

Project Number: 52-KJR-LA03

PROVIDING WEB-BASED LEGAL SERVICES TO LOW-INCOME HOUSING TENANTS  
IN CENTRAL MASSACHUSETTS

An Interactive Qualifying Project Report:

Submitted to the Faculty

of the

WORCESTER POLYTECHNIC INSTITUTE

in partial fulfillment of the requirements for the

Degree of Bachelor of Science

By

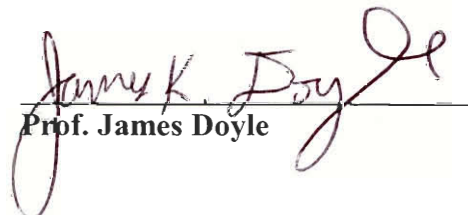
  
Heather L. Oman

  
Tasha L. Andrade (MQP)

Date: April 29, 2004

Approved:

  
Prof. Kent Rissmiller

  
Prof. James Doyle

## **Acknowledgements**

We would like to thank all of the people that helped us to complete our project, including our professors, sponsors, liaisons, and advisors. Without their support and guidance we would not have been able to complete our project.

~ Robert Nasdor, Executive Director of LACCM

~ Maya Bazar, Website Project Manager

~ Professor Kent Rissmiller, Ph.D.

~ Professor James Doyle, Ph.D.

~The entire staff of the Worcester Housing Court

## **Abstract**

We evaluated whether [www.LiveJustice.org](http://www.LiveJustice.org) was an effective way to positively affect outcomes for low-income tenants in housing court. This was done by administering surveys to tenants present at Worcester Housing Court and by examining previous cases from May 2003 to February 2004. The survey and archive results were compared with similar research completed in 2002 to see if any significant changes occurred. We concluded that although the situation for tenants was improving, it could not be attributed solely to LiveJustice.

## Table of Contents

<b>Introduction</b>	<b>3</b>
<b>Background Material</b>	<b>6</b>
Digital Divide	6
Massachusetts Legal Needs Survey	7
Housing Court	11
<b>Methodology</b>	<b>14</b>
Interviews	14
Surveys	17
Archival Research	24
Possible Limitations and Biases	25
Results	27
<b>Results and Discussion</b>	<b>29</b>
Data Analysis Methodology	29
<b>Analysis of LiveJustice Users' Survey Responses</b>	<b>30</b>
<b>Analysis of Worcester Housing Court Archives</b>	<b>31</b>
Appearance of Tenants	32
Representation	32
Previous Cases	33
Reason for Notice to Quit	34
Answer Forms	35
Mediation	36
Final Outcomes of Cases	37
Comparisons in the Archives	37
<b>Comparisons between 2002 and Our Archives Survey</b>	<b>39</b>
Housing Authority Cases	41
Representation	42
Evictions and Dismissals	43
Appearance for Housing Court Date	44
Completion of Answer Forms	44
Summary of Comparisons	45
<b>Comparisons of Housing Court survey and 2002 Housing Court Survey</b>	<b>46</b>
Demographics	46
Gender	46
Age Groups	47
Education Level	48
Ethnicity	49
People in Household	50
Approximate Income	51
First Language	52
Internet Usage	53
Compatibility of Surveys	54
Housing Court Experience	55
Representation	55
Previous Cases	56
Answer Form	58
Problems with Court Procedures	59
Complaint Against Landlord	60
Confidence in Rights	60
Experience with Legal Services	61
Aware of Free Legal Services	61
Heard of LiveJustice	62

Received Letter about LiveJustice _____	63
Received Legal Aid _____	64
<b><i>Conclusions</i></b> _____	<b>66</b>
<b><i>Bibliography</i></b> _____	<b>72</b>
<b><i>List of Appendices</i></b> _____	<b>73</b>
<b>Appendix A: Worcester County Housing Court Tenant Survey</b> _____	<b>74</b>
<b>Appendix B: LiveJustice Users Survey</b> _____	<b>80</b>
<b>Appendix C: Worcester Housing Court Archives Survey</b> _____	<b>86</b>
<b>Appendix D: Frequency Data for 2002 Housing Court Survey</b> _____	<b>88</b>
<b>Appendix E: Frequency Data for Our Housing Court Survey</b> _____	<b>102</b>
<b>Appendix F: Frequency Data of our Archives Survey</b> _____	<b>125</b>
<b>Appendix G: Frequency Data for LiveJustice Users Survey</b> _____	<b>134</b>

## Introduction

The Legal Assistance Corporation of Central Massachusetts (LACCM) is an organization located in Worcester, Massachusetts that provides legal services to low-income and elderly individuals for free. One of the primary methods for a person to contact LACCM is through a telephone hotline, where he or she can have his or her questions answered by a paralegal or lawyer over the phone. However, there are several innate problems with a telephone hotline. People are sometimes forced to wait on hold while the paralegal or lawyer tries to find the answer to the question, or they have to wait for days to get a response to their inquiry. In search of a better system for answering individual's legal inquiries other than the telephone hotline, LACCM developed an interactive website where a tenant can actually talk to a lawyer or paralegal about their problems.

The LiveJustice website was developed through a grant from the Technology Opportunities Program, National Telecommunications and Information Administration of the United States Department of Commerce. LACCM felt that its telephone hotline provided limited help to tenants searching for legal advice and felt that a website would allow tenants to access more information and do so more efficiently. The LiveJustice website allows users not only to chat live with a paralegal or lawyer, but to search the website on their own to find information to help their case. The resources on the website provide ways to search a legal library, learn about the court system, find out where to go for help online, and obtain addresses and contact information.

“The goals of the website were 1) to increase the number of low-income tenants who maintain their tenure, 2) to improve the living conditions of tenants' tenure, and 3) to increase the amount of time that tenants are able to maintain their tenancy prior to vacating” (Sidibe and

Lopez, 2002). In order to evaluate the success of the website, LACCM coordinated a three phase assessment project to be done by students and professors at Worcester Polytechnic Institute.

Phase 1 of this project consisted of testing the usability of the website. To do this, a sample group of people logged on to the site and explored its contents to test the ease of interaction. After they spent some time on the website, they evaluated the content of the website and its design in a survey. Results of this phase were used to make changes to the website before it was launched. Phase 2 of the project collected baseline data about tenants at the Worcester Housing Court so that the researchers could determine how the available legal services aided low-income tenants in improving their living conditions and lowering the eviction rate. Phase 2 was completed by administering a survey at the Worcester Housing Court to tenants, asking them about their experience with Housing Court, their experience with legal service programs, and some demographic information about themselves.

Our task was to complete Phase 3 of the project. In Phase 3, we evaluated whether LiveJustice met the goals of LACCM, and determined whether the LiveJustice website was an effective way to deliver legal services. We also attempted to answer three specific research questions through our project. These questions are: 1) Has the availability of this service affected the operations of the Worcester Housing Court? 2) Do people who use LiveJustice have different outcomes in their cases? and 3) What, if anything, did people do differently in response to having the legal information?

To answer these questions and evaluate LiveJustice, we interviewed people over the phone or through email, who have used LiveJustice to find out their opinions and the impact the service might have had on their case. Because of the nature of Housing Court, a positive impact from LiveJustice might not necessarily mean that a tenant gets to keep his or her apartment/house with no problems. Rather, there are many outcomes of a case that are not the perfect solution, but indicate an improvement.

For example, many tenants fail to appear in court to defend against an eviction proceeding. These tenants are unaware that if they just show up to court, they will have a better chance of maintaining their tenancy. By appearing at court, the tenants are given the chance to voice their side and usually try to work out a deal with the landlord. From the standpoint of legal services, reducing this default rate would be an improvement. Falling default rates might be due to other factors besides LiveJustice, but LiveJustice may have an influence.

There are many other possible outcomes to denote a positive outcome. Another possible positive outcome is that more people will agree to enter into mediation. Other outcomes include filing a countersuit against the landlord, filling out the answer form, establishing a payment plan, receiving extra time to figure out a solution, or actually getting to stay in housing (as long as payments continue to be made). If more tenants receive high quality legal assistance now that LiveJustice is available, we would expect to see positive changes in outcomes such as these.

To determine if there was been a positive change in the provision of legal services, we conducted a survey at the Worcester Housing Court. This survey was constructed so that both LiveJustice users and non-users would be able to answer the questions. These surveys used the same questions as the survey in Phase 2, so that we could compare the answers given, and determine if there were any significant differences between the two. Other questions were also included in our survey in order to compare the responses from tenants at the courthouse to those who were previously identified as LiveJustice users.

Finally, we researched the courthouse archives of cases to find information so that we did not have to ask the parties involved. This archival sample survey allowed us to get some information concerning frequent results of cases, whether tenants and landlords were represented, if tenants filed their Answer Form, and various other information. The results were used to formulate statistics about the typical cases found in Worcester Housing Court.



# Background Material

## Digital Divide

The Digital Divide is referred to as “the gap that exists between those who have and those who do not have access to technology (telephones, computers, Internet access) and related services” (The Children’s Partnership, 2003). In 2000, when the proposal for this third phase project was being written, there were indications that the digital divide was closing, and in the future almost every American would have access to the Internet. This was the prevailing thought at the time because computer prices were decreasing, there was an increase in Internet providers, and more people indicated in surveys that they now had access to the Internet. From this information, it seemed like the perfect time for a web-based legal aid program to be launched. Since more people were gaining access to the Internet, more people could be helped. Instead of having to wait on hold on the phone, leave messages, then wait for a response, a tenant could now directly contact a legal advocate who had almost all legal information at his or her fingertips. However, as we are learning a few years later, the Digital Divide might actually be widening.

“Access to the Internet today is as important as access to the street or sewers or electricity was 50 years ago,” says Mark Lloyd, Executive Director, Civil Rights Forum on Communications Policy. “Being disconnected in the Information Age is not like being deprived of a Mercedes, or some other luxury. Being disconnected means being disconnected from the economy and democratic debate” (Cooper, 2002). So much can be done on the Internet nowadays that not having Internet access at home is a major disadvantage in education, communication, and career.

“Less than one-quarter of those with incomes below \$25,000 have the Internet at home, while over three quarters of those with incomes above \$50,000 do. This sharp contrast between

lower and upper income households represents a very substantial divide in the population. Just under one third of the households in the nation have incomes below \$25,000. Almost exactly the same percentage has incomes above \$50,000” (Cooper, 2002).

Although the Digital Divide was closing just a few years ago, it seems its progress has stalled for the time being. A possible reason is the popularity of cell phones. Even though the price of computers and Internet access has dramatically declined in the past few years, cell phones are much cheaper and convenient because of their portability. Some new models of cell phones can access Internet websites, send an email or instant message, take pictures, or just make a phone call. With all this available from something that fits in your pocket, who needs a desktop computer that stays at home?

The Digital Divide has a direct effect on our project because the population that is being negatively affected by the divide and the population we are trying to reach are one and the same. Although more people can access the Internet, the people that LiveJustice was made to serve are also the ones who are still without a computer in the home, and limited access to the Internet. If people cannot get to the website, then LiveJustice cannot help them.

## **Massachusetts Legal Needs Survey**

The Massachusetts Legal Needs Survey was done by the Massachusetts Legal Assistance Corporation (MLAC) in 2002 in order to better understand the legal needs of the low-income community. From this survey, MLAC was able to understand the different types of non-criminal legal needs experienced by these households, and how these households went about resolving their various legal needs. This survey covered many different types of legal needs, but for the purposes of our study, we will examine housing legal needs.

The survey reports five major findings. The first is that there has been an increase in overall legal needs. Of all households surveyed, two out of three households stated having at

least one legal need. Of these, thirty percent were housing related. The second finding was that people often did nothing to improve their legal situation. Seven out of ten households reported doing nothing for at least one legal need. In the cases where something was done, and a resolution was found, fifty-seven percent of respondents reported as being “satisfied” with the outcome. The third finding was that legal assistance was either not frequently used or sought. Less than one out of seven households used legal aid or a lawyer. The next finding was that the percent of legal needs for low-income households was disproportionate to the population as a whole. Finally, it was found that regional differences for legal needs only varied slightly (Shulman et al., 2003).

For this study, low-income households were split into two groups, the first group was classified as earning up to 125% of the poverty level, and the second group earned 125% to 184% of the poverty level. Of those in group one, 30.0% had a housing legal need, and for group two, 28.9% reported a housing legal need. The following chart shows the various types of legal problems encountered for renters in both low-income groups.

<b>Legal Problem</b>	<b>Group One</b>	<b>Group Two</b>
Any Rental Need	23.6%	21.1%
No Utilities	6.2	6.4
Pests	9.9	6.9
Poor Security	6.9	8.3
Peeling Paint	4.7	3.4
Unsafe Conditions	5.0	5.4
Need for Repairs	7.8	4.9
Rent Problems	4.6	5.9
Problems with Lease	2.3	5.9
Problem with Deposit	2.6	2.9
Locked Out	0.8	1.0
Eviction	5.1	7.8
Nonpayment of Rent	3.1	4.4
Evicted House Guest	5.8	7.4
Harassment	4.4	4.4

(Shulman et al., 2003)

Of the survey respondents, 27% reported as being discriminated against in some way. Of households that felt they had been suffered discrimination, overall, 31.8% had housing discrimination issues. The following table explains the types of housing discrimination reported for each group.

Type of Discrimination	Group One	Group Two
Any	15.6%	15.2%
Renting	5.4	5.4
Buying	2.6	2.5
Financing	4.8	8.8
Denial due to Children	4.2	2.5
Refusal of Section 8	4.1	5.4
Unable to find Section 8	5.9	4.4

(Shulman et al., 2003)

Housing discrimination also happened across racial lines. For the Hispanic and Black households, there were housing issues.

Type of Discrimination	Black Households	Hispanic Households
Renting	6.1%	7.6%
Buying a Home	4.5	4.2
Financing	6.6	7.1
Denial due to Children	4.5	7.7
Denial of Section 8	10.7	4.9
Unable to find Section 8	12.6	7.3

(Shulman et al., 2003)

From the households surveyed, there were 1,798 housing cases reported, and 714 different problems from the lowest income group. One fifth of the households reported doing something to rectify their housing problem. Of this group, 14.1% spoke to a government official or agency, 3.4% had hired a lawyer, 6.6% sought legal aid, 49.9% reported doing some kind of action, and 63% reported doing nothing. Of the people who had a resolution to their housing

problem, 56.1% were satisfied with the outcome, while 43.9% were dissatisfied (Shulman et al., 2003).

The group that did nothing to rectify their legal problem is quite large. This data tells us that there is a large group of people in Massachusetts who, that when faced with a housing legal problem, do nothing to help their situation. Respondents who did nothing were asked why they did nothing. Twenty-seven percent thought that the legal problem was not a problem, 31% felt that nothing could be done, 3.7% were not sure of what could be done, 8.7% did not want the hassle of a legal battle, 3.2% did not know what to do, and finally 1.5% reported “other” (Shulman et al., 2003).

The survey also separated the results by region. Differences between the regions did not vary by much, and for the purposed of our research, we will focus on the Worcester area, covered by the LACCM. For this area, housing is the second highest legal need. Housing legal problems were reported by 41.8% of the large households, those with 5 or more people in it. In the reporting of legal needs, respondents could identify more than one legal need. Of these large households, 22.5% fought their housing legal battle on their own, 4.1% found a private lawyer, 6.6% used legal aid, 67.5% report as doing something for at least one of their legal needs, and 73% report doing nothing for at least one of their legal needs. Of the large households that came to a resolution, 60.8% were satisfied with the outcome, while 39.2% were dissatisfied (Shulman et al., 2003).

The survey also covered households that were receiving public benefits. The housing needs for these households were slightly different from the other types of households. Nine point eight percent report being discouraged from applying for benefits; 17.4% had their benefit denied or unfairly cut; 14.3% felt that the requirements for benefits were unreasonable; 11.3% were told to repay the money they had received; 7.6% said they did not know how to appeal a decision about benefits; 3.7% said they had no heat; 3.4% felt they were treated unfairly during

the grievance process, and 3.6% were denied of an exemption or extension for benefits (Shulman, et al., 2003).

The Massachusetts Legal Needs Survey is an invaluable resource to our study, as well as the state at large. For the purposes of our study, we were now able to unlock why people did not utilize resources that were available to them. From this study, and our own research, we can recommend that people need to be more aware of the legal services available to the community. If people do not know of legal services, they will not be able to learn about their legal rights, and in turn, will not pursue legal issues when they have a legitimate claim to make.

## **Housing Court**

The Worcester County Housing Court hears eviction cases on Thursday mornings. However, there is much more to each case than just what occurs on Thursdays. There are several reasons that a landlord might bring a tenant to court, but the most common is non-payment of rent. If this is the case, after the tenant does not pay the rent, the landlord gives the tenant a 14-day notice to move out of the apartment. If after those 14 days, if the tenant has not moved out or talked to the landlord to resolve the problem, the landlord can buy a summons for \$5.00 and the sheriff serves the tenant with the summons to court. The sheriff will record how the tenant received the document, in case later the tenant says he or she never received the information.

After the landlord buys the summons, the sheriff has five days to serve the tenant with the summons before it expires. After the tenant has been served, there is a week before the landlord can actually file the case in Housing Court. Once the case is entered, the trial is set for the second Thursday from that date. The tenant then has ten days to file a request for discovery. Tenants who wish to file discovery requests must do so by the Monday before the trial. If the tenant does file for discovery, then there is a two-week delay in the trial. To demonstrate the time frame that is required for a case, we will use sample dates.

Dec 2<sup>nd</sup>: landlord gives 14-day notice  
Dec 16<sup>th</sup>: notice expires  
Dec 17<sup>th</sup>: landlord buys summons and fills it out  
Dec 22<sup>nd</sup>: deadline for service of summons  
Dec 29<sup>th</sup>: case entry day  
Jan 10<sup>th</sup>: trial date

Once the trial date comes, there are several things that can happen at the Housing Court.

On Thursday mornings at about 8:30 AM, tenants and landlords can begin to check in for their court date. If the landlord and tenant have already come to an agreement, they can tell the clerk now and either, have the case dismissed, or have their agreement approved. The two sides could also have previously agreed to enter mediation, which begins at 9:00 AM. Mediation consists of the mediator (a neutral person), and the landlord and the tenant(s). The mediator attempts to urge the two sides to a peaceful agreement without going to trial. “The mediators play many roles, including: assisting the parties in identifying the issue at hand, assessing and reviewing the relative strengths and weaknesses of their case, determining common interests, fostering joint problem-solving, exploring settlement alternatives, and finalizing a settlement agreement” (Sibide and Lopez, 2002). Since the majority of Housing Court cases deal with non-payment of rent, mediation typically results in some sort of payment plan between the tenant(s) and landlord, where the tenant is allowed to stay in the apartment as long as rent continues to be paid along with the back rent due.

If an agreement cannot be made in mediation, then the case goes to trial later in the day. Before the trials happen though, several other events occur. Motions are heard beginning around 9:30 AM -10:00 AM. A motion is a request for the judge to do something. For example, a tenant in an eviction case may make a motion to dismiss the case. A motion for execution of eviction can also be made at this time. Next, all the defaults, or the cases where one party did not show up, are heard. In defaults, it is almost always the tenant who does not show up. The judge calls all the default cases into the courtroom and the landlord or lawyer for the landlord tells the judge what the case is about, and the judge grants the landlord what he was asking, usually execution

or eviction. After both motions and defaults, then the trials are heard. All cases are normally completed by 12:00 PM on Thursdays, leaving the paperwork to do.



## **Methodology**

The main purpose of this project was to determine the effects of the availability of LiveJustice on tenants, their cases, and the Worcester Housing Court system. In order to find this information, we chose several methods of data gathering. We decided to use face-to-face interviews to obtain background data about the Worcester County Housing Court, Legal Assistance Corporation of Central Massachusetts, and the LiveJustice website. We then used survey research to acquire information from Worcester tenants who had a case in Housing Court, and those tenants that had used the LiveJustice website. In these surveys we asked questions about the tenants themselves, about their Housing Court experiences, and about their use of legal aid services. We also chose to review Worcester Housing Court archive documents. This research allowed us to collect information about the tenants we surveyed but also to gain an understanding of what a typical case in Housing Court was like. The following sections elaborate on our data collections methods and the information we gained from using each one.

## **Interviews**

We chose to do several kinds of interviews. Berg describes an interview as “a conversation with a purpose to gather information” (2004). We decided that a semistandardized interview method would be the best practice because it allowed us the most flexibility in the actual interview. A semistandard interview is structured, but questions can be reworded or reordered, the level of language can be changed, we can make clarifications to our questions, and we can add or delete questions as we go along (Berg, 2002).

We decided to interview the major players of this project, at the LACCM and the Worcester Courthouse. We met with Maya Bazar, Website Project Manager, and Bob Nasdor, Executive Director of Legal Assistance Corporation of Central Massachusetts, to get information

about the LiveJustice (LACCM) website and information about LACCM. We continue to stay in contact with Ms. Bazar and Mr. Nasdor for updates on the website and for LiveJustice users contact information. We also interviewed Jim Bisceglia, the Clerk of the Worcester Housing Court. This interview was conducted in order to find out basic information about average number of cases that appear in Housing Court on Thursdays, typical reasons for appearing in court, and other information that we needed so that we could conduct our surveys at the courthouse. We also found out a time frame of an eviction notice to a court date. Since this meeting gave us a time line, we gained a better understanding of the restrictions placed on LACCM. This interview also gave us the information we needed so that we could conduct surveys at the courthouse.

The second method of data gathering was the implementation of two survey techniques. The first round of surveying was done via telephone/email. This survey consisted of questions directed at the people who have used LiveJustice. The primary reason for conducting these surveys was to determine what happened in the LiveJustice users' cases, and the cases' outcomes. By comparing LiveJustice users' cases to the average person's outcome in Housing Court, we hoped to see if LiveJustice had a positive impact on the tenant's case. In addition, this survey allowed us to get information about the usefulness of the website. By usefulness, we are looking at whether LiveJustice helped the tenants fill out the court paperwork, understand the court procedures, and their rights as tenants.

On the LiveJustice website, at the end of each chat session, the Legal Advocate asked clients if they would be willing to participate in our survey. We attempted to contact every person that had used LiveJustice and agreed to participate in the survey since the low number of LiveJustice users did not justify taking a sample. We hoped to get a high response rate so that our findings will be representative of the entire group that has used LiveJustice.

After we received the contact information of willing tenants, we contacted the user either by phone, email, or both to ask if he or she would still be willing to participate in our survey. If the answer was yes, we then emailed him or her the survey consent form, and if email was not available, we read it to him or her over the phone. During our first contact, we also asked about their court date if applicable, and attempted to identify a convenient time to talk to them after this date. We wished to survey them after their court date in order to get the most complete information from them. By talking to them after the court date, we could find out how useful the information they received actually was once they had to use it. Consent forms were kept with the completed survey; however, the names of the clients were not entered into our database. The answers to the survey questions were coded and put into a spreadsheet analysis.

