



**Legal Education Program Evaluation**

**Information & Referral Line Callers**

**Fiscal Year 2014**

## **Methods**

Data were pulled from the ETO database on individuals who call the information and referral line between July 1, 2013 and June 30, 2014 unless otherwise noted. Descriptive analyses were utilized: frequencies and cross tabulation. Only cases where data were available were utilized for analyses of each variable. It should be noted that some variables contain a large number of cases with missing data. All data utilized for state comparison were retrieved from the 2013 American Community Survey (one year estimates; three or five year estimates were utilized in cases where sample size was too small for one year estimate to be available).

## Results

**Gender:** 85% Female; 15% male. The information and referral line serves a disproportionate percentage of women compared to the state (85% vs. 53%).

**Age Range:** 16 – 92; Average Age: 42 years. Almost all individuals utilizing the information and referral line were between ages 21 and 65.

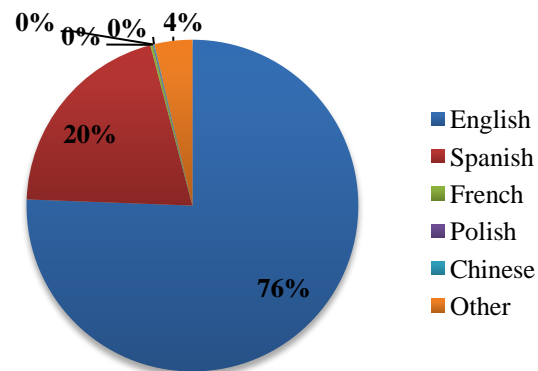
## Language

Approximately a quarter (24%) of information and referral line callers report speaking a language other than English; most common language Spanish. This is similar to the percentage of individuals in the state who report speaking a language other than English (21.5%). The information and referral line serves a greater percentage of individuals who report speaking Spanish (20%) than individuals in Connecticut (11.4%). In Connecticut, almost five percent (4.7%) of individuals report Spanish as a dominant language and report speaking English less than very well.

Of all callers, those served in Hartford County are the most linguistically diverse. Sixteen percent (16%) of calls from Hartford County were made by persons who spoke a language other than English. Almost all persons who spoke a language other than English or Spanish reside in Hartford County.

A majority (71%) of persons served who spoke Spanish live in New Haven County. Forty-five percent (45%) of I&R callers served in New Haven County spoke Spanish. In the county, 4% of individuals report Spanish as a dominant language and speaking English less than very well.

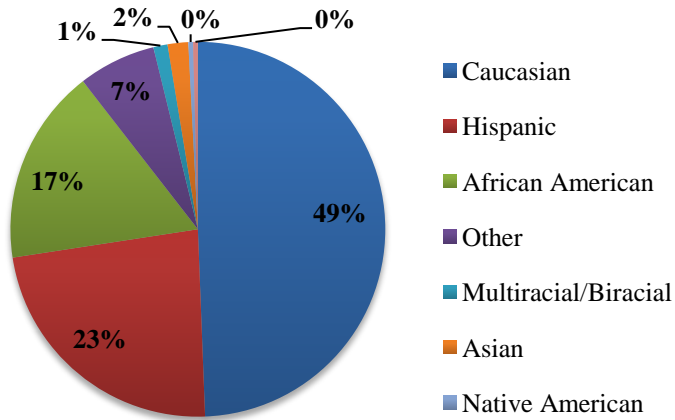
**Language n = 1221**



## Race/Ethnicity

The most common racial/ethnic categories callers report are: White/Caucasian (49%), Hispanic/Latino (23%), and Black/African American (17%). Compared to Connecticut, more I&R clients identify as Black/African American (17% vs. 10%), Hispanic/Latino (23% vs. 15%) or some other race (7% vs. 0.3%) and less identify as White/Caucasian (69% vs. 49%).

**Race/Ethnicity** n = 733

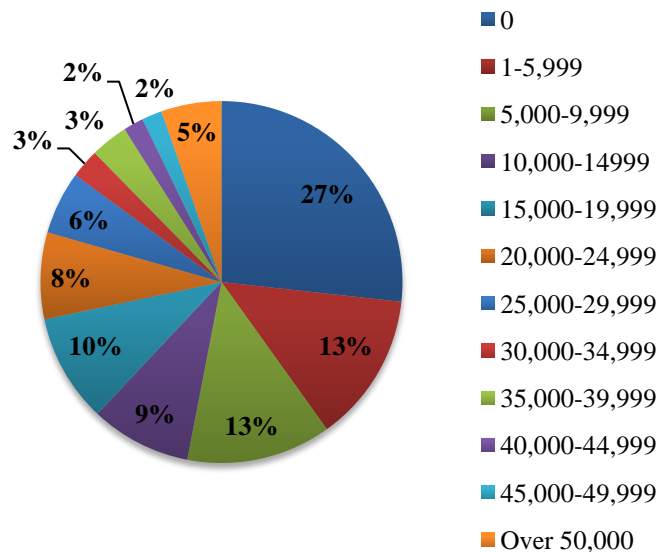


Race/Ethnicity		
Race/Ethnicity	ACS (2013)	I&R served
Caucasian	69%	49%
Hispanic	15%	23%
African American	10%	17%
Other	0%	7%
Biracial/Multiracial	2%	1%
Asian	4%	2%
Native American	0%	0%
Hawaiian or Pacific Islander	0%	0%

## Income

The information and referral line serves a disproportionate percentage of persons reporting lower income. About a quarter (27%) of callers report receiving no income. A little over half (53%) of individuals who call the I&R line report an annual income lower than ten thousand dollars compared to six percent (5.9%) of CT residents reporting an income in that range. Within each county, the percentage of individuals who report an income lower than 25,000 was nearly three times as high for I&R callers. The percentage of callers who report an income under 25,000 was highest in New Haven County (87%) and lowest in Middlesex County (61%).

