
	Disability	✓	Drop-down list	None, Service Related Disability, Non-Service Related Disability
	Do you receive any disability compensation from the VA?	✓	Drop-down list	Yes, No
	If you are not receiving disability compensation, have you applied?		Drop-down list	Yes, No
	If you have applied, what was the date of your application?		Date	MM/DD/Year
What language do you prefer to speak?	✓	Text		
Monthly Household Income	✓	Currency		
Number of people in your household	✓	Number		
Referral Source	✓	Drop-down list	Family/Friend, Court, Government, Legal Service Provider, Social Service Provider, Library, Internet, Other/Unknown	
Referral Source (Other)		Text	If "Other", please specify	
If the referral source is legal service provider, please specify the service provider:		Text		
Please list the service dates for each branch of service	✓	Date	MM/DD/Year	
Association	✓	Drop-down list	Service Member, Spouse of Service Member, Dependent of Service Member	
Rank	✓	Drop-down list	Officer, Enlisted, Unknown	
Discharge Date	✓	Date	MM/DD/Year	
Characterization of Discharge	✓	Drop-down list	Honorable, General (Under Honorable Conditions), Other Than Honorable, Bad Conduct Discharge, Dishonorable Discharge, Other	
If you selected "Other," please tell us what type of discharge you received		Text		

<b>Legal Issues</b>	Describe the legal issue for which you are seeking counsel/representation (check all that apply)	✓	Checklist	Credit and Related Financial Matters, Family Law Issues, Government Benefits, Housing Issues, Employment Issues, Other
	Provide a brief description of the issue(s) with which you need assistance:	✓	Text	
	What is the desired outcome you hope to achieve through representation?	✓	Text	
	Is there an adverse party in this case?	✓	Drop-down list	Yes, No
	If "Yes," what is their name and relation to you?		Text	
	What is their current location (if known)?		Text	
	Have you previously sought legal counsel from a private attorney for this issue?	✓	Drop-down list	Yes, No
	If "Yes," what was the outcome?		Text	
	Are you currently involved in any other type of civil/criminal litigation or lawsuit?	✓	Drop-down list	Yes, No
	If "Yes," of what nature?		Text	
	What is your role in the litigation/lawsuit?		Drop-down list	Plaintiff, Defendant, Witness
	Have you ever given anyone a power of attorney?	✓	Drop-down list	Yes, No
	If "Yes," to whom did you give power of attorney?		Text	
	Are you facing a pending court deadline?	✓	Drop-down list	Yes, No
	Hearing Date and Time:		Date & Time	MM/DD/Year & Time
	Filing Deadline		Date	MM/DD/Year
	Location of Court		Text	
	County		Text	
	Circuit		Text	
	Have you been served with any notice in the matter?		Drop-down list	Yes, No
If "Yes," please describe that information:		Text		
<b>Agreement</b>	By marking "I agree." below on this application form, I am acknowledging that the information I have provided is true, that I understand that the University of South Carolina School of Law Veterans Legal Clinic is under no obligation to provide me with legal representation, that my acceptance as a client of the University of South Carolina School of Law Veterans Legal Clinic is dependent on many factors (including but not limited to my household income, the demands of my legal issue, and available Veterans Legal Clinic resources), that I have the right to seek counsel on my own, and that if I am selected for representation, I will be notified. I acknowledge that the University of South Carolina School of Law Veterans Legal Clinic is not responsible to pay court costs or other fees associated with litigation such as filing fees, expert fees, mediation expenses, and the appointment of a Guardian ad Litem and that I may be required to pay these costs.			
	I agree	✓		
	Name: First _____ Last _____	✓		
	Email address:	✓		

Section	Variables	Required	Type	Values
Case Management	Case Opening Date	✓	Date	MM/DD/Year (Date case opened)
	Legal Problem Category	✓	Checklist	Credit and Related Financial Matters, Family Law Issues, Government Benefits, Hoursing Issues, Employment Issues, Other
	If "Other," please specify:		Text	
	Level of Legal Services Requested	✓	Drop-down list	Advice & Counsel, Limited Action, Extended Representation, Other
	If "Other," please specify:		Text	
	Level of Legal Services Provided	✓	Drop-down list	Advice & Counsel, Limited Action, Extended Representation, Referring Out, Turned Down No Referral
	If "Referring Out," please specify reason:		Text	
	If "Referring Out," please specify where the case is referred out to:		Text	
	Case Result	✓	Drop-down list	Won, Lost, Mixed Results, Settled
	If "Mixed Results," please specify:		Text	
	Case Attorney	✓	Text	Please enter the attorney name
	Attorney Type	✓	Drop-down list	Clinic Full-Time Attorney, Volunteer Attorney, Other
	Attorney Type (Other)		Text	If "Other", please specify
	Total Attorney Service Hours	✓	Number	
	Law School Student(s)	✓	Text	Please enter student name(s)
	Total Law School Student Service Hours	✓	Number	
Case Closing Date	✓	Date	MM/DD/Year (Date case closed)	