The second survey took place at the Worcester Courthouse on Thursday mornings, the day the court hears the most housing issues. We attempted to distribute our survey to every tenant in a Housing Court case between January 29<sup>th</sup>, 2004 and April 8, 2004. However, many people turned down our request to fill out the survey and we obviously missed the tenants who did not show up for their court date. Again, by attempting to contact a majority of the tenants in court during this period, we expected to obtain a high response rate so that we could use the results to speak for the average tenant in Housing Court. This survey consisted of questions about the person's knowledge of LACCM and the LiveJustice website so that we could determine if access to this information changed the outcomes for the tenants. This second survey was designed so that it will apply to both users and non-users of the website and was based on questions used in Court House surveys in the fall of 2002 for the previous phase of this project.

We also reviewed Worcester Housing Court archive documents. We used this type of research in order to find out more information about the cases of the people who we are surveying. These documents provided us with information such as, whether the defendant showed up for the trial (in the case of LiveJustice users), whether there was mediation, whether a

counter-claim was filed (we do ask this question on our survey, though), and possibly what the result of the case was. We also completed this archival survey to get information about tenants' experiences in the courthouse since LiveJustice was made available to them. For example, one answer we looked for was whether defaults rates have changed since the survey from 2002 and we then speculated whether LiveJustice had any effect on the rate change.

## **Surveys**

Because we are looking for information about tenants' feelings, thoughts, and behaviors, we chose to use surveys as a way to gather data. We choose to use a zero-order level of communication when formulating the wording of our questions in order to reduce communication problems. This means "the words and ideas conveyed by survey questions are simplified to the level of the least sophisticated of all potential respondents" (Berg, 2004). We also chose to do in-person surveys so that we would be right there if the respondent had any questions. In-person surveys also tend to have a higher response rate, possibly because the respondent can put a face with the questioner.

We constructed two different surveys to gather data. One was directed at LiveJustice users and is from now on referred to as the "LiveJustice Users survey." This survey was administered either via the Internet or the telephone if the tenant did not have Internet access. The purpose of this survey was to gather data about the type of information the user received, and how helpful the information was to them. The second survey was distributed at the Worcester Courthouse to ask questions of tenants who had cases in the Worcester Housing Court. From now on, this survey is referred to as Worcester Housing Court survey. This survey was given to all tenants in housing cases, and was structured so that both users and non-users of the LiveJustice website could complete the survey.

The LiveJustice users' survey was originally intended to be administered over the phone. For that reason, we made most of the questions for this survey open-ended, so that we were not leading the respondent to answer certain responses. This way, there was also the possibility that the respondents could provide an answer that we had not have thought of. We also listed several possible responses after the questions in case the respondent did not come up with an answer on their own, we could prompt them. However, after contacting several potential respondents over the phone, they asked if we could instead email the survey and consent form to them. We found this to be easier and much less time consuming, as we did not have to find a convenient time to call the respondents back to read each question to them and they could answer the questions whenever they found time. So unless the respondents did not have access to email, or we were calling them as a reminder to fill out the survey, we proceeded to send all correspondence through email.

The first section of our LiveJustice users survey (Questions 1-8) consisted of questions about the facts of each respondent's Housing Court case. From these questions, we were looking to find basic information, such as why the respondent contacted LiveJustice and their court date. We were also attempting to find out important facts that may have made this person more likely to use LiveJustice or might have had an effect on the outcome of the case. The question about whether the person has ever had a Housing Court case before and whether he or she received free legal services is important. Tenants who have previously appeared in Housing Court might have a higher rate of obtaining legal aid because they know what to expect in court and therefore might be better prepared to fight their case.

Another important question in this section is whether the tenant read and filed the appropriate forms in court, such as the Answer form. We were trying to determine whether LiveJustice affected anyone's behavior or mindset about the court case. If he or she had read their Summary Form and filed an Answer form, it may be because of the help he or she received

from LiveJustice. By asking the respondent how he or she prepared for court, we could compare the results of the people who used LiveJustice to the people who did not, and see if there are any correlations between LiveJustice and preparation for court.

Section 2 (Questions 9-15) of the survey consists of questions about the respondents' opinion of Housing Court, how prepared he or she felt going into the courtroom to present his or her side, and whether the respondent understood the court procedures. We questioned whether he or she felt prepared in order to compare the answers to those who did not use LiveJustice. Again, we wanted to examine a correlation between people who used LiveJustice and those who felt more at ease and prepared in Housing Court and understood the procedures more. We wanted to see if LiveJustice made a difference to those who used it, and maybe later on, if it was actually a significant difference or not.

An important question in this section is whether the respondents felt they experienced any problems in Housing Court because of ill formed expectations. The respondents to the LiveJustice users' survey will have received legal advice that would normally include what to expect in court. If people who have received legal assistance are confused in court, it suggests that people who have not received any help will probably be experiencing problems too. This is a significant question because we sought evidence of a correlation between the provision of legal aid and a tenant's ability to understand court procedures and practices.

Another important combination of questions asks the respondents how well they felt they knew their rights as a tenant *before* using LiveJustice and then *after* using the website. Their response is based on a five point scale with 1 indicating that they did not understand their legal rights at all, while 5 indicates the tenant understand their legal rights very well. By asking two questions on a scale, instead of just asking a yes/no question about whether they believed they understand their rights better after using LiveJustice, we could get more detail from respondents and see how much the respondents felt that LiveJustice actually helped. We could then compare

how LiveJustice users felt they understood legal rights with the respondents in the Worcester Housing Court survey to see if LiveJustice helps users to know and understand their rights as a tenant.

Section 3 (Questions 16-24) of the survey questions the respondent's experience with LiveJustice. We wanted to discover how useful the users found the website. A user may not find that the website was helpful because he or she was still removed from the apartment, but in actuality, the website might have given the respondent the information needed to file for a continuance in order to stay longer and gather more information pursuant to the case.

It was very important for us to ask whether the user would recommend the site to others, which is one of the last questions we ask in this section. This is because "word of mouth" could be LiveJustice's best method of advertising. Although LiveJustice sends out letters and postcards, these could easily be thrown away as junk mail or ignored. However, it is possible a person may have had a friend who used the service and heard him or her talk about it and remember it when he or she is called to Housing Court. If a person would recommend the site, we want to know what services really assisted the person and why he or she would recommend it. If a person would not recommend the website, we want to know why so that possible changes/improvements can be made in order to attract more people.

The last section of the survey (Questions 25-33) asks about the respondent. These questions are asked in order to compare to Sibide and Lopez's 2002 survey, which looked at the base-line data of people facing eviction in Worcester County. Sibide and Lopez examined different variables such as gender, education, income, etc. to see if they could determine certain characteristics in the targeted population. By comparing the responses from our survey to those of the 2002 survey and also our Worcester Housing Court survey, we were able to see if there were any demographic differences between those that used LiveJustice and others at the Housing Court.

One important question in this section asked whether English is the respondent's first language. This could provide valuable information because English is spoken in the United States Court system, and if you are not a native speaker of English, the courts are probably much more confusing. The Worcester Housing Court does offer an interpreter when needed. Another vital question asked where the LiveJustice user accessed the site. This question is important because we were looking to see whether providing this website is useful. If the people the website is trying to reach do not use the Internet or are unable to, then the website is not useful because the targeted population cannot even access it. (The LiveJustice Users survey is located in Appendix B)

Our second survey was administered at the Worcester County Housing Court. This Housing Court survey is divided into three sections, identical to the Sibide and Lopez survey from 2002. In addition to asking the same questions from the 2002 survey, we made a few additions so that we were able to compare this survey to the LiveJustice Users survey and see if there were any major differences between the typical Housing Court survey respondent and a LiveJustice survey respondent. We administered the survey at the Worcester Housing Court on Thursdays for 11 weeks between January and April, 2004. We chose to administer the survey on Thursdays because the court hears summons on that day and is at its busiest.

For this survey, we used mostly closed-ended questions or questions with a rating scale. Closed ended questions are quicker to answer, which could possibly increase our response rate because people do not want to stand around Housing Court answering questions. In addition, to these types of questions, we also left space for respondents to fill in why they answered "yes" or "no", if they choose, to give us a little more information. This way the survey can be quick and easy, or a little more in depth, but it is all up to the respondent. Either way, we still receive at least the basic information we are looking for.



The first section (Questions 1-12), asked the tenants about their Housing Court experience that day. One important question in this section was what procedures the tenant followed, such as reading the Summary Process Summons and Complaint form, filing an answer form, and including in his or her response a complaint against the landlord. It is important that we knew this information because we wanted to be able to compare tenants' actions that use legal services with those that do not and see if both groups tended to complete the necessary paperwork for court. We were also able to compare the responses from these questions with those from the 2002 survey to see if there is a change in the number of tenants who read the Summary Process Summons and filed an Answer form.

Another important question we asked was what the tenants did to prepare for the case and if they experienced any problems. We were looking to see whether actually doing something to prepare for court versus doing nothing had an affect on the outcome of the case. Again, we were also examining whether there was a difference in preparation for those who used some sort of legal aid (besides getting the legal aid in the first place) and those tenants who did not. In asking if the tenants had problems with Housing Court procedures, such as forms, courtroom rules, etc., we were looking to see what other factors could have possibly caused them to have a problem.

An important combination of questions in this section is whether the tenants felt they were prepared to go to court, whether they understood the court procedures, and if they felt they had an opportunity to tell their side of the case. For these questions, we put several blank lines in at the bottom of the question and asked the respondent to "please explain," allowing them to give us more information about why they felt the way they did in answering the question. By comparing these questions to the LiveJustice users survey, we could see whether LiveJustice users answered different from tenants at Housing Court, and hopefully be able to go further and compare the answers from the two surveys about *why* they answered the way they did. These

questions used together could give us an idea about whether LiveJustice made a difference to the users, compared to those who did not use it.

The last question in this section asks the respondents how confident they are that they understand their legal rights as a tenant. Just like the LiveJustice users survey, we based the answer on a five-point scale. A “1” indicated that a respondent was not confident at all in understanding his or her legal rights as a tenant, and a “5” indicated that the respondent was very confident in understanding his or her rights. This question is important in our analysis because it allows us to see whether recipients of legal aid felt more confident in understand their rights than those that did not receive any aid.

The second section of the survey (Questions 13-19), asked the respondents about their experiences with legal service programs. We asked the respondents whether they were aware of free legal aid services available in Worcester for low-income people and the elderly with housing problems. We then proceeded to ask them if they had heard of specific free legal aid services. Although these two questions sound similar, they are actually quite different. A person could have heard of Legal Assistance Corporation of Central Massachusetts but not have known that LACCM provided free legal aid for housing problems. We asked these questions to find out how many people were aware there is free legal aid out there and also to find out how well known the specific free legal aid services we mentioned are. The responses to these questions were compared to the responses from the 2002 survey to see if there was any change in the number of people who had heard of the services and who were aware they existed.

An important combination of questions we asked in this section consists of asking the respondents whether they received a postcard/letter describing the LiveJustice website, whether they have ever been to the LiveJustice website, and if they had heard of LiveJustice but not been to the website, why not. These questions allowed us to learn about the respondents’ knowledge and usage of LiveJustice. These questions are important because they allowed us to see why

people were not visiting the LiveJustice website. In turn, this information showed us whether LiveJustice was reaching the audience it was targeting and whether the website was a useful way to convey legal information.

In this section we also asked the respondents about their use of legal aid for their present housing case. If the respondents answered that they had received legal aid, we then asked them from which program they received the aid and the kind of services they obtained. We asked these questions to get statistics about how many people use legal aid services. The answers to these questions were then compared to the responses from the 2002 survey to see whether there was a change in the usage of legal aid rates.

The last section of the Worcester Housing Court survey (Questions 23-31) asks about the respondent. The questions in this section are the same exact ones used by Sibide and Lopez for their 2002 survey. We asked these questions to determine the characteristics of our respondents. We also compared the differences in the responses from our survey and the 2002 survey to see if our sample represented a different demographic group than the 2002 survey. (The Housing Court survey appears in Appendix A.)

## **Archival Research**

Following the methods used in the 2002 survey, we chose to use archival research as another method of obtaining data. The Housing Court keeps a file on every case that goes through the court system, and so we used these records in two different ways: in combination with LiveJustice and Housing Court completed surveys and random case selection. Except for the first few Housing Court survey respondents, we asked all LiveJustice and Housing Court survey respondents to print or type their names on the consent forms. We then took these names and found the associated court case number on the Housing Court computer located on the

counter in Housing Court. We used a similar survey sheet to the one used by Sibide and Lopez in 2002; we examined the records to determine whether the tenant was represented or pro se, date of first ‘Summary Process Summons and Complaint’ form, date of court case, date of Notice to Quit, whether the parties appeared and engaged in mediation, what was the reason for the Notice to Quit, the final outcome of case, whether the tenant filed an Answer Form, and if they did, was it from Worcester Housing Court or a legal service program. Also, if the file had an “Execution on Judgment for Summary Process,” we looked at the date the Execution was filed.

To complete our archival research, we randomly chose cases to examine by going down the line of files and pulling cases. We randomly selected 20 cases for each month between May 2003 and February 2004. We chose this time frame because the LiveJustice website became available in January of 2003, and this gave six months for the advertising methods used to be effective, and word of mouth information to have spread. We chose to complete an archival search to confirm that trends we were seeing in our survey returns were typical of all cases. If we found the same trends in the surveys and in the archival records, then we could conclude that our survey sample was representative of the whole population. (Archival survey appears in Appendix C.)

## **Possible Limitations and Biases**

Anytime a project is done with human subjects, there is room for biases and errors. Our project was no different. Although we tried to eliminate anything that could distort or limit our results, there were some unavoidable happenings. One of the first problems we encountered was non-sampling error. This occurred because there were many people who we were not able to ask to complete our survey because they did not show up for their case. This presents a problem

because these people represent a substantial portion of the population that the LACCM and LiveJustice are desperately trying to reach. If we could, we would have liked to know why these people chose not to show up for their case. They probably did not know that just showing up in court gives them a better chance at maintaining their residency.

The people that we were not able to survey could have a very different opinion about experiences with the Housing Court. A possibility is that people who defaulted on their case probably were not aware that free legal aid was available. Although a portion of the respondents we did get to were not aware of free legal aid services, the people who did not show up are more likely to not know about the services, and this would affect our results.

Another problem that we encountered was non-response bias. For the Housing Court survey, we were in a very emotionally charged situation, and not everyone responded well to our request to complete a survey. Some people have to wait for hours for their case to be heard and many people were upset at the outcome of the case. Unfortunately, most of the extremely visibly upset people were the ones who immediately refused to complete the survey or ran out of the courtroom so fast that we did not have time to try and contact them. This could affect our results because these people would probably have had very strong opinions of their courthouse experience, and having their answers might have changed the majority answers for certain questions.

Our low response rate in general was probably our biggest problem. While Sibide and Lopez collected 38 Worcester Housing Court surveys in just three weeks in 2002, we visited 11 times and only collected 52 returns. Compared to previous years, the overall number of cases in Housing Court has gone down. This is good for the Housing Court and tenants, but bad for us because it leaves us with a smaller population from which to request surveys. The average caseload on the Thursdays when we visited the courthouse was approximately 44, whereas Sibide and Lopez had between 50 and 70 cases each time they visited. In order to validate the

responses we did get, we completed the archival research to see if the same trends that appeared in our responses appeared in the random cases we chose.

One possible solution to our low survey response rate would be to provide an incentive to complete the survey. However, this could also have affected our results as people might have answered questions the way they thought we wanted them to answer, rather than what they really felt. Also, the project funding did not include an allotment of money to give out to respondents, so this solution was not feasible.

Another problem that we encountered was an extremely low return rate for LiveJustice Users surveys. Although the names of users we received had agreed to be contacted by us to complete a survey, once we attempted to contact them they often changed their minds. Some people said no, while others ignored our repeated attempts to contact them. For many of the LiveJustice users we had both an email address and a telephone number. Even attempting to use both methods of contact did not increase our response rate. LACCM also agreed to go back through their complete list of users and try to re-contact these people in order to see if they would complete our survey, but this approach did not result in a single respondent. Many of the users have moved and changed phone numbers, making it difficult to find them.

## Results

After we completed our Housing Court survey, we compiled statistics about our time at the Worcester Housing Court. Between January 29, 2004 and April 8, 2004 the following data was acquired.

### Worcester Housing Court Statistics

	Total	Avg/Week
# of cases	481	44

<b># defaults</b>	<b>157</b>	<b>14</b>
<b># returned surveys</b>	<b>52</b>	<b>5</b>

We collected surveys on 11 days, where there were a total of 481 cases. 157 of these cases were defaults, leaving 324 possible cases where we could have gotten a survey returned. We collected a total of 52 completed surveys. Including defaults in the total number of cases, we had a response rate of 10.81%. Our response rate of cases that actually showed up in Housing Court was 16.05%. We documented 88 refusals to complete our survey, and so the response rate of the population that we approached was 37%. There was a 32.64% default rate. We also found that 19.42% of cases were brought by a Housing Authority.

# Results and Discussion

## Data Analysis Methodology

In order to keep track of all our respondents' survey answers, we created a database using SPSS software. In our database, we coded the answers of the 52 respondents to the Worcester Housing Court Survey and the 5 respondents to the LiveJustice users survey. Both the surveys have separate databases, but the same basic coding. We also took the 2002 survey, which was done in Microsoft Excel, and made an SPSS database of the responses, so that we could easily compare the results of all the surveys.

For closed-ended yes or no questions, if the respondent answered "yes", it is recorded in the database as a 1. If the respondent answered "no", the answer is coded as a 2. If it is a closed-ended question with several answer choices, the first possible response is a 1, the second is a 2, the third is 3, etc. If a respondent did not answer a question, the answer was input into the database as a 9. There are some questions that do not apply to all respondents where a respondent may be instructed to skip that question. If that was the case, a 9 was also entered for their response to that question. The reason a separate code was used to represent missing data is due to the fact that SPSS allows users to exclude missing data from any statistical analysis and therefore makes it much less time consuming when trying to make comparisons and get valid results.

The database is a little more complicated when it comes to open-ended questions. For the most part, every respondent's answer is different, and so for each new response there is a new code number. In general, the first person's response to a question is coded as 1, the second person's response is a 2, etc. There are some cases where people did answer the same thing, and so they are in the database as the same answer.



Once all our surveying was done, we attempted to group similar answers to the open-ended questions. For example, in our Housing Court survey, we asked the question about whether a decision was made in their case today, or were they given extra time to resolve the problem. If they answered a decision was made, we then probed them for what the decision was. The respondents answered exactly what the action taken was, such as “have to pay \$100 by Feb. 20<sup>th</sup>”, “have to pay an extra \$100 a month”, or “have to pay \$450 in back rent.” Since these are all similar in that the respondents are required to make payments, we decided to group the answers; these answers were coded as identical answers.

### ***Analysis of LiveJustice Users’ Survey Responses***

The LiveJustice Users’ Survey was originally one of the main components of our project. We wanted to see the impact LiveJustice had on its users and then compare the users’ cases to typical Housing Court cases and see if there was any different outcomes. However, due to the fact that there was only a small number of people using the live chat on the website, it greatly limited our ability to obtain surveys from people who had used the website. Not only was there a small original pool, but it became even smaller because people were not willing to be contacted by us to complete our survey.

Overall, the LiveJustice users’ responses were quite positive. Everyone who had utilized the website had encouraging things to say about the website, and how helpful they found it. Unfortunately, we were only able to recover five surveys. Of the five respondents, only one was represented by a lawyer and not one had had a previous case in Housing Court. All five respondents used the live-chat feature to gather information about Housing Court, problems with a landlord, or questions about a Notice-to-Quit.

Demographically, all respondents were white and had English as their first language. Ages ranged from 29-55 years of age, and there were three female respondents, and two males. Education and annual household incomes varied, but most households had three people.

All but one respondent had read the Summary Process and Complaint form, and only two respondents had filed an Answer Form, and two others had also filed a complaint against the landlord with their answer. All respondents reported that their level of knowledge about their legal rights was lower before contacting LiveJustice. Respondents also found out about LiveJustice either by a letter or Internet search engine.

Most respondents were able to acquire the information that they needed, and found that information helpful. All respondents would recommend the site to a friend, and felt that the website was a positive and helpful service. Respondents reported that their overall impression of LiveJustice was an average of 4.8 out of 5. Also, no respondents reported a problem with the website.

Of the five respondents we were able to survey, all had a positive experience with LiveJustice. Most recommended that the site be continued for others to use because it was so helpful in putting needed information into the community. Even though this summarizes only five respondents out of a possible 16 that originally agreed to participate, on the whole, the respondents felt that LiveJustice is a positive and helpful tool for the community.

### ***Analysis of Worcester Housing Court Archives***

We sampled 200 Worcester Housing Court archives records between the dates of May 2003 and February 2004, randomly selecting 20 from each month. The LiveJustice website was launched in January 2003, so we chose the selected dates because it gave a chance for the advertising of the website and word of mouth to take effect. We chose to do an archives search

in order to see if the results we gathered in our survey were typical of Worcester Housing Court cases, and to find out information about tenants in Worcester. We could then use this information to compare it to the 2002 archives search done before the launch of the website to see if there were any significant changes in the data of the cases, such as eviction rate, mediation rate, filing of an Answer Form, or representation rate of tenants.

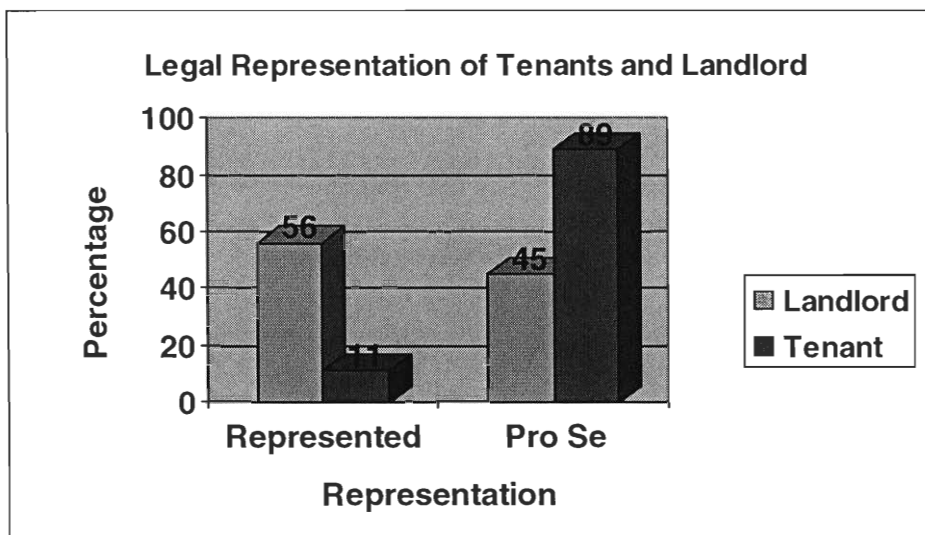
## **Appearance of Tenants**

The appearance of a tenant on the court date is an extremely important factor in the outcome a housing court case. From our archives search, 69% of tenants appeared for their court date while 31% did not appear and defaulted. We learned that 96% of tenants who did not appear on their scheduled court date and defaulted were evicted from their apartment. In comparison, only 55% of tenants that appeared for their court date were evicted from their apartment and 35% of those were evicted by agreement. The tenants who defaulted might not have been able to get out of work, or they might have felt that a housing case was not important enough to attend. In 4% of cases, the landlord did not show, and therefore the case was dismissed due to lack of prosecution. We also found that 10% of cases were voluntarily dismissed, possibly indicating that an agreement had been made before the scheduled court date.

