

Veterans Legal Clinic

2020-21 Report

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

University of South Carolina School of Law

November 2021

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.

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.	Evaluating the Clinic’s Impact.....	17
	A. The Clinic Data System	17
	B. Clinic Intakes and Services.....	18
	C. Estimating the Value of Clinic Services	24
IV.	Continuing Assessment.....	31
	Appendix A: 2020 Federal Poverty Guidelines	32
	Appendix B: Clinic Data System.....	33
	Appendix C: Client Satisfaction Survey	41
	Appendix D: Student Pre- and Post-course Surveys.....	43
	Appendix E: Student Post-graduation Survey	49

Figures and Tables

Figure 1 – Percentage of South Carolina Veterans in Poverty by County.....	2
Figure 2 – The Clinic Data System.....	17
Figure 3 – Counties Served by Clinic (2018-21).....	21
Figure 4 – Counties Served by Clinic (2018-19).....	22
Figure 5 – Counties Served by Clinic (2019-20).....	22
Figure 6 – Counties Served by Clinic (2020-21).....	22
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 – Veteran Poverty Status by State.....	11
Table 6 – Veteran Disability Status by State.....	13
Table 7 – Veteran Unemployment by State.....	15
Table 8 – Overall Clinic Intakes and Case Status.....	18
Table 9 – Overall Clinic Intakes by Legal Issue.....	19
Table 10 – Clinic Intakes and Case Status (2020-21).....	19
Table 11 – Open Intakes by Legal Issues (2020-21).....	19
Table 12 – Overall Clinic Intakes by County.....	20
Table 13 – Selected Characteristics of Veterans Who Sought Assistance.....	23
Table 14 – Value of Hours Provided.....	25
Table 15 – Closed Cases.....	26
Table 16 – Student Survey (Fall 2020).....	29
Table 17 – Student Survey (Spring 2021).....	29
Table 18 – Student Survey Responses over Time (2020 Graduates).....	30

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 24,000 veterans live in poverty and hundreds are homeless.¹ The U.S. Department of Veterans Affairs has identified legal services as a critical need facing homeless and poor veterans.² According to the 2018 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.³

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, employment, 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 assesses the third year of Clinic operations, building on the framework established in the first annual report.⁴ Part II provides a statistical profile of veterans in South Carolina. Part III explains the Clinic data system, reports on Clinic intakes and services and their impact, and examines the effect of Clinic participation on student commitment to veteran legal services.

¹ U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from https://data.census.gov/cedsci/table?q=veteran%20status&g=0100000US_0400000US45&tid=ACST5Y2019.S2101&hidePreview=true (last visited May 11, 2021).

² 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).

³ 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 October 29, 2020).

⁴ See ELIZABETH CHAMBLISS, BENNETT GORE & LIYUN ZHANG, VETERANS LEGAL CLINIC 2018-19 REPORT (2019).

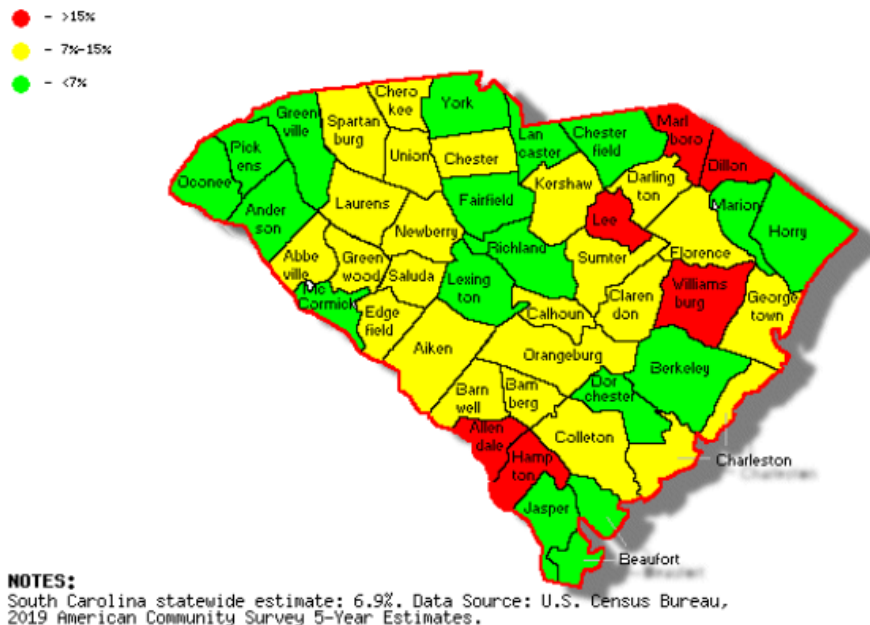
II. Veteran Population in South Carolina

According to the most recent Census data, there were 365,139 veterans living in South Carolina in 2019, comprising 9.4% of the civilian population aged 18 and older (see Table 1). About half of South Carolina veterans served in Vietnam, Korea, or World War II, and 47.5% are aged 65 or older. Nearly 30% have a disability and 4.4% are unemployed. Approximately 74% are white, 23.2% are Black or African American, and 2.4% are Hispanic or Latino. Women make up 9.8% 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 7.3% (see Table 2).

Within South Carolina, the counties with the highest percentage of veterans are Berkeley, Sumter, Dorchester, McCormick, and Beaufort counties (see Table 3). Approximately 6.9% of veterans live in poverty with the highest percentage in Dillon, Marlboro, Williamsburg, Hampton, Allendale, and Lee counties (see Table 4). Figure 1 shows the percentage of veterans in poverty by county. Nationally, the percentage of veterans in poverty is 6.8% (see Table 5), 29.3% have a disability (see Table 6), and unemployment rate is 4.4% (see Table 7).

According to the 2020 South Carolina State of Homelessness Report,⁵ there were 428 veterans experiencing homelessness during the statewide Point-in-Time (PIT) count on January 22, 2020, comprising 10% of the 4,268 persons experiencing homelessness that day. About 74.1% (n=317) of the homeless veterans were counted in sheltered situations and 25.9% (n=111) were in unsheltered situations.

Figure 1 – Percentage of South Carolina Veterans in Poverty by County⁶



⁵ South Carolina Interagency Council on Homelessness, 2020 South Carolina State of Homelessness Report. Please note that veteran status was not independently verified; this statistic was based on self-report. Retrieved from https://www.schomeless.org/media/1172/final-edits-actual-final-scich-state-of-homelessness_final.pdf (last visited August 4, 2021).

⁶ Maps in this report were created using the online tool DIY Maps: <http://diymaps.net/>.

