

Colorado Legal Services

A Needs Assessment – Client Survey

The Mission of Colorado Legal Services is to provide meaningful access to high quality, civil legal services in the pursuit of justice for as many low-income persons and members of vulnerable populations throughout Colorado as possible.

Colorado Legal Services would like to know your opinion to help us plan for the future. What types of cases should Colorado Legal Services focus on in providing legal assistance to low-income clients?

1. **Civil Rights**- how important is it for CLS to focus its resources in the area of Civil Rights?

	Very Important	Important	Somewhat Important	Not Important
Civil Rights				

* If you checked **Very Important or Important** for Civil Rights above, then continue with each sub-category below. If not, skip to question 2.

	Very Important	Important	Somewhat Important	Not Important
Discrimination by Government Officials				
Government Officials Detaining People without Cause				
Lack of Qualified Interpreters in the Courts, Welfare Offices, Police Stations				
Other (please explain)				

2. **Community Legal Education**- how important is it for CLS to focus its resources in the area of Community Legal Education?

	Very Important	Important	Somewhat Important	Not Important
Community Legal Education				

* If you checked **Very Important or Important** for Community Legal Education above, then continue with each sub-category below. If not, skip to question 3.

	Very Important	Important	Somewhat Important	Not Important
Information re: Consumer Issues				
Information re: Eligibility for Public Assistance Benefits				
Information re: Name Change				
Information re: Pro Se Filing in Family Cases				
Information re: Tenants' Rights				
Information re: Wills, Living Wills, Durable Powers of Attorney				
Other (please explain)				

3. **Consumer/Debtor** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Debtors?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Debtors				

* If you checked **Very Important or Important** for Consumer Issues involving Debtors above, then continue with each sub-category below. If not, skip to question 4.

	Very Important	Important	Somewhat Important	Not Important
Collection issues				
Collection agency abuse				
Wage Garnishments				
Repossessions				
Bankruptcies				
Other (please explain)				

4. **Consumer/Loans and Utilities** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Loans and Utilities?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Loans and Utilities				

* If you checked **Very Important or Important** for Consumer Issues involving Loans and Utilities above, then continue with each sub-category below. If not, skip to question 5.

	Very Important	Important	Somewhat Important	Not Important
Loans/installment purchases				
Public utilities (deposits; reconnections, shut-offs)				
Other (please explain)				

5. **Consumer/Purchasing** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Purchasing Problems?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Purchasing Problems				

* If you checked **Very Important or Important** for Consumer Issues involving Purchasing Problems above, then continue with each sub-category below. If not, skip to question 6.

	Very Important	Important	Somewhat Important	Not Important
Problems with faulty merchandise or dishonest seller practices				
Contracts/Warranties				
Problems with Repairs				
Other (please explain)				

6. **Disability Benefits**- how important is it for CLS to focus its resources in the area of Disability Benefits (SSI, SSDI)?

	Very Important	Important	Somewhat Important	Not Important
Disability Benefits (SSI, SSDI)				

* If you checked **Very Important or Important** for Disability Benefits above, then continue with each sub-category below. If not, skip to question 7.

	Very Important	Important	Somewhat Important	Not Important
Supplemental Security Income (SSI)				
Social Security Disability Insurance (SSDI)				
Black Lung				
Other (please explain)				

7. **Education** - how important is it for CLS to focus its resources in the area of Education?

	Very Important	Important	Somewhat Important	Not Important
Education				

* If you checked **Very Important or Important** for Education above, then continue with each sub-category below. If not, skip to question 8.

	Very Important	Important	Somewhat Important	Not Important
Special education issues				
Assistance and representation in due process hearings				
Discrimination issues				
Other (please explain)				

8. **Employment/Treatment at Work** – how important is it for CLS to focus its resources in the area of Employment Issues involving Treatment at Work?

	Very Important	Important	Somewhat Important	Not Important
Employment Issues involving Treatment at Work				

* If you checked **Very Important or Important** for Employment Issues involving Treatment at Work above, then continue with each sub-category below. If not, skip to question 9.

	Very Important	Important	Somewhat Important	Not Important
Retaliation (for applying for worker's comp or unemployment comp, for making a health or safety complaint, for asking for better wages or working conditions)				
Sexual harassment				
Discrimination complaint				
Unscrupulous farm labor contractors				
Other (please explain)				

9. **Employment/Wage** – how important is it for CLS to focus its resources in the area of Employment Issues involving Wage Problems?