## **Representation**

Whether or not a tenant is represented for their court date can have a significant impact on the outcome of court cases. In our archives sample we found that 11% of tenants were represented for their court date. Therefore, 89% of tenants were pro se, or representing themselves. This factor is important because it might signify that tenants did not know where to look to get help for their case, that they did not think they needed a lawyer, or that they could not afford to get help. The Housing Court tries to make itself very accessible to tenants because

court personnel know that much of the clientele in the courthouse cannot afford representation and so they are very “friendly” to those who are representing themselves.



On the reverse side, we found that 56% of landlord were represented for their court date, over 5 times that of the tenant representation rate. One would think tenants would have a higher representation rate because more is at stake for them; they will be losing their home. Landlords would be losing out on money from rent but at least they still have a place to live. The difference between the two rates can most likely be attributed to the differences in incomes between the tenants and landlords.

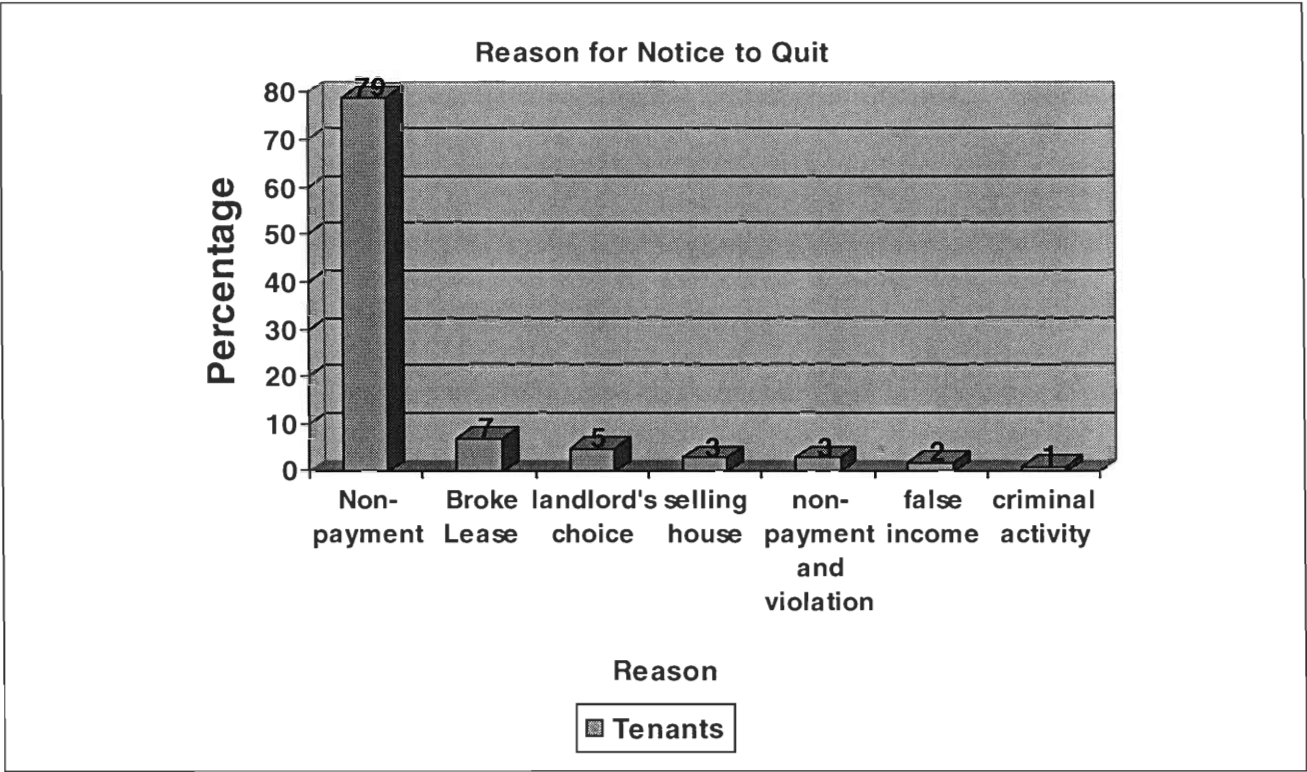
## Previous Cases

Whether or not a tenant had a previous case in housing court is significant to our project because it could have had an impact on what the tenant did to prepare for court or the outcome of the case. This information revealed to us whether the majority of Housing Court cases were repeat participants or newcomers. We found this information by first randomly selecting the cases to look at, and then once we had the name and case number, we could look it up on the Housing Court computer and see whether they were listed more than once for numerous cases. We found that 45% of tenants had had a previous case in Housing Court, while for 55% of the

tenants, it was their first time in Housing Court. These numbers are important because it is almost evenly divided between first timers and people with previous cases, which could be a concern, seeing as the people who have been to court before should know what to expect in court and know what they have to do to defend their side. If people are continuously having cases in Housing Court, it could indicate a problem deeper than just not being able to pay rent time regularly, possibly an inability to keep a job to be able to have an income or a large family that one has to care for and financially support.

### **Reason for Notice to Quit**

There are many reasons that a landlord could give a Notice to Quit to a tenant. However, we found that the overwhelming majority was for non-payment of rent. 79% of tenants received their notice because of non-payment of rent. 7% of tenants broke or violated their lease agreement. 5% of tenants were given notices because their landlord just wanted them out, with no specific complaint. For 3% of tenants, the apartment building or house they were living in was being sold, and so the landlord had to get them to leave. For another 3% of tenants, they both violated the lease and did not pay the rent. For 2% of tenants, they either reported their income falsely or did not report it at all. Housing Authority-managed and other low-income apartments adjust rent based on the income of the tenants, and so these 2% of tenants were trying to get a cheaper rent by reporting a lower income or avoiding reporting it at all. The other 2% received their notices for harassment, of other tenants or neighbors or of the landlords themselves.



The category of broken lease violations includes having extra people in the household, not keeping the apartment in a clean and orderly fashion, and misuse and abuse of appliances, among other things. Landlord’s choice means that the landlord did not have a specific complaint against the tenant but wants the tenants out.

The reasons for the notices tell us the reason why tenants do not maintain their tenancies. These statistics are important to our project because they help us evaluate whether LiveJustice has helped tenants maintain their tenancy which was part of the motivation behind creating the website.

**Answer Forms**

The Answer Form is an opportunity for tenants to respond to the landlord’s complaint against them. Whether or not it is in the case file is significant because it indicates that the tenant read his or her Summary Process Summons and Complaint Form and is taking the steps needed to present his or her side of the story. In our archives survey, we found that 18% of tenants filed

an Answer Form, and 83% did not. Filing an Answer Form does not have a direct impact on the outcome of a case, but it could indicate that most tenants are not reading their Summary Process Summons and Complaint Form and maybe do not understand the procedural steps in a Housing Court case.

## **Mediation**

Whether or not a tenant went to mediation is one of the main factors we were looking for in our archives search. Mediation is an opportunity for a tenant to work with the landlord to come up with an arrangement where the tenant can keep his or her home, even if only for a short while longer. We were able to tell that the parties went to mediation to solve their problem because there was an Agreement for Judgment form in the case file with a Housing Specialist or mediator's signature on the back. We were looking for cases in which tenants had solved their problems in mediation, not necessarily been to mediation and failed at an agreement, so went to trial. We assumed that if there was an Agreement for Judgment form in a Housing Authority case, the tenant went to Housing Authority mediation. 57% of cases that were not dismissed went to Mediation while 43% did not.

Of those that went to mediation, 70% of tenants kept to their mediation agreement and 30% did not. The reason that tenants did not keep to agreements was probably due to the standards that the agreement set. Some agreements were not realistic, but tenants agreed to them anyway, maybe not realizing they could not feasibly keep to the payment plans or knowing that agreeing to it would at least delay being evicted a short time. Of those tenants that received extra time to move, probably by agreement to move out by a certain date, the average amount of time they had to leave was 42 days. This is a very significant amount of time because it gives the tenant almost a month and a half to get their belongings together and find another place to live.

It is also important because it shows that mediation helps tenants to maintain their tenancy for at least a short while longer.

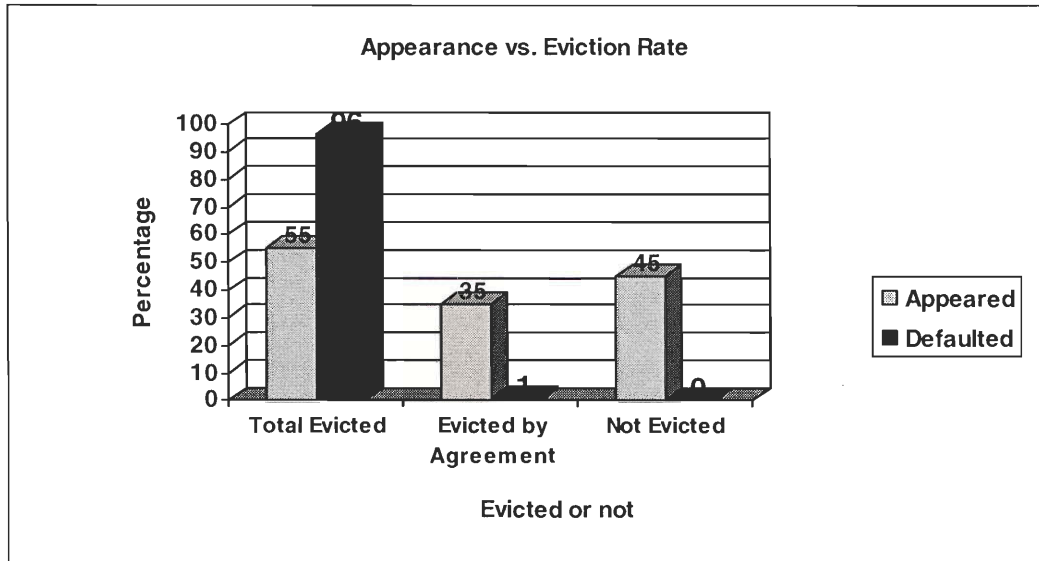
## **Final Outcomes of Cases**

The outcome of the Housing Court cases is one of the most important factors in our study. Most of the data we collected was compared with eviction rates to see if different factors reduced the overall eviction rate, including the LiveJustice website. We found that overall, 31 % of tenants were not evicted over their case, while 69% of tenants were evicted. However, of all evictions, 42% of all evictions were through an agreement, such as agreeing to move out by a certain date. This allows the tenants to stay in their apartments for at least a little while longer, indicating a favorable outcome in their case. We also found that 14% of cases were dismissed. Some reasons for dismissal include having come to an agreement before the court date and taking the case off the docket, the landlord not showing up, and lack of standing. These statistics are important to our project because they are the most obvious way that LiveJustice could have affected the court system. If the eviction rates are lower than the 2002 survey, then it could be an indication that LiveJustice was a help to tenants in Worcester County.

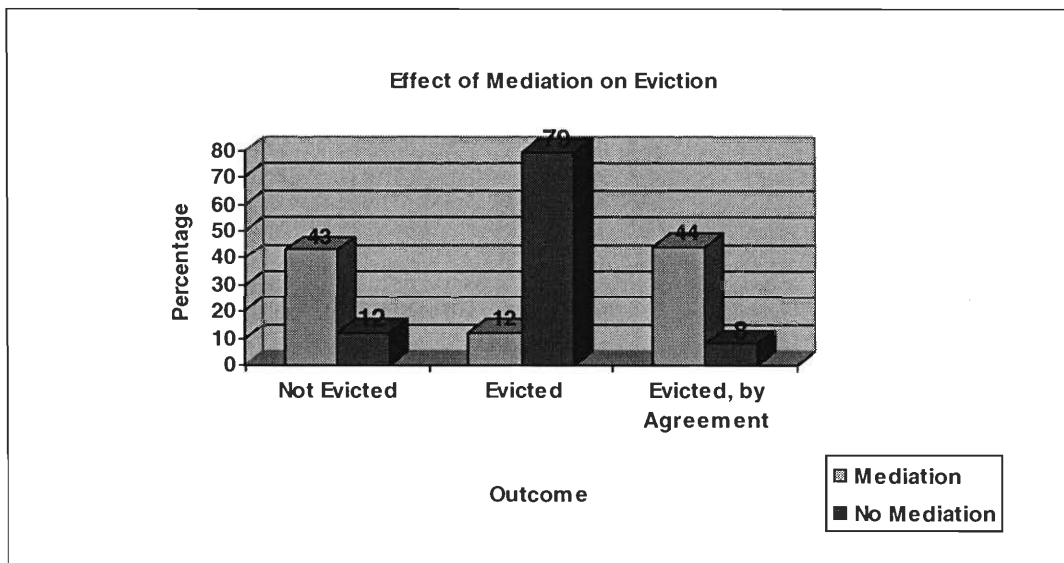
## **Comparisons in the Archives**

Whether or not a person appears for their court date is a very important factor in determining the outcome of their case.





These statistics are very significant because it demonstrates that if tenants just appear for their court date, they have a much better chance to maintain their tenancy. The fact that 35% of all appearing tenants were evicted by agreement is especially important to note because even though the tenants had to move, they were able to keep their residence longer, giving them more time to find another place to live, and increasing their tenancy was an original goal of LACCM in developing the website.



Another very important comparison is between whether tenants went to mediation and whether or not they were evicted. We found that 43% of those tenants that went to mediation were not evicted while 56% of them were evicted. Of those that were evicted, 79% of those tenants were evicted by agreement usually allowing them extra time to find new living arrangements. Of those tenants that did not attend mediation, 88% were evicted while only 12% were not.

### ***Comparisons between 2002 and Our Archives Survey***

At the end of 2002, the second phase project team completed an archives survey. We also chose to look at archives, in order to compare results and see if anything had changed, such as decrease in default rate, increase in representation, increase in completed Answer Forms. Major changes in statistics could indicate that LiveJustice had a strong effect on the target population and helped people to better understand the court procedures and what needed to be done. This section looks at the differences and similarities between the two surveys to determine if there were any significant differences between the two.

	<b>2002 Archives Results</b>	<b>Our Archives Results</b>
<b>% Appeared/Defaulted</b>	70% appeared, 30% defaulted	69% appeared, 31% defaulted
<b>% Housing Authority</b>	7% Housing Authority cases	16% Housing Authority cases
<b>% Previous Cases</b>		45% had a previous case
<b>% Represented</b>	2% represented, 98% pro se	11% represented, 89% pro se
<b>% Mediation</b>	79% went to mediation, while 21% did not	58% resolved problem in mediation, 42% did not
<b>% Followed Mediation</b>	75% followed agreement, 25% did not	70% followed agreement, 30% did not
<b>% Evicted</b>	58% Evicted, 42% were not	69% Evicted, 31% were not
<b>% Dismissed</b>	26% dismissed	15% cases dismissed
<b>% Completed Answer Form</b>	14% completed Answer Form	18% completed Answer Form

## Mediation

In looking at this data, the two archives are somewhat similar. Mediation is the category that has the biggest percentile difference. This can be explained by the way the archives searches were conducted. The 2002 survey looked at how many cases went to Mediation. If there was a “Referral to Mediation” form in the file, or a Summary Process Agreement form, Sidibe and Lopez considered that as indication that the parties went to Mediation. However, that does not necessarily mean that they went to Housing Court Mediation. A Summary Process Agreement form can be done before the court date, while waiting for trial just between the two parties, or in the courtroom before a judge. If a Housing Specialist’s signature is on the back of the form, then it indicates the parties went through Housing Court Mediation, which is the most important thing. Also, just because there was a Referral to Mediation form does not mean that the problem was resolved in Mediation. It could be that the parties went to Mediation but could not come to an agreement and the case proceeded to trial.

Our archives survey question asked whether the problem was resolved in Mediation. The differences between the 2002 survey and ours could possibly be explained by this difference in questions. Unknowingly, we had a different version of their archives survey questions than the final questions they used, and the question about Mediation that we asked was on their original survey but not their final version.

Whether or not a tenant followed mediation was something both archives surveys also looked at. The numbers were close enough that it does not indicate any major changes. The 2002 survey found that 75% of tenants followed their mediation agreement. Our survey found that 70% of tenants followed the mediation agreement. The difference could also be attributed to the data collection methods. Again, this was not something we originally were looking for in our archives search, but we were able to do it at the end once we realized the other survey had specifically looked for this question. Since we did it after the fact, not as we were looking at the

cases, it could be easy to have misinterpreted the data we wrote down, however we do not think this is the case. The probable reason for this is just that more tenants were probably agreeing to payment plans that they could not keep.

## **Housing Authority Cases**

Another difference between the two is the percentage of cases that were brought by the Housing Authority. We calculated the percentage of Housing Authority cases by taking the number of cases that indicated they were Housing Authority and dividing it by 200, the total number of cases we selected, equaling 16%. It is unclear in Sibide and Lopez's report, how they figured out the percentage of Housing Authority cases, as they specifically selected 100 Housing Authority cases for their archives search. It says in the 2002 report that only 7% of cases heard in Housing Court are Housing Authority so we assumed that they got that information from another source or asked someone in Housing Court. However, our research indicates that it might be more that 7% of cases are Housing Authority.

We kept track each week of how many cases were on the docket, how many each week had been taken off the list, continued, moved, and the number of defaults. We also kept track of the number of Housing Authority cases each week, but did not start until our fourth week there. We found that over the 8 weeks we kept track, there were approximately 343 cases on the docket. Of these 343 cases, 66 were Housing Authority, meaning that 19.4% of the cases were Housing Authority.

This difference in data might also be explained by the time difference. It is possible that since the 2002 survey was completed, more Housing Authority cases are coming through Worcester Housing Court. The Housing Authority helps low income and elderly people with their housing needs. It is possible that with the turn of the economy, the people hit the hardest were the ones at the bottom of the income brackets. So the people being helped by the Housing

Authority were already low income but the economy has just worsened their situation making it difficult to find a steady job to pay the rent. The only problem with this theory is that the rent for Housing Authority tenants is based on income, and can adjust for times of trouble. So it could be that these tenants are not really in financial difficulty, but just not paying their rent.

One other problem with Housing Authority cases is the way the files are in Housing Court. While doing our archives search, we noticed that Housing Authority cases seemed to be grouped together a majority of the time. In randomly selecting cases to survey, one might get one case out of group of 12 Housing Authority cases or we skip over the group entirely. The Housing Authority files might be grouped because Housing Authority waits till a certain date every month and then brings all their cases in at once, or every two weeks, etc. Since the cases are all brought in together, most receive consecutive file numbers, causing them to be grouped together.

## **Representation**

Another significant difference between the two data sets is the percent of tenants that were represented. The 2002 survey found that only 2% of tenants were represented. Because they separated their archives into 100 Housing Authority cases and 100 non-Housing Authority cases, they also found that 0% of Housing Authority tenants were represented. Meanwhile, in our archives search we found that 11% of tenants were represented. There is no obvious reason for this difference. One possible idea is that more tenants became aware of free legal aid offered. The economy could have forced people to use social service agencies for various aspects of their life, and maybe these people learned they could obtain legal aid also. Also, lawyers might have advertised themselves more in the time frame of our survey, and so tenants turned to lawyers to help present their cases.

The 2002 survey did not look for how many tenants had previous cases, but we researched this fact in our archives search and found that 45% of tenants had had a previous case in Housing Court. This number might be significant to the question of representation. The tenants who obtained legal aid to help fight their case might have had a previous case and realized they needed help the next time around. These tenants had already been to Housing Court and knew the workings of the system and maybe felt that they would be better prepared with a lawyer on their side.

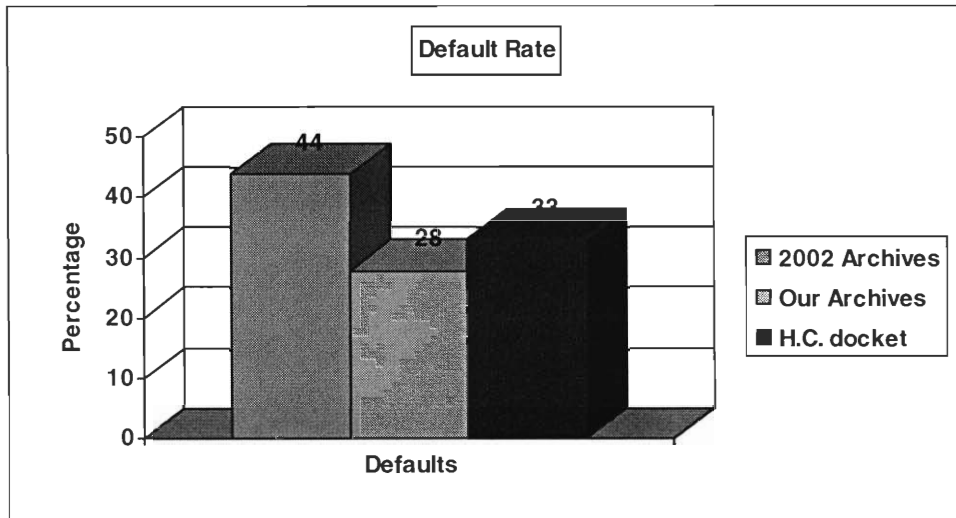
## **Evictions and Dismissals**

In comparing the two surveys, there is also a difference in the percentage of evictions and dismissals that each survey had. There is really no logical reason for this difference except for the fact that more cases ended in eviction rather than being dismissed. We found that 15% of cases in our archives search were dismissed while 69% ended in eviction. The 2002 survey found that 26% of cases were dismissed with 58% being evicted. Taking into account the mediation data we already talked about, it could be that fewer people are trying to work out their case which means that fewer are being dismissed off the docket and fewer are going into mediation, and more are being evicted. If this is the case, it is not a good thing for tenants. This data also does not show positive changes indicating that LiveJustice might be affecting the court system.

On a more positive note, our database also allowed us to compare data about the effect of mediation on evictions that indicated that mediation really decreases the eviction rate or at least allows the tenants more time to move. This is something that tenants should know about because by appearing for the court date, tenants usually have the opportunity to go to Mediation, allowing them to live in their apartment at least a short while longer while looking for someplace else to move to.

## Appearance for Housing Court Date

The number of tenants who appeared for their court date was significantly similar in the two surveys. The 2002 survey found that 70% of tenants appeared for their case, while only 30% defaulted. In our archives survey, we found that 69% of tenants appeared and 31% defaulted.



There is only a 1% difference in the two surveys, indicating that the default rate has stayed almost exactly the same since 2000, the year the 2002 archives survey started. Because the numbers did not go up, this reflects positively on tenants, indicating that as time went on, more tenants have not ignored the letters and notices from the court and have not adopted attitude of indifference that characterizes much of society today.