Table 1 – South Carolina Veteran Characteristics

Characteristics	South Carolina			
	Total	Percent	Veterans	Percent Veterans
	Estimate	Estimate	Estimate	Estimate
Civilian population 18 years and over	3,885,737	(X)	365,139	9.4%
PERIOD OF SERVICE				
Gulf War (9/2001 or later) veterans	(X)	(X)	73,909	20.2%
Gulf War (8/1990 to 8/2001) veterans	(X)	(X)	88,392	24.2%
Vietnam era veterans	(X)	(X)	137,411	37.6%
Korean War veterans	(X)	(X)	23,695	6.5%
World War II veterans	(X)	(X)	8,376	2.3%
SEX				
Male	1,847,206	47.5%	329,264	90.2%
Female	2,038,531	52.5%	35,875	9.8%
AGE				
18 to 34 years	1,104,072	28.4%	31,663	8.7%
35 to 54 years	1,250,407	32.2%	89,043	24.4%
55 to 64 years	667,700	17.2%	70,910	19.4%
65 to 74 years	530,935	13.7%	100,918	27.6%
75 years and over	332,623	8.6%	72,605	19.9%
RACE AND HISPANIC OR LATINO ORIGIN				
White alone	2,685,180	69.1%	270,047	74.0%
Black or African American alone	1,011,195	26.0%	84,664	23.2%
American Indian and Alaska Native alone	13,669	0.4%	1,774	0.5%
Asian alone	61,373	1.6%	1,585	0.4%
Native Hawaiian and Other Pacific Islander alone	2,457	0.1%	375	0.1%
Some other race alone	56,914	1.5%	1,900	0.5%
Two or more races	54,949	1.4%	4,794	1.3%
Hispanic or Latino (of any race)	178,191	4.6%	8,717	2.4%
White alone, not Hispanic or Latino	2,574,632	66.3%	264,137	72.3%
MEDIAN INCOME IN THE PAST 12 MONTHS (IN 2019 INFLATION-ADJUSTED DOLLARS)				
Civilian population 18 years and over with income	27,945	(X)	41,021	(X)
Male	(X)	(X)	41,948	(X)
Female	(X)	(X)	32,742	(X)
EDUCATIONAL ATTAINMENT				
Civilian population 25 years and over	3,430,947	(X)	359,812	(X)
Less than high school graduate	430,462	12.5%	21,284	5.9%
High school graduate (includes equivalency)	1,001,353	29.2%	96,618	26.9%
Some college or associate's degree	1,035,939	30.2%	138,568	38.5%
Bachelor's degree or higher	963,193	28.1%	103,342	28.7%

Characteristics	South Carolina			
	Total	Percent	Veterans	Percent Veterans
	Estimate	Estimate	Estimate	Estimate
EMPLOYMENT STATUS				
Civilian population 18 to 64 years	3,022,179	(X)	191,616	(X)
Labor force participation rate	(X)	74.2%	(X)	75.0%
Civilian labor force 18 to 64 years	2,242,519	(X)	143,647	(X)
Unemployment rate	(X)	5.7%	(X)	4.4%
POVERTY STATUS IN THE PAST 12 MONTHS				
Civilian population 18 years and over for whom poverty status is determined	3,776,724	(X)	359,392	(X)
Income in the past 12 months below poverty level	500,039	13.2%	24,766	6.9%
Income in the past 12 months at or above poverty level	3,276,685	86.8%	334,626	93.1%
DISABILITY STATUS				
Civilian population 18 years and over for whom poverty status is determined	3,776,724	(X)	359,392	(X)
With any disability	663,804	17.6%	106,140	29.5%
Without a disability	3,112,920	82.4%	253,252	70.5%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from https://data.census.gov/cedsci/table?q=veteran%20status&g=0100000US_0400000US45&tid=ACSST5Y2019.S2101&hidePreview=true (last visited May 11, 2021). 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

Geographic Area Name	Estimated Number of Veterans	Estimated Percent of Veterans
United States	18,230,322	7.3%
Alaska	65,186	12.2%
Virginia	677,533	10.5%
Montana	85,350	10.4%
Wyoming	44,999	10.2%
Maine	103,776	9.6%
Hawaii	101,975	9.5%
South Carolina	365,139	9.4%
Washington	529,784	9.3%
Oklahoma	270,775	9.2%
Idaho	116,157	9.1%
Nevada	207,767	9.1%
New Mexico	144,977	9.1%
Arizona	488,061	9.0%
West Virginia	130,536	9.0%
Alabama	330,207	8.8%
New Hampshire	96,098	8.8%
South Dakota	57,550	8.8%
Colorado	373,795	8.7%
Delaware	65,438	8.7%
Oregon	283,045	8.7%
Arkansas	197,138	8.6%
Florida	1,440,338	8.6%
Missouri	401,779	8.5%
North Carolina	659,584	8.4%
Tennessee	431,274	8.3%
Nebraska	117,466	8.2%
Kansas	176,444	8.1%
Georgia	629,302	8.0%
North Dakota	46,067	8.0%
Maryland	365,356	7.9%
Kentucky	267,594	7.8%
Ohio	709,287	7.8%
Iowa	185,671	7.7%
Indiana	380,690	7.5%
Pennsylvania	759,474	7.5%
Wisconsin	331,340	7.4%
Mississippi	165,538	7.3%
Vermont	36,988	7.3%

Geographic Area Name	Estimated Number of Veterans	Estimated Percent of Veterans
Michigan	549,526	7.1%
Minnesota	300,044	7.0%
Texas	1,453,450	7.0%
Louisiana	243,335	6.9%
Rhode Island	54,121	6.4%
Connecticut	167,521	5.9%
Illinois	570,264	5.8%
Utah	120,447	5.6%
Massachusetts	303,534	5.5%
California	1,574,531	5.2%
New Jersey	321,991	4.7%
District of Columbia	26,156	4.6%
New York	705,924	4.6%
Puerto Rico	76,216	2.9%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0100000US..04000.001&tid=ACSST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited August 3, 2021). Data are based on a sample and are subject to sampling variability.

Table 3 – South Carolina Veterans by County

Ranked by Number of Veterans	Number	Ranked by Percent of Veterans of Civilian Population 18 Years and Over	Percent
South Carolina	365,139	South Carolina	9.4%
Richland	30,512	Berkeley	14.0%
Greenville	29,534	Sumter	13.9%
Charleston	28,941	Dorchester	13.7%
Horry	28,418	McCormick	12.7%
Berkeley	22,199	Beaufort	12.5%
Lexington	22,020	Kershaw	11.9%
Spartanburg	18,155	Jasper	11.6%
Beaufort	18,056	Horry	10.5%
York	17,751	Oconee	10.2%
Dorchester	16,112	Aiken	10.1%
Anderson	14,043	Georgetown	9.9%
Aiken	13,195	Lexington	9.9%
Sumter	10,824	Richland	9.8%
Florence	8,268	Calhoun	9.4%
Pickens	7,725	Anderson	9.2%
Oconee	6,304	Colleton	9.2%
Lancaster	6,151	Charleston	9.1%
Kershaw	5,918	Edgefield	9.0%
Georgetown	4,977	Clarendon	8.9%
Orangeburg	4,517	York	8.8%
Darlington	4,510	Darlington	8.7%
Laurens	4,226	Lancaster	8.5%
Greenwood	4,162	Hampton	8.1%
Cherokee	3,209	Laurens	8.1%
Colleton	2,684	Abbeville	8.0%
Jasper	2,628	Fairfield	8.0%
Chesterfield	2,434	Union	8.0%
Clarendon	2,420	Chester	7.8%
Newberry	2,087	Florence	7.8%
Edgefield	1,986	Greenwood	7.7%
Chester	1,948	Pickens	7.7%
Williamsburg	1,755	Spartanburg	7.7%
Union	1,713	Greenville	7.6%
Marion	1,709	Allendale	7.4%
Dillon	1,609	Saluda	7.4%
Abbeville	1,559	Cherokee	7.3%
Marlboro	1,508	Marion	7.1%

