

APRIL 2022

FORGING STRONG CONNECTIONS

THE VITAL ROLE OF BC'S LEGAL INTERMEDIARIES

FINDINGS FROM COMMUNITY MEETINGS HOSTED IN PARTNERSHIP BY POVNET, LEGAL AID BC
& COURTHOUSE LIBRARIES BC

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In 2021 PovNet, Legal Aid BC's intake and community outreach services, and Courthouse Libraries BC formed a partnership to co-organize and facilitate a series of regional networking meetings for legal intermediaries¹ and pro-bono legal services.

Individually, these organizations engaged different segments of the intermediary landscape:

- PovNet – provides services to support and connect poverty law advocates and community workers building their capacity and connect the public with their legal services.
- Legal Aid BC (LABC) intake and community outreach services – supports community workers through outreach and training designed to help them make effective referrals to legal information, advice, and representation services and resources.
- Courthouse Libraries BC Outreach and LawMatters – provides professional development for the legal community and supports public libraries in providing local access to legal information (through collection grants), training, and guidance in finding public legal resources.

These organizations all found their service audiences (intermediaries) had the same need: more opportunity to network with other complementary services to improve public access to justice. They also knew that intermediaries were so busy with their core services that maintaining a network of professional relationships was challenging day to day. The organizers were aware of (and creators of) online tools to help referrals to community services (i.e., BC211, Clicklaw Helpmap, PovNet Find an Advocate Map); they were also cognizant that these tools are limited in their ability to capture unique community needs and the dynamic change among organizations day to day.

The solution was to co-organize and facilitate live online Regional Community Forum networking sessions among these very different intermediary services they engaged (i.e., legal advocates, community libraries, and Legal Aid agencies). The outcome the partnership group hoped to see was an improved understanding of the scope and range of access to justice services available in communities and immediately improve the system of referrals through building these more tangible connections. The organizers also thought they would benefit from building their own knowledge of the sector and learn more about community needs from those working on the frontlines. Much of the session design and planning was to mitigate the unique need of making those tangible connections and communicating in real “human” terms what issues organizations can help with, how they work in the community, and lesser-known offerings they may provide.

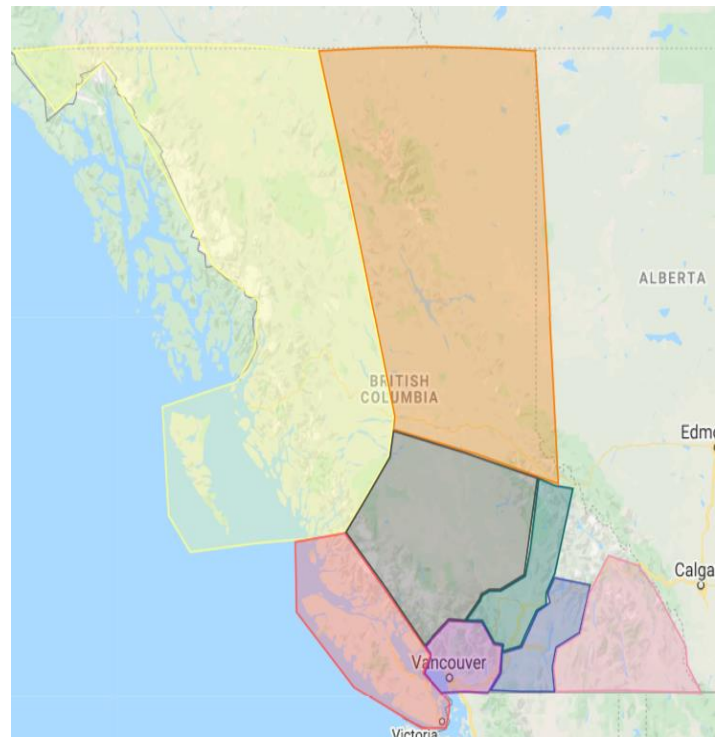
¹ We use the term “intermediary” to cover a range of roles that “provide people with legal information, make referrals to legal services, help clients fill out forms, and accompany people to meeting with legal service providers.” Law Foundation of Ontario 2018 research <https://lawfoundation.on.ca/download/part-1-trusted-help-the-role-of-community-workers-as-trusted-intermediaries-who-help-people-with-legal-problems-2018/>.