## Completion of Answer Forms

The percentage of people who completed an Answer Form in both surveys was relatively similar, with slightly more people in our survey completing the form. The slight increase could be attributed to the fact that more tenants were represented in our survey. Lawyers would recommend to their clients that they fill out the Answer Form so that they abide by the court

procedures. If the tenants received any type of legal advice, one of the first things mentioned would probably be the Answer Form; the Answer Form is so the tenant can clearly state their counterclaims. In doing our archives search, we noted whether there was any information pertaining to legal aid that the tenants might have received, and for many of the Answer Forms or Discovery forms, it was noted on that form that it was filled out with help from Massachusetts Justice Project or Legal Assistance Corporation of Central Massachusetts.

## **Summary of Comparisons**

In analyzing the differences between the two archives, there are no differences that really stand out. This is problematic for LiveJustice, because if a significant impact were made by the website, it would show up in the archives. However, eviction rates actually went up and Mediation rates went down. There were some minor positive improvements that could indicate that LiveJustice made a small impression on the Housing Court system or at least bode well for tenants. For one, the average amount of time that tenants who were evicted by agreement were allowed to stay was a significant amount of time (42 days) that allows the tenant to search for new housing and make alternate plans. There was also a small increase in the number of people who filled out their Answer Form and had representation with them at the Housing Court. The fact that fewer people were evicted who went through mediation, is also something positive for tenants, because they can try and take advantage of that opportunity to let their side of the story be heard and try and work something out with their landlord.



## ***Comparisons of Housing Court survey and 2002 Housing Court Survey***

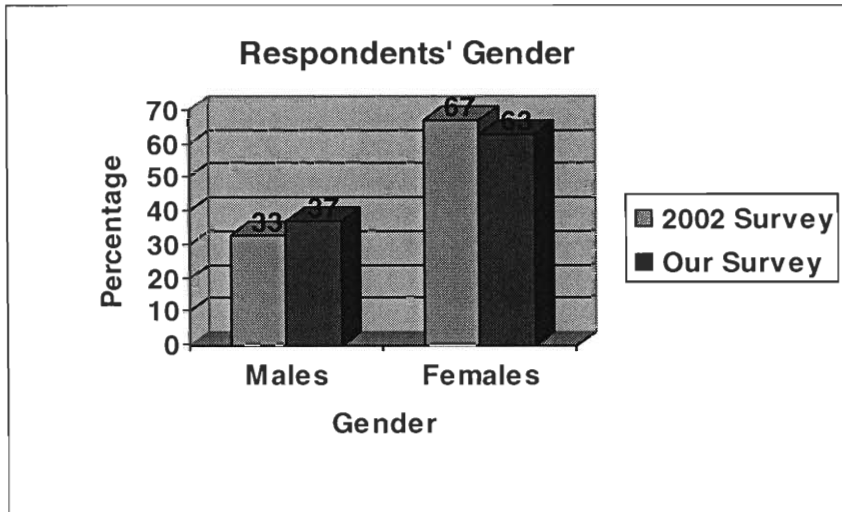
Tenants with an eviction case at the Worcester County Housing Court were surveyed from January 29, 2004 to April 8, 2004. There were 481 cases scheduled between these dates, eliminating those that were taken off the list or moved to another day. Of these 481 cases, in 157 of them tenants defaulted, leaving us with 324 possible tenants as potential survey respondents. Of these 324, we received 52 completed surveys back, giving us a response rate of 16%. We also documented 88 refusals. We compared the results of our 52 respondents with 36 respondents from a survey done at the Worcester Housing Court from November 7, 2002 to November 21, 2002. Our survey had a few more questions on it, as we were looking for information pertaining specifically to LiveJustice. First we compared the demographics of the two surveys to see the make-up of the groups of people that were surveyed and then we examined the groups to see if we were asking the questions of similar people. Then we looked at the answer to each question and compared the results between the two surveys.

### **Demographics**

This section was included on both surveys and asked the tenants a few questions about themselves. We asked about gender, age, ethnicity, number of people in household, highest level of education, income, years lived in Worcester, first language, and Internet usage. The results from this section had a few big differences from the 2002 survey.

### **Gender**

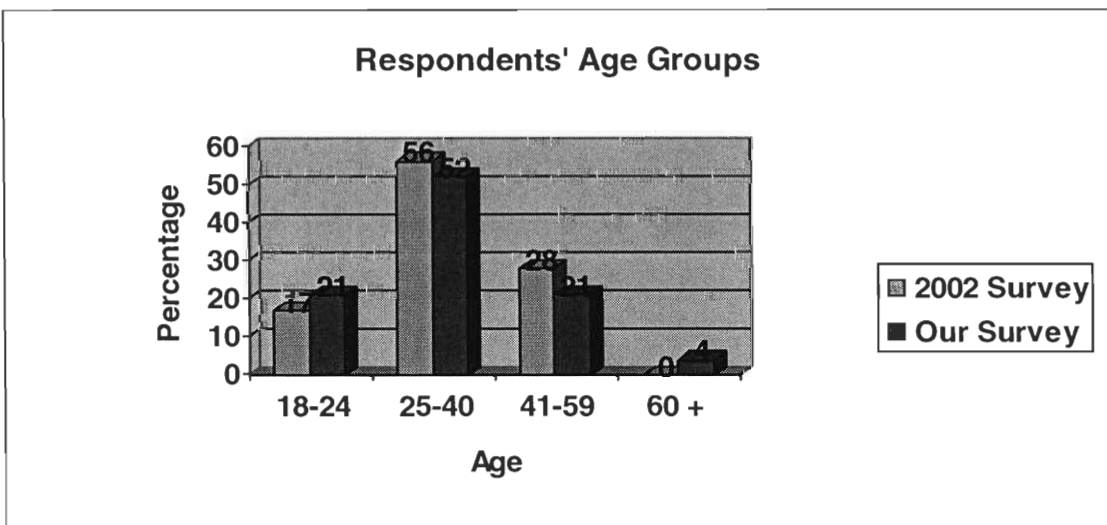
The first question on the survey asked tenants their gender. We found that for our survey, 37% of respondents were males and 63% females. In the 2002 survey, 33% of respondents were males while 67% were females.



This graph shows that the majority of respondents from both surveys were female. According Sibide and Lopez, this is to be expected because women are the fastest growing segment of poverty and also make up two-thirds of Worcester's homeless. (Sibide and Lopez, 2002)

### Age Groups

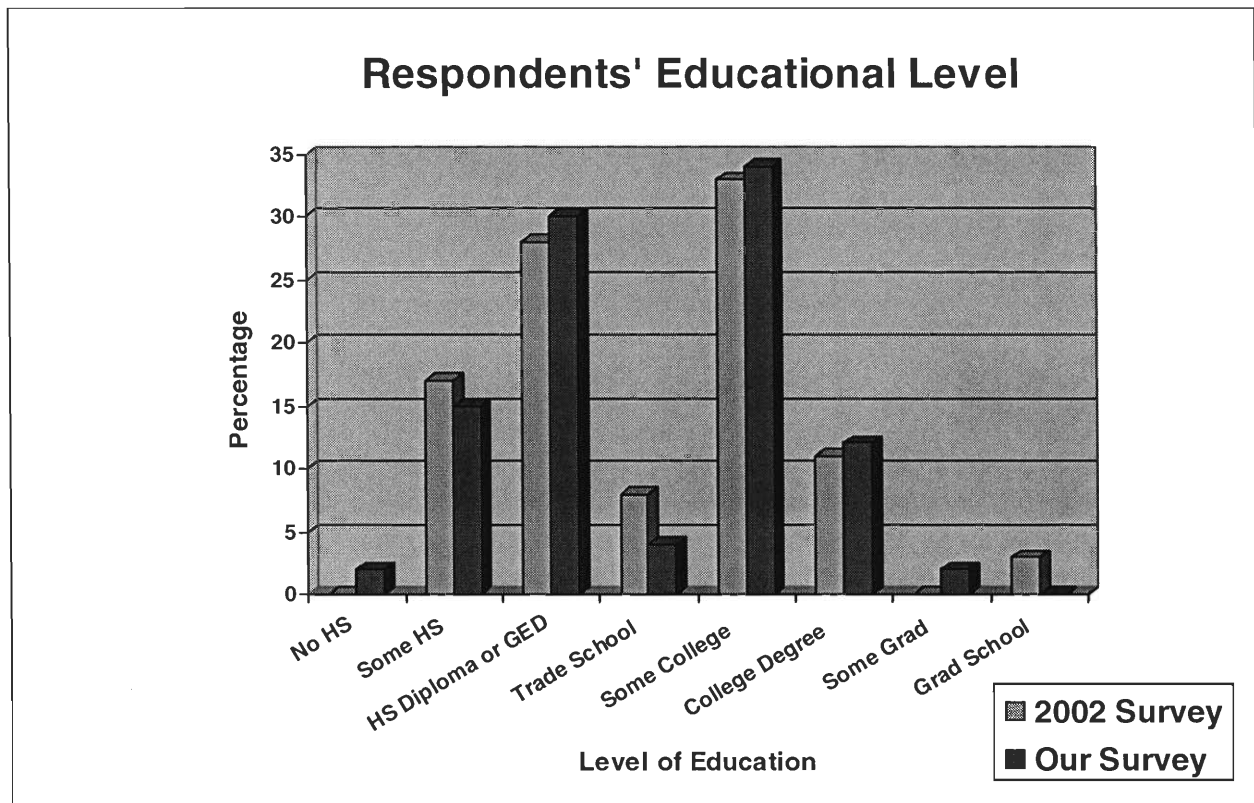
The second question we asked in the Demographics section of our survey was what age group the respondents fell into. We found the majority of respondents were between the ages of 25 and 40. The 2002 survey had the same result.



The results indicate that the surveys were relatively similar in that we obtained results back from the same age groups of people. A small percentage difference really means that there was only a difference of one or two respondents.

## Education Level

In both surveys, the respondents were asked what was the highest level of education obtained.

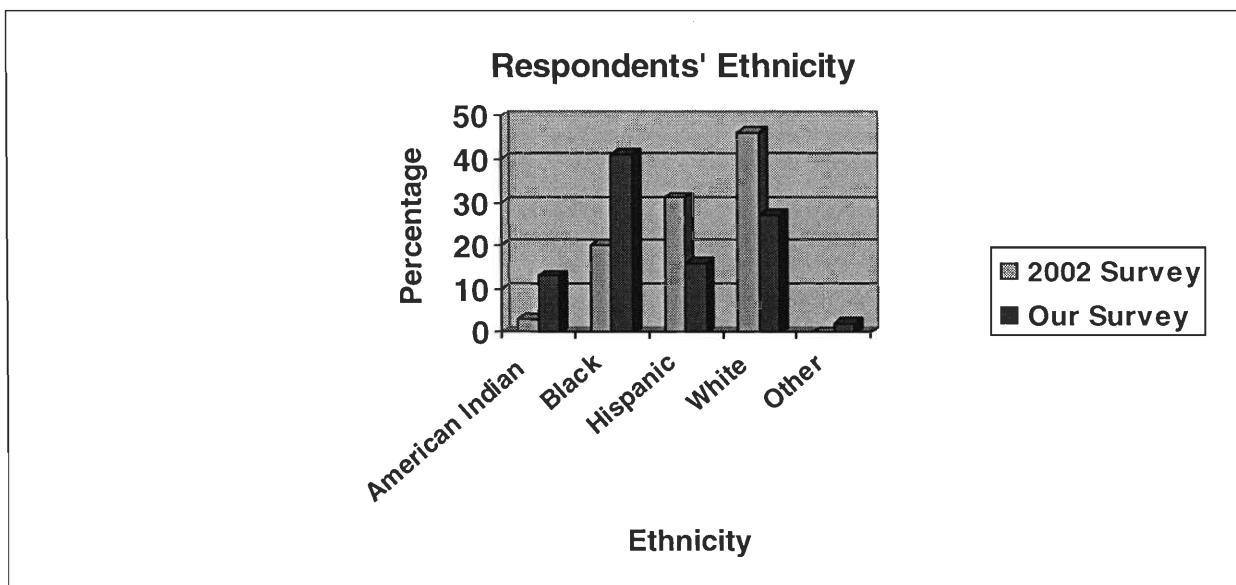


The results indicate there are not any major differences between the two surveys concerning highest level of education. This graph shows that the majority of people graduated from high school or obtained a GED and completed at least some college. This data also demonstrates a growing problem in our society; the minimum education level for moderate to high paying jobs in quickly increasing. It was not long ago, that if a person had graduated from high school they could find a decent job. However, more and more people are graduating from college, raising the bar on even minimum wage jobs. Even though the majority of people that completed our

survey had graduated from high school and many attended some college, they cannot find a job where they make enough money to pay the rent.

## Ethnicity

The next question asked on the surveys concerned respondent's ethnicity. This is the first category where we found a major difference in the responses between the two surveys.



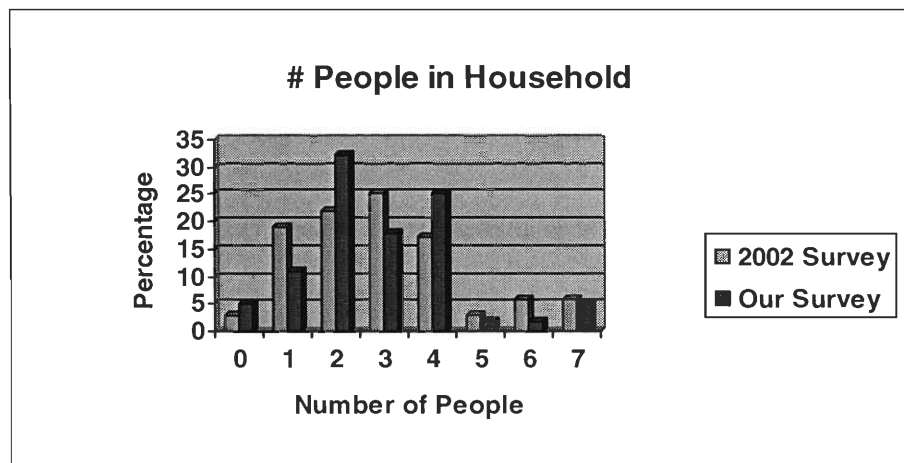
The 2002 survey found that 46% of respondents were White, 31% were Hispanic or Mexican American, 20% were Black or African American, and 3% were American Indian or Alaskan Native. In our survey we found that 27% were White, 16% were Hispanic or Mexican American, 41% were Black or African American, 13% were American Indian or Alaskan Native, and 2% were unspecified other. While the 2002 survey found an almost even balance between Whites and minorities in their respondents, we had a majority of minorities.

These results could reflect the fact that many minorities are in low income brackets and are the ones in lower paying jobs, meaning they cannot afford to pay their rent. The 2002 survey had more Hispanic respondents, 31%, than we did at 16%. A possible reason for this disparity

could be the surveyors ourselves. Both of the survey collectors from our project are white, while both of 2002 survey collectors would consider themselves minorities. The fact that more Hispanics responded to the 2002 survey could indicate that they identified more with one of the surveyors and were more like to fill out the survey because of that. However, there is no data to explain why our survey got fewer White respondents. It is quite possible that there were fewer White tenants who had cases in Housing Court, and so the make-up of our respondents accurately reflects the make-up of the tenants in Housing Court.

## People in Household

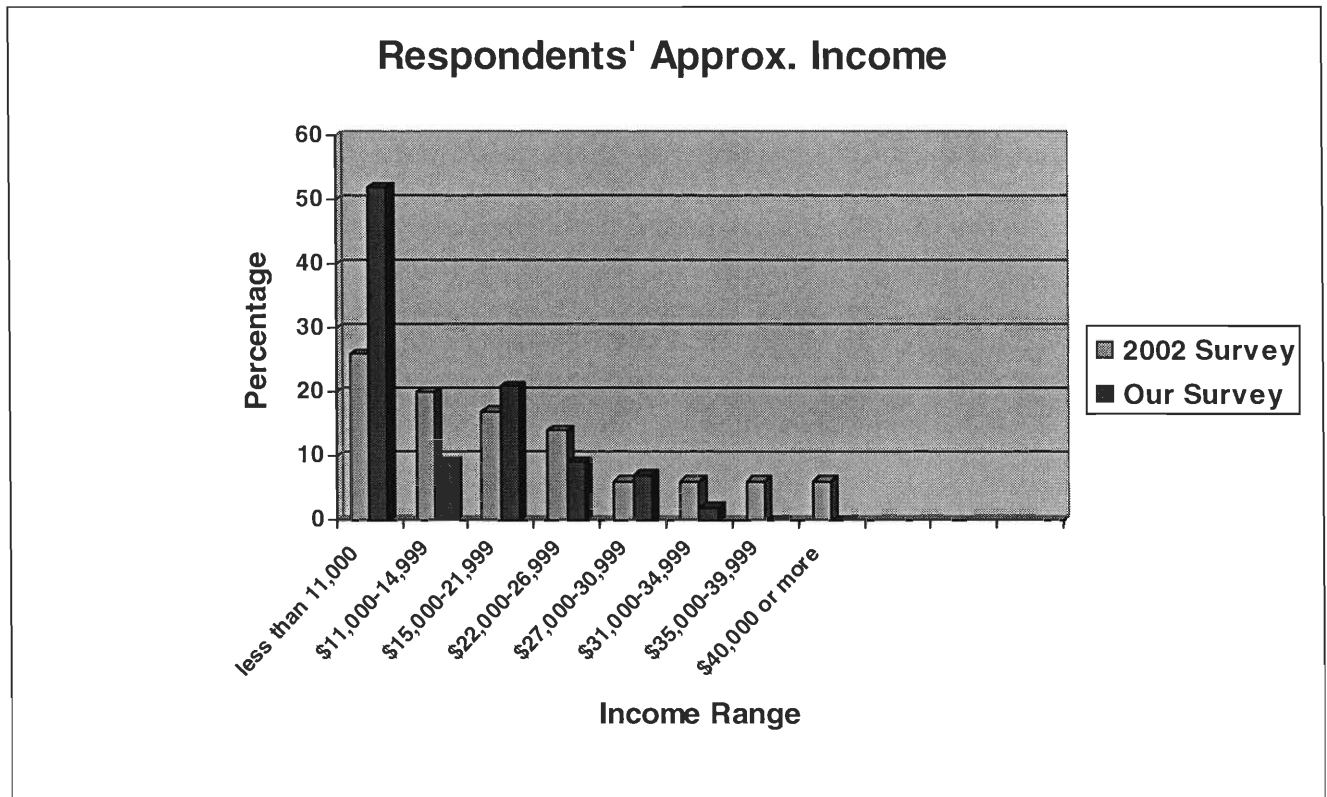
Another question that was asked of the tenants was how many people lived in his or her household including himself/herself.



There is a slight difference between the two surveys that is shown through this data. In the 2002 survey, the large bulk of the households fell between 1 and 3 members. In our survey, we found that the majority of households had 2 and 4 members. This slight shift in household numbers is significant because it means that the households from our survey, on average, had a greater number of people to support.

## Approximate Income

The next question on the surveys asked what the approximate income of the household was, and was broken down by ranges.



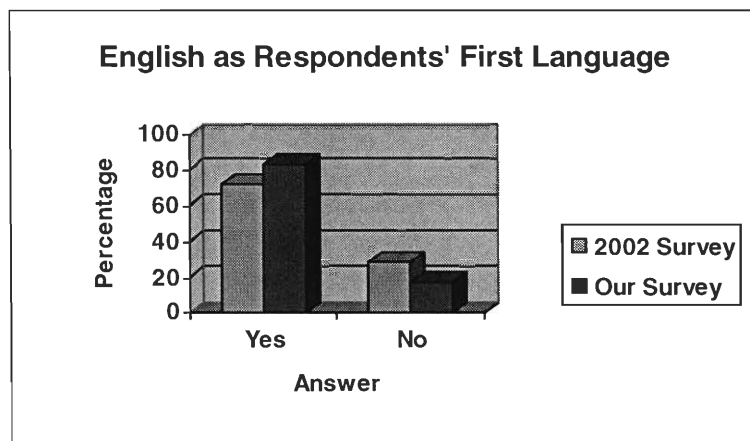
This graph illustrates a very important difference in the data of the two surveys. In our survey, 52% of respondents made less than \$11,000 a year. In the survey from a little over a year ago, only 26% of respondents made less than \$11,000 per year. This number is very troublesome because \$11,000 is below 125% of the poverty line for a one person household, nevermind for a household with an average of 2-4 people in it. With the rent prices in Worcester, these households are probably paying close to 75% of this income just on rent, if they are not Housing Authority tenants who have rent based on income. It is no wonder that many of these tenants are in Housing Court today because of non-payment of rent. It would be extremely difficult to pay rent and provide food, clothing, and other necessities for a household or 2-4 people on an \$11,000/ year salary.

When taking this statistic and comparing it to other demographics statistics, the result becomes even more alarming. In comparing education levels, we learned that there was an increase in the number of defendants who were completing high school and attending some college courses. These people who are far better off educationally than probably their parents or grandparents, cannot find a job that pays more than \$11,000/year. Even though the educational standards have increased, income has not increased with the new standards.

We also found that the majority of respondents to our survey were minorities. It is possible that the decrease in income reflects the increase in minority respondents and decrease in white respondents. It is not a hidden fact that minorities tend to make less than whites in most employment settings. The decrease in income could also be indicate that as the economy shifts, the people hit the hardest are those at the bottom of the income range. The people who are making less than \$11,000 a year are pushed out of their jobs as people from the higher income levels take over the minimum wages jobs because they cannot find work at their level.

## First Language

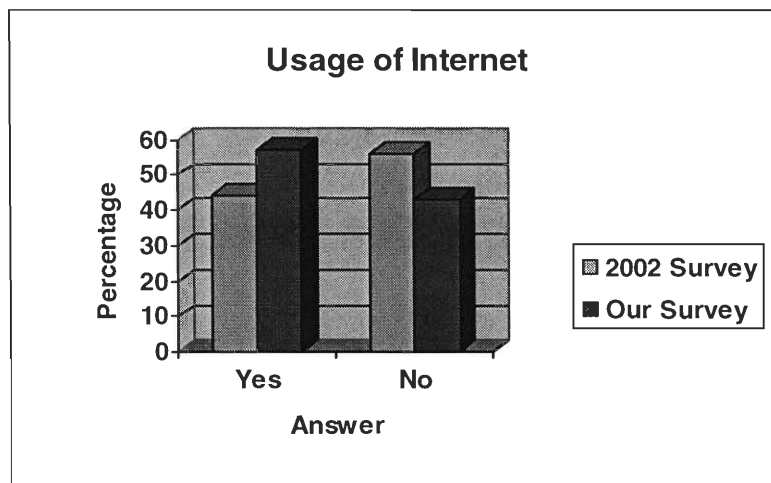
Another question on the surveys asked whether English was the respondent's first language and if it was not, what was.



The results of this question are somewhat similar in that about 75% of respondents had English as their first language. The other languages that people had as their native language were Spanish, French, and Swahili for both surveys. Although the data is not exactly the same, it does indicate that there were no major shifts in native language. It also rules out the possibility that income levels of tenants could have shifted due to more non-English speaking people in the area. One could attempt to make a connection with the increase in minorities, but it is actually just the opposite; while there were more minority respondents, there was also a slight increase in the number of people who spoke English as their first language.

