



EVALUATION FINAL REPORT

September 2020

PREPARED BY
Ceres Policy Research

TABLE OF CONTENTS

Introduction	1
Findings from Interviews with Community Members	4
Findings from Community Partner Interviews	13
Findings from Anonymous Surveys of Community Members	17
Opportunities to Grow the Beyond	19
Conclusion	20
Appendix A: Methodology	21
Appendix B: Logic Model	23
Appendix C: Community Member Survey	25
Appendix D: Other Models that Challenge Existing Restrictions in Legal Aid	29

INTRODUCTION

The field of legal aid was established to provide accessible and low-cost legal services to communities that face hypervulnerability at the hands of the legal system in the United States. Legal aid attorneys are widely known as “poverty attorneys” as they represent the most socioeconomically disadvantaged. In order for clients to be eligible to receive legal aid services, they must fall below an income threshold usually determined by federal and state standards. While this eligibility requirement intends to widen access in low income communities, it creates a dichotomy that determines who is deserving versus who is undeserving of legal aid, and consequently, fosters inequality through the exclusion of underserved communities based on politically-influenced restrictions. Apart from access restrictions based on income, lawyers in legal aid are also restricted. Due to tight funding and specialization of legal practice areas (i.e. immigration), legal aid attorneys are often only able to represent community members that are eligible for a legal remedy. Community members that do not qualify for a legal remedy, but are in dire need of legal advice and representation, are turned away because their concern cannot be solved through a legal institutional process.

When individuals are determined to be eligible for a legal remedy, legal aid attorneys often develop a relationship with their clients that is short-lived, transactional, and impersonal. In this relationship, the attorney is the sole expert that leads the legal process, while the client is reduced to a role that depicts them as vulnerable, in need of saving, and as incapable of contributing to their own case. This dynamic defers superiority to the lawyer, due to their knowledge of the law, education, and professional title, over the client, who may be seeking legal representation and advice to find a solution to a legal problem they cannot attain by themselves. There is a bigger disparity of power in the relationship when the client is low income, from an underserved community, and has little to no knowledge of the law. Attorneys and clients perform within an inferiority complex that prevents the development of a deeper interpersonal connection and a well-rounded legal strategy. While the transactional nature of legal aid has proven to “win” many cases, this model does not address the complex and cross-sectoral legal needs of communities that have been historically underserved and estranged by the legal system.

Private, non-legal aid attorneys also serve marginalized communities. Private attorneys are more expensive and physically and culturally distanced from underserved communities. Many individuals turn to private attorneys because they infer these attorneys will be more committed to their case as they require fee for service and are not nearly as overwhelmed as legal aid attorneys carrying large caseloads. The experiences of the community members interviewed for this report prove otherwise.

Beyond Legal Aid (Beyond) is changing how lawyers and communities work together. Beyond takes pride in their model of “community activism layering,” which unites lawyers and activists to help underserved communities access justice and pursue social change through free legal services. This model is divergent from conventional legal services organizations, where lawyers operate from their offices where clients come and receive services. As opposed to conventional legal services, Beyond’s model is community-located, community-collaborative, and community-directed. This model has two branches which operate in distinct ways to provide legal advice and representation to community members by establishing partnerships with existing community organizations to empower them to create and operate--invest in--their own legal aid programs, rather than relying upon (downtown) legal organizations.¹

THE NEED FOR A NEW MODEL

By the time many of the community members have found and retained Beyond attorneys, they’ve already had some degree of interaction with legal aid that has negatively informed their perceptions of attorneys. Evaluators saved a question towards the end of the interview to ask community members how their experience working with Beyond attorneys compared to working with other attorneys. Many community members did not wait until the end of the interview to share how dissatisfied they have been with other attorneys. Community members would kick off the interview by sharing how pleased they were with the representation they received from Beyond attorneys in strict comparison with the stories of disappointment they had with former attorneys. The following are a couple of quotes that community members shared to encapsulate their experience working with previous attorneys, particularly, private attorneys.

Community members were immensely dissatisfied with legal services for three main reasons: lack of direct communication and partnership with their attorney, unaffordability of legal fees, and the stagnation of the progress of their cases. Someone even mentioned legal aid attorneys who aimed to help the LGBT community have engaged in homophobia and perpetuated stigma. The experiences encapsulated in these quotes show that attorneys can be gatekeepers as communities seek to access legal aid. Communities that are more likely to need attorney representation are also the communities most likely to be turned away and kept out at the gates of legal aid.

SERGIO

“I worked with a law firm before working with Beyond Legal Aid. My past attorney would charge me for everything! He would even charge me for the phone calls we had while I was in ICE detention. The law firm asked for large amounts of money and did nothing for my case. They would not communicate with me, so I had no idea what was going on with my case until I started working with my attorney at Beyond Legal Aid.”

Beyond Legal Aid was intentionally founded to transform the relationship of vulnerable communities with attorneys and legal services. Throughout this evaluation process, we found that Beyond Legal Aid is what legal services ought to be and more. In the following sections, we describe how Beyond Legal Aid has expanded access to legal services and how they, by the words of community members, have embodied the beyond in Beyond Legal Aid.

ISABEL

“We worked with a private attorney before, but he never worked with us directly. The attorney would send the receptionist to talk to us and fill out our paperwork. Every time we had an appointment, we were seen by a different person that was not the attorney. We did not feel like the attorney cared about our case and we felt like he saw us like just another case in his workload. This attorney was also expensive and charged us five thousand dollars for a couple of meetings but did nothing significant for my husband’s case. This attorney was not transparent about the process and we did not feel comfortable asking him questions.”

THE EVALUATION

The impetus for the evaluation was a desire to identify and understand how a three-fold collaboration between community members, activist organizations, and attorneys could transform the attorney-as-expert paradigm; close the gap in accessible, affordable, and quality legal aid by establishing community-owned legal program; and to measure what transformation takes place for communities and to the field of legal aid when attorneys are conspirators of social justice rather than gatekeepers.



COVID-19 Context

Beyond Legal Aid's evaluation was conducted over a two-year period. During the second year - the data collection phase - the global pandemic, COVID 19, halted all in-person gatherings, effectively moving the data collection virtually. This presented a number of challenges: attorneys were no longer physically meeting with community members and could not administer surveys to them; the evaluators could not travel to Beyond's sites to cultivate relationships with attorneys, community partners or community members; evaluators could not conduct in-person focus groups with community partners or community members as planned in the original design. In addition to the disruption to the methodology but certainly more significant to the evaluation was the psychological, financial, and emotional toll the pandemic continues to take on communities - hitting those most marginalized, such as Beyond's community members, the hardest. The evaluation team was challenged by the necessity to collect enough data that tells Beyond's story while honoring the pace and needs of the Beyond staff, the partner organizations and the community members as each group grappled with shelters-in-place and overall uncertainty. We appreciate everyone's ongoing commitment to the importance of the evaluation and the creative processes that secured its completion.

FINDINGS FROM INTERVIEWS WITH COMMUNITY MEMBERS

The evaluators conducted a total of fifteen interviews with community members that have received legal representation in the past and/or continue to collaborate with Beyond Legal Aid attorneys. To report the findings, the evaluators assigned pseudonyms to each community for the sake of anonymity.

Legal aid must be accessible, affordable, collaborative, validating, reassuring, and anticipatory. According to the experiences of community members who collaborated with Beyond, Beyond Legal Aid is what legal aid should be. Too often, free or affordable services available to low-income communities are assumed to be poor quality and are overwhelmed because of the number of people in need of services. Community members were asked to comment on the overall accessibility of the services Beyond provided and recall how their Beyond attorney included them to contribute in their own case. Their responses are explained below.

Accessibility and Affordability

Access to legal representation and advice should be tailored to the specific needs of different communities. This means:

- leveraging existing community capital to create pathways to legal aid for communities where few or no other legal services exist;
- addressing socio-economic barriers to receiving legal representation such as cost, language, and the digital divide;
- promoting community awareness that legal services exist locally within the neighborhoods;
- centralizing legal aid with other community resources that minimize the burden on community members to identify, contact, and attend multiple organizations to address legal and other needs.