Ranked by Number of Veterans	Number	Ranked by Percent of Veterans of Civilian Population 18 Years and Over	Percent
Fairfield	1,458	Marlboro	7.1%
Hampton	1,240	Williamsburg	7.1%
Saluda	1,161	Barnwell	7.0%
Barnwell	1,140	Dillon	7.0%
Calhoun	1,111	Newberry	7.0%
McCormick	1,066	Chesterfield	6.8%
Lee	917	Lee	6.6%
Bamberg	739	Orangeburg	6.6%
Allendale	540	Bamberg	6.5%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0400000US45,45.050000&tid=ACSST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited July 29, 2021). Data are based on a sample and are subject to sampling variability.

Table 4 – South Carolina Veterans in Poverty by County

Ranked by Estimated Number of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Number	Ranked by Estimated Percent of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Percent
South Carolina	24,766	South Carolina	6.9%
Charleston	2,286	Dillon	22.9%
Richland	2,004	Marlboro	18.6%
Horry	1,692	Williamsburg	17.3%
Greenville	1,653	Hampton	16.1%
Spartanburg	1,376	Allendale	15.7%
Lexington	1,218	Lee	15.5%
Berkeley	1,178	Bamberg	12.7%
Aiken	960	Colleton	12.5%
York	915	Chester	12.0%
Anderson	898	Kershaw	11.5%
Sumter	873	Orangeburg	11.2%
Dorchester	848	Barnwell	10.4%
Beaufort	729	Abbeville	9.8%
Kershaw	677	Laurens	9.3%
Florence	584	Darlington	9.2%
Orangeburg	501	Greenwood	9.1%
Pickens	412	Clarendon	9.0%
Lancaster	406	Edgefield	8.5%
Darlington	405	Saluda	8.5%
Laurens	389	Union	8.4%
Oconee	388	Sumter	8.1%
Georgetown	384	Charleston	8.0%
Greenwood	375	Cherokee	8.0%
Dillon	360	Georgetown	7.8%
Williamsburg	282	Calhoun	7.7%
Marlboro	263	Spartanburg	7.7%
Colleton	260	Aiken	7.3%
Cherokee	256	Florence	7.1%
Chester	231	Newberry	7.0%
Clarendon	211	Lancaster	6.7%
Hampton	176	Richland	6.7%
Edgefield	154	Anderson	6.6%
Abbeville	152	Oconee	6.2%
Newberry	144	Horry	6.0%
Union	143	Marion	5.9%
Lee	132	Greenville	5.6%

Ranked by Estimated Number of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Number	Ranked by Estimated Percent of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Percent
Jasper	128	Lexington	5.6%
Barnwell	116	Berkeley	5.4%
Marion	101	Pickens	5.4%
Saluda	99	Dorchester	5.3%
Bamberg	92	York	5.2%
Chesterfield	90	Jasper	4.9%
Calhoun	84	Beaufort	4.1%
Allendale	65	Fairfield	4.1%
Fairfield	58	Chesterfield	3.7%
McCormick	18	McCormick	1.9%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0400000US45,45.050000&tid=ACSST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited July 29, 2021). Data are based on a sample and are subject to sampling variability.

Table 5 – Veteran Poverty Status by State

Geographic Area Name	Estimated Number of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Estimated Percent of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level
United States	1,213,616	6.8%
Puerto Rico	13,756	18.1%
District of Columbia	2,773	11.0%
Louisiana	22,562	9.5%
Arkansas	17,196	8.9%
West Virginia	11,188	8.7%
Kentucky	22,085	8.4%
Mississippi	13,687	8.4%
New Mexico	11,821	8.3%
Oklahoma	21,033	8.0%
Montana	6,382	7.6%
Nevada	15,699	7.6%
Alabama	24,129	7.4%
Oregon	20,738	7.4%
Tennessee	31,649	7.4%
Michigan	39,205	7.3%
Rhode Island	3,820	7.3%
Missouri	28,295	7.2%
New York	49,533	7.2%
Ohio	50,042	7.2%
California	110,266	7.1%
Georgia	43,772	7.1%
Arizona	33,623	7.0%
Florida	99,709	7.0%
North Carolina	45,542	7.0%
South Carolina	24,766	6.9%
Illinois	37,751	6.8%
Indiana	25,399	6.8%
Kansas	11,472	6.7%
Idaho	7,594	6.6%
Pennsylvania	48,511	6.5%
Texas	92,710	6.5%
North Dakota	2,893	6.4%
Wyoming	2,829	6.4%
Maine	6,277	6.2%
South Dakota	3,488	6.2%

Geographic Area Name	Estimated Number of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level	Estimated Percent of Veterans for Whom Poverty Status is Determined --- Income in the past 12 months below poverty level
Wisconsin	20,110	6.2%
Alaska	3,955	6.1%
Colorado	22,578	6.1%
Delaware	3,919	6.1%
Iowa	10,936	6.0%
Massachusetts	17,665	6.0%
Vermont	2,071	5.8%
Washington	30,598	5.8%
Nebraska	6,443	5.6%
Hawaii	5,557	5.5%
Minnesota	15,587	5.3%
Utah	6,348	5.3%
New Jersey	16,542	5.2%
Connecticut	8,315	5.1%
Virginia	32,918	4.9%
Maryland	17,320	4.8%
New Hampshire	4,315	4.6%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0100000US..04000.001&tid=ACSST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited August 3, 2021). Data are based on a sample and are subject to sampling variability.