## Internet Usage

One of the most important questions on the whole survey asked whether the respondent used the Internet or not.



The answers to this question were particularly important to our project because LiveJustice is on the Internet, and if the people the website is directed at cannot access the website, then the website is not meeting the needs of its audience. However, there was an increase in Internet usage from the 2002 survey respondents to the respondents of our survey. We found that 57% of respondents to our survey used the Internet, while only 44% did in the 2002 survey. These numbers, if taken with other supporting data, could indicate that computer usage is still



spreading, even to the lower income range. We did not have enough respondents to strongly state that this is the case, but it is a possibility.

We decided to examine how many of our low income respondents used the Internet. Of the 27 respondents who had an income of less than \$15,000, 13 of them used the Internet. This means that 48% of low income tenants used the Internet. This is a significant percentage, seeing as how only 57% of all tenants used the Internet. Although there is a small disparity, between the two percentages, they do not indicate that there is a large gap in Internet usage between income groups.

### Compatibility of Surveys

In order to see how similar the two surveys were, we took a few of the demographics categories and determined the mean of each. We used income level, education level, age, and number of people in household.

	<b>Standard Deviation for 2002 Survey</b>	<b>Standard Deviation for Our Survey</b>	<b>Mean for 2002 Survey</b>	<b>Mean for Our Survey</b>
<b>Age</b>	.667	.767	3.11	3.08
<b>Level of Education</b>	1.492	1.474	4.06	4.00
<b>Approx. Income</b>	2.129	1.446	3.23	2.16
<b>People in Household</b>	1.730	1.579	2.92	2.86

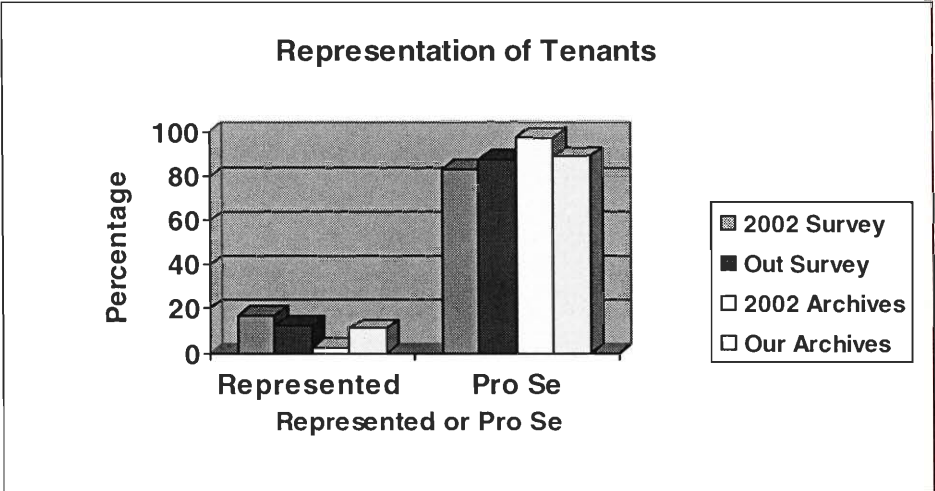
These results indicate that for the most part, these two groups are very similar and able to be compared. Age, level of education, and people in household all have means within .07 of each other. Approximate income shows a significant difference between the two surveys. As we have already talked about this category, we know that our survey showed that 53% of our

respondents made less than \$11,000 a year, doubling the same income group from the 2002 survey. We also compared the standard deviation. Again, the only major different was in the income category. Although this one category is different, it does not seem to have an effect on the other categories, and so we concluded that the two surveys are comparable.

## Housing Court Experience

### Representation

The first section of both surveys questioned respondents about their experience at Housing Court. The first question asked whether the respondent was represented or not.



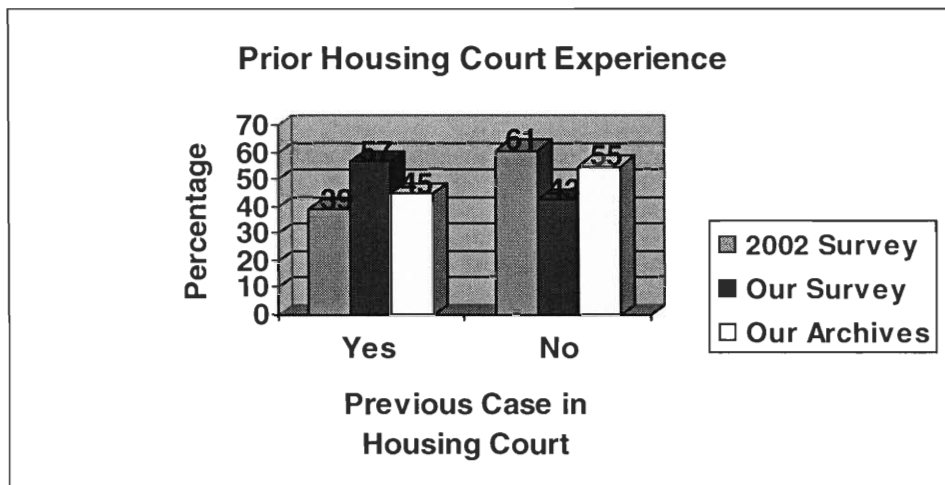
The percentage of tenants who were represented in our Housing Court Survey, 12%, resembles the 11% representation rate we found in our archives search. There was a slight decrease in representation between the 2002 Housing Court Survey and ours, however, the difference is small enough that it is probably due to the small sample sizes of survey returns. The 2002 archives search representation rate seems out of place compared to the other results. The low

representation rate could be due to the fact that the 2002 archives search specifically included 100 Housing Authority cases, in which no tenants had representation. This could have skewed the results enough so that it did not fit in with the other results.

The results of this comparison could mean that representation does not have a huge effect on the outcome of cases. Because most tenants go to Housing Court unrepresented, the Court could expect a tenants to likely be unrepresented and make adjustments in the way they conduct matters so it is more understandable for an average tenant. The few tenants that do have representation are probably better prepared for what will happen in court and can more accurately defend their side of the case, however, an attorney is not required to win a case.

## Previous Cases

The next question in this section of the survey asked tenants whether they had had a previous case in Housing Court in the past five years.



Our Housing Court survey presented interesting results. When we asked this question on the survey, 18 of 51 respondents, or 35% answered that they had been to Housing Court in the past five years. However, we completed an archives search on all our survey respondents also, and found that 26 of 46 respondent files that we could locate, had had a previous case. Since the difference is pretty significant, it could mean that tenants did not want to admit that they had

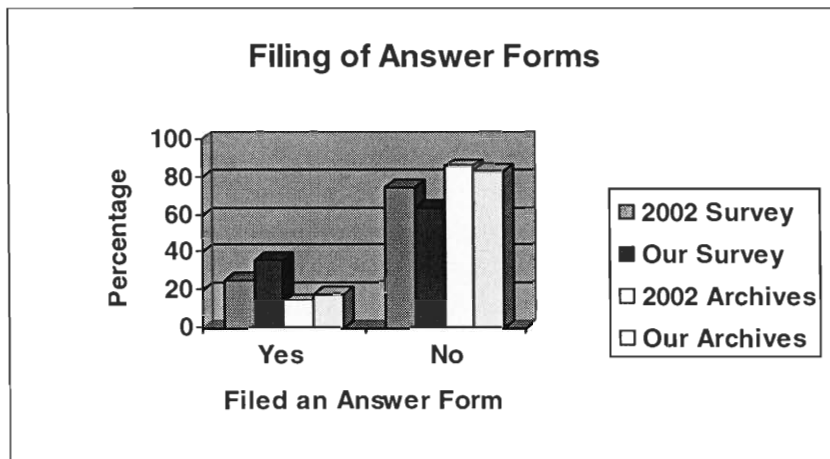
been to Housing Court before, maybe because of embarrassment. This could explain the difference between the percentage of cases from the 2002 survey who had previous cases and the percentage of our respondents who had previous cases. If we went back and looked up the files of the 2002 respondents, we might find that more people had previous cases than admitted it on the survey.

Another explanation could be that even though a case was filed against them, the tenants with previous cases did not consider it a previous case. A landlord might have submitted the paperwork, but the tenant never appeared in Housing Court because the case was dismissed by the landlord or the problem was resolved. In this case, the respondent never really had a previous case in Housing Court, yet their name is in the computer just because the landlord filed a Summary Process Summons and Complaint Form.

An explanation as to why the percentage of survey respondents who had previous cases is higher than the percentage found in the archive search could be that having a previous case makes a person more likely to show up for court, therefore giving them the opportunity to complete our survey. However, this does not seem likely because we used SPSS to compare appearance rate vs. previous cases and there was not a significant difference between those who had a previous case and those who did not and whether they appeared. Another possible explanation is that those who had previous cases were more likely to fill out our survey because they knew what to expect in Housing Court and they might not have been as stressed or on such time constraints as first time Housing Court visitors. The people with previous cases would probably have known to take at least the whole morning off of work and therefore were not in a rush to leave directly after their case, while first timers might not have known the number of cases that had to be heard, and were in a hurry to get back to their job or their family and could not take the time to complete our survey.

## Answer Form

Whether or not a tenant filled out an Answer Form is a indication of whether they understood the court procedures, knew their rights, and read their Summary Process Summons and Complaint Form.



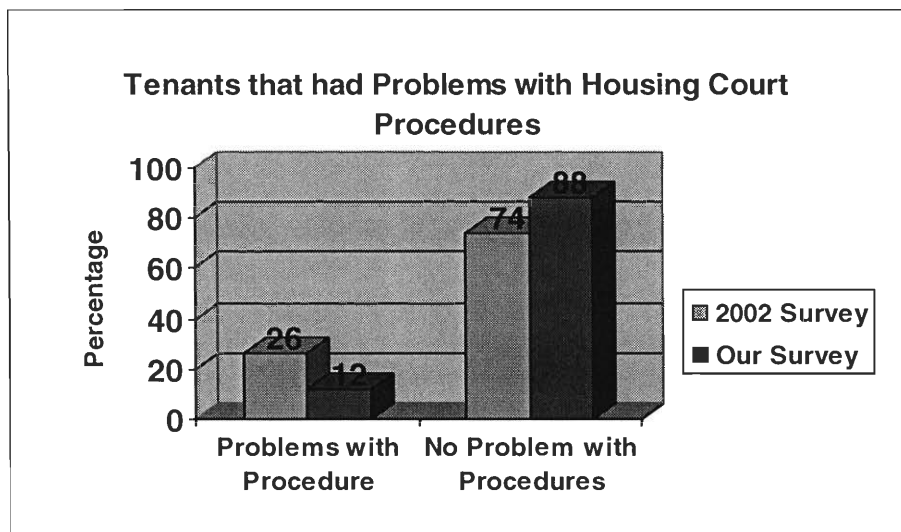
For our Housing Court Survey, we found that 36% of respondents had filed an Answer Form. This is well above the 18% rate found in our archives and slightly higher than the 25% of respondents who filed an Answer Form in the 2002 survey. It seems likely that the increase in filing of Answer Forms between the two surveys is a valid increase, as there is no logical reason for the results to be skewed. This is a good improvement between the two surveys. If more people are filing Answer Forms, it could mean that more people are reading their forms and care about the outcome of the case, rather than just throwing away the forms and notices they receive in the mail.

In comparing the percentage of respondents in the surveys who filed an Answer Form with those from the archives search, it is obvious there is a higher percentage from the survey respondents. This is probably because people who take the time to file an Answer Form are going to take the time to show up for Court. These people believe that having a case in Housing Court is a big deal and are taking the steps to solve the problem. We were surveying in Housing

Court, meaning that all our respondents had decided to show up for their case and were making an effort to have it solved. Meanwhile, many defaults were included in the archives search. Tenants who are not going to show up for their court date are not going to make the effort to follow procedures, i.e. filing of an Answer Form, for the court. Therefore, because the archives search includes people who did not bother to show up for their court date, it is going to have a lower percentage of people who filed an Answer Form.

## Problems with Court Procedures

Another one of the questions we asked in this section was whether the respondent had a problem in Housing Court.



The results of this question show another positive improvement from the 2002 survey to ours: fewer tenants had problems with Housing Court procedures. The problems that people did mention in our survey included “discrimination”, “lies from landlord’s attorney”, “mediation is a good idea but allows landlord too easy an out for actions”, and “confusing, not sure of rights and

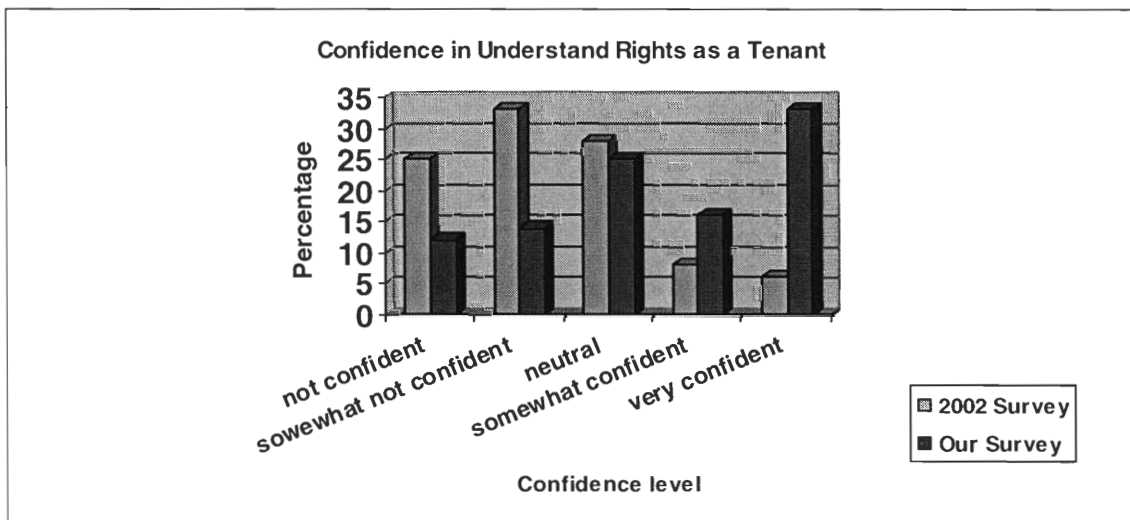
procedures for defendants.” The decrease in things that respondents saw as problems at court could mean that more people understand the procedures and are more confident in what they are doing.

## Complaint Against Landlord

A question that we asked on our survey but was not included on the 2002 survey was whether the respondent filed a counterclaim against the landlord. We found that 37% respondents did file a claim against their landlord. Because we have nothing to compare it to, we cannot determine if there is an increase in counterclaims. However, this percentage could indicate that more tenants are realizing that they do have rights and that they can fight wrongs against them. Maybe the living conditions of the rental unit were horrible and more tenants are recognizing that they do not have to live in such bad conditions. This could be a very positive thing where more tenants are becoming aware of their rights as a tenant and taking advantage of the opportunities provided by the court to right the situation.

## Confidence in Rights

The last question we asked in this section of the survey asked the respondents how confident they were that they understood their legal rights as a tenant.



The results of this question show that the confidence of tenants in their rights went up from the 2002 survey to ours. The majority of the respondents in the 2002 survey fell in the range that they were not confident in their rights to neutral in knowing their rights. For our Survey, we found that the majority of people fell in between the range of neutral in knowing rights to very confident in knowing rights.

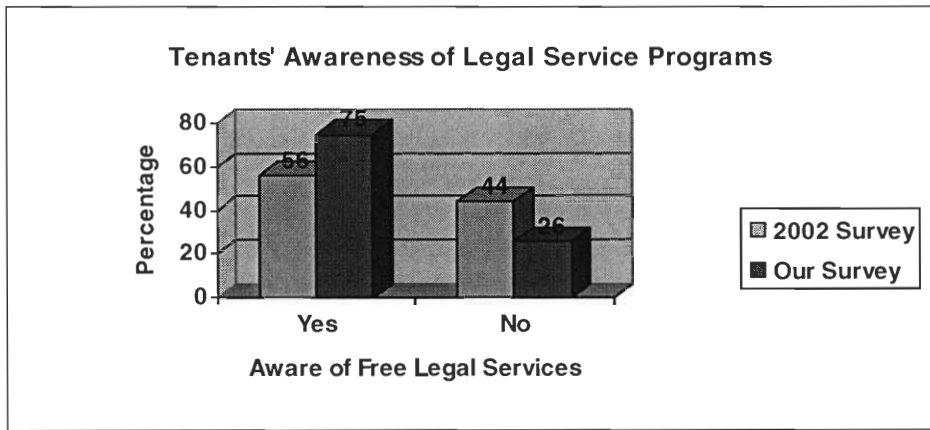
This increase in confidence levels could be because more people are attempting to do something about their situation before going to court. On our survey we also asked the question what did tenants do to prepare for court and 70% of tenants responded that they did *something*, while only 30% admitted to doing nothing. This increase in confidence levels of tenants could reflect this large percentage of respondents who took their case into their own hands and tried to gather a defense against the landlord's claims or obtain help. This is a positive improvement in tenants' conditions as it seems that a large percentage are realizing that their Housing Court case is not something to be blown off and are trying to help themselves.

## **Experience with Legal Services**

### **Aware of Free Legal Services**

The second section of questions on the survey dealt with the respondent's experience with legal services. The first question in this section asked whether the respondent was aware that there are free legal aid services available in Worcester for low income people and the elderly with housing problems.



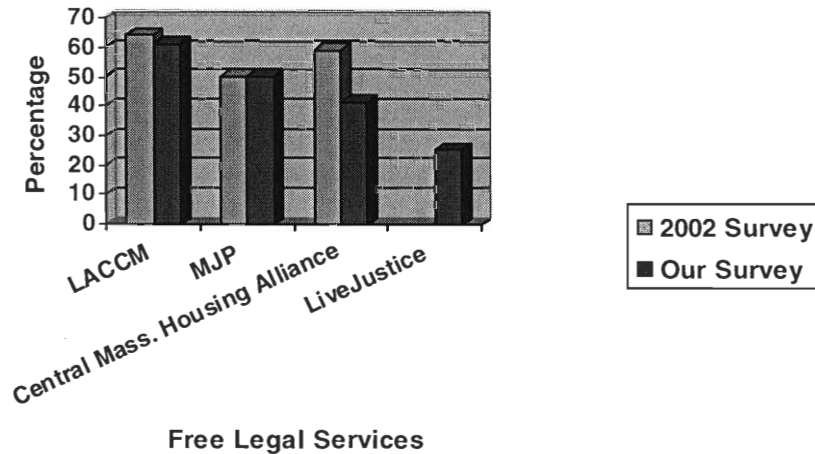


In the 2002 Survey, 56% of respondents said they were aware of free legal services availability. In our Survey, we found 76% of respondents were aware of free legal aid. This is a significant improvement that could help tenants improve their cases. However, if tenants are aware of the services but still do not use them, it raises the question of “why?” The improvement in percentage of respondents who are aware of free legal aid is important because it means that the various legal aid programs are doing their job in getting their name spread through the community.

## Heard of LiveJustice

As a follow up to the previous question , we asked the respondents which specific legal aid services they had heard of. The choices included Legal Assistance Corporation of Central Massachusetts (LACCM), Massachusetts Justice Project (MJP), Central Massachusetts Housing Alliance, and the LiveJustice website. Respondents were able to check off as many of the services as they had heard of, and the 2002 survey did not have LiveJustice as one of the choices.

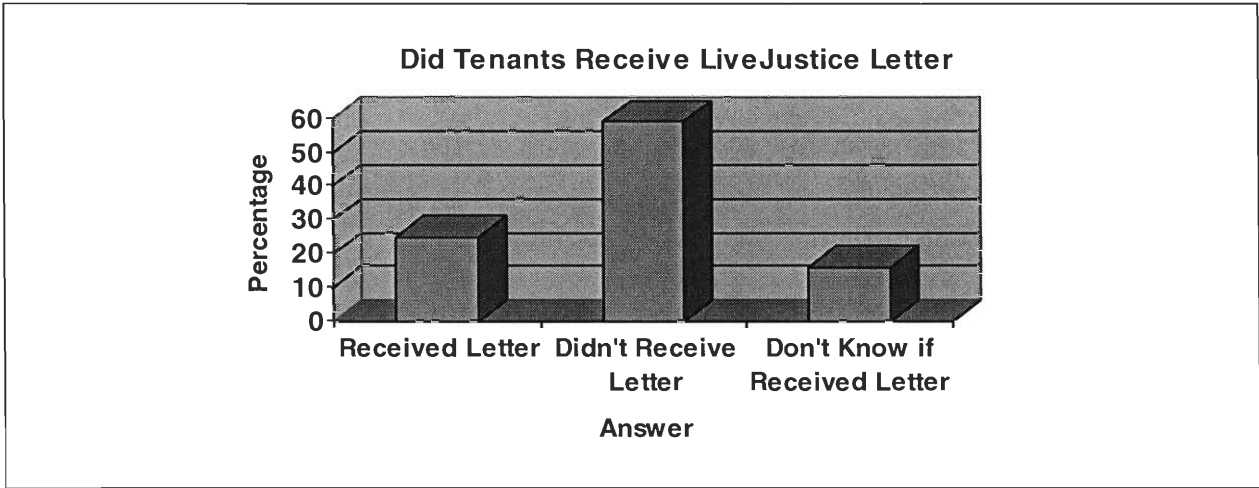
### Free Legal Services that Respondents Heard Of



These results show that for both surveys, LACCM was the program that most respondents knew about. Only 25% of respondents in our survey had heard of LiveJustice. This is not a good sign for LiveJustice as the website had been out for over a little over a year at the time we were administering the survey in Housing Court. This program is still new compared to the others listed and it may just need time to get its name around. However, less than ½ the respondents who had heard of LACCM had heard of LiveJustice. Since LACCM is running LiveJustice, this percentage seems very low. A possible reason for the low number of people who have heard of LiveJustice is that not enough advertising was done so that the program could not even be boosted by word of mouth because there were not enough people who had heard of it originally.

### Received Letter about LiveJustice

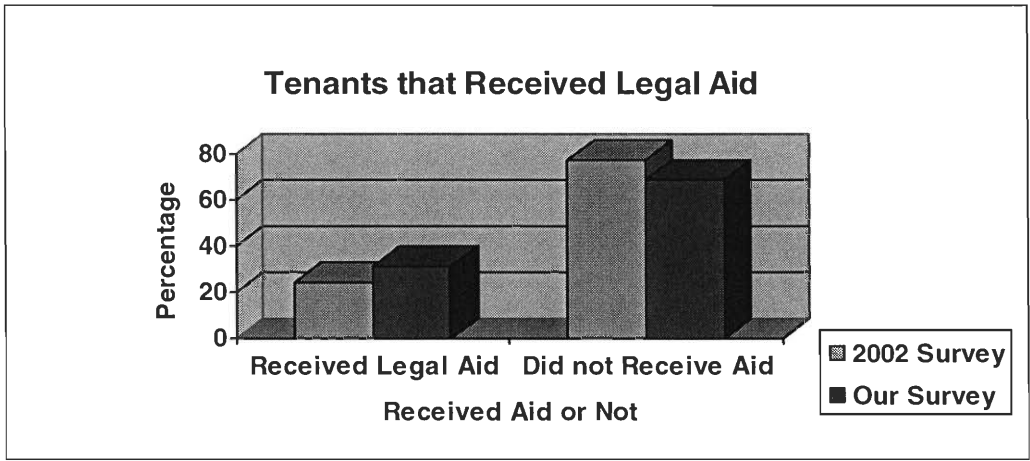
All tenants who received a Summary Process Summons and Complaint Form were sent a letter or postcard by LACCM, announcing the availability of LiveJustice. However, although LACCM obtained the list of cases from the Housing Court, some respondents said they did not receive the notice.