Making resources accessible through these paths may seem like a simple and undeniable ask, but it is not what community members expressed having experienced in the past. In reality, organizations based in communities are overwhelmed, underfunded and understaffed, making it difficult to spread resources to everyone who needs them. When the evaluators spoke to community members, they expressed being surprised with the effective and transformative legal representation they received from Beyond attorneys because they did not expect to receive good representation at no cost. The following quotes are from the evaluators interview with Teresa and Patricia:

“I was worried because the attorney was free that they would not do a good job, but I learned that was not true of Beyond Legal Aid” -Teresa

Like Teresa and Patricia, most community members did not expect to be represented by attorneys that were committed to their case and were attentive to the extent Beyond attorneys were because the services were free. They repeatedly cited past experiences with other attorneys, particularly private attorneys that charged them thousands of dollars and failed to make significant progress to resolve their legal concern. When they drew these comparisons, community members were impressed and almost shocked that Beyond attorneys did not expect compensation but yet, provided effective representation that allowed many of them to receive an immigration remedy, stop their eviction or be released from ICE custody. These reactions on behalf of community members point to a common belief in communities that when acquiring legal services, “you get what you pay for,” but Beyond Legal Aid proved to be an exception to that norm. Beyond goes one step further by promoting alternative contributions outside of monetary exchanges that further community members’ empowerment by creating opportunities to remain involved and bring others along.

This option allows people like Hernan to “repay” organizations in different ways specific to the skills they have. Community members who are bilingual can provide translation services for other people receiving services who are monolingual. Others who are unemployed because they are awaiting work permits or unable to find jobs at that time may volunteer at the community partner organizations. This alternative form of repayments also holds potential for long-term engagement and ongoing political education for the community members.

“People receiving services can also ‘repay’ attorneys in other ways like volunteering. This was great for me because I don't work.” - Hernan

“The attorney gained my trust because she believed me and validated that it was retaliation.” - Julissa

Collaborative

Oftentimes when attorneys work with clients there is a clear power distinction between the two parties and clients feel pressured to follow a recommendation put forth by their attorney. Many of the community members the evaluators spoke to explained through past experiences they felt their attorneys’ intentions were not genuinely interested in what community members hoped to resolve and were not willing to actively listen to or engage with them.

Dominic was not alone in feeling involved in the process of working with his attorney. His sentiments speak to how Beyond recognizes working collaboratively with community members on their cases and involving them in the different steps of the process helps them gain trust in their lawyer’s abilities and allows community members to gain a better understanding of their circumstances. Attorneys respected the contributions of the community members by assessing their problem holistically and providing recommendations that aligned with their legal and non-legal concerns. When attorneys presented the community members various routes to provide a solution to their concern, community members were given the agency to choose from those options. There was an opportunity for discussion when community members raised various questions and the final decision was ultimately up to the community member. Maintaining pathways of clear communication and allowing the community members to discuss what outcome they prefer pursuing and how they are most comfortable getting there is an aspect of working with Beyond that people had not experienced before.

“[Working with Beyond] was more interactive. Most lawyers are just focused on the facts whereas [Beyond] seems to be truly interested in [fair] outcomes. It was such an empowering feeling because usually, as poor people, we don’t have a lawyer so we get run over. It was so empowering to have the legal playing field be leveled and that my legal rights were protected and asserted.” - Dominic

Validating and Reassuring

Beyond attorneys understood that people are experts of their lived experiences. Giving them the opportunity to express their feelings, doubts, and questions about the situations they are experiencing validates what they are feeling and builds trust in their attorneys.

Community members expressed feeling at ease when their attorneys held space in meetings or provided them with their personal contact information to talk about what they were going through. Community members trusted their attorneys and felt supported by them, particularly on a personal level. Beyond strives to become trusted community partners by establishing more personal relationships between attorneys and people in the communities they serve. People like Julissa felt that seeking legal help from Beyond attorneys was the right thing to do because they reassured her that what she was going through was not right.

PATRICIA

“I felt included due to my attorney’s compassion and patience with me. Sometimes attorneys can be mean, but Beyond attorneys are educated and kind with clients. They try their best to understand the process and have a lot of patience and empathy for the community.”

Anticipatory Lawyering

Beyond attorneys value having honest conversations with community members. They discussed the difficulties that could arise when taking the routes necessary to reach a remedy for the legal concern community members had. People with circumstances like Hernan need to know the full extent of their cases and need an attorney who anticipates the challenges of a legal process and provides backup plans whenever they are needed. Being honest about the community member’s circumstances and the legal process in general informs community members of their positionality in relation to the law while increasing awareness of the reality of their situations. Community members highlighted that knowing their rights and understanding the outcomes that are possible for them helps them maintain hope that their lives can improve and allows them to prepare in case the outcome they hoped for does not happen or their plans moving forward to change.



“My attorney explained the alternate process they would take if my primary application was denied, since that is a big possibility. My attorney would appeal my case in front of a judge. She explained to me how hard the appeal process would be. She explained that this process could take years and I could potentially be deported. I would have to make the sacrifice of being undocumented while I await the decision. She even told me that if I am denied, she would also recommend that I get married and apply for citizenship since that may be less risky.” -Hernan

IDENTIFYING THE BEYOND IN BEYOND LEGAL AID

While Beyond Legal Aid's model breaks through existing barriers of accessibility and collaboration in the field of legal aid, community members identified other qualities that distinguish Beyond Legal Aid from other legal service providers they have accessed in the past. Community members recall being surprised and pleased with certain qualities that Beyond Legal Aid embodies because they did not expect these qualities to exist in the attorney-client relationship. We identify these qualities as practices that exemplify what it means to go beyond legal aid.

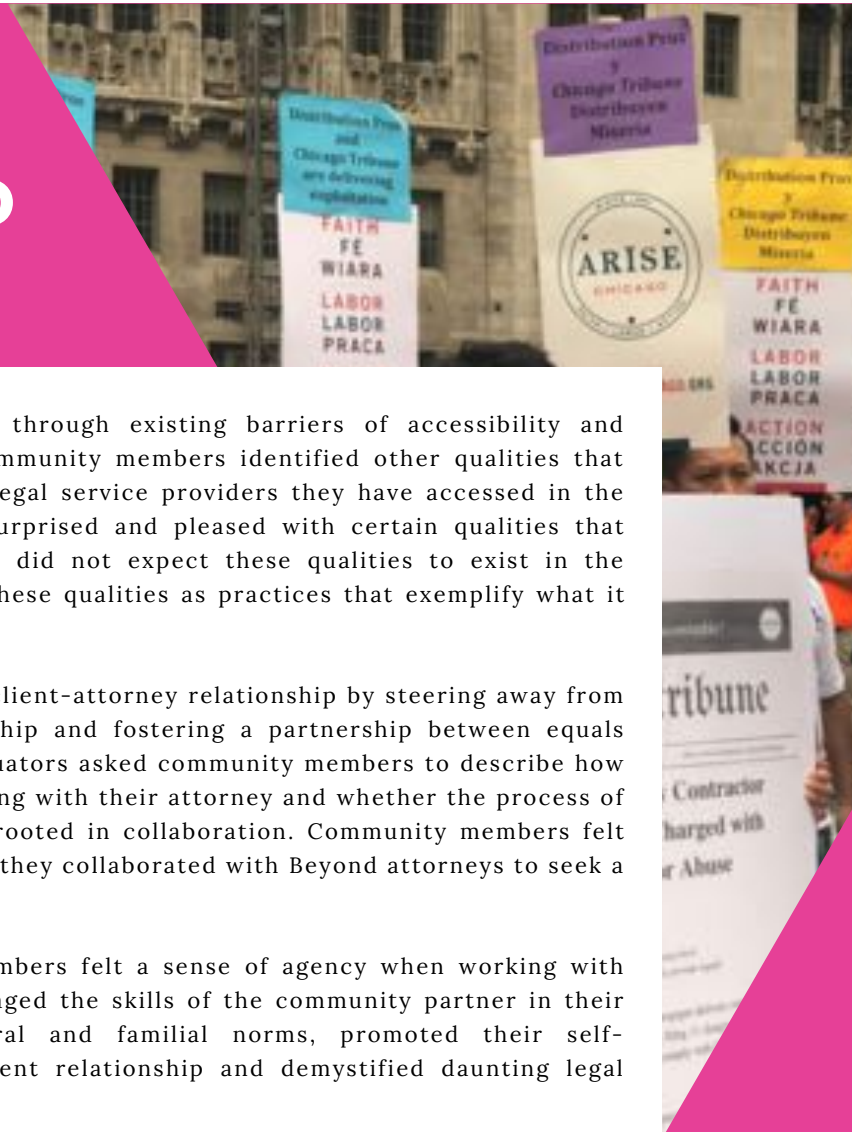
Beyond takes pride in revolutionizing the client-attorney relationship by steering away from the transactional nature of this relationship and fostering a partnership between equals instead. In order to measure this, the evaluators asked community members to describe how they were included in the process of working with their attorney and whether the process of seeking a solution for their concern was rooted in collaboration. Community members felt comfortable and enthusiastic to share how they collaborated with Beyond attorneys to seek a solution to their concern.