Section	Variables	Required	Type	Values	
Credit and Related Financial Matters	Obtained monetary claim?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of monetary claim:		\$		
	Avoided debt?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of avoided debt:		\$		
	Reduced debt?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced debt:		\$		
	Increased income?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of increased income:		\$		
	Maintained income?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of maintained income:		\$		
	Avoided garnishment?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of avoided garnishment:		\$		
	Reduced garnishment?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced garnishment:		\$		
	Avoided attachment?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of avoided attachment:		\$		
	Reduced attachment?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced attachment:		\$		
	Prevented repossession?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Reversed repossession?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Avoided arbitration?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Preserved assets?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of preserved assets:		\$		
	Increased assets?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of increased assets:		\$		
	Obtained utilities?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Restored utilities?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Had impact beyond individual client(s)?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the number of other individuals involved:		Number		
	If "Yes," please specify the relationships of other individuals involved with the client(s):		Text		
	Any other significant outcome not covered by list?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	<b>If income, assets or debt were an issue, answer the following questions:</b>				
	Actual monthly income at the time case was closed?		\$		
	If legal aid had not been involved, what would currently monthly income be at the time case was closed?		\$		
Actual value of assets at time cases was closed?		\$			
If legal aid had not been involved, what would the value of assets be at the time case was closed?		\$			
Actual amount of debt at the time case was closed.		\$			
If legal aid had not been involved, what would the amount of debt be at the time case was closed?		\$			

<b>Employment Issues</b>	Increased income?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of increased income:		\$	
	Maintained income?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of maintained income:		\$	
	Removed barriers to employment?	✓	Drop-down list	Yes, No, N/A
	Obtained monetary claim?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of monetary claim:		\$	
	Avoided debt?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of avoided debt:		\$	
	Reduced debt?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of reduced debt:		\$	
	Avoided garnishment?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of avoided garnishment:		\$	
	Reduced garnishment?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of reduced garnishment:		\$	
	Avoided attachment?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of avoided attachment:		\$	
	Reduced attachment?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of reduced attachment:		\$	
	Taxpayer brought into filing compliance?	✓	Drop-down list	Yes, No, N/A
	Taxpayer brought into collection compliance?	✓	Drop-down list	Yes, No, N/A
	Had impact beyond individual client(s)?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the number of other individuals involved:		Number	
	If "Yes," please specify the relationships of other individuals involved with the client(s):		Text	
	Any other significant outcome not covered by list?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify:		Text	
	<b>If income, assets or debt were an issue, answer the following questions:</b>			
	Actual monthly income at the time case was closed?		\$	
	If legal aid had not been involved, what would currently monthly income be at the time case was closed?		\$	
	Actual value of assets at time cases was closed?		\$	
If legal aid had not been involved, what would the value of assets be at the time case was closed?		\$		
Actual amount of debt at the time case was closed.		\$		
If legal aid had not been involved, what would the amount of debt be at the time case was closed?		\$		
Total amount of dollars refunded in cash to taxpayer:		\$		
Total decrease in corrected tax liability (but not below zero for any taxpayer):		\$		