	Very Important	Important	Somewhat Important	Not Important
Employment Issues involving Wage Problems				

* If you checked **Very Important or Important** for Employment Issues involving Wage Problems above, then continue with each sub-category below. If not, skip to question 10.

	Very Important	Important	Somewhat Important	Not Important
Issues with employers paying less than minimum wage or less than promised wage				
Bonuses that are not paid				
Unauthorized deductions from wages				
Working conditions				
Other (please explain)				

10. Family Law Issues Involving Domestic Violence - how important is it for CLS to focus its resources in the area of Family Law issues involving Domestic Violence?

	Very Important	Important	Somewhat Important	Not Important
Family Law Issues Involving Domestic Violence				

* If you checked **Very Important or Important** for Family Law Issues involving Domestic Violence above, then continue with each sub-category below. If not, skip to question 11.

	Very Important	Important	Somewhat Important	Not Important
Dissolution of marriage (divorce)				
Allocation of parental responsibilities (custody)				
Post-decree domestic relations issues				
Child support issues				
Temporary and permanent orders of protection				
Termination of parental rights				
Child snatch cases				
Grandparent visitation				
Paternity				
Other (please explain)				

11. Family Law Issues Not Involving Domestic Violence- how important is it for CLS to focus its resources in the area of Family Law issues not involving Domestic Violence?

	Very Important	Important	Somewhat Important	Not Important
Family Law Issues Not Involving Domestic Violence				

* If you checked **Very Important or Important** for Family Law Issues not involving Domestic Violence above, then continue with each sub-category below. If not, skip to question 12.

	Very Important	Important	Somewhat Important	Not Important
Dissolution of marriage/legal separation (divorce)				
Allocation of parental responsibilities (custody)				
Child support issues				
Post-decree issues				
Guardianship				
Adoption				
Paternity				
Name change				
Termination of parental rights				
Child snatch cases				
Grandparent visitation				
Other (please explain)				

12. Health Issues – how important is it for CLS to focus its resources in the area of Health?

	Very Important	Important	Somewhat Important	Not Important
Health				

* If you checked **Very Important or Important** for Health above, then continue with each sub-category below. If not, skip to question 13.

	Very Important	Important	Somewhat Important	Not Important
Access to hospital and emergency care				
Home and Community Based Services (HCBS)				
Medicaid				
Medicaid nursing home benefits				
Medicare				
Other (please explain)				

13. **Health Issues/Safety at Work** - how important is it for CLS to focus its resources in the area of Health and Safety Issues at Work?

	Very Important	Important	Somewhat Important	Not Important
Health and Safety Issues at Work				

* If you checked **Very Important or Important** for Health issues/Safety at Work above, then continue with each sub-category below. If not, skip to question 14.

	Very Important	Important	Somewhat Important	Not Important
Exposure to pesticides				
Lack of adequate bathrooms				
Lack of water or hand-washing facilities				
Presence of hazards				
Other (please explain)				

14. **Home Ownership**- how important is it for CLS to focus its resources in the area of Home Ownership?

	Very Important	Important	Somewhat Important	Not Important
Home Ownership				

* If you checked **Very Important or Important** for Home Ownership above, then continue with each sub-category below. If not, skip to question 15.

	Very Important	Important	Somewhat Important	Not Important
Home repair issues				
Foreclosures				
Predatory mortgage lending				
Mobile home issues				
Other (please explain)				

15. **Immigration/Naturalization** - how important is it for CLS to focus its resources in the area of Immigration/Naturalization?

	Very Important	Important	Somewhat Important	Not Important
Immigration/Naturalization				

* If you checked **Very Important or Important** for Immigration/Naturalization issues above, then continue with each sub-category below. If not, skip to question 16.

	Very Important	Important	Somewhat Important	Not Important
Assistance with applications				
Representation at immigration court hearings				
Other (please explain)				

16. **Income Maintenance**- how important is it for CLS to focus its resources in the area of Income Maintenance?

	Very Important	Important	Somewhat Important	Not Important
Income Maintenance				

* If you checked **Very Important or Important** for Income Maintenance above, then continue with each sub-category below. If not, skip to question 17.