The evaluators found that community members felt a sense of agency when working with their attorney because the attorney leveraged the skills of the community partner in their legal strategy, adapted to their cultural and familial norms, promoted their self-determination, redefined the attorney-client relationship and demystified daunting legal processes.

Acknowledging and Leveraging the Skills of Community Members in Legal Strategies

Community members felt particularly included in the process when Beyond attorneys asked about, valued, and leveraged their skills and knowledge and used their lived and professional experience as tools to advance their shared legal goal. The following quote is from an interview with Hernan, a community member who worked with a Beyond attorney to adjust his immigration status. Hernan describes how his attorney utilized his professional experience to strengthen his claim for asylum:

“My attorney allowed me to use my prior knowledge and skills as a journalist to gather information about the dangers of being a journalist in my country of origin. I contacted my colleagues in my country of origin to formulate a description of the tactics the government uses against journalists. This information I collected served as a foundation to my claim that I am fearful of returning to my country of origin.” - Hernan



Hernan fled to the U.S. to find refuge because he received various threats to his life. He was a journalist in his country of origin and focused on documenting state violence against transgender women. While working with his attorney, Hernan felt included in the process because the attorney used his professional and lived experience as a key component to formulate an argument about dangers of being a journalist in order to strengthen his legal claim to receive an immigration remedy. Hernan's contribution allowed him to work in partnership with his attorney and take agency in the process of attaining an immigration remedy.

Adapting Representation to Cultural and Familial Norms of Community Members

Apart from incorporating the professional, cultural, and lived experience of community members, Beyond attorneys also integrated the experience and skill sets of the community member's loved ones. The following quote is from Isabel, a woman whose husband received legal representation from a Beyond attorney to remove a deportation order. Although she was not the person receiving the legal representation, she felt fully integrated in the process of helping the Beyond attorney represent her husband.

Isabel's experience highlights strategies used by Beyond attorneys to integrate the community member's loved ones as co-leaders and partners: participatory defense and community-driven litigation. This is an important finding because it highlights how Beyond attorneys embrace families as important resources and systems to the ultimate goal of the case while also acknowledging the cultural value of maintaining family connection shared by many Brown communities. Integrating families into the legal process is important when representing people that are low income, immigrants, communities of color, and communities that speak a language other than English. Many tend to rely on their loved ones who may be more informed, more experienced, and more confident to help them navigate institutional processes. This reliance on relatives is common in immigrant communities. Immigrant parents often rely on their English-speaking children to help them navigate life in this country, especially a civil or legal process. Beyond attorneys show that they understand that underserved communities mobilize in collectives, and thus they orient and acclimate their services and representation to familial and cultural norms of the community members. This versatile approach of providing services proved to be successful in Isabel's experience as her contribution was crucial to the attorney's goal of preventing her husband from being deported.

ISABEL

"I was the attorney's right hand. Although my husband was the beneficiary of the services, I took a lead on the case by collecting documents and letters, remembering important dates, and taking notes on things my husband had to remember for court. The attorney allowed me to co-lead the case with him and I felt like my skills and dedication helped prevent my husband's deportation."

"Beyond Legal Aid Is What Legal Aid Is Ought to Be"

Promoting Self-Determination Through Community Led Advocacy and Negotiation

Working with community members facing eviction proved to be a site where community members could truly take ownership over their concern and play a vital role in the solution through self-led advocacy and negotiation.

When community members are in peril of being evicted, Beyond attorneys usually recommend they negotiate directly with their landlord or lessor. In these particular cases, Beyond attorneys took a back seat while simultaneously equipping the community members with the necessary skills to voice their demands in the negotiation process with the lessor. These demands usually entailed the renewal of an unlawfully terminated lease, a time extension on the property to allow for enough time to look for housing, and the return of the full deposit upon the departure of the tenant.

The following quote is from Teresa, a community member that sought legal representation from Beyond attorneys when her landlord served her with an eviction notice, refused to take her rent payments, and demanded that her and her family of four evacuate the property she calls home:

“My attorney guided me and trained me for the negotiation process with the landlord. My attorney would come over to my house after work hours and prepare me for the negotiation. [He] taught me to stop being afraid of my landlord and speak up. I realized I had power to participate in the negotiation process and tell my landlord that what she did was unfair.” -Teresa

Teresa uses the word “power” to illustrate her ability to express to her landlord how she treated her unfairly. Teresa describes the negotiation process as a transformative process that allowed her to realize she had power to speak up against people that treat her unfairly. She was able to come to this realization because her attorney taught her the rights she has as a tenant and pushed her to advocate for herself and her family by exercising those rights.

Beyond attorneys also supported another community member that faced problems with her building’s management. Her building primarily houses elderly senior citizens that live alone. When she saw that her needs and the needs of her neighbors were being neglected, she spoke against management in an interview with a local news outlet. Consequently, as a way of punishing her, management served her with an eviction notice. Julissa answered the following when we asked her how her attorney helped her recognize her own power when she worked with him to fight the eviction notice:

“Before working with my attorney, I was already organizing to push management to care more about their elderly tenants. My attorney taught me my rights as a tenant and encouraged me to exercise them in response to management’s neglect.” -Julissa

Julissa did not need to be convinced nor empowered to stand up against management. Her attorney understood that. Thus, he provided her with the legal education she needed to be well versed in her rights as a tenant and encouraged her to use these rights as tools to push management to care for her and other senior citizens in her building. Julissa and Teresa both required different support from their attorneys. Teresa sought to be reminded of her power to speak up for herself and her family, while Julissa sought to be equipped with legal knowledge to force the management of her building to care for their tenants. Beyond attorneys were able to meet the different needs of these community members and ultimately promote their self-determination by serving a secondary supportive role in the negotiation process with their lessors.



Redefining the Attorney-Client Relationship

We found working in collaboration with community members and encouraging their self-determination ultimately resulted in the deconstruction of the traditional attorney-client relationship. Hernan's interview illustrates how his attorney build an interpersonal relationship with him in the following quote:

“My attorney is a person that centers community. She treated me with empathy and listened to my story. She is a professional that approaches and carries out her work with a critical and political approach because she promotes activism as a way to protest and her activism is rooted in humanity. When I talked about what happened to me, I felt vulnerable and exposed. My attorney did not listen to exploit my story, she listened because she cared about my story and wanted to help me. This helped me feel safer and more comfortable and it gave me hope. I felt stronger and empowered when I felt heard by her.”- Hernan

Hernan is a gay man from a country in Latin America. As previously mentioned, he feared for his life in his country of origin and fled as a result. Before working with his Beyond attorney, he sought help from other attorneys that did not see the value in his story and were not sensitive to the traumatic experiences he had gone through. For example, a former attorney he worked with told him that he would have a stronger case for asylum if he was HIV positive. The attorney he had worked with in the past tried to exploit his story by making it more of a sob story and thus, more deserving of a legal remedy. At Beyond Legal Aid, his attorney valued his story, listened with empathy, and showed compassion. He shares that his attorney did not feel or show that she was superior to him. The interpersonal connection that he made with his attorney was rooted in trust, compassion, and collaboration and consequently, deconstructed the typical client-attorney power relationship where attorneys draw the line of expertise and power between them and their client. By building personal connections with community members, Beyond attorneys erase that line and cross barriers to stand by the side of community members.

““We are unifying families, changing the lives of folks who have been underserved, recovering salaries so they can rebuild their lives, and making connections between their lives and political engagement. Those who have gone through our clinics are now activists and change makers”

Demystifying Legal Processes

The process of demystification depended on the type of case the community member had. Beyond attorneys would explain in detail the structure of a court hearing, how legal actors are expected to act and also provided a macro-legal analysis of legal systems to allow community members to feel more comfortable navigating these systems. The quotes below exemplify how Beyond attorneys did this.