Family Law Issues	Secured safety for client?	✓	Drop-down list	Yes, No, N/A
	Retained safety for client?	✓	Drop-down list	Yes, No, N/A
	Eliminated risk to child?	✓	Drop-down list	Yes, No, N/A
	Reduced risk to child?	✓	Drop-down list	Yes, No, N/A
	Secured order of protection?	✓	Drop-down list	Yes, No, N/A
	Secured shelter for client?	✓	Drop-down list	Yes, No, N/A
	Retained shelter for client?	✓	Drop-down list	Yes, No, N/A
	Secured child support?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured child support:		\$	
	Retained child support?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of retained child support:		\$	
	Secured spousal support?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured spousal support:		\$	
	Retained spousal support?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of retained spousal support:		\$	
	Secured pension benefits?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured pension benefits:		\$	
	Secured retirement benefits?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured retirement benefits:		\$	
	Secured health insurance benefits?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured health insurance benefits:		\$	
	Secured assets?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of secured assets:		\$	
	Retained assets?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of retained assets:		\$	
	Reduced debt?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of reduced debt:		\$	
	Minimized support paid by client?	✓	Drop-down list	Yes, No, N/A
	If "Yes," please specify the amount of minimized support paid by client:		\$	
	Retained parental rights?	✓	Drop-down list	Yes, No, N/A
	Established parental rights?	✓	Drop-down list	Yes, No, N/A
	Removed barrier to education?	✓	Drop-down list	Yes, No, N/A
Parties reconciled?	✓	Drop-down list	Yes, No, N/A	
Had impact beyond individual client(s)?	✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the number of other individuals involved:		Number		
If "Yes," please specify the relationships of other individuals involved with the client(s):		Text		
Any other significant outcome not covered by list?	✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify:		Text		
<b>If income, assets or debt were an issue, answer the following questions:</b>				
Actual monthly income at the time case was closed?		\$		
If legal aid had not been involved, what would currently monthly income be at the time case was closed?		\$		
Actual value of assets at time cases was closed?		\$		
If legal aid had not been involved, what would the value of assets be at the time case was closed?		\$		
Actual amount of debt at the time case was closed.		\$		
If legal aid had not been involved, what would the amount of debt be at the time case was closed?		\$		

<b>Government Benefits</b>	Increased medical coverage?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of increased medical coverage:		\$		
	Maintained medical coverage?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of maintained medical coverage:		\$		
	Increased benefits?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of increased benefits:		\$		
	Maintained benefits?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of maintained benefits:		\$		
	Obtained monetary claim?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of monetary claim:		\$		
	Avoided debt?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of avoided debt:		\$		
	Reduced debt?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced debt:		\$		
	Had impact beyond individual client(s)?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the number of other individuals involved:		Number		
	If "Yes," please specify the relationships of other individuals involved with the client(s):		Text		
	Any other significant outcome not covered by list?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	<b>If income, assets or debt were an issue, answer the following questions:</b>				
	Actual monthly income at the time case was closed?		\$		
	If legal aid had not been involved, what would currently monthly income be at the time case was closed?		\$		
	Actual value of assets at time cases was closed?		\$		
If legal aid had not been involved, what would the value of assets be at the time case was closed?		\$			
Actual amount of debt at the time case was closed.		\$			
If legal aid had not been involved, what would the amount of debt be at the time case was closed?		\$			