### Income Level n = 890

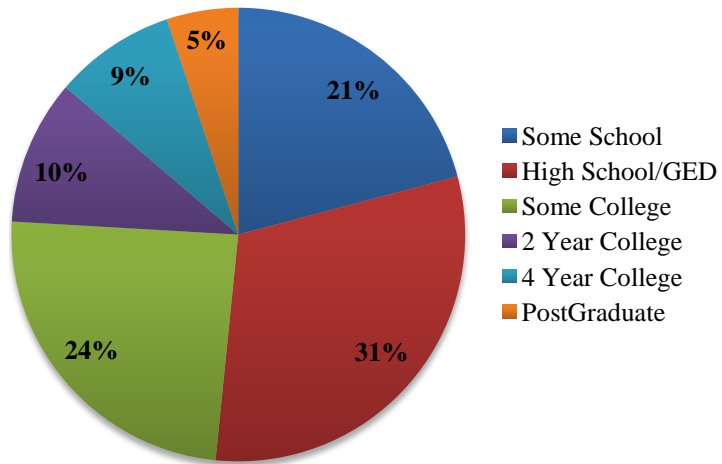


Income under 25000		
County	I&R Served	ACS (2013)
New Haven	86%	22%
Litchfield	78%	15%
Tolland	74%	13%
Windham	73%	24%
Hartford	71%	21%
New London	71%	16%
Fairfield	69%	17%
Middlesex	61%	15%

## Educational Attainment

Persons receiving information and referral line services report lower education levels than individuals in the state. Twenty-one percent (21%) of callers report less than a high school education compared to ten percent (10%) of CT residents. Thirty eight percent (38%) of CT residents report receiving a bachelor's degree or higher while only fourteen (14%) of callers report a similar level of education.

### Education Level n = 843

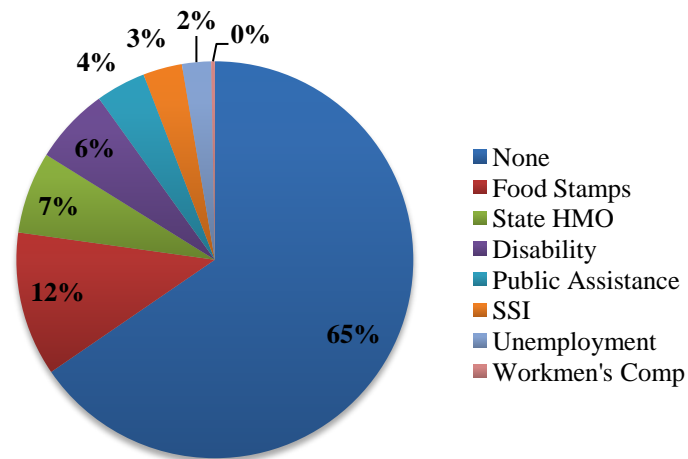


Educational Attainment		
Education Level	I&R served	ACS(2013)
Some School	21%	10%
High School/GED	31%	27%
Some College	24%	18%
2 Year College	10%	8%
4 Year College	9%	21%
Post Graduate	5%	17%

## Public Assistance

Two thirds of callers (65%) report receiving no assistance. The most commonly reported forms of assistance information and referral line callers receive include: SNAP benefits (12%), state HMO (7%), and disability (6%). Callers report similar rates of receiving SNAP compared to individuals in the state (12%). Due to the disproportionate number of I&R clients who report a lower-income, this may mean that there is a portion of I&R callers who qualify for state assistance, but do not receive it. For example, at least 60% of I&R callers may be SNAP eligible, yet only 15.1% of I&R callers who would be eligible report receiving SNAP benefits.