Session Content and Structure

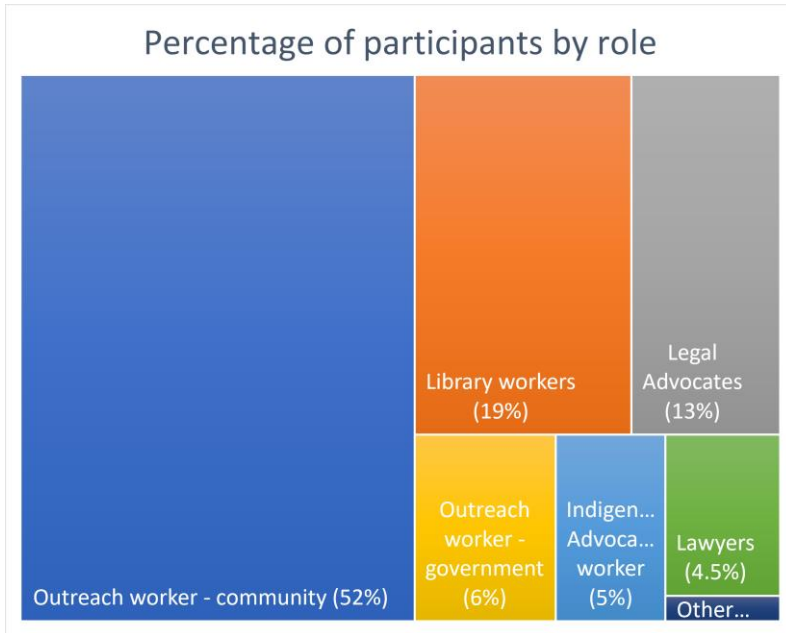
The sessions were designed to:

- 1) Orient the entire group to what the organizing partners offered and the overall offerings and range of intermediary services around the table.
- 2) Facilitate small group discussion and report back to hear the perspectives of the participating agencies more deeply and make more personal connections among participants.
- 3) Learn, share, and document the identified issues/challenges/solutions to allow for group problem solving, surface existing services that fill gaps, and keep record for reporting to stakeholders, furthering sector advocacy.

To cover the unique aspects and community dynamics of the diverse regions in BC, the partner organizers held twelve meetings (in eleven regions, including provincial-wide organizations offering decentralized services). The sessions were split between large group and small group discussions to allow for maximum opportunity to meet many people and provide opportunity for deep discussion. The host organizations shared facilitation roles and maintained a closed group participant listing (to share with regional participants) to ensure that connections were documented and maintained over time. Session discussions were also documented by the facilitators and provided rich insights to use in this report and future planning. The summary notes were also shared with the participants for their own use as a future reference tool. A final meeting gathered province-wide organizations to discuss issues unique to offering services across the province.



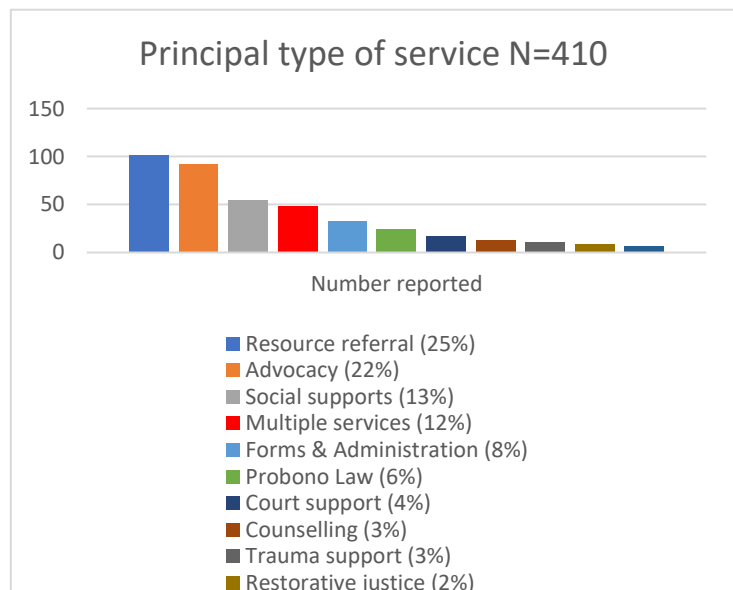
The forum attendees represented a very broad range of roles and services related to public access to justice. We grouped the diverse/unique roles into the core categories (based on the participants’ self-