Housing Issues: Not foreclosure	Prevented eviction or involuntary move?	✓	Drop-down list	Yes, No, N/A	
	Secured time to move (30 days or more)?	✓	Drop-down list	Yes, No, N/A	
	Obtained participation in subsidized housing program?	✓	Drop-down list	Yes, No, N/A	
	Retained participation in subsidized housing program?	✓	Drop-down list	Yes, No, N/A	
	Reduced rent?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced rent:		\$		
	Reduced fee?		Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of reduced fee:		\$		
	Obtained utilities?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Restored utilities?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	Remedied lockout?	✓	Drop-down list	Yes, No, N/A	
	Recovered personal property?	✓	Drop-down list	Yes, No, N/A	
	Recovered security deposit?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of recovered security deposit:		\$		
	Remedied defective conditions?	✓	Drop-down list	Yes, No, N/A	
	Secured transfer?	✓	Drop-down list	Yes, No, N/A	
	Secured relocation?	✓	Drop-down list	Yes, No, N/A	
	Remedied discrimination?	✓	Drop-down list	Yes, No, N/A	
	Enforced other tenant rights?	✓	Drop-down list	Yes, No, N/A	
	Preserve supply of affordable rental housing?	✓	Drop-down list	Yes, No, N/A	
	Expand supply of affordable rental housing?	✓	Drop-down list	Yes, No, N/A	
	Obtained monetary relief?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the amount of obtained monetary relief:		\$		
	Enforced real property rights?	✓	Drop-down list	Yes, No, N/A	
	Had impact beyond individual client(s)?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify the number of other individuals involved:		Number		
	If "Yes," please specify the relationships of other individuals involved with the client(s):		Text		
	Any other significant outcome not covered by list?	✓	Drop-down list	Yes, No, N/A	
	If "Yes," please specify:		Text		
	<b>If income, assets or debt were an issue, answer the following questions:</b>				
	Actual monthly income at the time case was closed?		\$		
	If legal aid had not been involved, what would currently monthly income be at the time case was closed?		\$		
	Actual value of assets at time cases was closed?		\$		
	If legal aid had not been involved, what would the value of assets be at the time case was closed?		\$		
	Actual amount of debt at the time case was closed.		\$		
	If legal aid had not been involved, what would the amount of debt be at the time case was closed?		\$		
	Housing Issues: Foreclosure	Default judgment averted?	✓	Drop-down list	Yes, No, N/A
		Extended client's stay in home?	✓	Drop-down list	Yes, No, N/A
Foreclosure prevented and saved home?		✓	Drop-down list	Yes, No, N/A	
Reduced fees?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of reduced fee:			\$		
Reduced arrearages?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of reduced arrearages:			\$		
Reduced penalties?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of reduced penalties:			\$		
Lowered rate of interest?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of lowered payment as a of result of the lowered rate of interest:			\$		
Fixed rate of interest?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of avoided payment as a of result of the fixed rate of interest:			\$		
Reduced principal?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the amount of reduced principal:			\$		
Had impact beyond individual client(s)?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify the number of other individuals involved:			Number		
If "Yes," please specify the relationships of other individuals involved with the client(s):			Text		
Any other significant outcome not covered by list?		✓	Drop-down list	Yes, No, N/A	
If "Yes," please specify:			Text		
<b>If income, assets or debt were an issue, answer the following questions:</b>					
Actual monthly income at the time case was closed?			\$		
If legal aid had not been involved, what would currently monthly income be at the time case was closed?			\$		
Actual value of assets at time cases was closed?			\$		
If legal aid had not been involved, what would the value of assets be at the time case was closed?			\$		
Actual amount of debt at the time case was closed.			\$		
If legal aid had not been involved, what would the amount of debt be at the time case was closed?			\$		

**Appendix E: Client Satisfaction Survey**

**Veterans Legal Clinic Client Satisfaction Survey**



**1. Based on the services you were provided by the Clinic, please check the quality of services on a scale ranging from “Poor” (1) to “Excellent” (6):**

Services	1	2	3	4	5	6
1) Ease of applying for services.						
2) Ease of making appointments.						
3) Competence of staff.						
4) Responsiveness of staff.						
5) Explained the law in a manner you could understand.						
6) Explained court documents and other important papers to you.						
7) Kept you up to date about what was happening in your case.						
8) Provided you with the information you needed to make informed decisions in your case.						
9) Felt listened to by your attorney.						
10) Felt listened to by your paralegal.						
11) Treated you with courtesy.						
12) Treated you with respect.						
13) Represented your viewpoint.						
14) Speed with which things were proceeding.						
15) Was prepared for court and other important events.						
16) Gave you good, quality representation.						
17) My goals were achieved.						
18) Please rate the overall Clinic services.						

**2. Did you find it hard to participate in your case because of any of the following (please check all that apply):**

- Lack of transportation
- Lack of a permanent address
- Not applicable
- Other (please specify)

---



---



---

(To continue on the back)

**3. Is your life in a better place as a result of the legal service provided?**

Yes

No

**4. If so, how has your life improved?**

---

---

---

---

---

**5. What could the Veterans Legal Clinic improve on?**

---

---

---

---

---

**6. May we use your comments for publicity and fundraising purposes? Your name will be kept confidential.**

Yes

No

## Appendix F: Student Pre- and Post-course Surveys

**Veterans Legal Clinic Student Survey (Pre-Course)**

The School of Law's Veterans Legal Clinic is interested in evaluating the impact of the Clinic on clients, the public, and law school clinical students. Below is a link to a brief survey about your motivation in enrolling in the Clinic, your expectations for the Clinic, and your career intentions. The survey takes only a few minutes to complete. Your responses will be confidential and you will not be identified personally in any reports. Your participation is voluntary and there is no penalty if you do not participate or complete the survey.