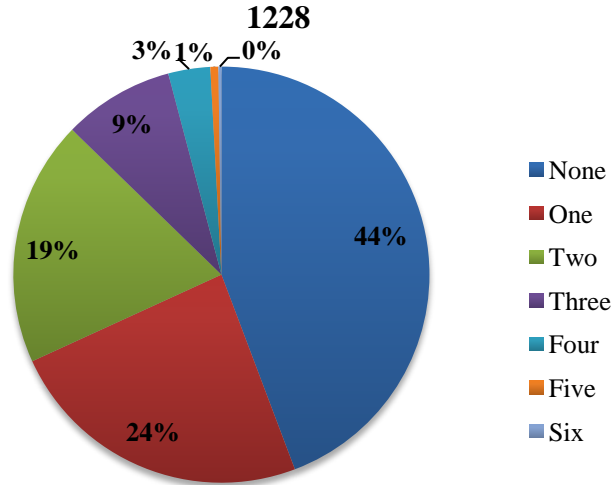
**Assistance n = 1341**



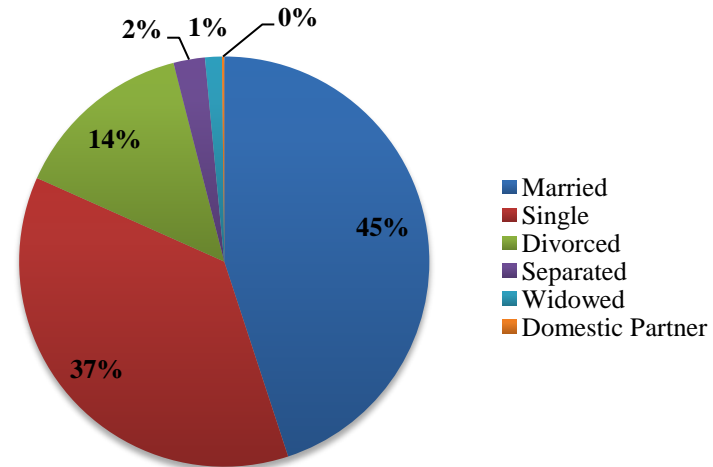
## Marital Status & Dependents

Two thirds of callers (66%) report having dependents. A little over half (56%) of individuals who call the line report having at least one dependent at home. A small percentage (4%) has four or more dependents at home. Of the women who report information on marital status and dependents (n = 639) twenty-nine percent (29%) were single with dependents at home; 56% of women reporting dependents at home were single.<sup>1</sup>

**Number of Dependents at Home n = 1228**



**Marital Status n = 1130**



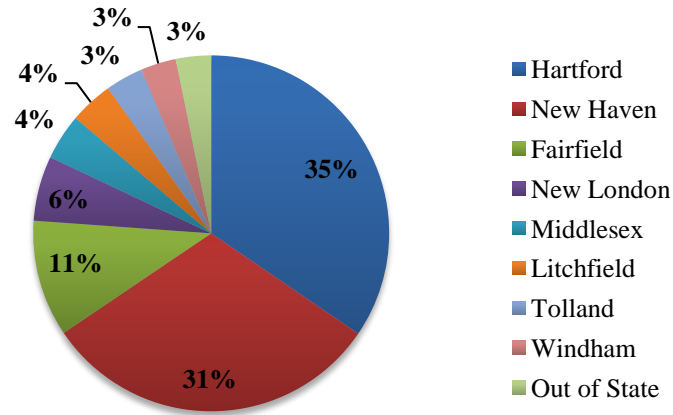
<sup>1</sup> Women met criteria for being "single with dependents at home" if they report a single, widowed, or divorced marital status and at least one dependent at home.



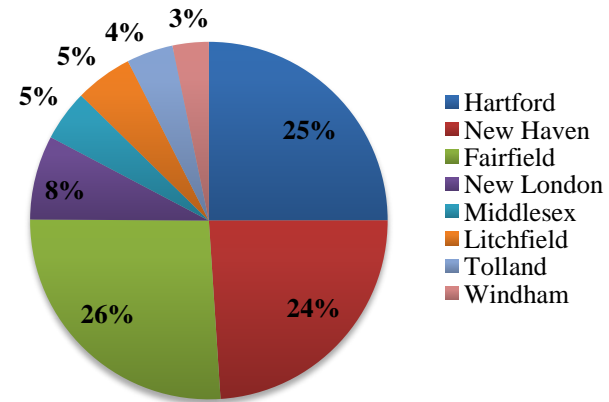
### County Residence

A greater proportion of callers reside in Hartford (35% vs. 25%) and New Haven counties (31% vs. 24%) compared to county population estimates. Although 26% of CT residents report living in Fairfield County, only 11% of callers report Fairfield County as their county of residence. Other CT counties are equally represented compared to CT county population estimates.