	Very Important	Important	Somewhat Important	Not Important
Temporary Assistance to Needy Family (TANF)				
Food Stamps				
Women, Infant, Children's Benefits (WIC)				
Unemployment Compensation				
Old Age Pension (OAP)				
Aid to the Needy and Disabled (AND)				
Low-Income Energy Assistance Program (LEAP)				
Other (please explain)				

17. **Individual Rights** - how important is it for CLS to focus its resources in the area of Individual Rights?

	Very Important	Important	Somewhat Important	Not Important
Individual Rights				

* If you checked **Very Important or Important** for Individual Rights above, then continue with each sub-category below. If not, skip to question 18.

	Very Important	Important	Somewhat Important	Not Important
Rights of persons with physical or mental disabilities				
Guardianship issues				
American with Disabilities Act (ADA) issues				
Other (please explain)				

18. **Landlord/Tenant**- how important is it for CLS to focus its resources in the area of Landlord/Tenant Issues?

	Very Important	Important	Somewhat Important	Not Important
Landlord/Tenant Issues				

* If you checked **Very Important or Important** for Landlord/Tenant Issues above, then continue with each sub-category below. If not, skip to question 19.

	Very Important	Important	Somewhat Important	Not Important
Lockouts				
Repairs				
Evictions/terminations				
Security deposit issues				
Other (please explain)				

19. **Native American/Tribal Law** - how important is it for CLS to focus its resources in the area of Native American/Tribal Law Issues?

	Very Important	Important	Somewhat Important	Not Important
Native American/Tribal Law Issues				

* If you checked **Very Important or Important** for Native American/Tribal Law Issues above, then continue with each sub-category below. If not, skip to question 20.

	Very Important	Important	Somewhat Important	Not Important
Indian Civil Rights Act				
Enforcement of Native American and/or Tribal Law				
Bureau of Indian Affairs probates				
Other (please explain)				

20. **Public Housing**- how important is it for CLS to focus its resources in the area of Public Housing?

	Very Important	Important	Somewhat Important	Not Important
Public Housing				

* If you checked **Very Important or Important** for Public Housing above, then continue with each sub-category below. If not, skip to question 21.

	Very Important	Important	Somewhat Important	Not Important
Termination/denial of Section 8 housing or public housing				
Admissions				
Evictions				
Enforcement of tenants' rights				
Security deposit issues				
Other (please explain)				

21. **Senior** - how important is it for CLS to focus its resources in the area of Senior Issues?

	Very Important	Important	Somewhat Important	Not Important
Senior Issues				

22. Are you a low income person? Yes _____ No _____

23. Are you a senior citizen (60 or over)? Yes _____ No _____

* If you checked **Very Important or Important** for Senior issues above, then continue with each sub-category below. If not, skip to question 22.

	Very Important	Important	Somewhat Important	Not Important
Abuse of the elderly				
Fraud against the elderly				
Guardianships and conservatorships				
Problems with nursing homes				
Wills/estates				
Powers of attorneys and living wills				
Medicare/Medicaid				
Other (please explain)				

24. **What are the three most pressing legal issues confronting poor people?**

One _____

Two _____

Three _____

25. Are there any other areas of law in which you think CLS should focus its resources but that are not listed above? Please explain your comments.

26. Please identify any barriers you believe exist which prevent low-income persons from accessing the services of Colorado Legal Services.

27. Please identify technological tools that you believe would assist Colorado Legal Services in achieving its mission.

28. What is Colorado Legal Services doing well that it should continue to do?

29. What is Colorado Legal Services not doing well that it should improve upon?

30. Please provide other suggestions that would help Colorado Legal Services improve its client services.

THANK YOU FOR YOUR ASSISTANCE!

If you do not understand this survey, or have questions regarding it, please contact Molly Ryan at 719-395-0506 or Reenie Terjak at 970-493-2891 ext. 220, Co-Directors of Administration and Access for CLS.

Colorado Legal Services
A Needs Assessment

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Colorado Legal Services would like to know your opinion to help us plan for the future. What types of cases should Colorado Legal Services focus on in providing legal assistance to low-income clients?

1. **Civil Rights**- how important is it for CLS to focus its resources in the area of Civil Rights?