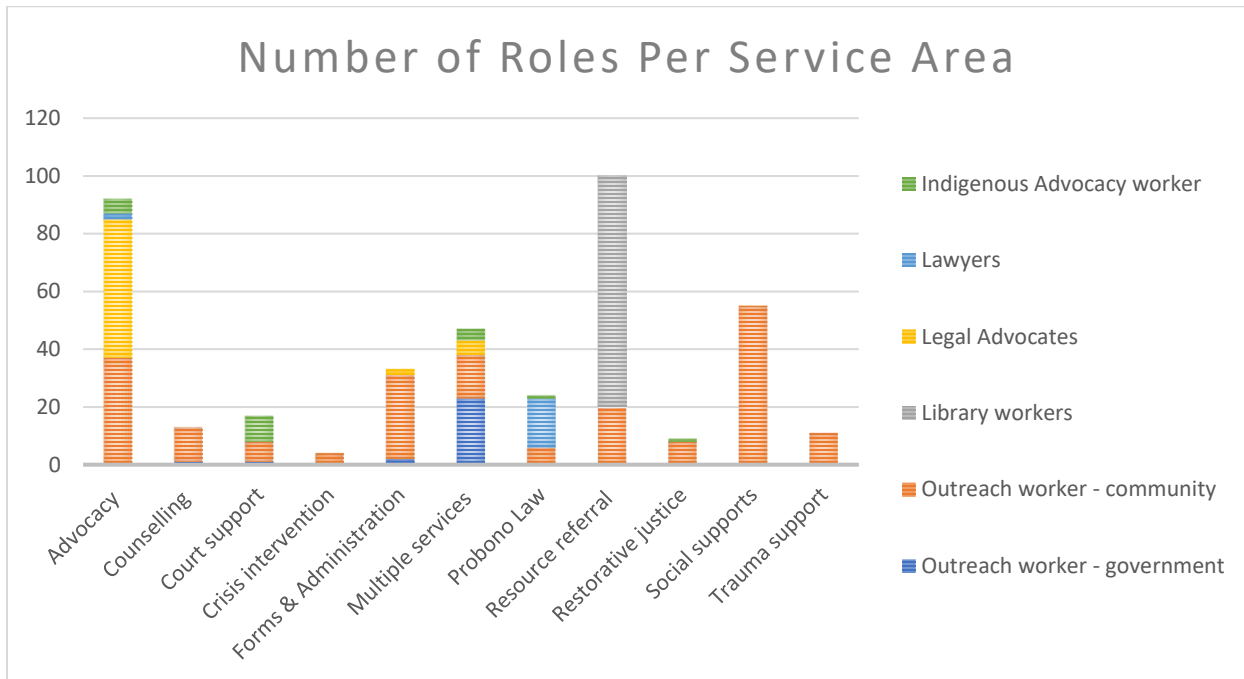


description) to get a picture of how the attendees act as intermediaries. To note, many of these categories overlapped with the other categories (i.e. Indigenous Advocacy Workers might be categorized as Outreach Workers and vice versa). We chose these categories to show how people tended to describe themselves. The strong majority in attendance were outreach workers (either for community organizations or with government

programs). The second largest grouping were librarians working either in public libraries across BC or with the Courthouse Libraries, specializing in legal information.

The following categories give us a picture of the participants’ specialties, capturing how participants described their specific roles, not their organizations’ suite of services. These categories illustrate the range of services represented, but note they are also far too reductive to explain the whole picture. Most roles intersect with other categories (e.g., those providing resource referral would also provide other supports). This is best illustrated by the category called “Multiple services” (12% overall) where roles were so extensive, no one category could capture the range of supports individuals reported.





While there are still more opportunities to explore what this data tells us, it strongly indicates that there is a wide range of service provided and the broad distribution of services. This finding underpins the challenging reality of keeping networked, connected, and aware of all the services across all the providers throughout BC.

Discussion Results & Factors impacting service delivery

The main themes gathered from the large and small group discussions fall into the findings listed below:

- 1. There are not enough legal intermediary services to keep up with demand; they play an essential role in helping members of the public navigate the justice system.***

The discussions indicated that there are an increasing number of average citizens in need of these bridging services (i.e., professional lawyers are not a viable solution for most). The last two years required a pivot to virtual advocacy services (due to Covid restrictions) and showed that this format can offer better options for some individuals. Moving forward, demand is high enough and diverse enough that adding services in *both* virtual and in-person advocacy would improve access to justice.

- 2. The current model, mainly in advisory and representation services, puts too many constraints on who intermediaries can serve, therefore limiting their ability to meet current population needs.***

Intermediaries are invested in finding efficiencies through creating a stronger referral network among themselves, sharing resources, time, and connecting services. One of the main “calls to action” for our hosting partnership group was to offer more of these sessions on a permanent basis. Evaluations showed the total requested average was three (shorter sessions) per year. In our experience, resources required to organize similar meetings at this frequency would be very hard to sustain (noting that this metric would likely change with increasing network engagement). This surfaces another key finding:

- 3. To see real change, influential stakeholders (funders and the government) will need to support further activities that help agencies stay connected and to enable better complementary services. Adding more wrap-around services with the advocacy services would improve access to justice.***

From the sessions, various themes emerged consistently as factors contributing to the service gaps and barriers in accessing legal intermediary services. These can be broken down into a few key system areas:

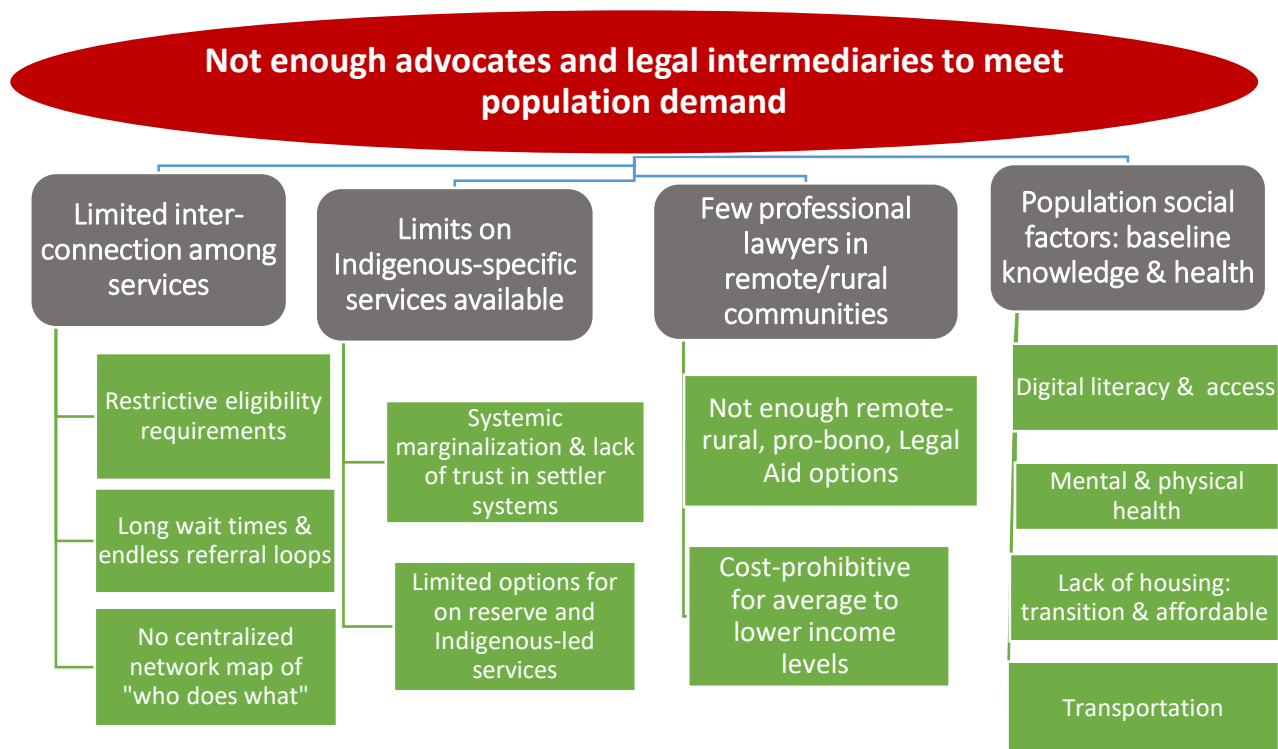
- 1) Regulatory and legal system factors:** eligibility requirements, levels of bureaucratic controls, professional representation and support, Indigenous systems facing settler law.
- 2) Population social factors:** ability to interpret how governments present information, access to appropriate services, transportation to services, digital literacy to complete processes, poverty, mental health.

- 3) **Decentralized advocacy and intermediary services:** social service programs emerge in response to a noticeable need rather than being included in the strategic decision-making processes at the regulatory level. Arguably, when the need is at a stage of requiring third party intervention, the population is at a critical state (where organizations are resourced more for supportive services, rather than emergency intervention).

To summarize: embedded into the legal system are complex and highly precise procedural layers, that the average citizen finds daunting. The system inherently has barriers for any individual, let alone those facing other levels of marginalization. The issues of marginalization, while not the business of the legal system necessarily, means that individuals accessing intermediary support are facing many social issues that impact their ability to navigate the daunting legal process. We heard that intermediaries would be more effective in helping individuals with their legal journey if more wrap-around services were available in tandem with helping to resolve the legal component of a client's concern.

Detailed Thematic Breakdown

While every session discussion raised the concern that *there are not enough legal intermediaries to meet the population's level of demand*, this diagram shows a breakdown of the key issues and sub-issues raised in the discussion at most meetings (where the top issues were raised the most frequently and the sub issues in relation to them):



It is important to note that the diverse range of intermediaries may be affected very differently from the above issues. For example, an advocate and a public library might both experience difficulties created by limited digital literacy, but in different ways.

While the discussion did tend to surface challenges, we provided an opportunity to discuss solutions and resourceful ways organizations are addressing these barriers. In some cases, the networking event provided solutions on the spot as their service may have addressed a noted gap. Participants offered solutions and possible interventions; however the partners were not charged with assessing these suggestions, prioritizing actions or making recommendations and the feedback is offered for consideration only.