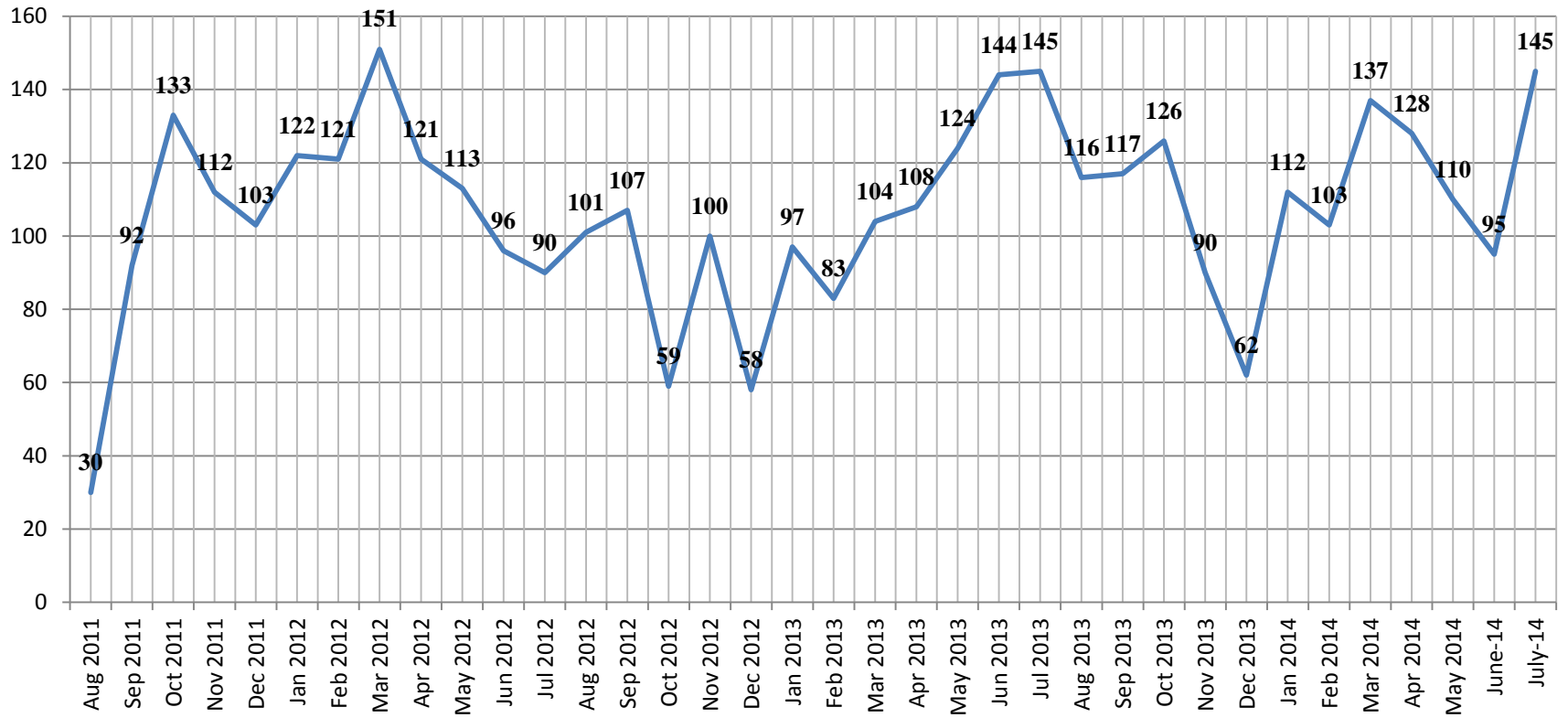
#### Callers by County n = 1341



#### County Population Estimates ACS 2013

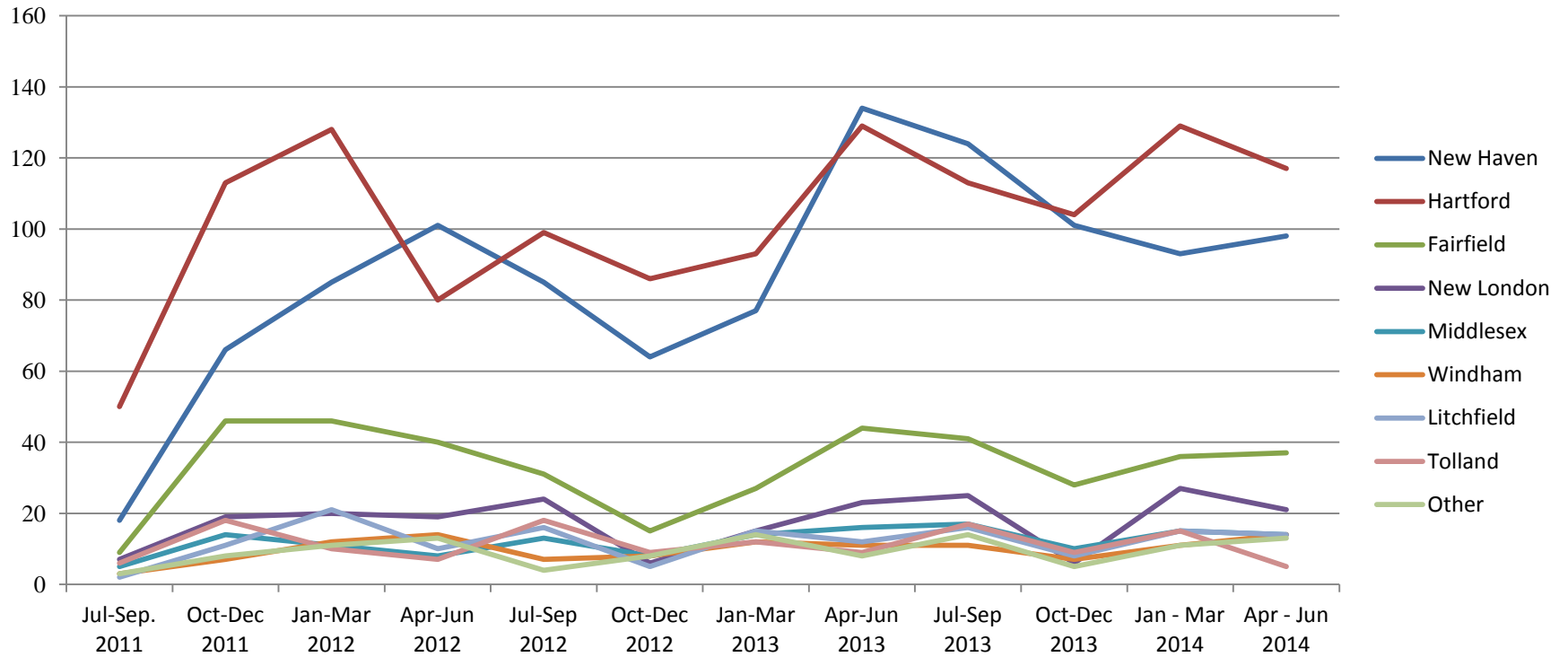


