

LLLT Client Satisfaction

Updated as of July 2017

[] - Brackets Indicate Information Removed/Changed to Preserve Client Confidentiality

Testimonials

"The....County Volunteer Legal Services connected me with a volunteer at the legal clinic, to assist me with desperate legal guidance regarding my scary custody case with my daughter's biological father, whom is battling mental illness and poly substance issues. I was extremely scared and nervous about the safety of my daughter. Upon meeting [the volunteer attorney] I was instantly put to ease by her kindness and willingness to help me. After talking about my case [the attorney] gave me the number of a LLLT...in hopes that she could help me further with my case. After meeting with [the LLLT], I knew that I could finally breathe, finally someone that cared about the safety of my daughter. I am a single mother that works full time and goes to college fulltime and having the option of the help of a LLLT helped me tremendously. I'm so grateful for [the LLLT I worked with]. Dealing with family court can be very confusing and scary for most people, but I can honestly say that she has made it very tolerable for me to deal with. She has made navigating the court system stress free. [The LLLT] is very helpful, organized and timely through the whole process. If I had question she answered it quickly and thoroughly. She is very educated and up to date with the laws and regulations of family court. Without her I do not know where I would be. She helped me go into court feeling confident and knowledgeable about the whole situation."

"Trying to find a high quality, affordable alternative to hiring an expensive attorney was extremely frustrating. Call after call led me to a dead end each time. Finding [my LLLT] was like finding a pot of gold at the end of the rainbow. I had never heard of a Legal Technician before but after talking with her she put me at ease immediately and I finally felt a sense of relief during a difficult time. Her experience and expertise was as good as many of the attorney's I consulted with. I am recommending her to everyone I can who may need help with navigating the scary road of the legal system."

"[My LLLT] was excellent in helping me resolve my paternity issues with my child's father. She made herself available whenever I needed it and was quick to respond to my emails. Her knowledge and experience is impressive, she went above and beyond for me and my family. I would recommend [her] legal technician services to anyone that asked."

"I hired a LLLT in the spring of 2016 for a personal matter in Cowlitz County. I found that using this technician helped me so much to navigate the court's website, of which I was very unfamiliar. My technician helped me with finding forms, and court timing and how to access the call-in feature instead of being in court in person."

"I highly recommend the legal services of [the LLLT I used]. [Her] kind manner combined with her thorough ability to navigate the court system went above and beyond my expectations. She made what could have been a draining process seamless and emotionally supportive. Due greatly to her professionalism, the entire process didn't take any longer than the required 90-days."

"I'm so grateful for [the LLLT I used]. Dealing with family court can be very confusing and scary for most people, but I can honestly say [she] has made it very tolerable for me to deal with. She has made navigating the court system stress free. [She] is very helpful, organized and timely through the whole process. If I have a question she answers it quickly and thoroughly. She is very educated and up to date with the laws and regulations of family court."

"Ever since I hired [my LLLT], I go into court feeling confident and knowledgeable about the whole situation. I highly recommend hiring [this LLLT] for your court needs. It will be worth every penny spent. She is truly a breath of fresh air!"

"Thank you from the bottom of my heart for your help! I was panicked this time last week and I am beyond grateful for your being able to help me though I no longer live in [city name] and within the very tight time limits we had. I felt like such a deer in headlights after court yesterday - an emotional five years were resolved--fiinally! We have gone in to court so many times and made zero progress that this is almost surreal. I also speak from the heart of a relieved mother for the stress and struggle that ended. Hope and newness took its place. Congratulations on the success of this trial. You had mentioned it was the first LLLT case in the state to go to trial. Your services were exactly what I needed to move forward. (([My] County does not currently have a court facilitator, and refers people to the CLEAR line. The CLEAR line was not an option to wrap up this dissolution due to a negative experience with the Law Advocates when this same case initially began.)) I am thankful that I came across someone who knew of you, and everything worked out. I cant wait to get back to being ME!! Beyond Grateful-"

"It was very positive and cost efficient for me to use....a Legal Technician. I was very grateful to have this option! She provided me excellent support during the divorce process and was responsive to all my questions. [She] completed all paperwork completely and within the time frame that I requested. She referred me to an attorney to divide the home I owned with my spouse but was able to help with everything else regarding the parenting plan and the very complicated divorce procedure. I would highly recommend [this LLLT] to others."

Excerpts from Client Correspondence to LLLTs

"Just wanted to let you know that everything went good at court with no issues, and the judge signed them. Thank you so much for your help with this. I really appreciate the effort you put into to making sure everything was done correctly, I couldn't have done it myself. You will be highly recommend by me to anyone needing help with these documents."

"Thank you again so very much... for all your help and legal expertise. I knew when I started this process it was over my head, you have been wonderful. There's no way I could have made it through the legal process without your help."

"I want to thank you for everything you have done for me!!! I really appreciate you! You're phenomenal!!!"

"Thank you so much for showing me that you really care about my future!"

“Thank you so much for all you've done for me.”

“Thank you so much for everything, I can't begin to tell you how much you helped. The state representative lady had a few good things to say about you as well.....Thank you again!”

“You've done an outstanding job! Thank you!”

The following is a portion of an e-mail received after drafting a declaration (which the client refers to as a “letter”):

“Sorry I am such a nervous Nellie. I want to thank you for that letter, it was the most amazing letter I have ever read. I finally feel like someone has got my back, and ALL the points were made. My sister and my brother were amazed at the letter also. That letter is gold. Thank you again.”

Other Client Satisfaction Feedback from LLLTs

“I have had clients tell me that they are “so grateful” that I have been able and willing to assist them, and one who says she does not know what she would have done had I not been able to help. She said no one else was willing or able to help her. She could not afford an attorney and did not qualify for free legal services and she had no idea where to even start. She needed support for herself and her family and her husband was inconsistent. There were no temporary orders in place so she had no recourse otherwise. Others have told me that they “so glad” there is an affordable option, particularly when there is agreement.”

“I have met with over 60 clients in my first year as an LLLT and so far, I have not had any negative feedback. I don't think the general public thinks in terms of the “LLLT Program” yet, because most people are not aware of it – but there is a significant need for an alternative to hiring an attorney. People think in terms of someone more affordable that can assist them in navigating the system and helping them with documents and declarations and what to do next.”