Table 6 – Veteran Disability Status by State

Geographic Area Name	Estimated Number of Veterans with Disability	Estimated Percent of Veterans with Disability
United States	5,240,810	29.3%
Puerto Rico	33,001	43.5%
West Virginia	48,602	37.8%
Oklahoma	96,475	36.5%
Arkansas	68,824	35.6%
Oregon	93,827	33.6%
Kentucky	87,715	33.4%
Alabama	106,151	32.7%
Mississippi	52,094	32.1%
Missouri	125,920	32.1%
Tennessee	136,352	32.1%
New Mexico	45,650	31.9%
Idaho	36,424	31.8%
Maine	32,239	31.7%
Michigan	170,116	31.5%
Louisiana	74,544	31.3%
Vermont	11,227	31.2%
Indiana	115,673	31.1%
Kansas	52,839	30.8%
Montana	25,841	30.7%
Rhode Island	15,890	30.2%
Arizona	143,734	29.8%
Florida	421,949	29.7%
Nebraska	34,069	29.7%
South Dakota	16,661	29.6%
South Carolina	106,140	29.5%
Pennsylvania	218,026	29.4%
California	451,491	29.1%
North Carolina	189,048	29.0%
Texas	411,047	28.9%
Washington	150,736	28.8%
Minnesota	84,310	28.7%
Ohio	199,454	28.7%
Utah	34,279	28.7%
Wyoming	12,727	28.7%
Nevada	58,767	28.6%
Massachusetts	84,362	28.5%
New Jersey	89,813	28.4%
New York	196,576	28.4%
Iowa	50,814	28.1%

Geographic Area Name	Estimated Number of Veterans with Disability	Estimated Percent of Veterans with Disability
Illinois	156,120	28.0%
Georgia	172,660	27.8%
New Hampshire	26,133	27.7%
Wisconsin	90,096	27.7%
Connecticut	43,610	26.6%
District of Columbia	6,640	26.4%
North Dakota	11,871	26.4%
Colorado	95,959	26.1%
Delaware	16,675	25.8%
Hawaii	25,956	25.7%
Alaska	16,103	25.0%
Maryland	81,573	22.7%
Virginia	147,008	22.0%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0100000US,.04000.001&tid=ACSST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited August 3, 2021). Data are based on a sample and are subject to sampling variability.

Table 7 – Veteran Unemployment by State

Geographic Area Name	Estimated Number of Veteran Labor Force (18 to 64 Years)	Estimated Percent of Veteran Unemployment Rate (18 to 64 Years)
United States	7,003,778	4.4%
Puerto Rico	15,215	9.5%
District of Columbia	11,553	5.7%
Oregon	96,290	5.7%
California	579,946	5.5%
Nevada	81,717	5.4%
Mississippi	65,012	5.3%
New Jersey	99,230	5.3%
Louisiana	93,704	5.2%
New Mexico	52,447	5.1%
New York	225,290	4.9%
West Virginia	41,328	4.9%
Alaska	35,515	4.8%
Arizona	174,019	4.8%
Florida	492,320	4.8%
Michigan	181,137	4.8%
Illinois	202,996	4.7%
Tennessee	165,182	4.7%
Pennsylvania	254,675	4.6%
Texas	660,595	4.6%
Arkansas	69,152	4.5%
Kentucky	100,362	4.5%
Massachusetts	101,791	4.5%
Connecticut	55,698	4.4%
Idaho	43,963	4.4%
South Carolina	143,647	4.4%
Alabama	126,372	4.3%
Delaware	24,009	4.3%
Ohio	264,978	4.1%
Oklahoma	105,520	4.1%
Washington	224,193	4.1%
Georgia	280,362	4.0%
North Carolina	270,669	4.0%
Colorado	168,558	3.9%
Missouri	144,845	3.9%
Indiana	148,766	3.8%
Montana	32,763	3.8%
Rhode Island	17,305	3.8%
Utah	48,187	3.8%

Geographic Area Name	Estimated Number of Veteran Labor Force (18 to 64 Years)	Estimated Percent of Veteran Unemployment Rate (18 to 64 Years)
Kansas	70,726	3.5%
Minnesota	104,731	3.5%
South Dakota	22,945	3.5%
New Hampshire	37,730	3.4%
Wisconsin	116,660	3.4%
Iowa	66,995	3.3%
Hawaii	43,063	3.2%
Maryland	171,356	3.2%
Virginia	348,936	3.2%
North Dakota	20,737	3.0%
Maine	35,513	2.9%
Wyoming	19,676	2.8%
Vermont	12,153	2.3%
Nebraska	48,461	2.1%

Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. Retrieved from <https://data.census.gov/cedsci/table?g=0100000US..04000.001&tid=ACST5Y2019.S2101&moe=false&tp=false&hidePreview=true> (last visited August 3, 2021). Data are based on a sample and are subject to sampling variability.

III. Evaluating the Clinic’s Impact

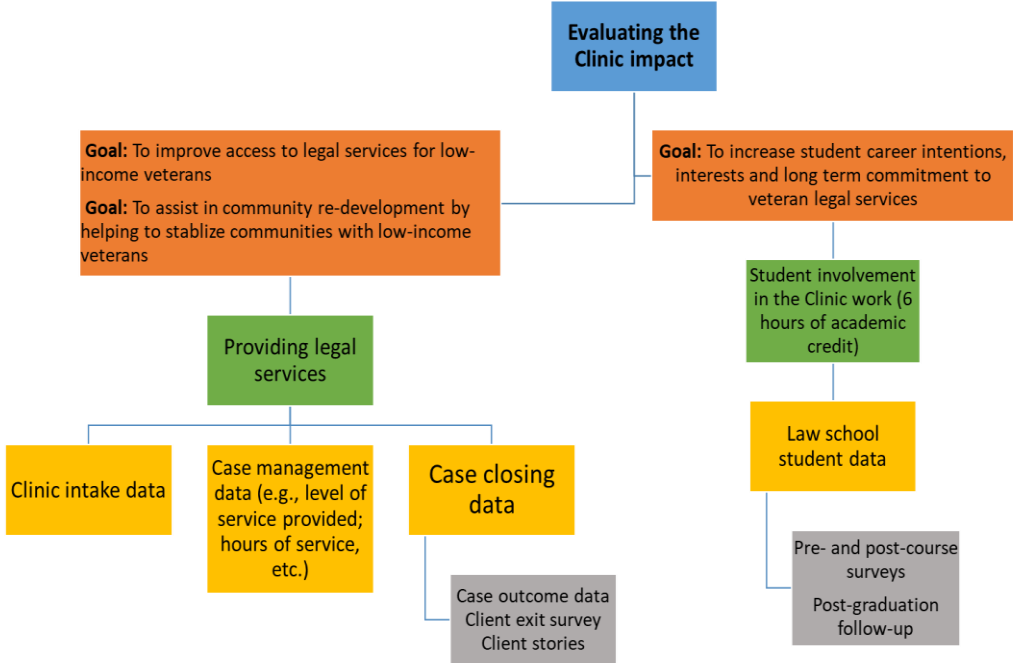
A. The Clinic Data System

The goals of the Veterans Legal Clinic are to improve access to legal services for indigent and 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. We define indigent and low-income veterans as those living below 200% of the federal poverty income guidelines (see Appendix A for the Federal Poverty Guidelines).

To measure progress towards these goals and the impact of services provided by the Clinic, we established a system (see Figure 2) 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 B for the Clinic Data System and Appendix C for the Client Satisfaction Survey). We also conducted pre- and post-course surveys and post-graduation surveys of students who participated in the Clinic to measure students’ career intentions and commitment to veteran legal services (see Appendix D for the Pre- and Post-course Surveys and Appendix E for the Post-graduation Survey).

The data system allows the Clinic to identify veterans’ legal needs, measure the type and volume of problems and levels of service provided by the Clinic, evaluate case outcomes and the impact of Clinic services, ensure 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.