“Our attorney held three mock interviews with my husband to train him to respond to questions he could be asked in court by the Judge and District Attorney. He explained to us what the structure of court would be and helped Manuel articulate his responses to the questions he would be asked. The attorney did this so Manuel does not get nervous in court and has an idea of what court will be like.”- Isabel

“My attorney explained to me that there are three types of asylum officers: one that is rude and will try to intimidate you, one that will ask you the same questions multiple times to try to trip you up, and another one who will show empathy as a strategy to catch you in a lie.”- Hernan

The first quote speaks to the attorney's commitment to demystify a court hearing to the community member. He did this by preparing the community member to advocate for himself in court and by familiarizing them with the structure of the court hearing. The second quote exemplifies a different kind of demystification of a legal process. In this case, the attorney provided the community member with information about the politics of an asylum interview. Sharing this insider knowledge with Hernan facilitated the demystification of the asylum interview. Hernan reported feeling more informed and knowledgeable because he had a clearer idea of what demeanor to expect from an asylum officer.

TRANSFORMATIVE OUTCOMES OF THE BEYOND

Apart from the transformative impact Beyond Legal Aid had on community members, we saw three relevant outcomes as direct results of community members working in collaboration with Beyond attorneys: the awakening of community power and consciousness, an increase in community mobilization and the establishment of the community-to-lawyer pipeline.

"When a community member understands legal processes, that spreads into the community and bolsters understanding."

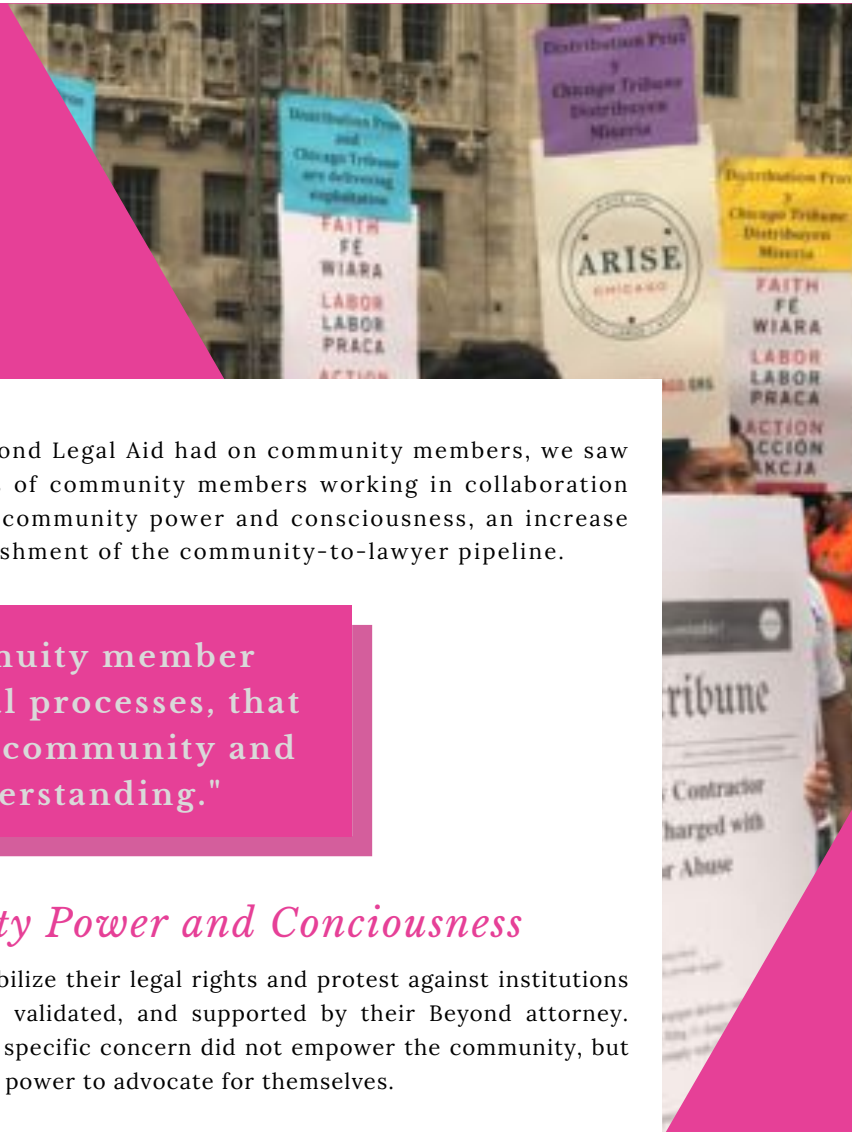
Awakening Community Power and Consciousness

Community members were more likely to mobilize their legal rights and protest against institutions and authority figures when they felt heard, validated, and supported by their Beyond attorney. Collaborating with Beyond attorneys on their specific concern did not empower the community, but instead supported the community to use their power to advocate for themselves.

Community members also developed a consciousness that allowed them to gain an understanding of their positionality as marginalized people in this country. In other words, community members gained an understanding of how a specific social group they belong to is treated and estranged by people of authority, legal institutions, and the U.S. government. We asked community members what they learned about how the legal system impacts their life and the lives of their community by working with their Beyond attorney. They identified the following learnings lessons:

- Lessors take advantage of uninformed tenants that do not exercise their rights;
- The U.S. government, legal stakeholders like ICE and the police, are discriminatory towards communities of color and take advantage of people who do not know how to defend themselves with their rights;
- The U.S. government penalizes undocumented people for small mistakes with big repercussions;
- The legal system does not protect people in their from their respective communities;
- Communities are better off when they are informed and supported by an attorney.

These outcomes were catalyzed by the support community members received from both Beyond attorney and staff at the partner organization where their attorney was located.



Community Mobilization

Despite the social constraints that communities face to meet in person and organize due to Covid-19, many community members managed to stay engaged with the partner organization and Beyond Legal Aid after working with their attorney. We measure community mobilization by how likely community members were to remain involved in activities organized by the partner organization, how likely they were to advocate for themselves in the future, and how they have already mobilized at home.

Community members are currently sheltering in place, but in the future, they hope to engage in public campaigns against lessors, participate in tenants' rights workshops, be involved in unionized activities, and participate in public protests against ICE detention and police brutality. Other community members look forward to volunteering as translators for Beyond attorneys and ultimately join the Beyond Legal Aid team as formal employees. Apart from mobilizing in partnership with the partner organization and Beyond Legal Aid, community members also mobilized their loved ones at home. After working with Beyond to stop the deportation of her husband, Isabel understood the importance of being prepared in case she is deported. She put together a notebook with the contact information of her Beyond attorney and a list of steps her daughter should follow if she is detained by ICE. It is evident that collaborating with Beyond Legal Aid had a long-lasting impact on community members and their willingness to be politically active in the issues that affect them and their communities.

Establishing a Community-to-Attorney Pipeline

In our interviews, we asked community members how their lives have improved as a result of working with Beyond attorneys. Many of them responded they feel safer knowing they can call on an attorney in case of an emergency. Many Beyond attorneys shared their personal contact information with community members to provide a direct form of communication in case of an emergency. These emergencies may include, but are not limited to an ICE raid in their community, an unlawful action by their lessor and/or building management, or the unexpected deportation of a loved one. Community members shared they feel relieved that they have a legal actor that would support them through a traumatic experience with the legal system or a person of authority.

This formal establishment of a community-to-attorney pipeline is one of the most important outcomes of the transformative work by Beyond Legal Aid. Having a direct and reliable line with an attorney is rare in communities that are underserved and marginalized by the legal system. Community members identify that although many of them remain in precarity due to their immigration status, unstable housing, or a pending immigration petition, they feel a sense of safety by having a family attorney that can help them navigate a legal process and train them to advocate for themselves if needed.



FINDINGS FROM COMMUNITY PARTNER INTERVIEWS

Ceres conducted interviews with six partner organizations across four focus areas: housing, immigration, labor, and sex work. Interviews were designed to measure the primary, secondary and tertiary supports laid out in the community partner organization section of the logic model.

The interviews with community partners yielded insight into how Beyond's model is reshaping legal aid from a transactional service model to a collaborative advocacy tool that leverages community social capital to support the fundamental needs, rights, and visions of community members. These findings are discussed in detail below.

Representation through Symbiotic Community Relationships

The success of Beyond Legal Aid's model is buttressed by its fundamental commitment to decentering the visibility and role of attorneys as unilateral decision-makers. By placing Beyond attorneys in the neighborhoods of the community members they serve and immersing them into the identities of the partner organizations, Beyond is woven into the existing tapestry of community sources of social and political capital while closing the loop between community members and accessible legal representation. Different than traditional legal aids that operate in brick and mortar outside of the communities they represent, and do not integrate community visions through collaborative goal setting with community organizations, Beyond recognizes it cannot effectively form relationships with community members without first leveraging the trust of community partner organizations. As such, the power of Beyond's attorneys is both decentralized and indistinguishable from that of the partner organization. Indeed, Beyond emphasizes that the legal programs are owned by the community partners; they are the creation of and investments by their respective community.

