
OTTAWA LEGAL CLINICS TRANSFORMATION PROJECT

MONTHLY NEWSLETTER

SEPTEMBER 2014

QUALITATIVE DATA

The Steering Committee is in the final phase of their research. The month of September has been spent talking to a variety of stakeholders about their experiences with the community legal clinics system. These discussions are important to gain insight into what is working well, where there are gaps and challenges, and what changes people want to see, or don't want to see, in the new system.

We conducted 8 focus groups, each lasting two hours on average. Three groups were held with clinic staff, one for each clinic. We also held five focus groups with clients, one each for clients of the South, West, and Centre clinics, as well as a group aimed for Francophone clients and one for clients living in rural communities. For these last two focus groups, clients of each clinic were invited to attend. In total we spoke with 27 clients and 3 staff teams.

A number of key informant interviews were held with clinic directors, board members, community partners, and funders. One-on-one key informant interviews with each executive director of each community legal clinic in Ottawa lasted between 60 to 120 minutes each. In addition, we spoke with 8 board members of the 3 general service delivery clinics, 14 community partners, and 2 staff from Legal Aid Ontario.

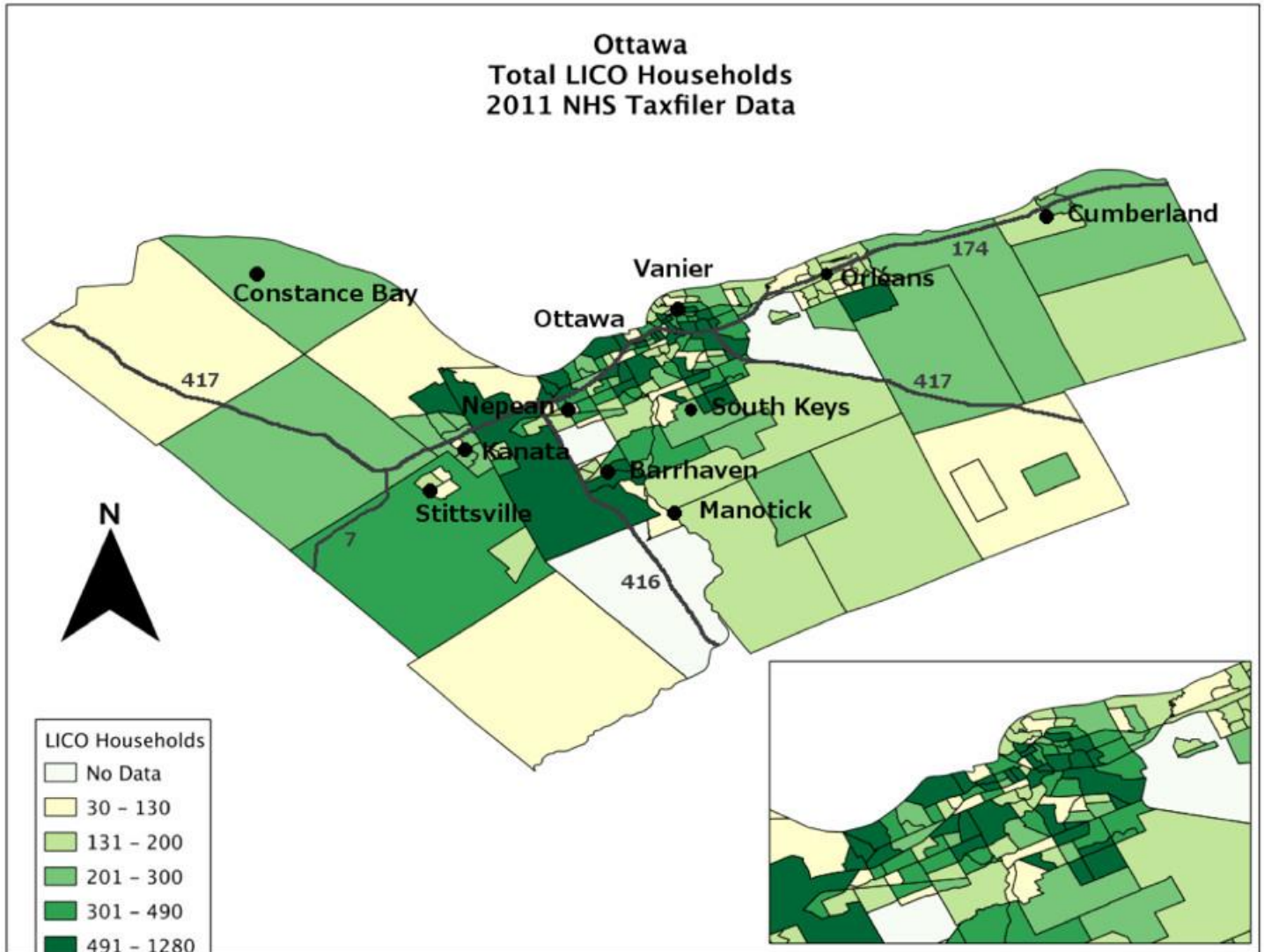
The community partners we spoke with were chosen collaboratively by the three clinics participating in the transformation process. The interviewees represented a cross section of front-line staff and directors. They also represented a variety of different areas in the government and non-profit sectors including social services, community health centres, community resource centres, and duty counsel. Some worked with ethno-specific agencies, in rural communities, with Francophone communities, with women fleeing violence, and people with mental health and/or addiction issues.

The Steering Committee will spend early October examining the main themes that came out of the focus groups and key informant interviews. The next newsletter will outline these findings in more detail.

To read the full qualitative data summaries report, go to www.ottawaclinics.ca.

LOW INCOME COMMUNITIES IN OTTAWA

We started the research process by looking at 2006 and 2011 Census data as well as 2011 Tax Filer data to learn about where people who may need community legal services in Ottawa live. The map on the next page is one example and illustrates concentrations of low income households by census tract.



To see all the maps and quantitative data, go to www.ottawaclinics.ca.

NEXT STEPS

The next stage of this process is to consider all the evidence that has been gathered through the quantitative data, qualitative data, and literature review. All of this information will be distilled down by the Steering Committee into Principles that will guide the development of new models of poverty law service delivery.

For more information please visit www.ottawaclinics.ca.

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