## Calls over Time (unduplicated)



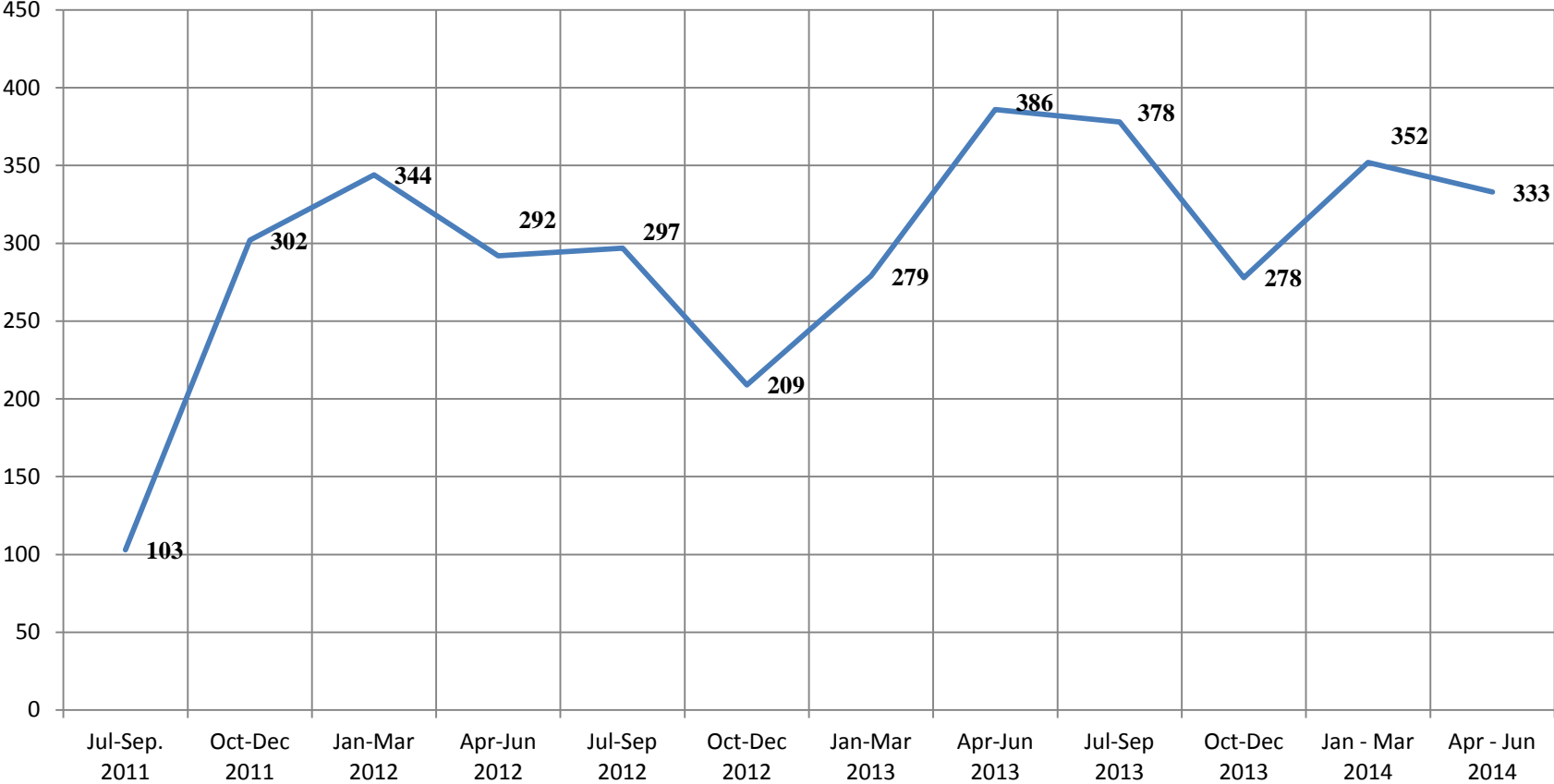
The average number of calls per month is 107 (range = 30 – 151).