Figure 2 – The Clinic Data System



B. Clinic Intakes and Services

The Clinic had a total of 326 intakes between its opening on July 2, 2018 and the end of the current reporting period on June 30, 2021 (see Table 8). Most requests for service involved family law issues (117 of the 304 intakes for which data are available, or 38.5%), government benefits (22.0%), housing (8.2%), or credit and related financial matters (4.6%) (see Table 9).

About half (n=165, or 50.6%) of all requests were turned down, mostly due to income disqualification (n=75), or a request for service outside the Clinic’s practice areas (n=22, e.g., criminal issues, wills, powers-of-attorney), and 26 (8.0%) were referred to other service providers (see Table 8). About a quarter (n=90, or 27.6%) of all intakes are still open, due to incomplete information or a lack of follow-up by the person requesting service.

Of the 326 total intakes, 36 (11.0%) have received full representation by the clinic, of which eight are still open (see Table 8). Twelve cases have been closed since the Clinic opened in 2018: two in 2018-19, four in 2019-20, and six in 2020-21. A total of 18 cases were withdrawn, including two before service began, due to the departure of the former Clinic Director (n=9), or other reasons (n=9) (e.g., client’s passing, incarceration, or an income increase over the Clinic’s service qualification).

Table 8 – Overall Clinic Intakes and Case Status

	Number	Percent
Total Intakes	326	100%
Open Intakes	90	27.6%
Withdrawn before Service Began	2	0.6%
Advice & Counsel	7	2.1%
Full Representation:	36	11.0%
- Open (n=8 or 2.5%)		
- Closed (n=12 or 3.7%)		
- Withdrawn after representation began (n=16 or 4.9%)		
Referring Out	26	8.0%
Turn Down:	165	50.6%
- Turn Down - Income disqualification (n=75 or 23%)		
- Turn Down - Area of law the Clinic does not practice (n=22 or 6.7%)		
- Turn Down - Lack of contact after repeated attempts (n=15 or 4.6%)		
- Turn Down - Out-of-state resident (n=8 or 2.5%)		
- Turn Down - Other (n=45 or 13.8%)		

Table 9 – Overall Clinic Intakes by Legal Issue

Overall Clinic Intakes by Legal Issues (Available data points: 304 out of 326)	Number	Percent
Family Law Issues	117	38.5%
Government Benefits	67	22.0%
Housing Issues	25	8.2%
Credit and Related Financial Matters	14	4.6%
Employment Issues	7	2.3%
Housing and Government Benefits Issues	2	0.7%
Other	72	23.7%

There were 53 intakes in the current reporting year (July 1, 2020 to June 30, 2021) (see Table 10). The average number of intakes was four per month, with the highest number of nine intakes in August 2020. Clients contacted the Clinic online (n=31) or by phone (n=22).

Of the 53 intakes in 2020-21, three have received full representation by the Clinic, of which two are still open and one was withdrawn. About half (n=28, or 52.8%) were turned down due to income disqualification, requests from out-of-state residents, or other reasons. Twenty intakes (37.7%) are still open, indicating that more information is needed for the Clinic to determine what level of service to provide. Based on the data available, most of the open cases involve family law, followed by government benefits issues (see Table 11).

Table 10 – Clinic Intakes and Case Status (2020-21)

	Number	Percent
Total Intakes	53	100%
Open Intakes	20	37.7%
Withdrawn before Service Began	2	3.8%
Full Representation	3	5.7%
- Open (n=2 or 3.8%)		
- Withdrawn after representation began (n=1 or 1.9%)		
Turn Down:	28	52.8%
- Turn Down - Income disqualification (n=15 or 28.3%)		
- Turn Down - Out-of-state resident (n=3 or 5.7%)		
- Turn Down - Area of law the Clinic does not practice (n=2 or 3.8%)		
- Turn Down - Other (n=8 or 15.1%)		

Table 11 – Open Intakes by Legal Issue (2020-21)

Open Intakes by Legal Issues	Number	Percent
Family Law Issues	7	35.0%
Government Benefits	4	20.0%
Housing Issues	1	5.0%
Credit and Related Financial Matters	1	5.0%
Other	7	35.0%

Most of the Clinic’s intakes come from Richland County (113 of the 245 intakes for which county information is known, or 46.1%) or Lexington County (13.1%) (see Table 12); however, veterans from at least 33 of South Carolina’s 46 counties have contacted the Clinic for legal assistance (see Figure 3). 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. Figures 4-6 show the distribution of Clinic intakes each year.

Table 12 – Overall Clinic Intakes by County⁷

County	2018-19	2019-20	2020-21	Total	Percent
Abbeville	0	0	0	0	0.0%
Aiken	1	1	0	2	0.8%
Allendale	1	0	0	1	0.4%
Anderson	0	0	1	1	0.4%
Bamberg	1	1	0	2	0.8%
Barnwell	1	0	0	1	0.4%
Beaufort	0	0	1	1	0.4%
Berkeley	3	1	1	5	2.0%
Calhoun	0	0	0	0	0.0%
Charleston	2	2	3	7	2.9%
Cherokee	0	0	1	1	0.4%
Chester	2	0	0	2	0.8%
Chesterfield	0	0	0	0	0.0%
Clarendon	0	0	0	0	0.0%
Colleton	0	0	1	1	0.4%
Darlington	3	1	1	5	2.0%
Dillon	0	0	1	1	0.4%
Dorchester	0	0	0	0	0.0%
Edgefield	0	0	0	0	0.0%
Fairfield	0	0	0	0	0.0%
Florence	1	1	1	3	1.2%
Georgetown	0	1	0	1	0.4%
Greenville	3	3	3	9	3.7%
Greenwood	0	1	0	1	0.4%
Hampton	0	0	0	0	0.0%
Horry	2	1	3	6	2.4%
Jasper	0	0	0	0	0.0%
Kershaw	7	3	2	12	4.9%
Lancaster	1	0	0	1	0.4%
Laurens	0	0	0	0	0.0%

⁷ Compared to previous data reports, there were slight data discrepancies on intakes as a result of continuous data review and updates provided by the Clinic. For example, the total number of intakes in 2019-20 was 66 in this report, 4 more than reported in the 2019-20 report.