Here are some further explanations of the details behind the major issues and some of the proposed interventions:

1) Limited inter-connection among services

With the vast array of types of justice-oriented services, levels of expertise, governmental offices, and non-profit agencies active in the legal sphere, services can become inadvertently siloed. Coupled with a high rate of turnover in organizations, it is very difficult for intermediaries to stay in touch with their regional networks. Additionally, there are many province-wide services that may go un-noticed if their

central location is far from remote and rural regions. This creates a level of fluidity within the sector that is very difficult to keep recorded in something like a list or a database.² A noted value of these live community forums is the ability to make connections easily by just putting names to faces and learning about new service offerings on a semi-annual basis.

Proposed interventions

Shorter term: To continue the networking sessions, improving referral loops by virtue of having increased knowledge of who's doing what. Focus on "warm referrals" among trusted intermediaries to allow advocates to hand off a client and their history more personally to another agency. Learn from and sustain virtual service where beneficial (tested well due to 2 years+ of C), while also maintaining/optimizing adequate in person services.

Longer term: More governmental support through personal help (not only online information) and longer hours of availability. From funders, more funding to help support organization infrastructure and stability to reduce employee burnout. More wrap-around services either with or in proximity to those solving legal issues that may have had impact on their lives such as: housing, precarious employment, mental health, etc.

2) Limits of Indigenous-specific services available

Several sessions highlighted the systemic barriers Indigenous people face in accessing existing intermediary and professional services. The complex interplay between the settler/colonial legal system and Indigenous forms for justice alongside systemic racism and the justice imbalance towards Indigenous people, logically limit trust and engagement of legal intermediary services.

Proposed interventions:

More on reserve and wrap-around services specifically supporting Indigenous people would support better access to justice for this group.

² LawMatters received similar feedback during previous community meetings when offering to create and promote "Community Resource Lists" through public libraries. The concern was that the lists would be irrelevant too quickly and not easily maintained. CLBC's Clicklaw Helpmap and PovNet's Find an Advocate map have also had trouble getting *verified* up-to-date data due to the dynamic change in the sector. Most participants commented that live networking in regional areas was the best option.

3) Few professional lawyers in remote/rural communities

It was noted that *even if* individuals could afford professional legal services or access legal aid, it is unlikely that rural and remote communities would have practitioners available. Strict eligibility requirements in the current pro-bono and Legal Aid system are at present missing a large population group that are in need; advocates are restricted to serve many who appear at their doors and are concerned about sending them into an unending cycle of referral loops.

Proposed interventions:

Revise the eligibility requirements for Legal Aid to be broader and increase the number of lawyers available through Legal Aid and pro-bono law. Work on building a trusted professional network among agencies that provide confidential help, to improve and create efficiencies in the hand-off and information transfer of a client to improve the referral cycle and reduce the barriers clients face in moving among services.

Population baseline social factors: knowledge & health

A final factor affecting intermediaries' ability to provide legal support services to the public (be it accessing PLEI documentation, completing forms accurately, adhering to bureaucratic guidelines, etc.) were the social factors impacting lives of those in need. For example: baseline education levels, digital literacy, technology access, health issues, housing, and transportation to access neighbouring services all put pressure on intermediaries to do more than simply guide a client through a legal process. In some cases, individuals are not equipped to complete the process (e.g., fill in online forms, go to a government office location, etc.) even if they know the steps to take.

Proposed interventions:

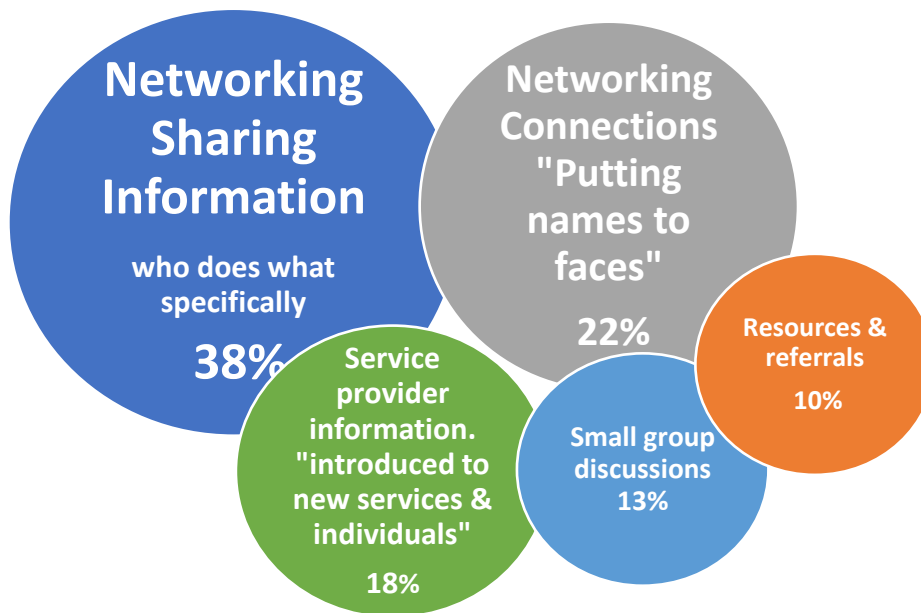
Participants noted that funding to create better interconnections with social and health services³ (not just legal services) and locations that have services near one another (addressing transportation needs and seamless referral.) Session comments mentioned the need for wrap-around services, ongoing connections with libraries to enable access to computers and self-help resources, more funding for

³An example linking legal advocacy to health services is the proposed pilot project PovNet is developing with Doctors of BC to organize and meet with medical Doctors and advocates to address PWD applications. We will explore opportunities to work together to increase the success of these applications and reduce the expense of processing unsuccessful submissions.