	Very Important	Important	Somewhat Important	Not Important
Civil Rights				

* If you checked **Very Important or Important** for Civil Rights above, then continue with each sub-category below. If not, skip to question 2.

	Very Important	Important	Somewhat Important	Not Important
Discrimination by Government Officials				
Government Officials Detaining People without Cause				
Lack of Qualified Interpreters in the Courts, Welfare Offices, Police Stations				
Other (please explain)				

2. **Community Legal Education**- how important is it for CLS to focus its resources in the area of Community Legal Education?

	Very Important	Important	Somewhat Important	Not Important
Community Legal Education				

* If you checked **Very Important or Important** for Community Legal Education above, then continue with each sub-category below. If not, skip to question 3.

	Very Important	Important	Somewhat Important	Not Important
Information re: Consumer Issues				
Information re: Eligibility for Public Assistance Benefits				
Information re: Name Change				
Information re: Pro Se Filing in Family Cases				
Information re: Tenants' Rights				
Information re: Wills, Living Wills, Durable Powers of Attorney				
Other (please explain)				

3. **Consumer/Debtor** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Debtors?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Debtors				

* If you checked **Very Important or Important** for Consumer Issues involving Debtors above, then continue with each sub-category below. If not, skip to question 4.

	Very Important	Important	Somewhat Important	Not Important
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Collection issues				
Collection agency abuse				
Wage Garnishments				
Repossessions				
Bankruptcies				
Other (please explain)				

4. **Consumer/Loans and Utilities** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Loans and Utilities?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Loans and Utilities				

* If you checked **Very Important or Important** for Consumer Issues involving Loans and Utilities above, then continue with each sub-category below. If not, skip to question 5.

	Very Important	Important	Somewhat Important	Not Important
Loans/installment purchases				
Public utilities (deposits; reconnections, shut-offs)				
Other (please explain)				

5. **Consumer/Purchasing** – how important is it for CLS to focus its resources in the area of Consumer Issues involving Purchasing Problems?

	Very Important	Important	Somewhat Important	Not Important
Consumer Issues involving Purchasing Problems				

* If you checked **Very Important or Important** for Consumer Issues involving Purchasing Problems above, then continue with each sub-category below. If not, skip to question 6.

	Very Important	Important	Somewhat Important	Not Important
Problems with faulty merchandise or dishonest seller practices				
Contracts/Warranties				
Problems with Repairs				
Other (please explain)				

6. **Disability Benefits**- how important is it for CLS to focus its resources in the area of Disability Benefits (SSI, SSDI)?

	Very Important	Important	Somewhat Important	Not Important
Disability Benefits (SSI, SSDI)				

* If you checked **Very Important or Important** for Disability Benefits above, then continue with each sub-category below. If not, skip to question 7.

	Very Important	Important	Somewhat Important	Not Important
Supplemental Security Income (SSI)				
Social Security Disability Insurance (SSDI)				
Black Lung				
Other (please explain)				

7. **Education** - how important is it for CLS to focus its resources in the area of Education?

	Very Important	Important	Somewhat Important	Not Important

Education				
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* If you checked **Very Important or Important** for Education above, then continue with each sub-category below. If not, skip to question 8.

	Very Important	Important	Somewhat Important	Not Important
Special education issues				
Assistance and representation in due process hearings				
Discrimination issues				
Other (please explain)				

8. **Employment/Treatment at Work** – how important is it for CLS to focus its resources in the area of Employment Issues involving Treatment at Work?

	Very Important	Important	Somewhat Important	Not Important
Employment Issues involving Treatment at Work				

* If you checked **Very Important or Important** for Employment Issues involving Treatment at Work above, then continue with each sub-category below. If not, skip to question 9.

	Very Important	Important	Somewhat Important	Not Important
Retaliation (for applying for worker's comp or unemployment comp, for making a health or safety complaint, for asking for better wages or working conditions)				
Sexual harassment				
Discrimination complaint				
Unscrupulous farm labor contractors				
Other (please explain)				

9. **Employment/Wage** – how important is it for CLS to focus its resources in the area of Employment Issues involving Wage Problems?