## County Calls Over Time



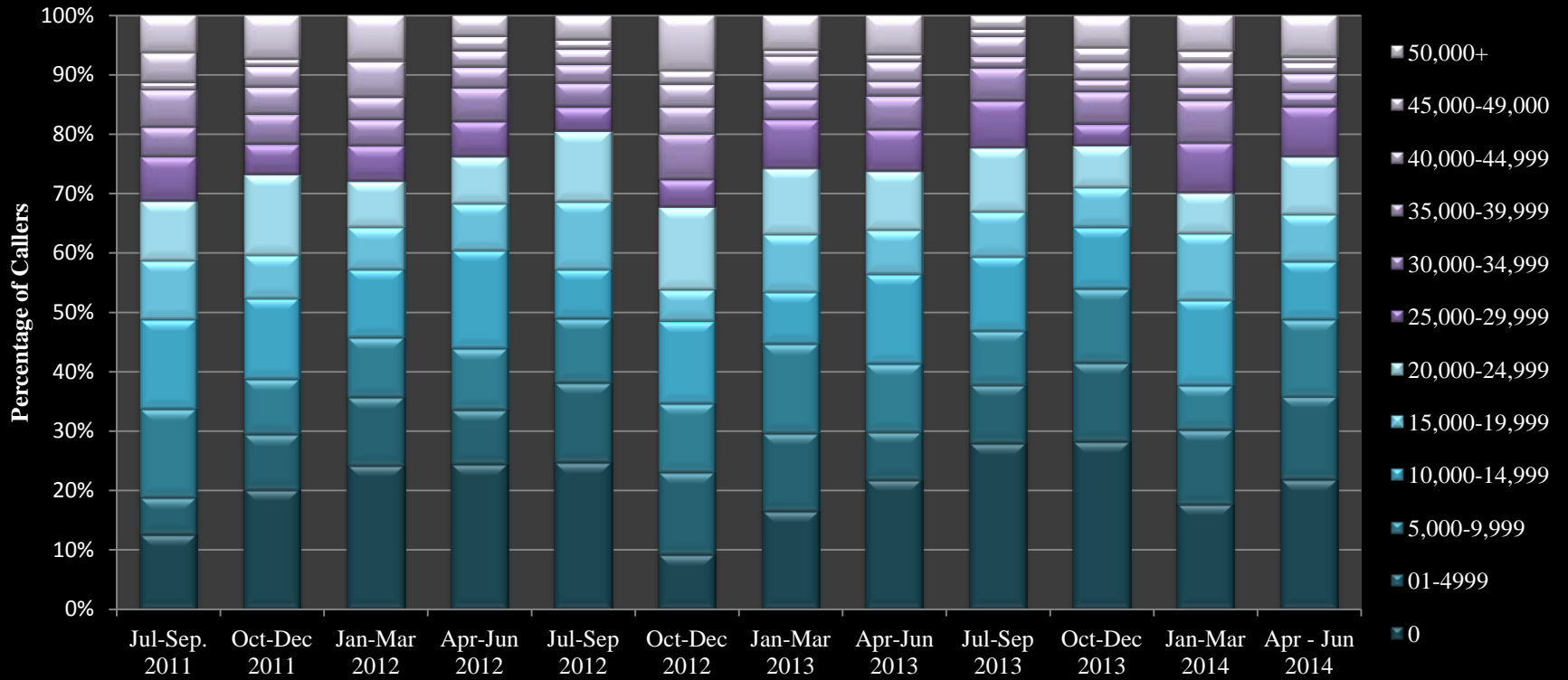
Over the past fiscal year, the number of callers has decreased in the Oct-Dec. quarter and increased in the Jan-Mar. quarter for all counties except New Haven County. New Haven County did not experience an increase in the number of callers in the Jan.-Mar. quarters.