County	2018-19	2019-20	2020-21	Total	Percent
Lee	2	0	0	2	0.8%
Lexington	22	6	4	32	13.1%
McCormick	0	0	0	0	0.0%
Marion	1	0	0	1	0.4%
Marlboro	1	0	0	1	0.4%
Newberry	2	1	0	3	1.2%
Oconee	2	0	1	3	1.2%
Orangeburg	2	0	1	3	1.2%
Pickens	2	0	1	3	1.2%
Richland	69	30	14	113	46.1%
Saluda	0	0	0	0	0.0%
Spartanburg	0	1	0	1	0.4%
Sumter	5	2	2	9	3.7%
Union	0	0	0	0	0.0%
Williamsburg	0	0	2	2	0.8%
York	7	1	1	9	3.7%
South Carolina	143	57	45	245	100.0%
Out of State	7	4	5	16	
Unknown	57	5	3	65	
Total	207	66	53	326	

Figure 3 – Counties Served by Clinic (2018-21)



Figure 4 – Counties Served by Clinic (2018-19)

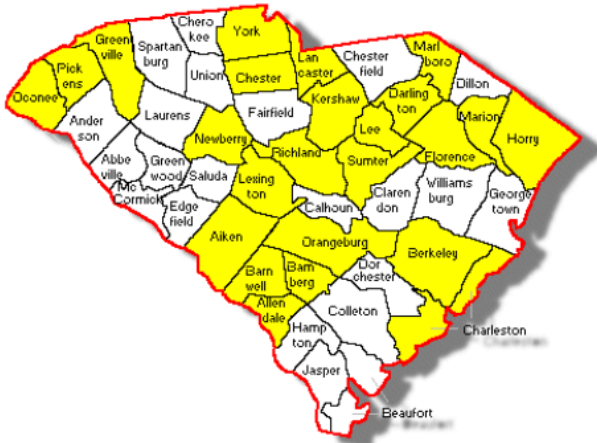


Figure 5 – Counties Served by Clinic (2019-20)

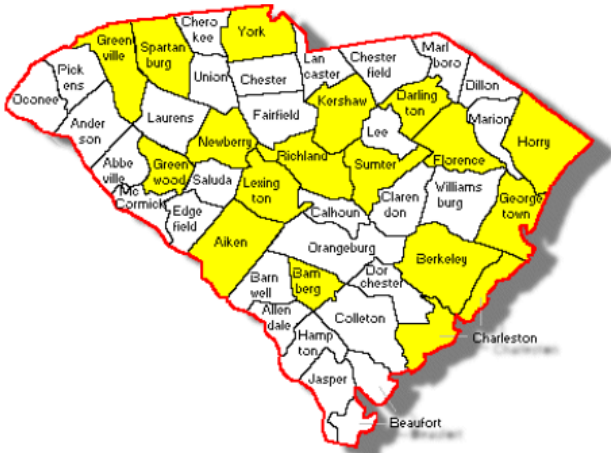


Figure 6 – Counties Served by Clinic (2020-21)



Based on the data available, 78.8% of veterans who sought assistance from the Clinic are male, 64.9% are African American, and 60.1% have incomes below 200% of the federal poverty guidelines (the Clinic’s income eligibility standard) (see Table 13). About one-third are employed and 63.1% receive disability compensation from the Veterans Administration. The average age was 50 in 2018-19, 48 in 2019-20, and 47 in 2020-21, with an overall average of 48.

Table 13 – Selected Characteristics of Veterans Who Sought Assistance⁸

Characteristics	2018-19 (n=207)	2019-20 (n=66)	2020-21 (n=53)	Total (n=326)	% of known data points
Gender					
Male	161	48	44	253	78.8%
Female	44	15	9	68	21.2%
Unknown	2	3	0	5	
Race/Ethnicity					
Black	40	22	10	72	64.9%
White	19	11	8	38	34.2%
Other	0	1	0	1	0.9%
Unknown	148	32	35	215	
Age					
Range	21-97	25-80	20-89	20-97	60.4%
Average	50	48	47	48	60.4%
Marital Status					
Married	36	19	12	67	27.7%
Divorced	31	11	11	53	21.9%
Separated	28	15	19	62	25.6%
Single	28	14	9	51	21.1%
Widowed	7	2	0	9	3.7%
Unknown	77	5	2	84	
Employment Status					
Employed	47	19	12	78	33.2%
Not Employed	82	38	37	157	66.8%
Unknown	78	9	4	91	
VA Disability Compensation					
Yes	74	37	31	142	63.1%
No	49	17	17	83	36.9%
Unknown	84	12	5	101	
Income Eligibility					
Below 200%	85	30	19	134	60.1%
At or above 200%	41	23	25	89	39.9%
Unknown	81	13	9	103	

⁸ Compared to previous data reports, there were slight data discrepancies on intakes as a result of continuous data review and updates provided by the Clinic.

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.⁹ 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.¹⁰

The Clinic’s outputs have been substantial, notwithstanding the disruption caused by the COVID-19 pandemic. The Clinic enrolls about 10 students each semester and employs four part-time adjunct professors in addition to the Clinic Director. After its initial start-up in Fall 2018, the Clinic has contributed over 1,600 hours per semester on average to client matters, totaling about 3,300 hours per year (see Table 14). In 2020-21, the Clinic provided 2,978 hours of legal assistance to low-income veterans. Based on the Equal Access to Justice Act (EAJA) formula for calculating legal fees,¹¹ the estimated value of these services is \$618,727.

⁹ 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).

¹⁰ 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>.

¹¹ Equal Access to Justice Act, 28 U.S. Code § 2412. Total estimated legal fees were calculated with the U.S. average hourly legal fee = \$207.78. <https://empirejustice.org/wp-content/uploads/2021/08/Federal-EAJA-Hourly-Rates-03-96-05-21.pdf>.

Table 14 – Value of Hours Provided

	Fall 2018	Spring 2019	2018-19
Number of students	10	11	21
Student hours	1,077	1,532	2,609
Clinic Director hours	195	200	395
Adjunct professor hours	165	150	315
Total hours	1,437	1,882	3,319
Legal fees	\$289,780	\$379,310	\$669,090
	Fall 2019	Spring 2020	2019-20
Number of students	10	10	20
Student hours	1,470	1,482	2,952
Clinic Director hours	200	200	400
Adjunct professor hours	165	150	315
Total hours	1,835	1,832	3,667
Legal fees	\$372,400	\$372,871	\$745,271
	Fall 2020	Spring 2021	2020-21
Number of students	10	10	20
Student hours	883	1,375	2,258
Clinic Director hours	200	200	400
Adjunct professor hours	150	150	300
Total hours	1,243	1,735	2,978
Legal fees	\$258,208	\$360,519	\$618,727

In addition to tracking service hours and their estimated value, the Clinic’s data system aims to measure the economic and other, intangible benefits of Clinic services by capturing multiple outcome measures for the Clinic’s primary areas of service (see Appendix B). These outcome measures are a work-in-progress since most of the Clinic’s cases are still open. A central focus of our assessment efforts in 2020-21 was to define relevant outcome measures and consistent methods for collecting economic and other outcome data. After each case closed, we met to discuss how to measure case outcomes and improve the Clinic data system.

The Clinic has closed six cases since the end of the previous reporting period on June 30, 2020 (see Table 15). All six cases involved family law issues, specifically divorce and child support. The total number of attorney and student hours provided per case ranged from 75 to 268 hours, with an average of 144 hours. Excluding the most involved case, closed in February 2021, which appears to be an outlier, the average number of hours provided per case was 119 hours.