“mobile services” infrastructure (some are doing this themselves), locating services in close proximity to other helping services (where some noted being “just next to” another service was very helpful).

Post Session Feedback

After the sessions, we gathered feedback⁴ about the design, facilitation, content, and impact of the sessions. Summarizing participant comments by theme, the most valued content of the sessions was “networking”, particularly when participants shared detailed and up to date information about the range of services they provided.



For sharing information, the small group discussions were rated the highest on average (4.68 out of 5), with comments indicating that the rotating groups were very effective in sharing the most detailed information AND getting to know people better. Notes for improvement would be to shorten the overall session time and limit some of the large group “reporting back” to eliminate repetition.

Reported Impact and Outcomes of these sessions

We asked five groups directly to tell us the impact these sessions may have on their work (this was a question added to the survey mid-stream). While there is far more detail in the full comments (available in the appendix) the following themes emerged:

⁴ We heard from about 43% of total participants and not all surveys asked the exact same questions as we improved the evaluation as we hosted more events.

Impact 1: Having more knowledge of services outside of their specific area or in other regions.

"Meeting some local service providers helped me feel more connected to them - Penticton library, Oonkane Friendship Centre, Unity"

Impact 2: A list of names, agencies, and their services on a shared resource for reference to use for better referrals and to more services than they originally knew were available.

"That we will strive to be our communities "google", we will compile and keep up-to-date the resources and information so we can better serve our communities needs."

Impact 3: Quicker and more personal "Warm referrals" to other agencies, now knowing who is involved in those agencies and how specifically they can help.

"The post group resources will be immediately impactful towards support of my clientele. Specifically, referrals from the participants within this group."

Impact 4 – Having a set of tools, guides, and resource listings to either use at work or to present to clients for their own personal work.

"I'm so thankful to be connected with PDF handout links to assist staff uncomfortable with technology."

Frequency of future Networking sessions

Going forward, participants showed great value in having these live events every year (or several times a year). On average, participants asked the sessions would be held **2-3 times a year, but shorter sessions**. The concept of maintaining (or improving) a database of services was raised as a potential solution to a lesser degree, some comments indicated concern that a tool like this could not be kept as up to date to represent the fluidity in the system or capture the information as does a live session.

Post-session surveys asked to provide feedback on the structure and the potential impact of the meetings to know what we as a partnership could maintain, improve, change, diminish about these sessions. The general response was very positive, and we heard a strong desire to continue these networking sessions. These comments reflect appreciation for the execution of the sessions:

“sharing reports on such a short turnaround time! Plus letting us choose what to discuss in round 2 excellent andragogy!”

“The speed and execution of how information was shared from the breakout groups. Access to session notes and resources during and post meeting.”

Conclusions and Next Steps

We heard that the participants appreciated the meetings and would like to see more of them in the future. Some went as far to comment that it might relieve some of the feeling of stress and burnout brought on by the demand and complexity of this essential access to justice work. The feedback indicated that two to three meetings a year would be ideal; the next step is in understanding how organizations (with or without the original coordinating partnership groups) can continue to host these sessions. From the outset of these sessions, the ideal operating model would be for regional organizations to lead networking events, leveraging what has been developed from the hosting partnership organizations.

The major themes discussed above can be boiled down into few key messages for influential stakeholders:

- 1) **Enable agencies to offer services that are less restrictive to specific demographic groups, presenting legal issues and other constraints.**

- 2) **Fund more wrap-around services to stop what was called “endless referral loops” and support the client more holistically.**
- 3) **Finally, governments and funders should consider longer, more stable, core-style funding cycles to allow for program development and stabilization.**

The organizing group of partners from these initial networking sessions are committed to helping build community-centered capacity for ongoing networking sessions, including frameworks, facilitation guides, communications, and other administrative infrastructure. They all noted that these sessions improved their own programs by learning more directly about the range of service and challenges faced in this sector and are committed to participating in broader advocacy initiatives to improve resourcing and increase types of services to support access to justice for members of the public in BC.