	Very Important	Important	Somewhat Important	Not Important
Employment Issues involving Wage Problems				

* If you checked **Very Important or Important** for Employment Issues involving Wage Problems above, then continue with each sub-category below. If not, skip to question 10.

	Very Important	Important	Somewhat Important	Not Important
Issues with employers paying less than minimum wage or less than promised wage				
Bonuses that are not paid				
Unauthorized deductions from wages				
Working conditions				
Other (please explain)				

10. **Family Law Issues Involving Domestic Violence** - how important is it for CLS to focus its resources in the area of Family Law issues involving Domestic Violence?

	Very Important	Important	Somewhat Important	Not Important

Family Law Issues Involving Domestic Violence				
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* If you checked **Very Important or Important** for Family Law Issues involving Domestic Violence above, then continue with each sub-category below. If not, skip to question 11.

	Very Important	Important	Somewhat Important	Not Important
Dissolution of marriage (divorce)				
Allocation of parental responsibilities (custody)				
Post-decree domestic relations issues				
Child support issues				
Temporary and permanent orders of protection				
Termination of parental rights				
Child snatch cases				
Grandparent visitation				
Paternity				
Other (please explain)				

11. **Family Law Issues Not Involving Domestic Violence**- how important is it for CLS to focus its resources in the area of Family Law issues not involving Domestic Violence?

	Very Important	Important	Somewhat Important	Not Important
Family Law Issues Not Involving Domestic Violence				

* If you checked **Very Important or Important** for Family Law Issues not involving Domestic Violence above, then continue with each sub-category below. If not, skip to question 12.

	Very Important	Important	Somewhat Important	Not Important
Dissolution of marriage/legal separation (divorce)				
Allocation of parental responsibilities (custody)				
Child support issues				
Post-decree issues				
Guardianship				
Adoption				
Paternity				
Name change				
Termination of parental rights				
Child snatch cases				
Grandparent visitation				
Other (please explain)				

12. **Health Issues** – how important is it for CLS to focus its resources in the area of Health?

	Very Important	Important	Somewhat Important	Not Important
Health				

* If you checked **Very Important or Important** for Health above, then continue with each sub-category below. If not, skip to question 13.

	Very Important	Important	Somewhat Important	Not Important
Access to hospital and				

emergency care				
Home and Community Based Services (HCBS)				
Medicaid				
Medicaid nursing home benefits				
Medicare				
Other (please explain)				

13. **Health Issues/Safety at Work** - how important is it for CLS to focus its resources in the area of Health and Safety Issues at Work?

	Very Important	Important	Somewhat Important	Not Important
Health and Safety Issues at Work				

* If you checked **Very Important or Important** for Health Issues/Safety at Work above, then continue with each sub-category below. If not, skip to question 14.

	Very Important	Important	Somewhat Important	Not Important
Exposure to pesticides				
Lack of adequate bathrooms				
Lack of water or hand-washing facilities				
Presence of hazards				
Other (please explain)				

14. **Home Ownership**- how important is it for CLS to focus its resources in the area of Home Ownership?

	Very Important	Important	Somewhat Important	Not Important
Home Ownership				

* If you checked **Very Important or Important** for Home Ownership above, then continue with each sub-category below. If not, skip to question 15.

	Very Important	Important	Somewhat Important	Not Important
Home repair issues				
Foreclosures				
Predatory mortgage lending				
Mobile home issues				
Other (please explain)				

15. **Immigration/Naturalization** - how important is it for CLS to focus its resources in the area of Immigration/Naturalization?

	Very Important	Important	Somewhat Important	Not Important
Immigration/Naturalization				

* If you checked **Very Important or Important** for Immigration/Naturalization issues above, then continue with each sub-category below. If not, skip to question 16.

	Very Important	Important	Somewhat Important	Not Important
Assistance with applications				
Representation at immigration court hearings				
Other (please explain)				

16. **Income Maintenance**- how important is it for CLS to focus its resources in the area of Income Maintenance?

	Very Important	Important	Somewhat Important	Not Important
Income Maintenance				

* If you checked **Very Important or Important** for Income Maintenance above, then continue with each sub-category below. If not, skip to question 17.