Table 15 – Closed Cases

	Initial Contact	Case Opened	Case Closed	Legal Issue	Hours
1	7/3/2018	9/4/2018	4/16/2021	Family Law	158
2	7/3/2018	9/6/2018	8/7/2020	Family Law	191
3	7/24/2018	8/20/2018	2/26/2021	Family Law	268
4	11/20/2018	11/20/2018	4/28/2021	Family Law	78
5	1/17/2019	1/17/2019	5/12/2021	Family Law	91
6	3/4/2019	3/18/2019	3/14/2021	Family Law	75

Below are summaries of the closed cases and outcomes in 2020-21.

(1) “Mary” (not client’s real name) came into the clinic for assistance with a divorce. Her husband had started a business with a significant outstanding loan and Mary was concerned about being responsible for this debt. Mary came in and met with the Clinic Director. She was signed and the Clinic began their representation. The Clinic was able to negotiate a Settlement Agreement where the parties were granted a divorce and the financial situation of the parties were settled. Mary was granted 50% of the husband’s military retirement as well as being named the sole beneficiary of husband’s Survivor Benefit Plan (life insurance). Along with these benefits, husband was ordered to pay wife \$500 per month alimony. The husband also agreed to take sole financial responsibility of the business loan of \$124,000 freeing the Mary of her half of the burden of that debt.

- Secured spousal support: Yes
- Amount of spousal support: \$500 per month
- Secured pension benefits: Yes
- Amount of secured pension benefits: 50% of husband’s pension
- Reduced debt: Yes
- Amount of reduced debt: \$62,000

(2) “Elizabeth” (not client’s real name) came into the Clinic very distraught over her marital situation. She told the Clinic Director that her husband has been having extramarital affairs and even though it was not her desire, she knew she needed to file for divorce. Her other concern was getting custody of her two minor children. With the help of the Clinic, Elizabeth and her husband were able to reach a settlement of all marital issues. The parties were able to agree on shared custody with no child support being paid to either party. Elizabeth was able to remain a 50% beneficiary on the husband’s Survivor Benefit Plan (life insurance) and the parties were granted a divorce.

- Secured pension benefits: Yes
- Amount of secured pension benefits: 50% of husbands Survivor Benefit Plan
- Impact beyond Client: Yes; shared custody agreement – children given stability

- (3) “Kevin” (not client’s real name) contacted the Clinic in hopes of being granted a divorce from his estranged wife. The parties had been living separately for some time and Kevin wanted to be divorced to free himself from worries that he could be responsible for financial liabilities that could arise. Kevin’s wife tried to avoid service to prevent the divorce; however, the Clinic was able to track her down, complete proper service and secure the divorce.
- No financial gain or children involved; client granted divorce and relieved of worry.
- (4) “Derek” (not client’s real name) is a United States Army Veteran who came into the Clinic shortly after the Clinic’s initial opening. His marriage had fallen apart, and he needed a divorce. His wife was living in the marital residence. Derek was living with his mother and had very little income. They had been married for over 16 years at the time the case was filed. He was one of the Clinic’s first clients. The Clinic filed for his divorce in October 2018. His wife hired a private firm to represent her in the divorce. Due to this and most recently the global pandemic, the Clinic was not able to schedule mediation in this case until late July 2020. At the mediation, the parties were able to come to an agreement on the property division in this case. This settlement has eased Derek’s financial burden as he is no longer responsible for paying the mortgage on the marital residence. This eases his financial burden and allows him to “get back on his feet” financially. Without the Clinic, Derek would not have been able to negotiate this agreement because he would have not been able to afford an attorney, where his wife was able to afford an attorney. The Clinic’s participation in this case allowed Derek long term financial stability by negotiating a resolution that allowed him to retain all his VA disability monies and freed him of responsibility for the mortgage on the marital residence. The Clinic was proud to represent Derek and to be able to resolve the case favorably despite the challenges presented by the pandemic.
- Reduced debt: Yes
 - Amount of reduced debt: \$105,000
- (5) “Michael” (not client’s real name), a Navy Veteran, is in school on a limited income. He has been in a custody and child support battle with the mother of his 14-year-old son, albeit out of court. He came to the Clinic seeking representation to help him gain custody of his son, due to his son’s failing school grades, deteriorating mental health, and overall poor health. The Clinic agreed to take the case and, shortly afterwards, the mother was arrested on serious criminal charges. The Clinic, because of the dedication and zeal of its students, 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 the case was able to successfully litigate the motion. The judge ruled that the client was to have custody and receive child support from the mother. The child’s grades have already improved, and Michael is visibly happier.
- Eliminated risk to child: Yes
 - Reduced risk to child: Yes; environment in mother’s home was not healthy or conducive to child’s academic success
 - Secured child support: Yes
 - Amount of secured child support: \$231 per month

(6) “Mark” (not client’s real name) reached out to the Clinic after losing his job and falling behind on his child support payments. Mark and his ex-wife were able to file a joint stipulation temporarily reducing the child support payments; however, arrearages continued to accumulate. After working with opposing counsel, the Clinic was able to have the arrears included in the monthly payment amount, thereby canceling any record of arrearages and the threat of having his driver’s license suspended, or any other penalty for unpaid child support. Mark was also interested in being more involved in parenting his children. The Clinic was able to work with his ex-wife’s attorney to produce a co-parenting plan that allowed Mark more visitation, including being able to pick his children up from school and notification from the school on issues involving the children’s education. Mark has continued to pay his child support regularly and has enjoyed increased visitation with his children. In a recent email from the client, he stated that he had no current issues that needed attention and ended his email with the following: “Thank you all for what you do for us, keep up the great work.”

- Negotiation of arrearages to avoid penalties to Client
- Negotiation of co-parenting plan allowing Client to have increased visitation with his children, and increased communication from their school, strengthening their relationship.

Finally, we surveyed students about their commitment to veteran legal services before and after participation in the Clinic, as well as a year after their graduation from law school. Tables 16 and 17 show the results of the pre- and post-course surveys for students who participated in the Clinic in 2020-21. In both semesters, in the post-course surveys, most participating students expressed a slightly higher level of intention to work in veteran legal services after law school. In the post-course survey of the Fall 2020 semester, students also expressed a slightly higher level of interest and long-term commitment to working in veteran legal services after their participation in the Clinic (see Table 16).

Table 16 – Student Survey (Fall 2020)

Average score out of 6	Pre-course (n=10 respondents)	Post-course (n=11 respondents)	Comparison
I am interested in working in veteran legal services after law school.	3.6	3.8	+0.2
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	2.8	+0.1

Table 17 – Student Survey (Spring 2021)

Average score out of 6	Pre-course (n=7 respondents)	Post-course (n=8 respondents)	Comparison
I am interested in working in veteran legal services after law school.	4.0	4.0	-
I intend to work in veteran legal services after law school.	3.0	3.3	+0.3
I have a long-term commitment to working in veteran legal services after law school.	3.1	3.1	-

Table 18 shows the results of the post-graduation survey of students who participated in the Clinic in 2019-20, along with their responses to pre- and post-course surveys during law school. A total of 11 out of 20 graduates responded to the post-graduation survey with a response rate of 55%. All graduates who responded to the survey were employed. One graduate reported working in veteran legal services and indicated that the experience in the Clinic helped the graduate’s career.