If you have any questions, please contact Mr. Bennett Gore at 803-777-8904 or [cbgore@law.sc.edu](mailto:cbgore@law.sc.edu). We appreciate your time and input.

1. What motivated you to enroll in the Veterans Legal Clinic? (Please check all that apply):

<input type="checkbox"/> I was assigned to this Clinic.	<input type="checkbox"/> I believe that veteran legal services offer good job prospects.
<input type="checkbox"/> I am interested in veteran legal services.	<input type="checkbox"/> I want to work with other students who are enrolled in this Clinic.
<input type="checkbox"/> I have experience working with veterans.	<input type="checkbox"/> I believe that veteran legal services would be a meaningful focus for my career.
<input type="checkbox"/> I am interested in clinical experience of any kind.	<input type="checkbox"/> I have family members who encouraged me to focus on veteran legal services.
<input type="checkbox"/> I believe that veteran legal services will pay well.	
<input type="checkbox"/> Other reasons (please specify)	

## Veterans Legal Clinic Student Survey (Pre-Course)

### Clinic Course

2. Please rate your current skills on the following areas on a scale ranging from 1 "Poor" to 6 "Excellent":

	Poor 1	2	3	4	5	Excellent 6
Problem solving	<input type="radio"/>					
Fact investigation	<input type="radio"/>					
Client interviewing	<input type="radio"/>					
Research and writing	<input type="radio"/>					
Resolving moral/ethical issues	<input type="radio"/>					
Making legal judgments independently	<input type="radio"/>					
Synthesizing and analyzing information	<input type="radio"/>					
Familiarity with case management software	<input type="radio"/>					
Functioning effectively as a member of a team	<input type="radio"/>					
Familiarity with business and financial concepts	<input type="radio"/>					
Awareness of standards of ethics and professional conduct	<input type="radio"/>					

3. What are some skills that you expect to improve as a result of the Clinic course?

4. What are your other expectations for the Clinic course?

## Veterans Legal Clinic Student Survey (Pre-Course)

### Career Intentions and Commitment

5. Please rate your level of agreement with the following statements on a scale ranging from 1 "Strongly disagree" to 6 "Strongly agree":

	Strongly disagree 1	2	3	4	5	Strongly agree 6
I am interested in working in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I intend to work in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a long-term commitment to working in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. In what type of organization do you intend to work after law school?

- Academia
- For-profit law firm
- Other for-profit business/corporation
- Other (please specify)
- State/federal government office
- Non-profit organization/legal services
- Undecided

**Veterans Legal Clinic Student Survey (Pre-Course)**

**Personal Characteristics**

7. Your gender:

- Male  Female  
 Other (please specify)

8. In what year were you born?

9. Your race/ethnicity:

- American Indian or Alaska Native  Hispanic or Latino  
 Asian  Native Hawaiian or Other Pacific Islander  
 Black or African American  White or Caucasian  
 Other (please specify)

10. Are you a veteran?

- Yes  
 No

11. Do you have immediate family members who are veterans?

- Yes  No

If "yes," please specify:

12. Your expected graduation date:

## Veterans Legal Clinic Student Survey (Post-Course)

1. Please rate your current skills in the following areas on a scale ranging from 1 "Poor" to 6 "Excellent" as a result of this Clinic course:

	Poor 1	2	3	4	5	Excellent 6
Problem solving	<input type="radio"/>					
Fact investigation	<input type="radio"/>					
Client interviewing	<input type="radio"/>					
Research and writing	<input type="radio"/>					
Resolving moral/ethical issues	<input type="radio"/>					
Making legal judgments independently	<input type="radio"/>					
Synthesizing and analyzing information	<input type="radio"/>					
Familiarity with case management software	<input type="radio"/>					
Functioning effectively as a member of a team	<input type="radio"/>					
Familiarity with business and financial concepts	<input type="radio"/>					
Awareness of standards of ethics and professional conduct	<input type="radio"/>					

2. Please rate your level of agreement with the following statements on a scale ranging from 1 "Strongly disagree" to 6 "Strongly agree" as a result of this Clinic course:

	Strongly disagree 1	2	3	4	5	Strongly agree 6
I am interested in working in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I intend to work in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a long-term commitment to working in veteran legal services after law school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. In what type of organization do you intend to work after law school?

- Academia
- For-profit law firm
- Other for-profit business/corporation
- Other (please specify)
- State/federal government office
- Non-profit organization/legal services
- Undecided