Legal Aid Community Engagement

At Legal Aid BC (LABC) we learned how valuable knowledge sharing is. We will therefore continue to provide outreach and training on legal information and services. Additionally, LABC will encourage all frontline staff to keep in close contact with other service providers regionally and provincially (both legal and non-legal) in order to provide wrap-around referrals both in and out of legal aid offices. Finally, we will work with community partners to gauge interest in being a community leader/coordinate for future meetings for their region.

PovNet

From these sessions PovNet was able to connect a wider range of agencies and engage them in their virtual community (adding resources to the “Poverty Law” list serv, Find an Advocate map, and other workshops they deliver). They are committed in the "next steps" to build the capacity of community members to continue organizing these meetings themselves through training in using resource guides and best practices learned through these initial sessions. They will also modify and adapt resources available to support legal reference and engagement of the network for online training and holding ongoing briefer events.

Courthouse Libraries

LawMatters

As part of their work in engaging public libraries in the legal information and referral community, LawMatters will continue to explore how they can support hosting annual forums to connect public library staff to legal intermediaries. Through this process, they are also willing

to support the transition to organizations to lead networking events (especially within the public library community) and actively connecting public libraries to this broader community.

Legal Community Engagement

As part of the Courthouse Libraries services, they will continue to support the legal information needs of lawyers, notaries and intermediaries in remote and rural communities and provide opportunities for building connections among service providers who deliver legal information and referral services.

In closing, the final message from these events is to funders about the needed supports (financial, program additions, accepted service frameworks, etc.) for future networking events, and to address access to justice barriers in BC identified through these meetings of a broad range of intermediaries.

Appendices

Summary of Data from Post-session evaluations

The following charts are selected from the evaluations gathered after each session. The surveys used here reflected 156 responses (43%) of 363 participants (noting that Powell River/Sunshine coast not reflected here; being the first event, the survey was structured differently).

Location	Number of participants	Count of survey responses
Central Interior	34	18
Kootenay East	21	6
Kootenay West	19	12
Lower mainland	73	20
North Central Interior	24	10
North East	22	12
North Van Is.	17	5
North West	43	22
Okanagan	49	19
Provincial	23	15
South Vancouver Is.	38	17
Grand Total	363	156

Ratings of Aspects of the Sessions

The following elements of the session were asked to be ranked on a scale of “1 – not good” to “5 – Perfect.” Below is a breakdown of average rating per region and overall. To note the lowest rated element was the length of the session and most comments thereafter indicated that it was a little too long and some mentioned that repetition in large group reporting back could be reduced.

	Providing introductions to the group by a shared document?	Small group discussions about what everyone does and referrals?	Reporting back on the small group discussions, followed by a large group discussion ?	How did you find the length of the session overall ?
Central Interior	4.33	4.39	4.33	4.06
Kootenay East	4.00	4.40	4.20	3.80
Kootenay West	4.58	4.67	4.50	4.09
Lower mainland	4.45	4.50	4.45	4.35
North Central Interior	4.20	4.40	4.40	4.30
North East	4.17	4.42	4.50	4.25
North Van Is.	4.60	5.00	4.40	4.00
North West	4.14	4.29	4.29	3.95
Okanagan	4.00	4.50	4.16	4.00
Provincial	4.73	4.73	4.47	4.27
South Vancouver Is.	4.41	4.41	4.24	3.53
Grand Total	4.32	4.48	4.35	4.06

Qualitative feedback analysis – “Most valuable”

Below are the coded values by the top 5 themes mentioned and a breakdown by region, where the Lower Mainland stands out as valuing resources/information over networking. Note- the percentages below are based on response count to categories, there were 18 non-responses to this question, and 7 responses of very limited description.

Qualitative feedback summary of “what was ‘most valuable’ from the session?”	Grand Total (of responses)	Percentage of total responses N=133
Networking - sharing information	50	38%
Networking - connections	29	22%
Service provider information - new information	24	18%
Small group discussions	17	13%
Resources & referrals	13	10%

Region	Networking - connections	Networking - sharing information	Resources & referrals	Service provider information - new information	Small group discussions
Central Interior	1	8	2	4	1
Kootenay East	2	1			2
Kootenay West	4	4	2	2	
Lower mainland		4	4	5	4

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North Central Interior	1	3	1	3	
North East	4	3	2	1	
North Van Is.	3				1
North West	5	7	2	5	3
Okanagan	4	5		1	4
Provincial	1	8			
South Vancouver Is.	4	7		3	2
Grand Total	29	50	13	24	17

What was "most valuable" from session	Percentage of responses N=133
<p>Networking - sharing information</p> <p>Indicates more complex discussion around services among the network and building a stronger base of knowledge – though the word “networking” or “sharing” was often used.</p>	38%
<p>Networking – connections</p> <p>These comments focused on “networking” more generally or high level – i.e. putting “names to faces”, building a general sense of who’s who.</p>	22%
<p>Service provider information - new information</p> <p>These comments mentioned that they were introduced to new services and individuals offering them.</p>	18%
<p>Small group discussions</p> <p>Comments focused on the small group discussions and ability to talk more directly with service providers.</p>	13%
<p>Resources & referrals</p> <p>Comments reflected the session content about resources that can be used and ways of approaching referrals among the group.</p>	10%

Response data from question about anticipated impact

The following statements are original comments to the question about perceived impact on work:

What kinds of impact on your work (if any) do you anticipate after having attended this session?