# Total Information and Referral Line Calls Over Time

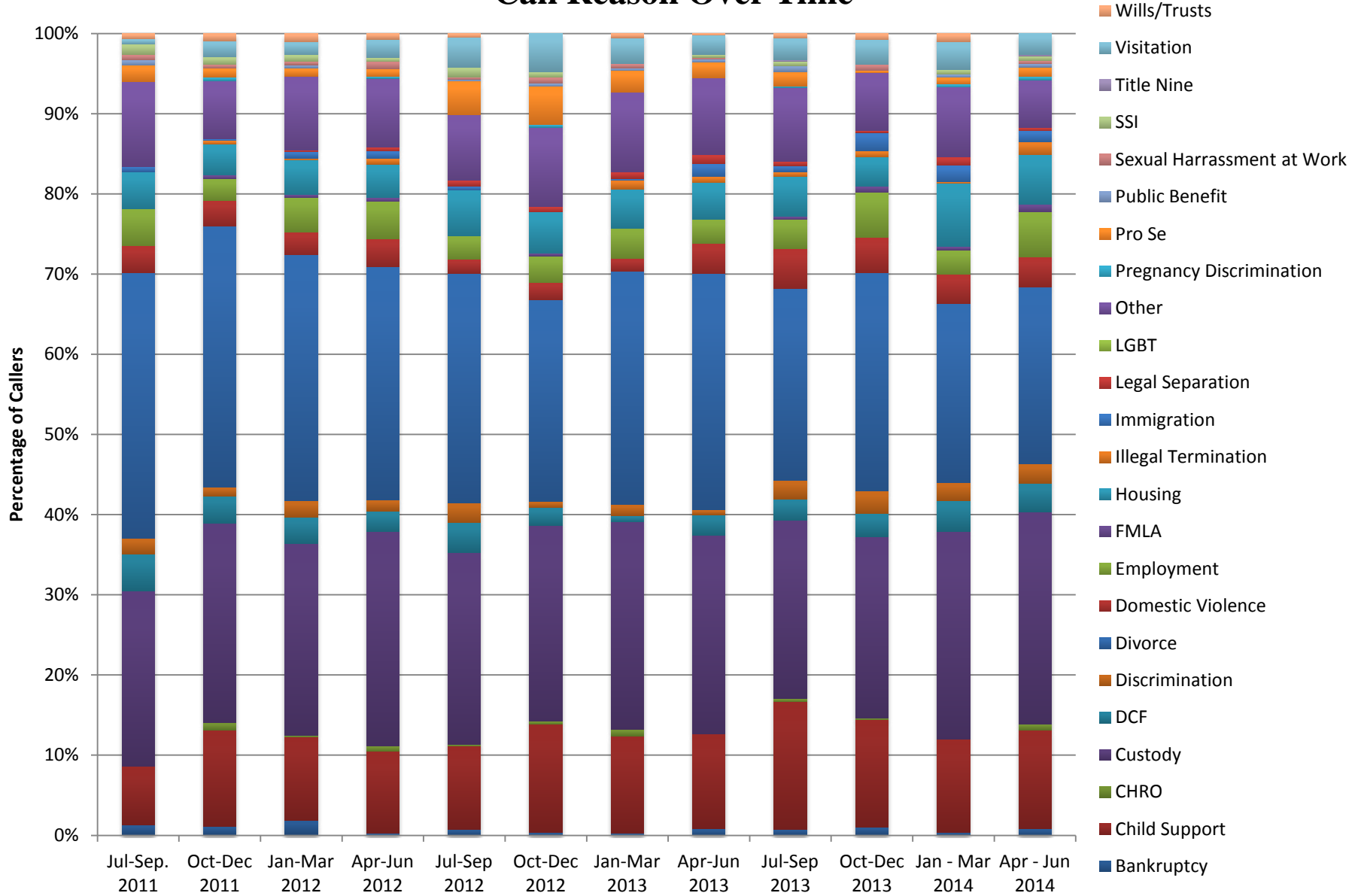


The average number of calls per quarter is approximately 296. The averages for The Jul.-Sep. (259 calls) and Oct.-Dec. (263 calls) quarters fall below this average. And the averages for the Jan-Mar. (325 calls) and Apr. – Jun. (337 calls) quarters are greater than this average.