For graduates who work in other fields (n=10 respondents), five respondents reported interacting with veteran issues “occasionally,” and four respondents reported that they “never” interact with veteran issues in their employment.¹² Although most graduates do not work in veteran legal services, most graduates indicated that their experience in the Clinic has helped them in their career. Specifically, respondents reported that the Clinic has helped guide their family law practice (n=2 respondents); helped with basic skills for a new attorney such as working with clients and the ins and outs of dealing with legal matters (n=1 respondent); helped develop the skills to work on multiple issues for multiple clients at the same time (n=1 respondent); and helped develop skills for meeting with clients and billing hours (n=1 respondent). Five out of the 11 respondents reported some interest in working in veteran legal services and four reported a long-term commitment to working in veteran legal services.

Table 18 – Student Survey Responses over Time (2020 Graduates)

Q. Please rate your level of agreement with the following statements on a scale ranging from 1 “Strongly disagree” to 6 “Strongly agree”:	Pre-course Fall 2019 (n=10)	Post-course Fall 2019 (n=9)	Pre-course Spring 2020 (n=10)	Post-course Spring 2020 (n=10)	Post-Graduation (n=11)
I am interested in working in veteran legal services.	3.4	3.0	3.7	4	3.5
I have a long-term commitment to working in veteran legal services.	1.6	2.0	2.7	3.1	3.2

Overall, most graduates provided positive feedback on the Clinic’s operation and their experience with the Clinic. One graduate expressed that “Hands on application” was the “largest and most significant component” of the Clinic. Graduates also provided suggestions to help improve the Clinic, such as making it a year-long Clinic so students could see the outcomes in their cases (n=1 respondent); and increasing outreach to law firms that practice before the Court of Appeals for Veterans Claims to see if students could help write briefs or participate in oral advocacy (n=1 respondent).

¹² One respondent skipped this question.

IV. Continuing Assessment

Our primary goals for assessment going forward are to refine the data system to make it as useful as possible without imposing undue burdens on Clinic staff. We are particularly interested in establishing useful and consistent codes for outcome reporting and insuring the sustainability of reporting over time. The assessment team will continue to meet with Clinic personnel to review outcome codes and categories as cases close throughout the 2021-22 academic year.

Appendix A: 2020 Federal Poverty Guidelines

Poverty Guidelines, all states (except Alaska and Hawaii)

2020 Annual

Household /Family Size	50%	*100%*	125%	130%	133%	135%	138%	150%	175%	185%	200%	250%	300%	400%
1	6,380	\$12,760	15,950	16,588	16,971	17,226	17,609	19,140	22,330	23,606	25,520	31,900	38,280	51,040
2	8,620	\$17,240	21,550	22,412	22,929	23,274	23,791	25,860	30,170	31,894	34,480	43,100	51,720	68,960
3	10,860	\$21,720	27,150	28,236	28,888	29,322	29,974	32,580	38,010	40,182	43,440	54,300	65,160	86,880
4	13,100	\$26,200	32,750	34,060	34,846	35,370	36,156	39,300	45,850	48,470	52,400	65,500	78,600	104,800
5	15,340	\$30,680	38,350	39,884	40,804	41,418	42,338	46,020	53,690	56,758	61,360	76,700	92,040	122,720
6	17,580	\$35,160	43,950	45,708	46,763	47,466	48,521	52,740	61,530	65,046	70,320	87,900	105,480	140,640
7	19,820	\$39,640	49,550	51,532	52,721	53,514	54,703	59,460	69,370	73,334	79,280	99,100	118,920	158,560
8	22,060	\$44,120	55,150	57,356	58,680	59,562	60,886	66,180	77,210	81,622	88,240	110,300	132,360	176,480
9	24,300	\$48,600	60,750	63,180	64,638	65,610	67,068	72,900	85,050	89,910	97,200	121,500	145,800	194,400
10	26,540	\$53,080	66,350	69,004	70,596	71,658	73,250	79,620	92,890	98,198	106,160	132,700	159,240	212,320

Source: The Assistant Secretary for Planning and Evaluation (ASPE). 2020 Poverty Guidelines. Retrieved from https://aspe.hhs.gov/sites/default/files/migrated_legacy_files//194391/2020-percentage-poverty-tool.pdf (last visited, August 4, 2021).

Appendix B: 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			

Legal Issues	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		
Agreement	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		
	If income, assets or debt were an issue, answer the following questions:				
		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?		\$		

Employment Issues	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	
	If income, assets or debt were an issue, answer the following questions:			
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		
If income, assets or debt were an issue, answer the following questions:				
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?		\$		

Government Benefits	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		
	If income, assets or debt were an issue, answer the following questions:				
	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		
	If income, assets or debt were an issue, answer the following questions:				
	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		
If income, assets or debt were an issue, answer the following questions:					
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 C: 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 D: 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. 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fact investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client interviewing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolving moral/ethical issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making legal judgments independently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Synthesizing and analyzing information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Familiarity with case management software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functioning effectively as a member of a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Familiarity with business and financial concepts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awareness of standards of ethics and professional conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 State/federal government office
- For-profit law firm Non-profit organization/legal services
- Other for-profit business/corporation Undecided
- Other (please specify)

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

Appendix E: Student Post-graduation Survey

Veterans Legal Clinic Post-Graduation Student Survey

1. Your name:

2. When did you graduate?

2019 Spring

Other (please specify)

3. Do you work in veteran legal services?

Yes

No

If yes, what's the name of your employment organization?

Veterans Legal Clinic Post-Graduation Student Survey

4. In what state do you work?

- South Carolina
 Other (please specify)

5. In what type of organization do you currently work?

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

6. What's your position in the organization?

7. Has your experience in the School of Law's Veterans Legal Clinic helped you in your career?

- Yes
 No

Please explain:

Veterans Legal Clinic Post-Graduation Student Survey

8. Are you currently employed?

Yes

No

If yes, what's the name of your employment organization?

Veterans Legal Clinic Post-Graduation Student Survey

9. In what state do you work?

- South Carolina
 Other (please specify)

10. In what type of organization do you currently work?

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

11. What's your position in the organization?

12. How often do you interact with veteran issues in your employment?

- Never
 Occasionally
 Often
 Always

13. Has your experience in the School of Law's Veterans Legal Clinic helped you in your career?

- Yes
 No

Please explain:

Veterans Legal Clinic Post-Graduation Student Survey

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

	Strongly disagree					Strongly agree
	1	2	3	4	5	6
I am interested in working in veteran legal services.	<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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please provide thoughts you may have to help improve the School of Law's Veterans Legal Clinic:

Veterans Legal Clinic Post-Graduation Student Survey

16. Your gender:

- Male
- Female
- Other (please specify)

17. In what year were you born?

18. Your race/ethnicity:

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

19. Are you a veteran?

- Yes
- No

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

- Yes
- No