The fact that 59% of respondents to our survey said they did not receive the LiveJustice letter is troubling. It could be that they received the letter but through it away immediately without looking at it. If this is the case, then maybe LACCM needs to consider a better way of notifying tenants that there is help available. It could be that the letter/postcard is not eye catching enough and people automatically assume it is junk mail. 16% of people were unsure of whether they received the notice or not. This clearly indicates that the notice does not stand out enough or is not memorable enough for people to recall receiving it.

**Received Legal Aid**

Another question that we asked in this section in both surveys was whether the respondents received any legal aid for their *present* case.



This data shows that although 56% of respondents in the 2002 survey and 75% of respondents in our survey were aware that free legal aid was out there, most people did not capitalize on this knowledge and did not try to use the aid. Even when we asked the respondents whether they had ever received free aid for a housing problem, for both surveys only 29% said yes, they had previously received free aid. This raises concern because what is holding these tenants back from obtaining aid? The tenants know it is out there but they are not using it, and that could be because although they have heard of the aid programs they do not know where to locate them, they do not feel the problem is serious enough to go out and get aid, or they are embarrassed to admit they need help.

## Conclusions

Our project was the final in a series of three projects sponsored by the Legal Assistance Corporation of Central Massachusetts (LACCM). The goals of all three projects was to “develop, implement, and evaluate an interactive website ([www.livejustice.org](http://www.livejustice.org)) designed to provide low-income tenants in Worcester County with ready access to legal assistance” (Sibide and Lopez, 2002). Our project involved the evaluation of the website; whether it was a feasible way to deliver legal services and whether it could positively affect case outcomes for low-income tenants in Housing Court. We collected surveys from people who had used the website, collected surveys from tenants in Worcester Housing Court between January 29<sup>th</sup>, 2004 and April 8<sup>th</sup>, 2004, and looked at archival records of cases between May 2003 and February 2004. The purpose of our project was to compare these surveys and records with those from the 2002 project, and assess whether any significant changes had occurred between the two projects.

From the data we gathered and compared, we found that in fact there were some small improvements in tenants’ outcomes between the two surveys. However, we could not find a link between these improvements and the availability of the website. The number of cases per week in Housing Court declined since the completion of the 2002 project, the percentage of tenants filing Answer Forms increased, the percentage of survey respondents who had problems in Housing Court decreased, the percentage of respondents who were aware of legal aid services available increased, the number of tenants represented by attorneys in the archives records increased, the confidence level of survey respondents in understanding their legal rights as tenants increased, and the tenant default rate in the archives decreased. While these changes show improvements in tenants conditions overall, there is still opportunity to improve tenants’ outcomes.

We decided to look at the goals of LACCM in developing LiveJustice and our research questions again to determine whether the objectives were met. The goals of LiveJustice were to increase the number of low income tenants who maintained their tenure, improve the living conditions of the tenant's tenure, and increase the amount of time a tenant maintains the tenancy prior to vacating. It does appear that the goals of LiveJustice were met, however, not necessarily because of LiveJustice alone but other unknown outside factors as well.

The fact that there were far fewer cases being brought to Housing Court every week when compared to the 2002 survey could indicate that fewer tenants were having difficulty paying rent and did not need to be brought to court so that more tenants were able to maintain their tenure. 37% of tenants were filing complaints against their landlords. This percentage could indicate that the tenants were realizing they did not have to live in slum conditions just because they were paying low rent. By filing claims against their landlords, tenants are improving their own living conditions. Of the tenants who were evicted by agreement, meaning they agreed to move out by a certain date, the average extra time a tenant received to move was 42 days. This is a significant amount of time as nearly a month and a half allows the tenant to search for new living arrangements and not be forced to take the first available apartment because they will be homeless if they do not take it. Therefore the tenants can secure adequate housing and have plenty of time to pack up their belongings instead of having to throw them all into the back of a truck or car. By entering into agreements, the tenants are able to maintain their tenancy for longer, even if they are eventually required to move.

Another question that was asked about the LiveJustice website was whether it was an effective way to deliver legal services. The short answer is yes. With more and more activities occurring on the web, people are turning to the Internet for everything. Two of the five people we talked to who had used LiveJustice, had found the website through search engines. The information on the website is extremely helpful in itself, as it tells tenants what to expect at

Housing Court, and tenants can look up information that might be relevant to their case. Also, for those tenants who do not work normal 9-5 hours, the website allows them to still be able to research their case and maybe gain some legal knowledge at any time day or night. If something such as the website were not available, this group of people could not do anything about their case, short of leaving work, because they would have to talk to a lawyer to gain any legal knowledge, and no lawyer is available at 10 or 11 PM when these people might get out of work.

However, LiveJustice was directed at low-income tenants. Only those tenants who pass certain income standards are able to actually use the live-chat on the website. It is possible that more people would use the chat feature were it available to everyone. Although 46% of Housing Court survey respondents reported that they used the Internet, only 25% of respondents had actually heard of LiveJustice. It is very likely that the Housing Court defendant's lack of knowledge of LiveJustice is due to advertising methods about the website.

Although, we were not involved in the advertising part of the website campaign, we think we see some room for improvement. Only during the first week of our visits to the Housing Court, did we see any kind of notice up about LiveJustice, and it was gone after that first week. It might seem pointless to put up information about the website at the Courthouse because the people who would read about it are already in court for their hearing and it cannot help them. However, many tenants visit Housing Court before their court date to ask questions about forms, procedures, etc. These people might see the signs and the website would still be able to help them.

Tenants are forced to wait several hours around the Courthouse on their court date while they wait for their name to be called. They might see the signs and know of other people in trouble and recommend the website to them. Word of mouth is a quick and free method of advertising. A few tenants are also appearing in court to get a continuance for more time for

their case. The signs might catch the attention of these tenants who would also still be able to use the website for help on their own case.

Many tenants ask the Housing Court staff for advice and help on their own personal case. As part of their job requirement, the staff cannot give any legal advice. They will however, give a sheet of paper to the tenants that lists legal aid places available that could help them with their case. As far as we know LiveJustice is not listed on this paper. Putting LiveJustice on this list would be a very easy way to generate more visitors to the website. Also, several tenants noted that some of the contact information on the aid list was wrong. Groups such as LACCM and Mass. Justice Project (MJP) need to make sure their information is accurate and up-to-date in order to help as many people as possible.

A research question that was designed to evaluate LiveJustice asked whether the availability of the website and its services affected the operations of the Housing Court. It is not only due to the availability of LiveJustice, but the changes that we discovered between the surveys in the archives did positively effect Housing Court operations. When the 2002 survey was being done, there was an average of 50 - 70 cases being heard every week at the Worcester Housing Court. However, when we were administering our surveys the average number of cases on the docket was 44/week. This is a significant decline in numbers that does effect Housing Court because it reduces the workload every week and means less chaos (as organized as it may be) every Thursday morning because there are fewer people waiting for their case to be heard.

There has also been a slight increase in filing of Answer Forms. This could help the judges out because with the Answer Form they can see what the defendant's side of the case is before the sides even speak. One other factor that could have an impact on Housing Court is the decline in defaults. The decline is good because it means more tenants are realizing that their case is important, but it could also mean that more cases actually need to be heard or sent through mediation every week.



There were two other research questions designed to evaluate the impact and effectiveness of LiveJustice. These questions asked whether people who used LiveJustice had different outcomes in their cases and what, if anything, do people do differently in response to legal information. Unfortunately, these two questions were to focus on comparing LiveJustice Users Survey respondents with those who answered our Housing Court survey but had used LiveJustice, and also those who had not used the website. Because of the low usage of the chat feature on the LiveJustice website, we were only able to get a small number of names to contact, and not everyone was willing to participate in our LiveJustice survey. Since we only received five LiveJustice Users surveys back, we were unable to make any solid comparisons between the website users and non-users.

We do know that those who did use the website believed it helped. This was also the majority opinion of tenants who had used any type of free legal aid for a housing problem. It is logical that any type of help is better than none. Also, our LiveJustice users survey was directed at only those tenants who had used the live-chat feature. We were unable to determine at all what effect the website had in general on tenants, but we believe that anyone who spent a little time on the website would have at least been helped a little.

From our time at Housing Court, we certainly realized there is a great need for legal services such as LACCM, MJP, LiveJustice, and Central Mass. Housing Alliance. Tenants were constantly at the desk asking questions about their cases and many needed help just filling out the basic paperwork. The idea and intent of LiveJustice is right on target, and we believe it is just a matter of getting the word out there, that a service like this is available, to get more people to use it and see a definite impact on tenants and Housing Court. Not only does the name have to get out there, an effort needs to be made to get people to use the help. As we discovered earlier in this paper, people knew about various legal aid services, they just weren't using them.

For this project we found some definite improvements in tenants' overall conditions, which we found very promising. More low income tenants are starting to use the Internet, which means that LiveJustice will become available to more people. Although we cannot attribute all the improvements we found to the availability of LiveJustice, we do believe that with more time and more advertising LiveJustice will have an obvious and direct impact on low income tenants and their cases.

## Bibliography

Berg, Bruce L. Qualitative Research Methods. 5<sup>th</sup> ed. Boston: Pearson Education, Inc. 2002.

Cooper, Mark. Web Page. 30 May 2003. "Administration, FCC Policies Ignore, Deepen Digital Divide: New Study Finds Tens of Millions of Americans Left Out of Digital Information Age." 27 February 2004. (<http://www.consumerfed.org/ddivide0502.pdf>).

Schulman, Ronca, & Bucuvalas, Inc. "Massachusetts Legal Needs Survey." Massachusetts Legal Services. May 2003. 13 April 2004. ([http://www.masslegalservices.org/docs/Data\\_report\\_final.pdf](http://www.masslegalservices.org/docs/Data_report_final.pdf)).

Sibide, Anissa, and Vanessa Lopez. "Collection and Evaluation of Base-Line Data on Low-Income Tenants Facing Eviction in Worcester County." IQP Worcester Polytechnic Institute, 2002.

Tech Library. "Contentbank." The Children's Partnership. (2003) 27 February 2003. ([http://www.contentbank.org/tools/glossary.asp?section\\_id=620](http://www.contentbank.org/tools/glossary.asp?section_id=620)).

## **List of Appendices**

Appendix A: Worcester County Housing Court Tenant Survey

Appendix B: LiveJustice Users Survey

Appendix C: Worcester Housing Court Archives Survey

Appendix D: Frequency Data for 2002 Housing Court Survey

Appendix E: Frequency Data for our Housing Court Survey

Appendix F: Frequency Data for Archives Survey

Appendix G: Frequency Data for LiveJustice Users Survey

*Appendix A: Worcester County Housing Court Tenant Survey*

# Worcester County Housing Court Tenant Survey

First, we would like to ask you a few questions about your housing court experience.

## I. Housing Court Experience

1. Is an attorney present with you today?

- Yes  
 No

2. Have you ever had a previous case at a housing court?

- Yes  
 No

a. If yes, about how many other cases have you had in housing court in the past five years?

- 1-2  
 3-4  
 5, or more

3. Did you read your "Summary Process Summons and Complaint" Form?

- Yes  
 No

4. Did you fill out an "Answer Form"?

- Yes  
 No

5. Did you include in your response a complaint against your landlord?

- Yes  
 No

6. What did you do to prepare for court? (For example, did you do any research, or put together documents to bring with you, etc.?)

---

---

7. Was a decision made in your case today or did you receive extra time to solve the problem?

- extra time  
 decision made What was the outcome of your case \_\_\_\_\_

---

8. Have you had any problems with the housing court procedures (forms, courtroom rules, etc.) so far today?

- Yes (Please explain: \_\_\_\_\_)  
 No

9. Do you feel that you had an opportunity to tell your side of the case?

Yes

No

Please explain: \_\_\_\_\_

---

10. Do you think you understood the court procedures?

Yes

No

Please explain: \_\_\_\_\_

---

11. Do you think that you were prepared to go to court?

Yes

No

Please explain: \_\_\_\_\_

---

12. How confident are you that you understand your legal rights as a tenant?

Not confident

Very confident

1

2

3

4

5

Next, we would like to ask you a few questions about your experience with legal services.

## II. Legal Service Programs

13. Are you *aware* that there are free legal aid services available in Worcester for low income people and the elderly with housing problems?

Yes

No

14. Have you *heard* of the following specific free legal aid services? (Please check all that apply)

Legal Assistance Corporation of Central Massachusetts (LACCM)

Massachusetts Justice Project (MJP)

Central Massachusetts Housing Alliance

LiveJustice website

Other (please specify): \_\_\_\_\_

15. Have you *ever* received free legal aid for a housing problem?

Yes

No

a. If yes, which program? (Please check all the apply)

Legal Assistance Corporation of Central Massachusetts

Massachusetts Justice Project

Central Massachusetts Housing Alliance

LiveJustice website

Other (please specify): \_\_\_\_\_

Don't know

16. Did you receive a postcard or letter in the mail describing the LiveJustice website?

- Yes
- No
- I don't know

17. Have you ever looked at the LiveJustice website? (www.livejustice.org)

- Yes
- No

18. If you have heard of the LiveJustice website, but you have not been to the website, please explain why not: \_\_\_\_\_

\_\_\_\_\_

19. Did you seek any legal assistance for your *present* housing case?

- Yes
- No, if "no," please explain why not \_\_\_\_\_

20. Did you receive any legal aid for your *present* housing case?

- Yes
- No (If no, go to question 23)

a. If yes, was it free?

- Yes
- No

b. If yes, from which program? (Please check all that apply)

- Legal Assistance Corporation of Central Massachusetts
- Massachusetts Justice Project
- Central Massachusetts Housing Alliance
- LiveJustice website
- Other (please specify): \_\_\_\_\_
- Don't know

21. What kind of services did you receive from the legal aid program?

(Please check all that apply)

- Walk-in advice
- Telephone hotline advice
- Help filling out forms/documents
- Help preparing for housing case (e.g. evidence, courtroom procedure)
- Other (please specify): \_\_\_\_\_

22. How helpful were these programs to your case?

Not helpful

1

2

3

4

Very helpful

5



Finally, we would like to ask you a few questions about yourself.

### III. Demographics

23. Gender

- Male
- Female

24. Age

- 17 years, or younger
- 18-24 years
- 25-40 years
- 41-59 years
- 60 years, or older

25. How many people, including yourself, live in your household (relatives only)?

- People

26. Ethnicity?

- American Indian or Alaskan Native
- Asian or Pacific Islander
- Black or African American (Non-Hispanic)
- Hispanic or Mexican American
- White (Non-Hispanic)
- Other (Please specify): \_\_\_\_\_

27. What is the highest level of education you have obtained?

- Never attended high school
- Some high school
- High School diploma or GED
- Trade School
- Some college
- College degree
- Some graduate school
- Graduate degree

28. What is your annual household income, before taxes?

- Less than \$11,000
- \$11,000 - \$14,999
- \$15,000 - \$21,999
- \$22,000 - \$26,999
- \$27,000 - \$30,999
- \$31,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 or more

29. How many years have you lived in Worcester?

- less than 1 year
- 1- 3 years
- 4- 7 years
- more than 7 years

30. Is English your first language?

- Yes
- No

a. If no, what is your first language? \_\_\_\_\_

31. Do you use the Internet?

- Yes
- No

a. If yes, where do you usually use a computer to access the Internet? (Please check all that apply)

- Home
- Work
- Social Service Agency
- Library
- School
- Other (Please specify): \_\_\_\_\_

That's it. Thank you for your participation. If you have any additional comments on this topic concerning this survey, please write them here:

---

---

---

***Appendix B: LiveJustice Users Survey***

## LiveJustice Users Survey

**First, I would like to ask you some questions about your housing court experience. This refers to this present case, and any possible cases in the past.**

1. Why did you first contact LiveJustice.org?

---

---

2. Have you had a court date? When?

---

3. Was an attorney present with you in court?

Yes  
 No

4. Have you ever had a previous case at a housing court? (If no, go to question 5) (hc)

Yes  
 No

a. How many other cases have you had in housing court in the past five years? (hc)

1-2  
 3-4  
 5, or more

b. Did you receive free legal aid for any of the previous cases?

Yes  
 No

i. Do you remember who provided that assistance? (Some examples might be: Legal Assistance Corporation of Central Massachusetts, Massachusetts Justice Project, Central Massachusetts Housing Alliance)

---

ii. What other ways have you received legal aid?

telephone advice  
 website research  
 website's Frequently Asked Questions section  
 meeting in the office  
 e-mail advice

5. Did you read your "Summary Process Summon and Complaint Form?" (This would be the letter you received from the court telling you about the housing court case.) (hc)

Yes  
 No

6. Did you fill out the “Answer Form” in response to the “Summary and Complaint Forms”? (hc)  
 Yes  
 No  
 Intent to do so
7. Did you include in your response a complaint against your landlord?  
 Yes  
 No
8. What did you do to prepare for court? (For example, did you do any research, or put together documents to bring with you, etc.?)

---



---

**Next, I would like to ask you some questions about your opinion of your housing court experiences. ( if you did not go to housing court or mediation, please skip to question 13)**

9. Did you have any problems with the housing court because you did not know what to expect in the courtroom? (For example: forms, courtroom rules, procedures, etc.)  
 Yes (Please explain: \_\_\_\_\_)  
 No  
 Not Applicable
10. Do you feel that you had an opportunity to tell your side of the case?  
 Yes  
 No
11. Do you think you understood the court procedures?  
 Yes  
 No
12. Do you think that you were prepared to go to court?  
 Yes  
 No
13. How well did you feel that you knew your legal rights as a tenant before receiving legal assistance with the LiveJustice website ( 1 is not well at all and 5 is very well)?
- |          |   |   |   |  |           |
|----------|---|---|---|--|-----------|
| Not well |   |   |   |  | Very well |
| 1        | 2 | 3 | 4 |  | 5         |
14. How well do you feel you know your legal rights as a tenant after using LiveJustice? (1 is not well at all and 5 is very well)?
- |          |   |   |   |  |           |
|----------|---|---|---|--|-----------|
| Not well |   |   |   |  | Very well |
| 1        | 2 | 3 | 4 |  | 5         |

15. If you used other resources besides the website (for example, telephone or email advice or walk in help), how useful did you find them? (one is not useful at all, while 5 is very useful)? What resource \_\_\_\_\_?
- |            |   |   |   |  |             |
|------------|---|---|---|--|-------------|
| Not useful |   |   |   |  | Very Useful |
| 1          | 2 | 3 | 4 |  | 5           |

**Next, I will ask you some questions about your experience using the LiveJustice website.**

16. How did you find out about the LiveJustice website?

---



---

17. Did you get satisfactory information/advice from LiveJustice? (us)

Yes  
 No Why not? \_\_\_\_\_

---

18. In your opinion, how did the LiveJustice website help you? (For example, did you get answers to specific questions you had, help filling out forms/documents, help preparing for housing case [e.g. evidence, courtroom procedure?])

---



---

19. Do you think that LiveJustice helped you feel more prepared? (For example, did you know what to expect in the courtroom?)

Yes (Explain: \_\_\_\_\_)  
 No

20. Do you think that LiveJustice helped you understand what you needed to do? (For example, did you find out you had rights in the proceeding that you did not know you had?)

Yes (Explain: \_\_\_\_\_)  
 No

21. When you used LiveJustice, did you use the live chat feature or did you use email to talk get advice?

live chat  
 email

22. Did you have any problems (technical or otherwise) while using the website?

Yes (Please explain) \_\_\_\_\_  
 No

23. Please rate your overall impression of the LiveJustice website. (1 is not at all favorable while 5 is extremely favorable) (us)

Not at all favorable					Extremely favorable
1	2	3	4		5

24. Would you recommend the site to others?

- Yes (Please explain why: \_\_\_\_\_  
\_\_\_\_\_ )
- No (Please explain why not: \_\_\_\_\_  
\_\_\_\_\_ )

**Finally, we would like to ask you a few questions about yourself.**

25. What is your gender?

- Male  
 Female

26. How old are you?

\_\_\_\_\_

27. Counting only yourself and relatives, how many people live in your house?

People

28. What is your ethnicity?

- American Indian or Alaskan Native  
 Asian or Pacific Islander  
 Black or African American (Non-Hispanic)  
 Hispanic or Mexican American  
 White (Non-Hispanic)  
 Other (Please specify): \_\_\_\_\_

29. What is the highest level of education you have obtained?

- Never attended high school  
 Some high school  
 High School diploma or GED  
 Trade School  
 Some college  
 College degree  
 Some graduate school  
 Graduate degree

30. What is your annual household income, before taxes?

- Less than \$11,000  
 \$11,000 - \$19,999  
 \$20,000 - \$29,999  
 \$30,000 - \$39,999  
 \$40,000 or more

31. Is English your first language?

- Yes  
 No

a. If no, what is your first language? \_\_\_\_\_

32. How would you rate your fluency in English?

Not fluent at all

Completely Fluent

1

2

3

4

5

33. Where do you use a computer to access the Internet? (Please check all that apply)

Home

Work

Social Service Agency

Library

School

Other (Please specify): \_\_\_\_\_

That's it. Thank you for your participation. Do you have any additional comments you would like to share with us about LiveJustice or legal services?