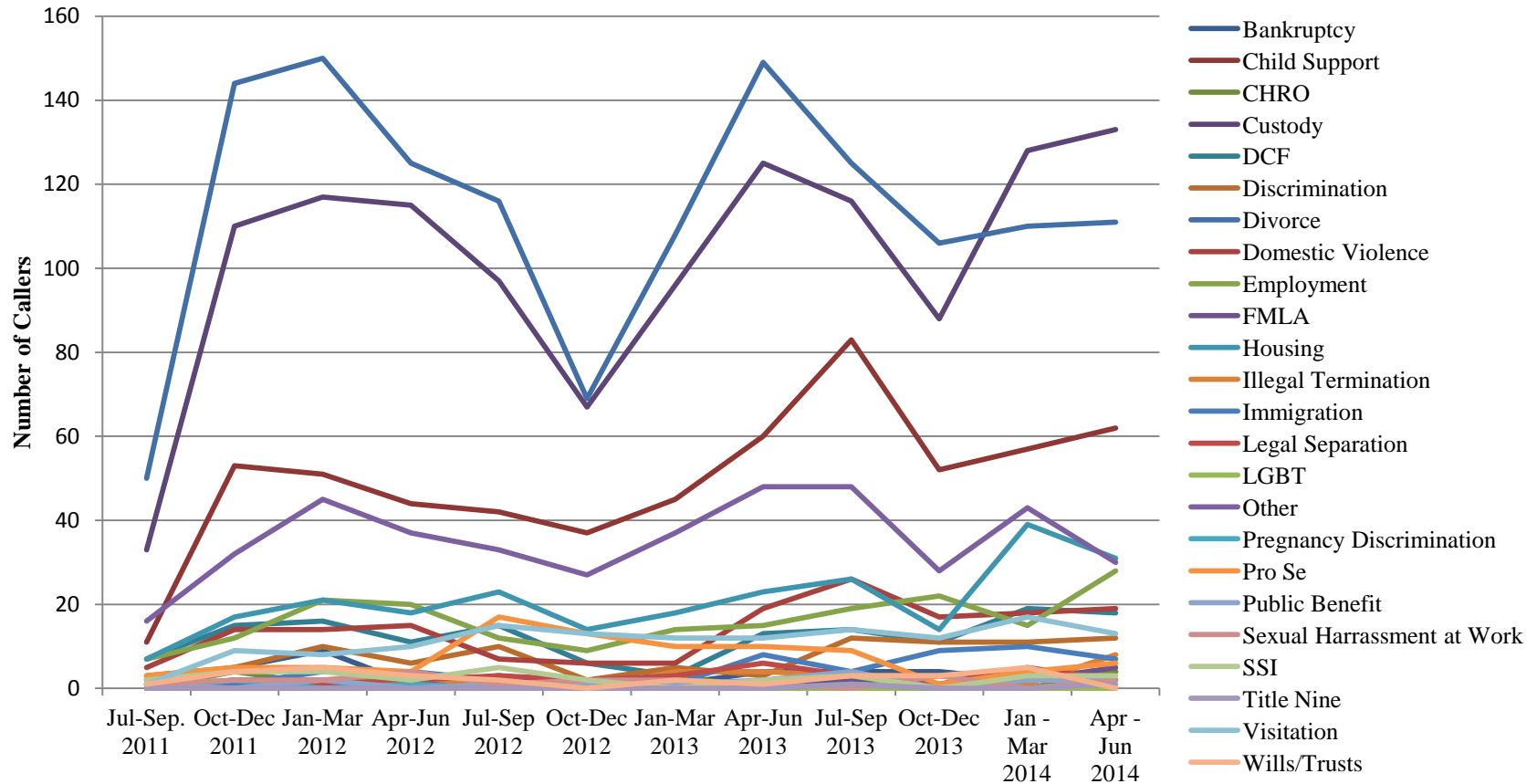
# Income Over Time



# Call Reason Over Time

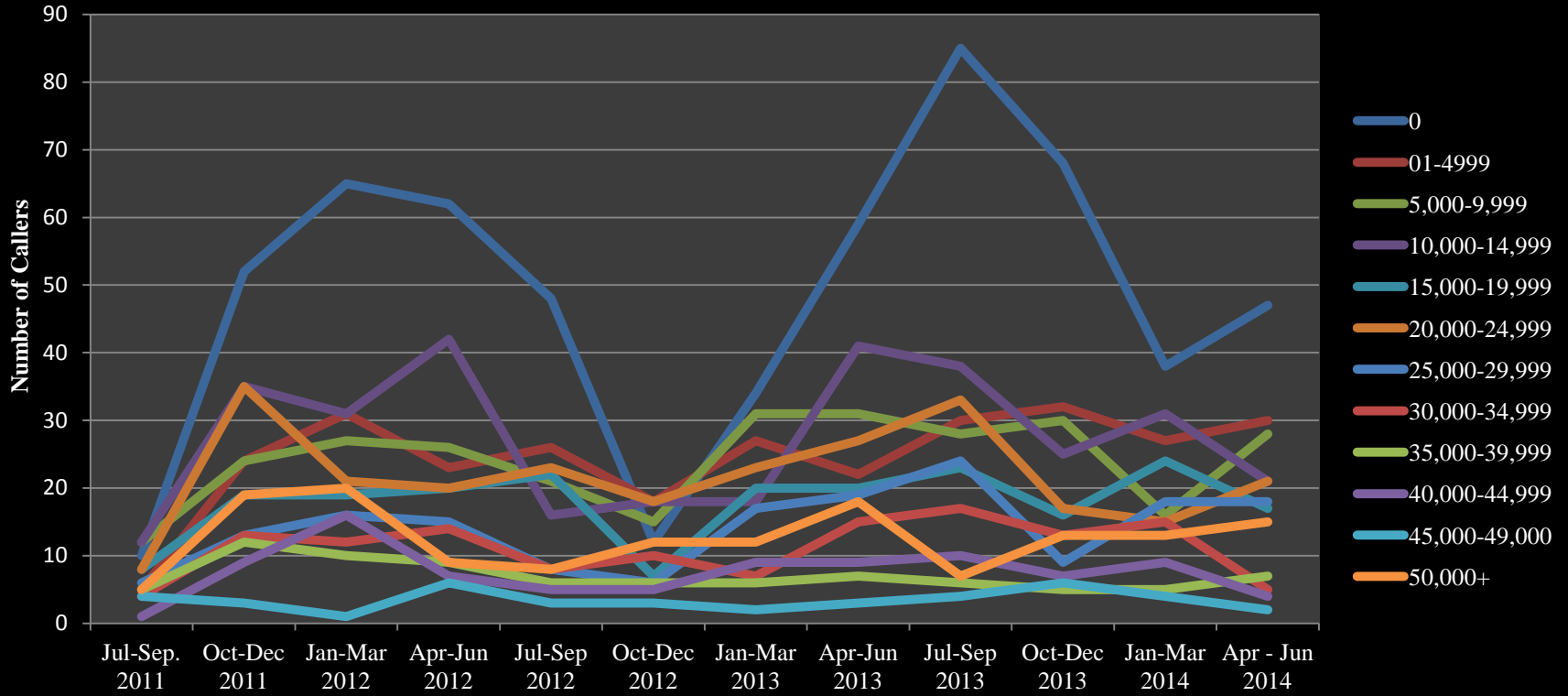


## Call Reason over Time



Divorce, Custody, and Child Support, and other are the top four reasons across all time periods. Housing ( $\approx 5\%$  each quarter) and Employment ( $\approx 4\%$  each quarter) are the next most common call reasons.

# Calls over Time by Income Level





Percentage of Calls by Income and Call topic			
Topic	% under 25000	% over 25000	% Unknown Income
	Overall:56%	Overall: 15%	Overall: 29%
Bankruptcy	50%	29%	21%
Child Support	57%	19%	23%
CHRO	57%	14%	29%
Custody	54%	20%	26%
DCF	56%	10%	34%
Discrimination	54%	26%	20%
Divorce	58%	22%	20%
Domestic Violence	54%	15%	31%
Employment	56%	20%	24%
FMLA	42%	17%	42%
Housing	53%	10%	37%
Illegal Termination	87%	13%	0%
Immigration	70%	3%	27%
Legal Separation	64%	36%	0%
LGBT	0%	0%	0%
Other	49%	11%	40%
Pregnancy Discrimination	40%	20%	40%
Pro Se	45%	35%	20%
Public Benefit	75%	13%	13%
Sexual Harassment at Work	60%	20%	20%
SSI	78%	0%	22%
Title Nine	0%	50%	50%
Visitation	45%	20%	36%
Wills/Trusts	45%	0%	55%

Individuals calling to get assistance with illegal termination, immigration, public benefits, or SSI were more likely to report an income under 25,000 compared to all I&R callers. Individuals calling for pro se, legal separation, title nine, and bankruptcy were more likely to report incomes over 25,000. And, those who calling the line for assistance with FMLA, title nine, and wills/trusts were more likely to report unknown income.