Community partner organizations, community members and Beyond attorneys co-create a symbiotic partnership that encourages the accumulation of community power. We describe the critical roles each group has in the success of Beyond's model.

Community Partner Organizations as Community Champions

Partner organizations serve as champions in the larger scale goals of the communities and as illuminators for the Beyond attorneys working within them. By function of immersion, Beyond attorneys remain in intimate proximity to new and ongoing advocacy efforts put forth by the community partner organizations working to affect broader community and systemic change and to the community itself. As attorneys act as extensions to their community partner organization, they become both co-champions in organizational efforts and as beneficiaries of political education. Through this exposure, and under the partner organizations' expertise and leadership, Beyond attorneys' deepen their understanding of systemic and real-life implications of the issues the community members face, resulting in a philosophy to legal representation that is steeped in advocacy, empathy, and adaptability, without unduly overburdening the community partner to strategically reshape the field of legal aid.

At an operational level, community partner staff also serve as liaisons between community members and Beyond attorneys by designing strategies to prepare community members to actively participate in their cases. These strategies expand Beyond attorneys' capacity to take on additional cases without drawing from the quality of or time spent on ongoing cases and ensure that communities members' preparation is tailored to their specific needs and limitations. One example provided by a community partner addressed the digital divide and the limited access to technology for many of the community members. As community champions, staff members agreed to download, print, and help complete the documents required for this particular community member at no cost, while the Beyond attorney remained flexible in how these documents were completed and submitted. By first addressing the economic barriers that otherwise may have barred the community member from legal aid and exercising their rights, the community partners tapped into their own resources to maintain the progress of the case and to lessen any burden on the community member.

Community Members as Visionaries

Partner organizations encourage community members to dream big about their desired outcomes of their cases or campaigns and to act as visionaries in their legal strategies. One community partner working on housing security stated:

"We do everything tenant-led; we center their needs, desires and how far they are willing to go. We encourage them to think big. For example, we ask them 'do you want more time in your place or do you want to stay in your place permanently?' We position them to make the most radical demand."

Community members are upheld as experts in their own lived experiences and as representatives for others in their families and communities who may be experiencing similar legal issues.

Unbeknownst to the community members who are often already carrying the weight of their legal challenge in an atmosphere of systemic oppression ripe for inequality, they are simultaneously providing insight into the current and future priorities to be centered by the partner organization and the Beyond attorneys. While Beyond attorneys and partner organizations maintain a pulse on federal, state, and local changes to laws and policies that impact the communities they serve, it is the community members who bring to light the true impact of such policies on individuals, families and communities at large. As such, community members' legal goals and radical demands inform partner organizations' subsequent strategic visioning and Beyond's approach to legal representation is relevant and responsive to an ever-changing socio-political climate.

Beyond Legal Aid Attorneys as Pathfinders

In Beyond's model, attorneys are called to be pathfinders. Drawing from the community partner organization's approach to advocating on behalf of and serving the community, and the goals of the community member in their individual case, Beyond attorneys effectively find and marry legal and non-legal remedies. In stark contrast to traditional legal aid, Beyond attorneys leverage the advocacy expertise of the community partner to exhaust legal avenues for those whose cases qualify and alternatives for those that do not. One anecdote of this occurrence came from a Beyond staff member who shared that a community member was seeking representation for a wage theft by an employer. Wage theft is not a particularly unique reason to seek representation, but the community member was undocumented and getting paid under the table. The attorney could not pursue any legal remedy because of the circumstances, but was able to find alternative pathways to secure repayment from the employer. Another example shared with the evaluation team was a sex worker who contacted Beyond Legal Aid because she was receiving threatening letters in the mail from an unknown sender. Because of her status as a sex worker, her options to pursue formal system responses would place her at risk of exposure for her participation in the informal economy. Similarly, there were no legal remedies the attorney could take to cease the letters from being sent. Instead, the Beyond attorney engaged the postal service to determine if the letters could be traced back to the sender and/or intercepted before the community member received them.

Beyond's model of going "beyond" the traditional and obvious legal routes to address community members' legal concerns emphasizes the attorneys' understanding of the social and emotional effects that legal challenges can have on community members. While Beyond attorneys maintain a primary goal of directly addressing the specific issue that drew the community member to Beyond, they will identify and pursue nonlegal pathways - often without the promise of "win" - in an effort to improve and promote the community member's quality of life.

"Beyond Legal Aid is there to create power as part of our community"

Proliferating Community Power

In her book *Emergent Strategy*, Adrienne Maree Brown discusses dandelions to illustrate the ability of life forms to spread community structures, resilience, and wisdom to thrive in new environments. From several flowers formed onto one stock, florets get transferred via various means to new locations where they become new flowers with multiple florets, flourishing and proliferating often without perfect conditions. Brown furthers that "the resilience of life forms is that they evolve while maintaining core practices that ensure their survival" (pg.9). The evaluators found this analogy to be appropriate in describing how Beyond sows seeds of power and cultivates it in collaboration with community partner organizations. We provide more detail below.



Sowing Opportunity to Grow Community Partner Capacity and Cultivating Community Wisdom

Beyond's model is to support but not determine the goals, activities, or identity of the community partners. Ceres posed a series of questions to the community partners to determine how the partnership has shaped the goals and identity of the partner organizations. Specifically, the evaluators wanted to determine if and how the self-determination of the community partner was maintained.

The interviews determined that partner organizations were able to diversify the type of needs they address with the communities they serve without compromising their focus, expertise, or resources. With the presence of Beyond attorneys, community partners are equipped to serve community members at a much more intersectional, cross-sectoral, and holistic level. For example, organizations working on immigration issues discussed having the ability to hone in on the unique and complex cases of asylum seekers; housing activists could work on big picture concepts like radical housing while Beyond attorneys focused on individual eviction cases or multi-tenant campaigns; and labor community partners could work at the intersections of immigration status and labor rights. Many community partners conveyed that the presence of the Beyond attorneys allowed them to lean in and clarify their identities as organizations and concentrate resources and efforts on the issues on which they were founded. The availability of legal expertise for the community partners to confer on both ongoing and new strategies emboldened them to glean their power and take on new, informed risks on behalf of their communities and in the social justice ecosystem.



The evaluators also determined that the partnerships with Beyond Legal Aid allowed partner organizations to serve in an educational capacity and community members to act in a participatory change-making role through the organizations' exposure to new legal and advocacy strategies, and the development of trainings, campaigns, and assemblies. In addition to promoting opportunities for community members to serve as the experts to others more recently facing similar legal challenges, these opportunities encourage the organizations to contend with their own definitions of what a "win" is for their communities. Looking to identify ways to spread the opportunities to create larger social change than the winning individual cases allows, some of the organizations interviewed stated that they are beginning to also identify success by community members' expanded knowledge and assertion of their rights, awareness of information beneficial to their pursuits, and the subsequent burgeoning of community wisdom that occurs when "community members play an active role in their own communities and their own struggle".

"Most [non-Beyond] attorneys don't want to take risky legal strategies; they don't want to uphold [our organization's members'] demands. With the Beyond model, we know it won't be a fight to have the Beyond attorneys honor the wants of our members and this frees us up to focus on big pictures concepts"

FINDINGS FROM ANONYMOUS SURVEYS OF COMMUNITY MEMBERS

Ceres staff worked with Beyond Legal Aid to gather 26 anonymous surveys from community members they serve across their partner organizations. We describe the sample below:

- Respondents varied in age from 23 to 67 years old, with an average age of 39 years.
- The three main racial and ethnic groups in our sample were 69.2% Latinx, 19.2% Black, and 15.4% Muslim. There were no White respondents in our sample.
- The top three main reasons for respondents seeking legal representation or advice was for Immigration legal help/deportation defense (65.4%), divorce (19.2%), and domestic violence (15.4%).
- Respondents varied across sexual orientation, gender identity and gender expression (SOGIE), with 19.2% identifying as men, 73.1% women, 3.8% genderqueer, 3.8% transgender, and 15.4% of people identifying as part of the LGBTQ+ community.
- Respondents varied across immigration status, with 34.6% people being undocumented, 30.8% U.S. Citizens, 11.5% of people having Temporary Protected Status (TPS), 7.7% Lawful Permanent Residents, 7.7% U-Visa holders and 7.7% refugees.