---

---

---

---

---



***Appendix C: Worcester Housing Court Archives Survey***

## Worcester Housing Court Archives

Case number? \_\_\_\_\_

Name of tenant? \_\_\_\_\_

Address of tenant? \_\_\_\_\_

Represented or pro se? \_\_\_\_\_

Landlord Represented or pro se? \_\_\_\_\_

Appears or Defaults? \_\_\_\_\_

Date of 1<sup>st</sup> Notice to Quit? \_\_\_\_\_

Date Summary Process Summons and Complaint Form delivered? \_\_\_\_\_

Reason for court case? \_\_\_\_\_

Date of court case? \_\_\_\_\_

Was the case resolved in mediation? \_\_\_\_\_

Evicted or not? \_\_\_\_\_

Date of mediation agreement or eviction execution? \_\_\_\_\_

Was the case continued? \_\_\_\_\_

Was time given to move? If yes, how much? \_\_\_\_\_

Was there another outcome to the case besides eviction or time to vacate? \_\_\_\_\_

\_\_\_\_\_

Was there a copy of the lease in the file? \_\_\_\_\_

Was there an Answer Form? \_\_\_\_\_

Was a translator used? \_\_\_\_\_

Was discovery filed? \_\_\_\_\_

***Appendix D: Frequency Data for 2002 Housing Court Survey***

**attorney present**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	16.7	16.7	16.7
	no	30	83.3	83.3	100.0
	Total	36	100.0	100.0	

**previous case**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	14	38.9	38.9	38.9
	no	22	61.1	61.1	100.0
	Total	36	100.0	100.0	

**how many previous cases**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2	11	30.6	78.6	78.6
	3-4	2	5.6	14.3	92.9
	5 or more	1	2.8	7.1	100.0
	Total	14	38.9	100.0	
Missing	no answer	22	61.1		
Total		36	100.0		

**problems with procedures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	9	25.0	25.7	25.7
	no	26	72.2	74.3	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**if yes, what problems**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not enough help with forms	1	2.8	12.5	12.5
	the wait	1	2.8	12.5	25.0
	wasn't notified case was filed	1	2.8	12.5	37.5
	rent up, no fixing apt	1	2.8	12.5	50.0
	no idea whats involved	1	2.8	12.5	62.5
	need help with paperwork	1	2.8	12.5	75.0
	don't understand rules somewhat hard to understand	1	2.8	12.5	87.5
	Total	8	22.2	100.0	100.0
	Missing	no answer	28	77.8	
Total		36	100.0		

**confidence in understanding rights**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not confident	9	25.0	25.0	25.0
	somewhat not confident	12	33.3	33.3	58.3
	neutral	10	27.8	27.8	86.1
	somewhat confident	3	8.3	8.3	94.4
	very confident	2	5.6	5.6	100.0
	Total	36	100.0	100.0	

**read Summary Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	22	61.1	62.9	62.9
	no	5	13.9	14.3	77.1
	didn't have this question	8	22.2	22.9	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**fill out answer form**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	7	19.4	19.4	19.4
	no	21	58.3	58.3	77.8
	didn't have this question	8	22.2	22.2	100.0
	Total	36	100.0	100.0	

**aware of free legal aid services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	20	55.6	55.6	55.6
	no	16	44.4	44.4	100.0
	Total	36	100.0	100.0	

**heard of how many out of 3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	15	41.7	41.7	41.7
	1	9	25.0	25.0	66.7
	2	7	19.4	19.4	86.1
	3	5	13.9	13.9	100.0
	Total	36	100.0	100.0	

**heard of LACCM**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	14	38.9	63.6	63.6
	no	8	22.2	36.4	100.0
	Total	22	61.1	100.0	
Missing	no answer	14	38.9		
Total		36	100.0		

**heard of MJP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	11	30.6	50.0	50.0
	no	11	30.6	50.0	100.0
	Total	22	61.1	100.0	
Missing	no answer	14	38.9		
Total		36	100.0		

**heard of Central MA Housing Alliance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	13	36.1	59.1	59.1
	no	9	25.0	40.9	100.0
	Total	22	61.1	100.0	
Missing	no answer	14	38.9		
Total		36	100.0		

**heard of other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	2.8	4.8	4.8
	no	19	52.8	90.5	95.2
	Legal Aid	1	2.8	4.8	100.0
	Total	21	58.3	100.0	
Missing	no answer	15	41.7		
Total		36	100.0		

**ever recvd free legal aid for housing prob**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	10	27.8	28.6	28.6
	no	25	69.4	71.4	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**from LACCM**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	11.1	33.3	33.3
	no	8	22.2	66.7	100.0
	Total	12	33.3	100.0	
Missing	no answer	24	66.7		
Total		36	100.0		

from MJP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	11.1	33.3	33.3
	no	8	22.2	66.7	100.0
	Total	12	33.3	100.0	
Missing	no answer	24	66.7		
Total		36	100.0		

from Central MA Housing Alliance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	16.7	54.5	54.5
	no	5	13.9	45.5	100.0
	Total	11	30.6	100.0	
Missing	no answer	25	69.4		
Total		36	100.0		

from other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	11	30.6	100.0	100.0
Missing	no answer	25	69.4		
Total		36	100.0		

from don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	11	30.6	100.0	100.0
Missing	no answer	25	69.4		
Total		36	100.0		

received legal aid for present problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	22.2	23.5	23.5
	no	26	72.2	76.5	100.0
	Total	34	94.4	100.0	
Missing	no answer	2	5.6		
Total		36	100.0		



**if yes, was it free**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	22.2	88.9	88.9
	no	1	2.8	11.1	100.0
	Total	9	25.0	100.0	
Missing	no answer	27	75.0		
Total		36	100.0		

**from LACCM**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	8.3	37.5	37.5
	no	5	13.9	62.5	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

**from MJP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	5.6	25.0	25.0
	no	6	16.7	75.0	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

**from Central MA Housing Alliance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	8.3	37.5	37.5
	no	5	13.9	62.5	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

**from other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	8	22.2	100.0	100.0
Missing	no answer	28	77.8		
Total		36	100.0		

from don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	8	22.2	100.0	100.0
Missing	no answer	28	77.8		
Total		36	100.0		

received how many services out of 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	27	75.0	75.0	75.0
	1	3	8.3	8.3	83.3
	2	3	8.3	8.3	91.7
	3	1	2.8	2.8	94.4
	4	2	5.6	5.6	100.0
Total		36	100.0	100.0	

received walk-in advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	22.2	88.9	88.9
	no	1	2.8	11.1	100.0
	Total	9	25.0	100.0	
Missing	no answer	27	75.0		
Total		36	100.0		

received telephone hotline advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	8.3	37.5	37.5
	no	5	13.9	62.5	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

received help filling out forms/documents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	11.1	50.0	50.0
	no	4	11.1	50.0	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

received help preparing for housing case

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	5	13.9	62.5	62.5
	no	3	8.3	37.5	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

received other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6	16.7	75.0	75.0
	other yes, by phone	1	2.8	12.5	87.5
	other yes, representation	1	2.8	12.5	100.0
	Total	8	22.2	100.0	
Missing	no answer	28	77.8		
Total		36	100.0		

how helpful was program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not helpful	1	2.8	11.1	11.1
	somewhat not helpful	1	2.8	11.1	22.2
	Neutral	1	2.8	11.1	33.3
	somewhat helpful	2	5.6	22.2	55.6
	very helpful	4	11.1	44.4	100.0
	Total	9	25.0	100.0	
Missing	no answer	27	75.0		
Total		36	100.0		

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	12	33.3	33.3	33.3
	female	24	66.7	66.7	100.0
	Total	36	100.0	100.0	

**age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	6	16.7	16.7	16.7
	25-40	20	55.6	55.6	72.2
	41-59	10	27.8	27.8	100.0
	Total	36	100.0	100.0	

**how many people live in household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	2.8	2.8	2.8
	1	7	19.4	19.4	22.2
	2	8	22.2	22.2	44.4
	3	9	25.0	25.0	69.4
	4	6	16.7	16.7	86.1
	5	1	2.8	2.8	88.9
	6	2	5.6	5.6	94.4
	7	2	5.6	5.6	100.0
	Total	36	100.0	100.0	

**ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Indian or Alaskan native	1	2.8	2.9	2.9
	Black or African American (Non-Hispanic)	7	19.4	20.0	22.9
	Hispanic or Mexican American	11	30.6	31.4	54.3
	White (Non-Hispanic)	16	44.4	45.7	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**highest level of education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	some high school	6	16.7	16.7	16.7
	hs diploma or GED	10	27.8	27.8	44.4
	trade school	3	8.3	8.3	52.8
	some college	12	33.3	33.3	86.1
	college degree	4	11.1	11.1	97.2
	grad degree	1	2.8	2.8	100.0
	Total	36	100.0	100.0	

**approx income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than \$11,000	9	25.0	25.7	25.7
	\$11,000-14,999	7	19.4	20.0	45.7
	\$15,000-21,999	6	16.7	17.1	62.9
	\$22,000-26,999	5	13.9	14.3	77.1
	\$27,000-30,999	2	5.6	5.7	82.9
	\$31,000-34,999	2	5.6	5.7	88.6
	\$35,000-39,999	2	5.6	5.7	94.3
	\$40,000 or more	2	5.6	5.7	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**how many years lived in Worcester**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 1 year	2	5.6	5.7	5.7
	1-3 years	8	22.2	22.9	28.6
	4-7 years	6	16.7	17.1	45.7
	more than 7 years	19	52.8	54.3	100.0
	Total	35	97.2	100.0	
Missing	no answer	1	2.8		
Total		36	100.0		

**is English first language**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	26	72.2	72.2	72.2
	no	10	27.8	27.8	100.0
	Total	36	100.0	100.0	

**what is first language**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Spanish	8	22.2	80.0	80.0
	Spanish and French	1	2.8	10.0	90.0
	Twi	1	2.8	10.0	100.0
	Total	10	27.8	100.0	
Missing	no answer	26	72.2		
Total		36	100.0		

**fluency in English**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	somewhat not fluent	2	5.6	6.3	6.3
	neutral	2	5.6	6.3	12.5
	completely fluent	28	77.8	87.5	100.0
	Total	32	88.9	100.0	
Missing	no answer	4	11.1		
Total		36	100.0		

**will you be using a translator today**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	35	97.2	100.0	100.0
Missing	no answer	1	2.8		
Total		36	100.0		

**do you use internet**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	16	44.4	44.4	44.4
	no	20	55.6	55.6	100.0
	Total	36	100.0	100.0	

**how many places use internet out of 5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	19	52.8	52.8	52.8
	1	9	25.0	25.0	77.8
	2	4	11.1	11.1	88.9
	3	1	2.8	2.8	91.7
	4	2	5.6	5.6	97.2
	5	1	2.8	2.8	100.0
	Total	36	100.0	100.0	

**use internet at home**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	14	38.9	82.4	82.4
	no	3	8.3	17.6	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		

**use internet at work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	11.1	23.5	23.5
	no	13	36.1	76.5	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		

**use internet at social service agency**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	8.3	17.6	17.6
	no	14	38.9	82.4	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		

**use internet at library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	16.7	35.3	35.3
	no	11	30.6	64.7	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		

**use internet at school**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	5	13.9	29.4	29.4
	no	12	33.3	70.6	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		

use internet at other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	16	44.4	94.1	94.1
	yes, friends and relatives	1	2.8	5.9	100.0
	Total	17	47.2	100.0	
Missing	no answer	19	52.8		
Total		36	100.0		



***Appendix E: Frequency Data for Our Housing Court Survey***

**attorney present**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	11.5	11.8	11.8
	No	45	86.5	88.2	100.0
	Total	51	98.1	100.0	
Missing	no answer	1	1.9		
Total		52	100.0		

**previous case**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	34.6	35.3	35.3
	No	33	63.5	64.7	100.0
	Total	51	98.1	100.0	
Missing	no answer	1	1.9		
Total		52	100.0		

**# other cases**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2	16	30.8	88.9	88.9
	3-4	2	3.8	11.1	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**Read Summary form**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	75.0	78.0	78.0
	No	11	21.2	22.0	100.0
	Total	50	96.2	100.0	
Missing	no answer	2	3.8		
Total		52	100.0		

**Answer form**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	34.6	36.0	36.0
	No	32	61.5	64.0	100.0
	Total	50	96.2	100.0	
Missing	no answer	2	3.8		
Total		52	100.0		

**landlord complaint**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	36.5	37.3	37.3
	No	32	61.5	62.7	100.0
	Total	51	98.1	100.0	
Missing	no answer	1	1.9		
Total		52	100.0		

actions to prepare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	nothing	11	21.2	25.6	25.6
	put together documents	9	17.3	20.9	46.5
	tried to get assistance	1	1.9	2.3	48.8
	preparing to move	1	1.9	2.3	51.2
	brought papers and receipts for cash?	1	1.9	2.3	53.5
	residence photos	1	1.9	2.3	55.8
	nothing, paid them money	1	1.9	2.3	58.1
	talked to someone from MJP	1	1.9	2.3	60.5
	pictures, letters, counterclaim	1	1.9	2.3	62.8
	motions, code violations, pics, escrow act, looked up laws	1	1.9	2.3	65.1
	brought receipts	1	1.9	2.3	67.4
	pictures, internet	1	1.9	2.3	69.8
	got evidence of his ill management of the property	1	1.9	2.3	72.1
	pictures, statements, inspector's report	1	1.9	2.3	74.4
	i found a place to live	1	1.9	2.3	76.7
	call mother and attorney	1	1.9	2.3	79.1
	did some research	1	1.9	2.3	81.4
	pictures relating to all problems	1	1.9	2.3	83.7
	documents and call for a lawyer	1	1.9	2.3	86.0
	spoke with lawyers, friends, mentally prepared, wrote notes	1	1.9	2.3	88.4
	brought all proof of everything	1	1.9	2.3	90.7
	proof of bylaw and lease violations	1	1.9	2.3	93.0
	showed up	1	1.9	2.3	95.3
	no, didn't know what to bring	1	1.9	2.3	97.7
	basically settled before court and used mediator	1	1.9	2.3	100.0
	Total	43	82.7	100.0	
Missing	no answer	9	17.3		
Total		52	100.0		

**preparations**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	nothing	13	25.0	30.2	30.2
	put together documents/research	21	40.4	48.8	79.1
	sought help	4	7.7	9.3	88.4
	sought help and prepared documents	1	1.9	2.3	90.7
	prepared to move	2	3.8	4.7	95.3
	resolved issue	2	3.8	4.7	100.0
	Total	43	82.7	100.0	
Missing	no answer	9	17.3		
Total		52	100.0		

**outcome**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	extra time	18	34.6	37.5	37.5
	decision made	30	57.7	62.5	100.0
	Total	48	92.3	100.0	
Missing	no answer	4	7.7		
Total		52	100.0		

**Decision**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	make payments	2	3.8	7.7	7.7
	motion to execute	1	1.9	3.8	11.5
	owed rent but had money taken off for problems in apt	1	1.9	3.8	15.4
	have to pay \$100 on Feb 20	1	1.9	3.8	19.2
	mutual agreement with landord	1	1.9	3.8	23.1
	found for landlord, said stuff was returned	1	1.9	3.8	26.9
	pay a \$100 extra a month	1	1.9	3.8	30.8
	payment plan	1	1.9	3.8	34.6
	agreement	1	1.9	3.8	38.5
	default wasn't removed	1	1.9	3.8	42.3
	dismissed	1	1.9	3.8	46.2
	other leasee owes rent, not me	1	1.9	3.8	50.0
	mediation	2	3.8	7.7	57.7
	i'm moving	1	1.9	3.8	61.5
	tenant agreed to have son who lives with her move	1	1.9	3.8	65.4
	allowed to stay for 2 more months	1	1.9	3.8	69.2
	while paying rent written and verbal agreemen	1	1.9	3.8	73.1
	two week wait	1	1.9	3.8	76.9
	move by 5/15, pay 4/04 and 5/04 rent	1	1.9	3.8	80.8
	motion denied	1	1.9	3.8	84.6
reasonable	1	1.9	3.8	88.5	
vacating apartment	1	1.9	3.8	92.3	
we executed our execution	1	1.9	3.8	96.2	
vacate in 2 weeks and will not owe any money	1	1.9	3.8	100.0	
Total		26	50.0	100.0	
Missing	no answer	26	50.0		
Total		52	100.0		

**summarized decisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	make payments	6	11.5	23.1	23.1
	move	3	5.8	11.5	34.6
	agreement	6	11.5	23.1	57.7
	motion denied or found for landlord	4	7.7	15.4	73.1
	case dismissed	2	3.8	7.7	80.8
	moving, but given some time	2	3.8	7.7	88.5
	miscellaneous - not specific	3	5.8	11.5	100.0
	Total	26	50.0	100.0	
Missing	no answer	26	50.0		
Total		52	100.0		

**problems in court**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	11.5	12.2	12.2
	No	43	82.7	87.8	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		

**if yes, what was problem**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	lies from landlord's attorney	1	1.9	20.0	20.0
	tht med. good idea, but allows l. too easy an our for action	1	1.9	20.0	40.0
	discrimination	1	1.9	20.0	60.0
	confusing, not sure of rights and procedures for defendents"	1	1.9	20.0	80.0
	yes was not told i had to mail the letter to landlord	1	1.9	20.0	100.0
	Total	5	9.6	100.0	
Missing	no answer	47	90.4		
Total		52	100.0		

voice side

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	69.2	80.0	80.0
	no	9	17.3	20.0	100.0
	Total	45	86.5	100.0	
Missing	no answer	7	13.5		
Total		52	100.0		

explain

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	felt against the wall	1	1.9	10.0	10.0
	barely	1	1.9	10.0	20.0
	i didn't explain enough, but i learned imp lesson about case we both spoke	1	1.9	10.0	30.0
	so-so, not really, mediation process	1	1.9	10.0	40.0
	they talked to landlord first	1	1.9	10.0	60.0
	some	1	1.9	10.0	70.0
	my story was heard and the lady came with a sweet conclusion mediator was extremely helpful and pleasant"	1	1.9	10.0	80.0
	Total	2	3.8	20.0	100.0
	Total	10	19.2	100.0	
	Missing	no answer	42	80.8	
Total		52	100.0		

understand procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	45	86.5	91.8	91.8
	no	4	7.7	8.2	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		



**explain**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	barely	1	1.9	25.0	25.0
	too many big words	1	1.9	25.0	50.0
	none	1	1.9	25.0	75.0
	she was kind to explain	1	1.9	25.0	100.0
	Total	4	7.7	100.0	
Missing	no answer	48	92.3		
Total		52	100.0		

**felt prepared**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	39	75.0	79.6	79.6
	no	10	19.2	20.4	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		

**explain**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not enough time	1	1.9	25.0	25.0
	i was so nervous, i lost my train of thought	1	1.9	25.0	50.0
	had all documents of proof	1	1.9	25.0	75.0
	could have used more council prior to court	1	1.9	25.0	100.0
	Total	4	7.7	100.0	
Missing	no answer	48	92.3		
Total		52	100.0		

**confidence**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not confident	6	11.5	12.2	12.2
	somewhat not confident	7	13.5	14.3	26.5
	neutral	12	23.1	24.5	51.0
	somewhat confident	8	15.4	16.3	67.3
	very confident	16	30.8	32.7	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		

**aware of services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	35	67.3	74.5	74.5
	no	12	23.1	25.5	100.0
	Total	47	90.4	100.0	
Missing	no answer	5	9.6		
Total		52	100.0		

**how many services heard of out of 4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	16	30.8	30.8	30.8
	1	18	34.6	34.6	65.4
	2	10	19.2	19.2	84.6
	3	4	7.7	7.7	92.3
	4	4	7.7	7.7	100.0
	Total	52	100.0	100.0	

**heard of LACCM**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	22	42.3	61.1	61.1
	no	14	26.9	38.9	100.0
	Total	36	69.2	100.0	
Missing	no answer	16	30.8		
Total		52	100.0		

**heard of MJP**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	18	34.6	50.0	50.0
	no	18	34.6	50.0	100.0
	Total	36	69.2	100.0	
Missing	no answer	16	30.8		
Total		52	100.0		

**heard of CMHA**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	15	28.8	41.7	41.7
	no	21	40.4	58.3	100.0
	Total	36	69.2	100.0	
Missing	no answer	16	30.8		
Total		52	100.0		

**heard of LiveJustice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	9	17.3	25.0	25.0
	no	27	51.9	75.0	100.0
	Total	36	69.2	100.0	
Missing	no answer	16	30.8		
Total		52	100.0		

**heard of other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	36	69.2	100.0	100.0
Missing	no answer	16	30.8		
Total		52	100.0		

**received free aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	13	25.0	28.3	28.3
	no	33	63.5	71.7	100.0
	Total	46	88.5	100.0	
Missing	no answer	6	11.5		
Total		52	100.0		

from LACCM

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	15.4	57.1	57.1
	no	6	11.5	42.9	100.0
	Total	14	26.9	100.0	
Missing	no answer	38	73.1		
Total		52	100.0		

from MJP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	7	13.5	50.0	50.0
	no	7	13.5	50.0	100.0
	Total	14	26.9	100.0	
Missing	no answer	38	73.1		
Total		52	100.0		

from CMHA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	7.7	26.7	26.7
	no	11	21.2	73.3	100.0
	Total	15	28.8	100.0	
Missing	no answer	37	71.2		
Total		52	100.0		

from LiveJustice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	1.9	7.1	7.1
	no	13	25.0	92.9	100.0
	Total	14	26.9	100.0	
Missing	no answer	38	73.1		
Total		52	100.0		

from other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	13	25.0	92.9	92.9
	at court	1	1.9	7.1	100.0
	Total	14	26.9	100.0	
Missing	no answer	38	73.1		
Total		52	100.0		

from don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	14	26.9	100.0	100.0
Missing	no answer	38	73.1		
Total		52	100.0		

receive letter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	12	23.1	24.5	24.5
	no	29	55.8	59.2	83.7
	I don't know	8	15.4	16.3	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		

looked at website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	5.8	6.0	6.0
	no	47	90.4	94.0	100.0
	Total	50	96.2	100.0	
Missing	9	2	3.8		
Total		52	100.0		

heard but not been

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no computer	6	11.5	50.0	50.0
	will look into website for friends	1	1.9	8.3	58.3
	haven't had the time	1	1.9	8.3	66.7
	didn't feel it was needed	1	1.9	8.3	75.0
	didn't need to , had paperwork from their office	1	1.9	8.3	83.3
	not necessary	1	1.9	8.3	91.7
	received too late	1	1.9	8.3	100.0
	Total	12	23.1	100.0	
Missing	no answer	40	76.9		
Total		52	100.0		

**seek aid this case**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	20	38.5	40.8	40.8
	no	29	55.8	59.2	100.0
	Total	49	94.2	100.0	
Missing	no answer	3	5.8		
Total		52	100.0		

**answered no-explain**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	planned on moving	2	3.8	15.4	15.4
	not enough time	4	7.7	30.8	46.2
	received letter late	1	1.9	7.7	53.8
	not needed	1	1.9	7.7	61.5
	places are closed when i get out of work	1	1.9	7.7	69.2
	no time- off work hours not enough to get help	1	1.9	7.7	76.9
	restraining order	1	1.9	7.7	84.6
	did not know i could get free help	2	3.8	15.4	100.0
	Total	13	25.0	100.0	
	Missing	no answer	39	75.0	
Total		52	100.0		

**receive aid this case**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	15	28.8	31.3	31.3
	no	33	63.5	68.8	100.0
	Total	48	92.3	100.0	
Missing	no answer	4	7.7		
Total		52	100.0		

**was it free aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	11	21.2	68.8	68.8
	no	5	9.6	31.3	100.0
	Total	16	30.8	100.0	
Missing	no answer	36	69.2		
Total		52	100.0		

from LACCM

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	11.5	33.3	33.3
	no	12	23.1	66.7	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

from MJP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	7	13.5	38.9	38.9
	no	11	21.2	61.1	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

from CMHA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	7.7	22.2	22.2
	no	14	26.9	77.8	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

from LiveJustice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	1.9	5.6	5.6
	no	17	32.7	94.4	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**from other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	16	30.8	88.9	88.9
	from court	1	1.9	5.6	94.4
	Project Hope	1	1.9	5.6	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**from don't know**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	3.8	11.1	11.1
	no	16	30.8	88.9	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**# aspects of advice recvd out of 4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	34	65.4	68.0	68.0
	1	7	13.5	14.0	82.0
	2	4	7.7	8.0	90.0
	3	3	5.8	6.0	96.0
	4	2	3.8	4.0	100.0
	Total	50	96.2	100.0	
Missing	no answer	2	3.8		
Total		52	100.0		