Having a better base of understanding of how to find help for my clients if I can't help them.

Perhaps more referral to my program.

Having new contacts and hearing about other programs was very beneficial! High impact.

this event has a positive impact on how I provide referrals to other community service providers within my community according to the needs of my clients

I feel that I will have access to more contacts that I might not have known about before, specifically for legal matters that my clients may run into.

able to refer clients to other organizations to receive the help they need

I will use the information gathered to assist me with my clients.

ability to contact others in the session

The post group resources will be immediately impactful towards support of my clientele. specifically referrals from the participants within this group.

I wanted to listen to learn what the gaps are in the Okanagan.

I will be able to better address questions regarding availability of community resources

Meeting some local service providers helped me feel more connected to them - Penticton library, Oonakane Friendship Centre, Unity House.

To have more options in mind and make more effective referrals

More specific referrals to those outside of our service area (Kamloops).

new relations with meeting attendees.

I have a better knowledge of the supports and services I can refer out to if need be

Hoping for more referrals, also meeting more people and resources that I can refer clients to.

I like that I know a lot more people and seeing faces helped as I only talk on the phone to some.

I expect to see more involvement with other service providers and more referrals.

I am hoping to share more information about my organization with others so they can utilize us!!

1. I need to create a 'for dummies' cheat sheet for staff of the differing legal organizations/groups, what they offer and the advocacy they can provide

2. I need to go to the websites of PovNet, Law Matters, etc., to learn more about them

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I realize just how valuable my job is where I can provide forms for the public.

I'm so thankful to be connected with PDF handout links to assist staff uncomfortable with technology. There is only so much training I can provide, most want a paper copy to refer to back to.

I hope to extend my referral network and have it work more efficiently

I'm going to give the contact list to my outreach worker to supplement our networking.

more information on where to refer to.

I will utilize the family centre resources out of Kamloops, as well I feel like I have accomplished something amazing when I share resources that have not been thought of

Better rural and remote referrals. Better understanding of interactions between my area of practice (poverty law) and other legal service areas.

having more knowledge

considering other agencies to connect with that may not have direct link to our services but should be aware of what is available.

The information helps with our planning.

Importance of connecting with other service providers

I think the session will make things better.

moderately

Ease of finding potential resources for our clients.

Better referral system

Increase of resources to draw from, and refer my clients to.

I met people that I can connect my clients too.

Better connections = better referrals

minimal

Having more resources to share with clients.

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That we will strive to be our communities "google", we will compile and keep up-to-date the resources and information so we can better serve our communities needs.

Having more access to other organizations! Knowing more about what they can and cannot do!

Hoping to keep dialogue open with other service providers in the area.

Internet down - was not able to attend

Possibility to making warm referrals in the region

Nice to meet advocates in my area that I can refer people to.

Being more familiar with other service providers in the area and surrounding area.

new connections

More knowledge to aid those within the community and their needs

better connections, i have a couple names i am going to reach out to make new connections, collaboration is so key in small towns

I have more resource connection and more understanding of PovNet

I can produce a write up with the information and contacts to disperse to community members

Less intimidated to personally approach service providers in my area.

New connections with local groups. Increased knowledge about groups, some I didn't even know existed

Being able to more accurately re-direct people for services where needed, knowing where to seek out information/advice

Better direction on who to refer clients to

I was able to get ideas on how to follow through with referrals, what could be improved on. i was able to gain a relationship with some of the participants in my smaller group which was helpful for future questions i may have.

This was my first session, and I have a better understanding of what is out there for clients in our province. I learned of some new organizations. Very helpful.

will better prepare me for our client base and a better understanding to the programs available to meet their needs

have a bigger connection to networks as I am new to the position and to the area

More information is powerful - will be able to help people better

better informed of who to connect with and for what services

To better prepare staff for more effective and informed referrals.

Gaining more resources

more resources to refer to, more connection with service providers. There is a lot of back and forth of Haida Gwaii residents to Prince Rupert and Terrace, meeting folks and learning about what they can offer is very valuable to assist clients

learning how to refer library patrons to the right people, like advocates.

Each region showed differences (as seen below) and many comments indicated that briefer sessions would be most valuable.

Location	Average times per year
Central Interior	4
Kootenay East	2
Kootenay West	6
Lower mainland	2
North Central Interior	3
North East	4
North Van Is.	3

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North West	3
Okanagan	3
Provincial	2
South Vancouver Is.	4
Overall average	3