Highlights of Survey Findings

Apart from the transformative impact Beyond Legal Aid had on community members, we saw three relevant outcomes as direct results of community members working in collaboration with Beyond attorneys: the awakening of community power and consciousness, an increase in community mobilization and the establishment of the community-to-lawyer pipeline.

Ceres also conducted analyses to see if there were differences across subsets of clients. Some of these findings suggest that Muslim communities, Black communities and LGBTQ+ communities were less likely to be satisfied with their attorney.

- Across the board, Latinx respondents and undocumented respondents had positive experiences working with their Beyond Legal Aid attorney.
- While over 95% of Latinx people agreed with the statement below, only 25% of Black people, 50% of Muslim people and 50% of LGBTQ+ felt the same way.
 - “My attorney did not find a legal solution to my concern, but found another way to help me.”
- While over 90% of Latinx respondents agreed with the statement below, only 50% of Muslim people and 75% of Black people agreed.
 - “My main attorney considered or used my ideas and suggestions when coming up with a possible solution for my legal concern.”



Proliferating Community Power

- All (100%) Latinx respondents agreed with the statement below whereas only 67% of Muslim people and 80% of Black people agreed.
 - “Since working with my attorney, I feel more knowledgeable.”
- While 100% of Latinx agreed with the statement below, only 50% of Muslim respondents and 60% of Black respondents felt the same way.
 - “My attorney followed my lead while we worked together on my case.”
- Because of the sample size, we were unable to complete statistics tests to determine whether experiences varied across gender identity or between white and nonwhite people.

Limitations of the Data

The evaluators would have liked to gather a larger sample of survey respondents and diversify the types of cases represented in the interviews to yield stronger findings and provide more nuanced recommendations. The evaluators believe the small data set was due in part to the short engagement period with the majority of community members, but were unable to determine if this reflected the satisfaction with the outcomes of the cases where no further interaction was required, an opportunity for Beyond to develop deeper relationships with community members, or other factors such as natural migration, and change of contact information.

The evaluators also would have liked to gather a more diverse sample of community members with a variety of concerns and legal cases. The majority of the interviews and surveys conducted were with undocumented community members that sought an immigration legal remedy or adjustment of status. While we believe it is important to collect data and hear the experiences of this population, Shannon Gleeson emphasizes that “undocumented [people] may face a greater conundrum in the process of making claims”³ because making a claim would imply that they are ungrateful of the services they receive. Their immigration status can prevent them from speaking up against something that they may have not liked because they feel unworthy of providing feedback. By highlighting this limitation, the evaluators are not implying that undocumented communities are not critical of the services they receive nor that they received bad services from Beyond. We raise this perspective to signal that undocumented people are less likely to make a claim about the services of their Beyond attorney in comparison to documented populations.

Chart 1: Percentage of Respondents that Agreed with Each Survey Statement

Survey Statement	% of respondents agreeing
C1. The location of the main attorney is easy to get to.	96%
C2. main attorney was available to meet with me at a time that was most convenient for me.	100%
C3. I feel safe in the environment where I was meeting with my main attorney.	100%
C4. My main attorney created a comfortable environment for me to share private information about myself/my concern with them.	96%
C5. The main attorney was clear with me about whether my concern had a legal solution.	96%
C6. My main attorney did not find a legal solution to my concern, but found another way to help me.	68%
C7. My main attorney spoke with me in a way that felt respectful.	100%
C8. My main attorney asked me for my ideas or suggestions while we were working together.	88%
C9. My main attorney considered or used my ideas and suggestions when coming up with a possible solution for my legal concern.	95%
C10. My main attorney informed me of all the possible outcomes (legal and not legal) to my concerns.	96%
C11. My main attorney followed my lead while we worked together on my case.	78%
C12. My main attorney presented information to me in a way that I understood.	100%
C13. Since working with my main attorney, feel confident to assert my rights when it comes to my legal concern.	100%
C14. Since working with my main attorney, I feel confident to advocate for myself when it comes to my legal concern.	96%
C15. My main attorney pushed for a certain solution to my legal concern without considering my opinion.	11%
C16. Since working with my main attorney, I feel more knowledgeable.	100%
C17. Since working with my main attorney, I feel more empowered.	92%
C18. My life improved as a result of working with my main attorney.	100%

OPPORTUNITIES TO GROW THE BEYOND

The data collected in both the interviews and surveys were overwhelmingly positive. Still, based on the findings and discussions conducted with Beyond Legal Aid staff, the evaluators have identified opportunities for Beyond to improve its own practices and strengthen its shaping of the field of legal aid.

1. Bolster intake forms to collect multi-identity and multi-issue data. Many of the most marginalized community members are facing multiple systems of oppression that are manifesting into complex legal cases. Beyond would be remiss to not intentionally capture that information in the intake/relationship-building phase. Additionally, collecting detailed data would allow Beyond to better identify gaps in services for certain communities and expand to create accessibility for more estranged groups.
2. Consider developing multi-issue/disciplinary legal teams for community members who have identified cross-sectoral legal issues (as identified in the intake form). For example, a sex worker who is undocumented and facing eviction. A multi-issue team encourages a learning environment amongst attorneys and allows for more complex and thorough representation without exceeding capacity for any one attorney.
3. Focus hiring efforts on attorneys and/or paralegals from the communities served with a sharp focus on native Spanish speakers. Respondents reported needing additional Spanish speaking attorneys and more specifically, Spanish speakers who understood both the linguistic and cultural nuances that cannot be taught in school or solely through cultural immersion.
4. Discuss with partner organizations the length of time a Beyond attorney remains in their location to ensure community/cultural integration and understanding, and authentic relationship building. This will minimize attorney turnover that is disruptive to the partner organization, community members, and undermines the Beyond model. Interviewees noted that high attorney turnover was a barrier to establishing trust amongst community members and attorneys and expressed concern that community members were disproportionately carrying the burden of having their cases represented by multiple attorneys.

OPPORTUNITIES TO GROW THE BEYOND

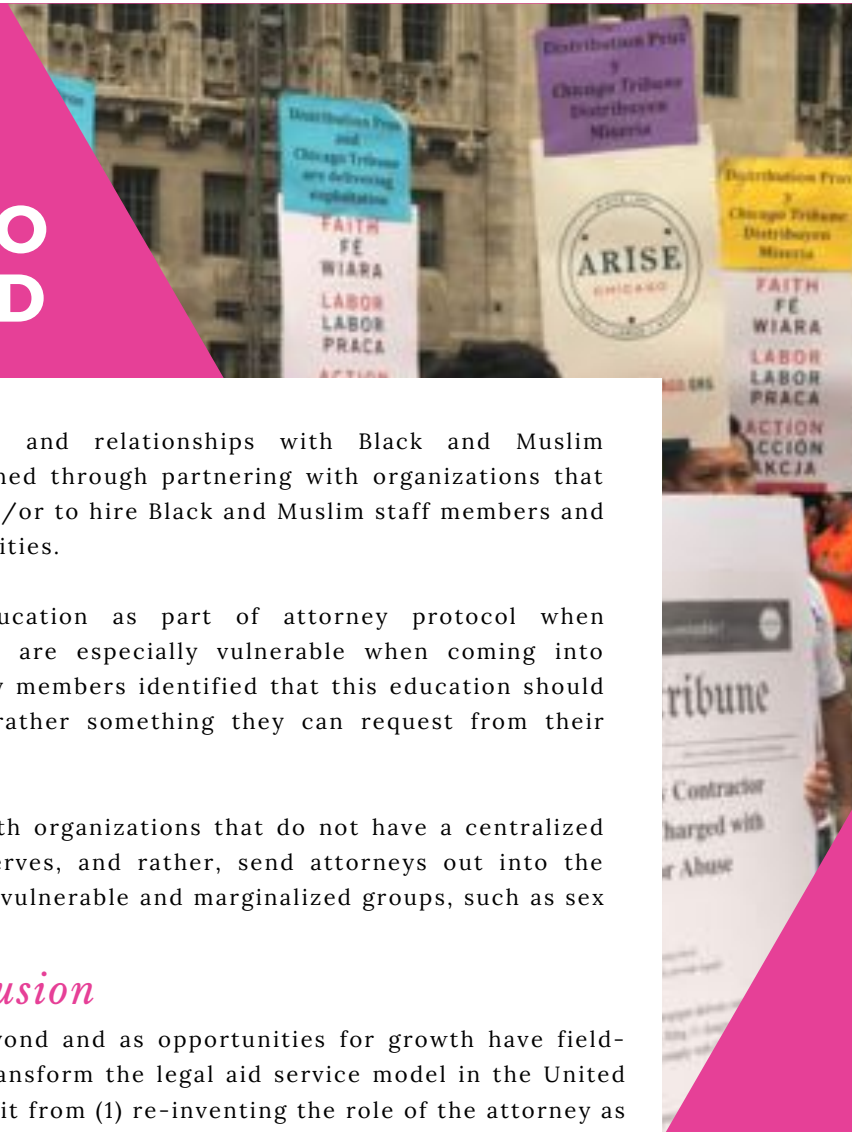
5. Intentionally conduct outreach to and relationships with Black and Muslim communities. This might be accomplished through partnering with organizations that are more Black and Muslim centered and/or to hire Black and Muslim staff members and attorneys preferably from those communities.