**walk in advice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	10	19.2	55.6	55.6
	no	8	15.4	44.4	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		



**telephone hotline**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	15.4	44.4	44.4
	no	10	19.2	55.6	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**help with forms**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	11.5	33.3	33.3
	no	12	23.1	66.7	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**help to prepare**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	6	11.5	33.3	33.3
	no	12	23.1	66.7	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	3.8	11.1	11.1
	no	16	30.8	88.9	100.0
	Total	18	34.6	100.0	
Missing	no answer	34	65.4		
Total		52	100.0		

**how helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not helpful	3	5.8	17.6	17.6
	somewhat not helpful	3	5.8	17.6	35.3
	somewhat helpful	2	3.8	11.8	47.1
	very helpful	9	17.3	52.9	100.0
	Total	17	32.7	100.0	
Missing	no answer	35	67.3		
Total		52	100.0		

**gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	19	36.5	37.3	37.3
	female	32	61.5	62.7	100.0
	Total	51	98.1	100.0	
Missing	no answer	1	1.9		
Total		52	100.0		

**age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	10	19.2	20.8	20.8
	25-40	26	50.0	54.2	75.0
	41-59	10	19.2	20.8	95.8
	60 or older	2	3.8	4.2	100.0
	Total	48	92.3	100.0	
Missing	no answer	4	7.7		
Total		52	100.0		

**people in house**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	3.8	4.5	4.5
	1	5	9.6	11.4	15.9
	2	14	26.9	31.8	47.7
	3	8	15.4	18.2	65.9
	4	11	21.2	25.0	90.9
	5	1	1.9	2.3	93.2
	6	1	1.9	2.3	95.5
	7	2	3.8	4.5	100.0
	Total	44	84.6	100.0	
Missing	no answer	8	15.4		
Total		52	100.0		

**ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American indian or Alaskan Native	5	9.6	10.6	10.6
	Black or African American (Non-Hispanic)	19	36.5	40.4	51.1
	Hispanic or Mexican American	7	13.5	14.9	66.0
	White (non-hispanic)	12	23.1	25.5	91.5
	other	1	1.9	2.1	93.6
	1 and 3 (A. Indian or Alaskan Native and Black or African A)	1	1.9	2.1	95.7
	3 & 4 (Hispanic or Mexican American and White)	1	1.9	2.1	97.9
	Portugese, American Indian	1	1.9	2.1	100.0
	Total	47	90.4	100.0	
Missing	no answer	5	9.6		
Total		52	100.0		

**level of edu.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	never attended hs	1	1.9	2.1	2.1
	some hs	7	13.5	14.9	17.0
	hs diploma or GED	14	26.9	29.8	46.8
	trade school	2	3.8	4.3	51.1
	some college	16	30.8	34.0	85.1
	college degree	6	11.5	12.8	97.9
	some grad school	1	1.9	2.1	100.0
	Total	47	90.4	100.0	
Missing	no answer	5	9.6		
Total		52	100.0		

**approx income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than \$11,000	23	44.2	52.3	52.3
	\$11,000-14,999	4	7.7	9.1	61.4
	\$15,000-21,999	9	17.3	20.5	81.8
	\$22,000-26,999	4	7.7	9.1	90.9
	\$27,000-30,999	3	5.8	6.8	97.7
	\$31,000-34,999	1	1.9	2.3	100.0
	Total	44	84.6	100.0	
Missing	no answer	8	15.4		
Total		52	100.0		

**lived in Worcester**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 1 year	1	1.9	2.4	2.4
	1-3 years	11	21.2	26.2	28.6
	4-7 years	6	11.5	14.3	42.9
	more than 7 years	24	46.2	57.1	100.0
	Total	42	80.8	100.0	
Missing	no answer	10	19.2		
Total		52	100.0		

**English first lang**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	39	75.0	83.0	83.0
	no	8	15.4	17.0	100.0
	Total	47	90.4	100.0	
Missing	no answer	5	9.6		
Total		52	100.0		

**what is first lang**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Spanish	4	7.7	50.0	50.0
	French	1	1.9	12.5	62.5
	Swahili (TWA)	3	5.8	37.5	100.0
	Total	8	15.4	100.0	
Missing	no answer	44	84.6		
Total		52	100.0		

**use internet**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	27	51.9	57.4	57.4
	no	20	38.5	42.6	100.0
	Total	47	90.4	100.0	
Missing	no answer	5	9.6		
Total		52	100.0		

**how many places use internet out of 5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	26	50.0	50.0	50.0
	1	18	34.6	34.6	84.6
	2	3	5.8	5.8	90.4
	3	4	7.7	7.7	98.1
	4	1	1.9	1.9	100.0
	Total	52	100.0	100.0	

**use at home**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	15	28.8	51.7	51.7
	no	14	26.9	48.3	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**use at work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	8	15.4	27.6	27.6
	no	21	40.4	72.4	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**use at social agency**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	3.8	6.9	6.9
	no	27	51.9	93.1	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**use at library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	15.4	27.6	27.6
	No	21	40.4	72.4	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**use at school**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	11.5	20.7	20.7
	No	23	44.2	79.3	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**use at other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	1.9	3.4	3.4
	No	23	44.2	79.3	82.8
	yes, friend's house	3	5.8	10.3	93.1
	Workforce central	1	1.9	3.4	96.6
	friend's house, mother	1	1.9	3.4	100.0
	Total	29	55.8	100.0	
Missing	no answer	23	44.2		
Total		52	100.0		

**Archives**

**previous case**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	26	50.0	57.8	57.8
	no	19	36.5	42.2	100.0
	Total	45	86.5	100.0	
Missing	couldn't find file	7	13.5		
Total		52	100.0		

**evicted**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	5	9.6	12.5	12.5
	no	15	28.8	37.5	50.0
	yes, by agreement	20	38.5	50.0	100.0
	Total	40	76.9	100.0	
Missing	NVD	2	3.8		
	couldn't find file	10	19.2		
	Total	12	23.1		
Total		52	100.0		

**mediation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	33	63.5	82.5	82.5
	no	7	13.5	17.5	100.0
	Total	40	76.9	100.0	
Missing	NVD	2	3.8		
	N/A	10	19.2		
	Total	12	23.1		
Total		52	100.0		

**followed mediation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	28	53.8	75.7	75.7
	no	9	17.3	24.3	100.0
	Total	37	71.2	100.0	
Missing	NVD	2	3.8		
	N/A	13	25.0		
	Total	15	28.8		
Total		52	100.0		

**landlord represented**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	27	51.9	60.0	60.0
	no	18	34.6	40.0	100.0
	Total	45	86.5	100.0	
Missing	N/A or file not found	7	13.5		
Total		52	100.0		

***Appendix F: Frequency Data of our Archives Survey***



**MONTH**

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Jan '04	20	10.0	10.0	10.0	
	Feb '04	20	10.0	10.0	20.0	
	May '03	20	10.0	10.0	30.0	
	June '03	20	10.0	10.0	40.0	
	July '03	20	10.0	10.0	50.0	
	August '03	20	10.0	10.0	60.0	
	Sept '03	20	10.0	10.0	70.0	
	Oct '03	20	10.0	10.0	80.0	
	Nov '03	20	10.0	10.0	90.0	
	Dec '03	20	10.0	10.0	100.0	
	Total		200	100.0	100.0	

**HA**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	32	16.0	16.0	16.0
	no	168	84.0	84.0	100.0
Total		200	100.0	100.0	

**PREVCASE**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	89	44.5	44.5	44.5
	no	111	55.5	55.5	100.0
Total		200	100.0	100.0	

CITY

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Athol	3	1.5	1.5	1.5
Auburn	3	1.5	1.5	3.0
Blackstone	2	1.0	1.0	4.0
Brookfield	1	.5	.5	4.5
Cherry Hill	1	.5	.5	5.0
Clinton	2	1.0	1.0	6.0
Dudley	3	1.5	1.5	7.5
Fitchburg	29	14.5	14.5	22.0
Gardner	12	6.0	6.0	28.0
Grafton	1	.5	.5	28.5
Holden	1	.5	.5	29.0
Hudson	1	.5	.5	29.5
Leominster	7	3.5	3.5	33.0
Lunenburg	1	.5	.5	33.5
Marlboro	1	.5	.5	34.0
Milford	4	2.0	2.0	36.0
Nortbridge	1	.5	.5	36.5
Oxford	2	1.0	1.0	37.5
S. Barre	1	.5	.5	38.0
S. Lancaster	1	.5	.5	38.5
Shrewsbury	3	1.5	1.5	40.0
Southbridge	5	2.5	2.5	42.5
Spencer	2	1.0	1.0	43.5
Sturbridge	1	.5	.5	44.0
Upton	1	.5	.5	44.5
W. Warren	1	.5	.5	45.0
Webster	4	2.0	2.0	47.0
Whitinsville	1	.5	.5	47.5
Winchendon	2	1.0	1.0	48.5
Worcester	103	51.5	51.5	100.0
Total	200	100.0	100.0	

**ZIPCODE**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	01074	1	.5	.5	.5
	01092	1	.5	.5	1.0
	01331	3	1.5	1.5	2.5
	01420	29	14.5	14.5	17.0
	01440	12	6.0	6.0	23.0
	01453	6	3.0	3.0	26.0
	01475	2	1.0	1.0	27.0
	01482	1	.5	.5	27.5
	01501	3	1.5	1.5	29.0
	01504	2	1.0	1.0	30.0
	01506	1	.5	.5	30.5
	01510	2	1.0	1.0	31.5
	01519	1	.5	.5	32.0
	01520	1	.5	.5	32.5
	01534	1	.5	.5	33.0
	01540	2	1.0	1.0	34.0
	01543	1	.5	.5	34.5
	01545	2	1.0	1.0	35.5
	01548	1	.5	.5	36.0
	01550	5	2.5	2.5	38.5
	01561	1	.5	.5	39.0
	01562	2	1.0	1.0	40.0
	01566	1	.5	.5	40.5
	01568	1	.5	.5	41.0
	01570	7	3.5	3.5	44.5
	01588	1	.5	.5	45.0
	01602	6	3.0	3.0	48.0
	01603	10	5.0	5.0	53.0
	01604	10	5.0	5.0	58.0
	01605	21	10.5	10.5	68.5
	01606	3	1.5	1.5	70.0
	01607	4	2.0	2.0	72.0
	01608	9	4.5	4.5	76.5
	01609	13	6.5	6.5	83.0
	01610	27	13.5	13.5	96.5
	01611	1	.5	.5	97.0
	01749	1	.5	.5	97.5
	01752	1	.5	.5	98.0
	01757	4	2.0	2.0	100.0
	Total	200	100.0	100.0	

**REPRSNTD**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	22	11.0	11.0	11.0
no	178	89.0	89.0	100.0
Total	200	100.0	100.0	

**APPEARED**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	123	61.5	67.6	67.6
no	53	26.5	29.1	96.7
1 defendent appeared, 1 defaulted	5	2.5	2.7	99.5
deafault removed	1	.5	.5	100.0
Total	182	91.0	100.0	
Missing N/A dismissed	18	9.0		
Total	200	100.0		

**REASON**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid non payment of rent	157	78.5	78.5	78.5
broke lease agreement	13	6.5	6.5	85.0
landlord choose to terminate tenancy	10	5.0	5.0	90.0
harassment	3	1.5	1.5	91.5
failure to report income	4	2.0	2.0	93.5
violated lease and non payment	6	3.0	3.0	96.5
house being sold	6	3.0	3.0	99.5
criminal activity	1	.5	.5	100.0
Total	200	100.0	100.0	

**MEDIATION**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	99	49.5	57.6	57.6
no	73	36.5	42.4	100.0
Total	172	86.0	100.0	
Missing N/A	28	14.0		
Total	200	100.0		

**EVICTED**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	70	35.0	40.7	40.7
	no	52	26.0	30.2	70.9
	yes, by agreement	50	25.0	29.1	100.0
	Total	172	86.0	100.0	
Missing	N/A	28	14.0		
Total		200	100.0		

**FOLLOWED MEDIATION**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	69	34.5	69.7	69.7
	no	30	15.0	30.3	100.0
	Total	99	49.5	100.0	
Missing	N/A	101	50.5		
Total		200	100.0		

**CONTINUED**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	29	14.5	14.5	14.5
	no	171	85.5	85.5	100.0
	Total	200	100.0	100.0	

**TIME GIVEN**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	52	26.0	41.9	41.9
	no	72	36.0	58.1	100.0
	Total	124	62.0	100.0	
Missing	N/A	76	38.0		
Total		200	100.0		

HOW MUCH

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no time	72	36.0	58.1	58.1
	2	3	1.5	2.4	60.5
	7	1	.5	.8	61.3
	8	2	1.0	1.6	62.9
	10 days	5	2.5	4.0	66.9
	11 days	1	.5	.8	67.7
	12	1	.5	.8	68.5
	13	2	1.0	1.6	70.2
	14	1	.5	.8	71.0
	15 days	1	.5	.8	71.8
	17	2	1.0	1.6	73.4
	18	1	.5	.8	74.2
	19	1	.5	.8	75.0
	20 days	2	1.0	1.6	76.6
	22	2	1.0	1.6	78.2
	24	2	1.0	1.6	79.8
	28	1	.5	.8	80.6
	30	2	1.0	1.6	82.3
	33	1	.5	.8	83.1
	34	1	.5	.8	83.9
	35	1	.5	.8	84.7
	38 days	2	1.0	1.6	86.3
	39	2	1.0	1.6	87.9
	40	1	.5	.8	88.7
	47	1	.5	.8	89.5
	48	2	1.0	1.6	91.1
	52	1	.5	.8	91.9
	57	1	.5	.8	92.7
	59	1	.5	.8	93.5
	60	2	1.0	1.6	95.2
	62	1	.5	.8	96.0
	90	1	.5	.8	96.8
	124	1	.5	.8	97.6
	192	1	.5	.8	98.4
	270	2	1.0	1.6	100.0
	Total	124	62.0	100.0	
Missing	N/A	76	38.0		
Total		200	100.0		

other outcome

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	139	69.5	69.5	69.5
	NVD	20	10.0	10.0	79.5
	probation	8	4.0	4.0	83.5
	payment plan	15	7.5	7.5	91.0
	report income correctly	1	.5	.5	91.5
	dismissed (plaintiff didn't show)	7	3.5	3.5	95.0
	new tenancy created	2	1.0	1.0	96.0
	tenant won, then didn't pay	2	1.0	1.0	97.0
	son not permitted on property	1	.5	.5	97.5
	copias issued	1	.5	.5	98.0
	dismissed-lacak of standing	2	1.0	1.0	99.0
	order of stay issued after execution	1	.5	.5	99.5
	apt deemed uninhabitable-had to vacate	1	.5	.5	100.0
	Total	200	100.0	100.0	

LEASE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	17	8.5	8.5	8.5
	no	183	91.5	91.5	100.0
	Total	200	100.0	100.0	

ANSWRFRM

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	36	18.0	18.0	18.0
	no	164	82.0	82.0	100.0
	Total	200	100.0	100.0	

TRANSLATOR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	1.5	1.5	1.5
	no	197	98.5	98.5	100.0
	Total	200	100.0	100.0	

**landlord represented**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	111	55.5	55.5	55.5
no	89	44.5	44.5	100.0
Total	200	100.0	100.0	

**discovery filed**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	16	8.0	8.0	8.0
no	184	92.0	92.0	100.0
Total	200	100.0	100.0	



***Appendix G: Frequency Data for LiveJustice Users Survey***

**why contact LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	to see what i could do about 14 day notice to quit	1	20.0	20.0	20.0
	tenant-landlord problem	1	20.0	20.0	40.0
	served with both 14 and 30 day notice, is that possible?	1	20.0	20.0	60.0
	needed legal assistance, referred by LACCM	1	20.0	20.0	80.0
	to get info about housing court	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**have you been to court?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	3	60.0	60.0	60.0
	no	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**court date?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1/9/04	1	20.0	20.0	20.0
	2/12/04	1	20.0	20.0	40.0
	1/17/04	1	20.0	20.0	60.0
	2/26/04	1	20.0	20.0	80.0
	no answer	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**attorney present**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	20.0	20.0	20.0
	no	4	80.0	80.0	100.0
	Total	5	100.0	100.0	

**previous case**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	5	100.0	100.0	100.0

**how many other cases**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no answer	5	100.0	100.0	100.0

**free legal aid for prev.case**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no answer	5	100.0	100.0	100.0

**from who**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no answer	5	100.0	100.0	100.0

**received aid- telephone advice**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	1	20.0	20.0	20.0
Valid no answer	4	80.0	80.0	100.0
Total	5	100.0	100.0	

**received aid-website research**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	1	20.0	20.0	20.0
Valid no answer	4	80.0	80.0	100.0
Total	5	100.0	100.0	

**received aid- website FAQ**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	1	20.0	20.0	20.0
Valid no answer	4	80.0	80.0	100.0
Total	5	100.0	100.0	

**received aid- office meeting**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	1	20.0	20.0	20.0
no answer	4	80.0	80.0	100.0
Total	5	100.0	100.0	

**received aid- email advice**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	1	20.0	20.0	20.0
no answer	4	80.0	80.0	100.0
Total	5	100.0	100.0	

**Summary Process From**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	4	80.0	80.0	80.0
no	1	20.0	20.0	100.0
Total	5	100.0	100.0	

**Answer Form**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	2	40.0	40.0	40.0
no	3	60.0	60.0	100.0
Total	5	100.0	100.0	

**complaint vs. landlord**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	2	40.0	40.0	40.0
no	3	60.0	60.0	100.0
Total	5	100.0	100.0	

how did you prepare for court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	put together info to prove landlord case wrong	1	20.0	20.0	20.0
	answer and discovery case continued, still researching, have ?? no one can answer	1	20.0	20.0	40.0
	assembled pprwrk dealing w/case, evict. pursuant to foreclose	1	20.0	20.0	60.0
	no answer	1	20.0	20.0	80.0
	Total	5	100.0	100.0	100.0

problems with court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	20.0	20.0	20.0
	no	2	40.0	40.0	60.0
	not applicable	1	20.0	20.0	80.0
	no answer	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

if yes, explain

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	i had almost no help for me at all	1	20.0	20.0	20.0
	no answer	4	80.0	80.0	100.0
	Total	5	100.0	100.0	

tell side of case

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	20.0	20.0	20.0
	no	2	40.0	40.0	60.0
	no answer	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**understood court procedures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	40.0	40.0	40.0
	no	1	20.0	20.0	60.0
	no answer	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**prepared to go to court**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	2	40.0	40.0	40.0
	no	1	20.0	20.0	60.0
	no answer	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**know rights before LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not well	1	20.0	20.0	20.0
	somewhat not well	2	40.0	40.0	60.0
	Neutral	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**know rights after LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	20.0	20.0	20.0
	somewhat well	2	40.0	40.0	60.0
	very well	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**other resource beside website**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worcester Housing Alliance	1	20.0	20.0	20.0
	no answer	4	80.0	80.0	100.0
	Total	5	100.0	100.0	

**usefulness of other resource**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not useful	1	20.0	20.0	20.0
	somewhat useful	1	20.0	20.0	40.0
	useful	1	20.0	20.0	60.0
	no answer	2	40.0	40.0	100.0
	Total	5	100.0	100.0	

**how find out about LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	from letter	1	20.0	20.0	20.0
	search engine	1	20.0	20.0	40.0
	went to ask jeeves about 14 and 30 day notices,it gave link	1	20.0	20.0	60.0
	from LACCM	1	20.0	20.0	80.0
	letter sent to mother	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**satisfactory info from LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	80.0	80.0	80.0
	no	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**if no, why not**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	complicated matter, not in attorney's area of knowledge	1	20.0	20.0	20.0
	no answer	4	80.0	80.0	100.0
	Total	5	100.0	100.0	

opinion of how LJ helped

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	had most of questions answered by counsel	1	20.0	20.0	20.0
	answered my questions and showed where to find info needed	1	20.0	20.0	40.0
	learned served faulty notices, cannot be served with both	1	20.0	20.0	60.0
	got asrs abt what 2 say 2 jdge on why i think thngs should b	1	20.0	20.0	80.0
	aswrs spec. ?, let plan strategy for dealing w mortgage bro	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

LJ help you feel more prepared

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	5	100.0	100.0	100.0

if yes, explain

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	more prepared for what was to come	1	20.0	20.0	20.0
	wouldn't have known what to do without you a little bit	1	20.0	20.0	40.0
	because i wouldn't have know anything at all	1	20.0	20.0	60.0
	knew what to expect	1	20.0	20.0	80.0
	no answer	1	20.0	20.0	100.0
	Total	5	100.0	100.0	



**LJ help undrstd what to do**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	80.0	80.0	80.0
	no	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**if yes, explain**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes, a 10 day appeal period	2	40.0	40.0	40.0
	no answer	3	60.0	60.0	100.0
	Total	5	100.0	100.0	

**use live chat or email**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	live chat	4	80.0	80.0	80.0
	both live chat and email	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**any problems with LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0

**if yes, explain**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no answer	5	100.0	100.0	100.0

**overall impression of LJ**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	somewhat favorable	1	20.0	20.0	20.0
	extremely favorable	4	80.0	80.0	100.0
	Total	5	100.0	100.0	

**recommend site to others**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	5	100.0	100.0	100.0

**if yes, why**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid found it beneficial and recommended to friends	1	20.0	20.0	20.0
any info needed i feel can be found through you	1	20.0	20.0	40.0
useful and informative, was scared, LJ made more at ease	1	20.0	20.0	60.0
can be a great thing- atn try best with kwldge thy hve&refr	1	20.0	20.0	80.0
very helpful for the common person	1	20.0	20.0	100.0
Total	5	100.0	100.0	

**if no, why not**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no answer	5	100.0	100.0	100.0

**gender**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid female	2	40.0	40.0	40.0
male	3	60.0	60.0	100.0
Total	5	100.0	100.0	

**age**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 25-40	4	80.0	80.0	80.0
41-59	1	20.0	20.0	100.0
Total	5	100.0	100.0	

**people in household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	20.0	20.0	20.0
	3	3	60.0	60.0	80.0
	4	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**ethnicity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White (Non-Hispanic)	5	100.0	100.0	100.0

**highest level of edu.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	hs diploma or GED	2	40.0	40.0	40.0
	some college	2	40.0	40.0	80.0
	college degree	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**annual income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than \$11,000	1	20.0	20.0	20.0
	\$11,000-14,999	1	20.0	20.0	40.0
	\$15,000-21,999	3	60.0	60.0	100.0
	Total	5	100.0	100.0	

**English as first lang**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	5	100.0	100.0	100.0

**what is first lang**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no answer	5	100.0	100.0	100.0

**rate fluency in English**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Completely fluent	5	100.0	100.0	100.0

**use internet at home**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	4	80.0	80.0	80.0
	no	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

**use internet at work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0

**use internet at scial srvce agncy**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0

**use internet at library**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0

**use internet at school**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0

**use internet at other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	5	100.0	100.0	100.0