In 2017 the clinic assisted 140 people. This is a 45% increase from 2016. 23 of those attended the clinic via telephone. 82% of the customers were seeking an appeal to the Court of Appeals. Detailed data are listed below.

**Types of cases (top 3)**

- Civil: 34%
- Family: 29%
- Agency appeal: 12%

What questions do you have for the clinic attorney?

![Bar chart showing the number of people who asked different questions](chart.png)

Why did you choose to attend the clinic? (Customers could choose more than one reason.)

- I cannot afford a lawyer: 72%
- I thought I could do it myself: 26%
- I don’t want to spend money on an attorney: 8%

How satisfied are you with the services offered?

- Very satisfied: 69%
- Satisfied: 27%
- Not satisfied: 3%
Did the session help answer your questions?

- Yes                                92%
- No                                  5%
- No reply                            3%

Will you return for another session for more assistance?

- Yes                                75%
- No                                  18%
- I don’t know                        7%

After this self-help session, which applies?

- I will represent myself             70%
- I will try to hire an attorney      24%
- I have decided not to appeal       6%

Do you have a physical or mental disability?

- Yes                                 38%
- No                                  57%
- Did not answer                      5%

Do you receive any public assistance?

- Yes                                 54%
- No                                  41%
- Did not answer                      5%

Clinic customer income

<table>
<thead>
<tr>
<th>Poverty Guideline Level</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>63</td>
</tr>
<tr>
<td>125%</td>
<td>2</td>
</tr>
<tr>
<td>150%</td>
<td>8</td>
</tr>
<tr>
<td>200%</td>
<td>9</td>
</tr>
<tr>
<td>250%</td>
<td>9</td>
</tr>
<tr>
<td>300%</td>
<td>6</td>
</tr>
<tr>
<td>400%</td>
<td>4</td>
</tr>
<tr>
<td>N/A – above poverty level guidelines</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>105</strong></td>
</tr>
</tbody>
</table>

* 23 participants did not respond or did not provide sufficient information.
About the clinic

The Appeals Self Help Clinic, started in January 2016, is a collaboration between the Appellate Practice Section of the Minnesota State Bar Association and the Minnesota State Law Library.

Attorney volunteers:


State Law Library volunteers:

Elvira Embser-Herbert, Leslie Greenwood, Sarah Larsen, Susan Larson, Erica Nutzman, Liz Reppe