6. Integrate “Know Your Rights” education as part of attorney protocol when representing community members that are especially vulnerable when coming into contact with ICE and police. Community members identified that this education should be given to all community members, rather something they can request from their attorney.

7. Consider establishing legal clinics with organizations that do not have a centralized meeting space for the population it serves, and rather, send attorneys out into the communities to reach these particularly vulnerable and marginalized groups, such as sex workers.

Conclusion

What the evaluators identify as the Beyond and as opportunities for growth have field-wide implications that can ultimately transform the legal aid service model in the United States. The field of legal aid would benefit from (1) re-inventing the role of the attorney as one that does not only seek a win upon a court of law or through the attainment of a legal remedy, but rather one that aims to address and alleviate complex legal needs that arise in the extralegal. (2) expanding representation to the legal needs that fall in the extralegal may result in a legal blanket effect, where needs that are normally disregarded and left unattended are addressed to promote widespread safety and incorporation of estranged communities in legal and extralegal processes to reach a common goal; (3) and complicating the concept of what is legal to diverge from law on the books and steer towards emphasizing the real effect law has on impacted communities can provide a more intelligible understanding of what communities consider to be legal needs and how the legal system fails to address these needs. Considering these implications and adapting legal aid service models to encompass an extralegal approach to legal services can aid attorneys to collaborate with communities that are hypervulnerable to policing, criminalization, incarceration, deportation, eviction, state violence, and various forms of institutional racism and to better address their needs that often go unresolved and ignored by legal institutional processes. After all, the law is embodied and present in those who experience it as much as it is in those who write it and practice it.



APPENDIX A

Logic Model

Ceres worked with Beyond Legal Aid staff to develop a logic model. The logic model serves multiple purposes in an evaluation: it clarifies the desired goals and outcomes of the organization's efforts and provides benchmarks to measure success. It also serves as a tool for rapport and relationship building between the evaluators and the organization. Finally, the logic model is the foundation for the data collection instruments which are developed around the desired outcomes as described in the short, medium and long term columns.

The logic model can be found in Appendix B.

Community Member Survey

The evaluators developed a survey instrument for community members who had received legal representation from Beyond Legal Aid attorneys. Community members were selected from a database maintained by Beyond Legal Aid staff. Members whose cases were closed no earlier than January 2020 were invited to take the survey.

The survey is separated into four different sections. In the first section, respondents answer demographic questions that pertain to their age, gender identity, race and ethnicity, and immigration status. The second section asks the community member's reasons for meeting with their attorney and how they were connected to Beyond Legal Aid. The third section asks community members to agree or disagree with various statements that describe their experiences working with their attorney. The final section allows respondents to explain how their life, or the life of others have improved since working with Beyond.

Ceres worked with a network of colleagues to have the survey translated into four different languages that reflected the languages of the communities Beyond serves. Translators were compensated for their contribution to the evaluation.

METHODOLOGY

Due to COVID-19 and the subsequent shelter-in-place, surveys were uploaded onto Google forms and sent out to community members via a link instead of administered in person. At the end of the survey, community members were asked to share a method to receive payment for their time and participation in the evaluation.

Survey data was entered into a database, cleaned, and analyzed. Ceres completed analysis of variance tests to determine what statements were statistically significant in accordance to five variables that were determined when survey respondents were asked about their race and ethnicity, sexual orientation, gender identity or gender expression, immigration status and if they have ever been assumed to belong to any of these groups. These variables are listed below:

- Black People - This variable includes anyone who identified as Black, African-American, African, West Indian or have been perceived as part of the African diaspora.
- Muslim People - This variable includes anyone who identified as Muslim or have been perceived as Muslim.
- Latinx People - This variable includes anyone who identified as Latinx or Hispanic.
- Undocumented People - This variable includes anyone who disclosed their immigration status as undocumented or were perceived to be undocumented.
- LGBTQ+ - This variable includes anyone who disclosed being part of the LGBTQ+ community, people who identified as genderqueer or transgender and anyone who has been perceived to be part of the LGBTQ+ community.

These variables were made to distinguish the various groups of people receiving services from Beyond Legal Aid. Ceres also ran comparative means tests to find respondents average answers to survey questions.

Ceres collected a total of 26 post surveys from community members. Twelve were in English, 12 were in Spanish, and two were in Arabic.

The survey can be found in Appendix C.

Community Member Interviews

Ceres conducted interviews with 15 community members. Community members were selected by Beyond Legal Aid programmatic staff or community partner organizations. Interviews were approximately 60 minutes long and were conducted over the phone. Interviewees were given the option to speak with the evaluators in English or Spanish and were also compensated for their time.

Community member interviews were coded for major themes.

Community Partner Organization Interviews

Ceres interviewed seven community partner organizations working on the issues of housing, labor, employment, immigration and sex work.

Interviews were conducted with community partner staff that were not Beyond Legal Aid attorneys. Interviews were conducted over the phone and lasted approximately 45 minutes to one hour.

Community partner organization interviews were also coded for major themes.

METHODOLOGY

APPENDIX B

Beyond Legal Aid					
Statement of Purpose	Project Overview	Expected Outcomes	Activities		
How Beyond Legal Aid will address the problem & impact it will have	Resources available to Beyond Legal Aid activities				
			Phase 1: Legal	Phase 2: Financial	Phase 3: Social
<p>A legal aid service that does not reduce the knowledge, skills, and problem-solving capacity of their clients' communities and their members.</p> <p>Legal aid organizations that do not reduce the trust of community organizations, leaders, and others.</p> <p>Ensure that our community partners do not lose trust and confidence and that legal needs in the community are met.</p>	<p>Direct support</p> <p>Indirect support (e.g., support organizations, infrastructure, support services, administrative support)</p> <p>Training</p> <p>Other</p> <p>Self</p> <p>Peer support</p> <p>Advocacy, public policy, and community work</p> <p>Community support</p> <p>Community support</p>	<p>Financial stability</p>	<p>1. Assess a legal organization's financial health</p> <p>2. Develop a financial plan</p> <p>3. Implement a financial plan</p> <p>4. Monitor financial health</p> <p>5. Evaluate financial health</p> <p>6. Report financial health</p> <p>7. Review financial health</p> <p>8. Update financial plan</p> <p>9. Implement updated financial plan</p> <p>10. Monitor updated financial health</p> <p>11. Evaluate updated financial health</p> <p>12. Report updated financial health</p> <p>13. Review updated financial health</p> <p>14. Update financial plan</p> <p>15. Implement updated financial plan</p> <p>16. Monitor updated financial health</p> <p>17. Evaluate updated financial health</p> <p>18. Report updated financial health</p> <p>19. Review updated financial health</p> <p>20. Update financial plan</p> <p>21. Implement updated financial plan</p> <p>22. Monitor updated financial health</p> <p>23. Evaluate updated financial health</p> <p>24. Report updated financial health</p> <p>25. Review updated financial health</p>	<p>1. Develop a financial plan</p> <p>2. Implement a financial plan</p> <p>3. Monitor financial health</p> <p>4. Evaluate financial health</p> <p>5. Report financial health</p> <p>6. Review financial health</p> <p>7. Update financial plan</p> <p>8. Implement updated financial plan</p> <p>9. Monitor updated financial health</p> <p>10. Evaluate updated financial health</p> <p>11. Report updated financial health</p> <p>12. Review updated financial health</p> <p>13. Update financial plan</p> <p>14. Implement updated financial plan</p> <p>15. Monitor updated financial health</p> <p>16. Evaluate updated financial health</p> <p>17. Report updated financial health</p> <p>18. Review updated financial health</p> <p>19. Update financial plan</p> <p>20. Implement updated financial plan</p> <p>21. Monitor updated financial health</p> <p>22. Evaluate updated financial health</p> <p>23. Report updated financial health</p> <p>24. Review updated financial health</p> <p>25. Update financial plan</p>	<p>1. Develop a financial plan</p> <p>2. Implement a financial plan</p> <p>3. Monitor financial health</p> <p>4. Evaluate financial health</p> <p>5. Report financial health</p> <p>6. Review financial health</p> <p>7. Update financial plan</p> <p>8. Implement updated financial plan</p> <p>9. Monitor updated financial health</p> <p>10. Evaluate updated financial health</p> <p>11. Report updated financial health</p> <p>12. Review updated financial health</p> <p>13. Update financial plan</p> <p>14. Implement updated financial plan</p> <p>15. Monitor updated financial health</p> <p>16. Evaluate updated financial health</p> <p>17. Report updated financial health</p> <p>18. Review updated financial health</p> <p>19. Update financial plan</p> <p>20. Implement updated financial plan</p> <p>21. Monitor updated financial health</p> <p>22. Evaluate updated financial health</p> <p>23. Report updated financial health</p> <p>24. Review updated financial health</p> <p>25. Update financial plan</p>