	Very Important	Important	Somewhat Important	Not Important
Temporary Assistance to Needy Family (TANF)				
Food Stamps				
Women, Infant, Children's Benefits (WIC)				
Unemployment Compensation				
Old Age Pension (OAP)				
Aid to the Needy and Disabled (AND)				
Low-Income Energy Assistance Program (LEAP)				
Other (please explain)				

17. **Individual Rights** - how important is it for CLS to focus its resources in the area of Individual Rights?

	Very Important	Important	Somewhat Important	Not Important
Individual Rights				

* If you checked **Very Important or Important** for Individual Rights above, then continue with each sub-category below. If not, skip to question 18.

	Very Important	Important	Somewhat Important	Not Important
Rights of persons with physical or mental disabilities				
Guardianship issues				
Americans with Disabilities (ADA) issues				
Other (please explain)				

18. **Landlord/Tenant**- how important is it for CLS to focus its resources in the area of Landlord/Tenant Issues?

	Very Important	Important	Somewhat Important	Not Important
Landlord/Tenant Issues				

* If you checked **Very Important or Important** for Landlord/Tenant Issues above, then continue with each sub-category below. If not, skip to question 19.

	Very Important	Important	Somewhat Important	Not Important
Lockouts				
Repairs				
Evictions/terminations				
Security deposit issues				
Other (please explain)				

19. **Native American/Tribal Law** - how important is it for CLS to focus its resources in the area of Native American/Tribal Law Issues?

	Very Important	Important	Somewhat Important	Not Important
Native American/Tribal Law Issues				

* If you checked **Very Important or Important** for Native American/Tribal Law Issues above, then continue with each sub-category below. If not, skip to question 20.

	Very Important	Important	Somewhat Important	Not Important
Indian Civil Rights Act				

Enforcement of Native American and/or Tribal Law				
Bureau of Indian Affairs probates				
Other (please explain)				

20. **Public Housing**- how important is it for CLS to focus its resources in the area of Public Housing?

	Very Important	Important	Somewhat Important	Not Important
Public Housing				

* If you checked **Very Important or Important** for Public Housing above, then continue with each sub-category below. If not, skip to question 21.

	Very Important	Important	Somewhat Important	Not Important
Termination/denial of Section 8 housing or public housing				
Admissions				
Evictions				
Enforcement of tenants' rights				
Security deposit issues				
Other (please explain)				

21. **Senior** - how important is it for CLS to focus its resources in the area of Senior Issues?

	Very Important	Important	Somewhat Important	Not Important
Senior Issues				

* If you checked **Very Important or Important** for Senior issues above, then continue with each sub-category below. If not, skip to question 22.

	Very Important	Important	Somewhat Important	Not Important
Abuse of the elderly				
Fraud against the elderly				
Guardianships and conservatorships				
Problems with nursing homes				
Wills/estates				
Powers of attorneys and living wills				
Medicare/Medicaid				
Other (please explain)				

22. **What are the three most pressing legal issues confronting poor people that you encounter in your work?**

One _____

Two _____

Three _____

23. **Are there any other areas of law in which you think CLS should focus its resources but that are not listed above? Please explain your comments.**

24. Please identify any barriers you believe exist which prevent low-income persons from accessing the services of Colorado Legal Services.

25. Please identify technological tools that you believe would assist Colorado Legal Services in achieving its mission.

26. Which of the following best describes you or where you work?

Attorney	
Judge	
Low-income Individual	
Senior Over 60	
Domestic Violence Agency	
Senior Citizens Agency	
Health Services Agency	
Housing Agency	
Public Librarian	
Mental Health Services Agency	
County Dept. of Social or Human Services	
Other Community Services Agency (please explain)	
Other (please explain)	

27. If you are an attorney, judge, or public librarian, in what counties do you work?

28. If you are a low-income individual or a Senior, in which Colorado county or city do you live?

29. If you are an agency representative, what counties are served by your agency?

30. If you are an agency representative, please describe the types of services your agency provides.

31. What is Colorado Legal Services doing well that it should continue to do?

32. What is Colorado Legal Services not doing well that it should improve upon?

33. Please provide other suggestions that would help Colorado Legal Services improve its client services.

THANK YOU FOR YOUR ASSISTANCE!

If you do not understand this survey, or have questions regarding it, please contact Molly Ryan at 719-395-0506 or Reenie Terjak at 970-493-2891 ext. 220, Co-Directors of Administration and Access for CLS.