APPENDIX C

Community Member Survey

Instructions: Please provide your responses to the following questions.

1. What is your age?	____
2. What is your gender?	____
3. How many people live in your household?	____
4. How many people in your household are employed?	____
5. How many people in your household are unemployed?	____
6. How many people in your household are disabled?	____
7. How many people in your household are in school?	____
8. How many people in your household are in the military?	____
9. How many people in your household are in the foster care system?	____
10. How many people in your household are in the juvenile justice system?	____
11. How many people in your household are in the adult criminal justice system?	____
12. How many people in your household are in the mental health system?	____
13. How many people in your household are in the substance use disorder system?	____
14. How many people in your household are in the homelessness system?	____
15. How many people in your household are in the child welfare system?	____
16. How many people in your household are in the child protective services system?	____
17. How many people in your household are in the child support system?	____
18. How many people in your household are in the child abuse and neglect system?	____
19. How many people in your household are in the child maltreatment system?	____
20. How many people in your household are in the child sexual abuse system?	____
21. How many people in your household are in the child sexual exploitation system?	____
22. How many people in your household are in the child sexual abuse and exploitation system?	____
23. How many people in your household are in the child sexual abuse and exploitation system?	____
24. How many people in your household are in the child sexual abuse and exploitation system?	____
25. How many people in your household are in the child sexual abuse and exploitation system?	____
26. How many people in your household are in the child sexual abuse and exploitation system?	____
27. How many people in your household are in the child sexual abuse and exploitation system?	____
28. How many people in your household are in the child sexual abuse and exploitation system?	____
29. How many people in your household are in the child sexual abuse and exploitation system?	____
30. How many people in your household are in the child sexual abuse and exploitation system?	____

		Name: _____ Address: _____ City: _____ State: _____ Zip: _____	
Please describe your reasons for wanting legal aid services:			
1. How do you describe your legal problem?	<ul style="list-style-type: none"><input type="checkbox"/> Family law (divorce, custody, child support, etc.)<input type="checkbox"/> Housing<input type="checkbox"/> Debt<input type="checkbox"/> Consumer protection (credit cards, debt collection, etc.)<input type="checkbox"/> Employment (unemployment benefits, discrimination, etc.)<input type="checkbox"/> Social Security<input type="checkbox"/> Public benefits<input type="checkbox"/> Health care<input type="checkbox"/> Immigration<input type="checkbox"/> Other: _____		
2. How do you describe your financial situation?	<ul style="list-style-type: none"><input type="checkbox"/> Single<input type="checkbox"/> Married<input type="checkbox"/> Other: _____		
Name of organization: _____		Date: _____	Page: _____

13. How many additional services are needed?				
14. Are there services available to assist with the following issues?				
15. How many additional services are needed to assist with the following issues?				
16. How many additional services are needed to assist with the following issues?				
17. How many additional services are needed to assist with the following issues?				
18. How many additional services are needed to assist with the following issues?				
19. How many additional services are needed to assist with the following issues?				
20. How many additional services are needed to assist with the following issues?				
21. How many additional services are needed to assist with the following issues?				
22. How many additional services are needed to assist with the following issues?				
23. How many additional services are needed to assist with the following issues?				
24. How many additional services are needed to assist with the following issues?				
25. How many additional services are needed to assist with the following issues?				
26. How many additional services are needed to assist with the following issues?				
27. How many additional services are needed to assist with the following issues?				
28. How many additional services are needed to assist with the following issues?				
29. How many additional services are needed to assist with the following issues?				
30. How many additional services are needed to assist with the following issues?				

Full name (please print): _____

Address: _____

City: _____

State: _____

Zip: _____

<p>1a. How would you rate your satisfaction with the information that the program has provided about the program?</p>	
<p>1b. How would you rate your satisfaction with the quality of the information that the program has provided about the program?</p>	
<p>1c. How would you rate your satisfaction with the information that the program has provided about the program?</p>	

<p>2a. How would you rate your satisfaction with the program's ability to provide information about the program?</p>	<p>2b. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2c. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2d. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2e. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2f. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2g. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2h. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2i. How would you rate your satisfaction with the program's ability to provide information about the program?</p> <p>2j. How would you rate your satisfaction with the program's ability to provide information about the program?</p>
--	--

APPENDIX D

Ceres reviewed existing legal service models that aim to mitigate the shortcomings of Legal Aid. It was difficult to find models that encompassed more than one characteristic of Beyond Legal Aid such as providing legal representation in communities at no cost. Beyond's model stood out as one of the few models that provides legal assistance in multiple legal practices while embedding themselves in the communities they serve. Many other legal services models do not provide legal representation in various areas of law like Beyond does, but are attempting to revolutionize what legal aid is.

Similar to Beyond's community law office model, the University of California Law School opened the Immigrant Family Legal Clinic housed on a K-12 school campus in Los Angeles, California. This clinic provides no-cost immigration legal support to students and their families of the six community schools on the Robert F. Kennedy Community campus in Koreatown. Under the supervision of UCLA School of Law faculty, law students work on individual immigration cases and provide consultations. This clinic is a result of a partnership between UCLA School of Law, UCLA School of Education and Information Studies and the Los Angeles Unified School District.

California Immigrant Youth Justice Alliance (CIYJA) is a statewide alliance of immigrant youth-led community organizations from San Diego to Sonoma County. The chapter in Oakland, California seeks to eradicate deportation, private detention, mass incarceration and the criminalization of immigrants. CIYJA's model mirrors the structure of Beyond's activism partnership. Their work includes but is not limited to organizing or supporting rallies to stop the collaboration of local law enforcement with Immigration and Customs Enforcement (ICE); packing immigration court in support of immigrants seeking cancellation removal or having an asylum hearing; raising funds for immigrants stranded at the U.S.-Mexico border seeking asylum; and organizing press releases and public rallies to put pressure on immigration judges to cancel the deportation of immigrants. Similarly to Beyond, CIYJA also calls on attorneys when engaging in advocacy and activism. Other than immigration issues, CIYJA is also involved in efforts to fight the criminalization of youth by law enforcement, eviction of low-income communities, and other housing related efforts.

**OTHER
MODELS THAT
CHALLENGE
EXISTING
RESTRICTIONS
IN LEGAL AID**

FOOTNOTES

- ¹ In traditional legal aid models, individuals who are represented by an attorney are referred to as “clients”. This report refers to those individuals as “community members” to reflect the language employed by the Beyond Legal Aid model which centers community members as partners to their attorneys as opposed to recipients of their services.
- ² Beyond attorneys use participatory defense to engage the families, friends, neighbors, and other supporters of community members to learn about, be involved in, and contribute to the individual’s legal defense. Beyond’s community-driven litigation incorporates community organizers and activists into every step of the litigation process to combine litigation with organizing/activism strategies, and importantly, shifting decision-making on litigation steps to the community.
- ³ Gleeson, Shannon. 2010. Labor Rights for All? The Role of Undocumented Immigrant Status for Worker Claims Making. *Law & Social Inquiry, Journal of the American Bar Association*. Volume 35, Issue 3, 561-602.

