

Innovations



Innovative Legal Services

Materials Presented
at the 2011 Centennial
NLADA Conference

Washington, D.C.

December 7-10

Co-sponsored by:



Innovations in Civil Legal Services

Thursday, December 8, 2011

4:00 p.m. – 5:30 p.m.

Agenda

Introduction by Patricia Pap, Jan Allen May, Tamara Swinson

4:00 p.m. – 4:20 p.m.

Steve Gottlieb
Executive Director
Atlanta Legal Aid Society
151 Spring Street, NW
Atlanta, GA 30303
Phone: 404-671-3990
sgottlieb@atlantalegalaid.org
Presentation: PBS Documentary

4:15 p.m. – 4:35 p.m.

Charles S. hey Maestre
Executive Director
Puerto Rico Legal Services
PO Box 9134
San Juan, Puerto Rico 00908-9134
Phone: 787-728-8686 ext.1561
chey-maestre@servicioslegales.org
Presentation: Specialized Support Groups

4:35 p.m. – 4:50 p.m.

Teri Ross
Program Director
Illinois Legal Aid Online
17 N. State Street
Chicago, IL 60602
Phone: 312-977-9047 x14
tross@illinoislegalaid.org
Presentation: Smartphone Apps: Illinois Legal Aid & Illinois Pro Bono

4:50p.m. – 5:10 p.m.

Lolita Youmans

WEAVE

1244 K Street, NW

Washington, DC 20005

Phone: 202- 280-6011

lolita@weaveincorp.org

Presentation: Serving the Needs of Domestic Violence and Sexual Assault Survivors Through a Health-Law Community Partnership

5:10 p.m. – 5:30 p.m.

Avi Sickel

DC Family Court Self Help Center

DC Superior Court

500 Indiana Ave., NW, JM-570,

Washington, DC 20001

Phone: 202-879-1480

avrom.sickel@dcsc.gov

Presentation: Custody Jurisdiction Decision Tree

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PBS Documentary, Funding to Support it, and a Sold-out Premiere Event

Organization: Atlanta Legal Aid Society

Category: Communications, Fundraising

Problem/Challenge/Need: In 2003, Atlanta Legal Aid commissioned an eight-minute video documenting our relationship with the Atlanta legal community, and how we are the vehicle for lawyers to meet their obligation to provide access to justice for low income people in our community. The video was done by a local filmmaker, David Hughes Duke, who had won awards for documentaries he had done for public broadcasting. The video was so compelling that we began to look for ways to have him make a documentary about Atlanta Legal Aid to be aired on PBS.

Innovation Description: Two years ago, we solicited a foundation for capital to help renovate our building, and in the process they became interested in archiving our historical documents. We proposed a documentary about the program to be done by the same filmmaker. They gave us a grant for both purposes.

The documentary focuses first on our early history, then shifts to three of our most significant advocacy efforts: our representation of the Mariel Cubans in the 1980's; Bill Brennan's work on predatory subprime lending, including appearances he made in Congress; and our Supreme Court case, *Olmstead v. L.C. and E.W.* (often called the *Brown v. Board of Education* of disability rights), which gives people with disabilities the right to live in their communities rather than being institutionalized. Finally, the film focuses on some of Atlanta Legal Aid's more recent work, including our Women's Cancer Project and our collaboration with Children's Healthcare and Georgia State School of Law, through which our lawyers have offices in three local pediatric hospitals and do work for children and their parents.

Result: We premiered the film to more than 850 people at a sold-out event, which was also a fundraiser. We had about 175 Hosts for the event, almost all of whom paid \$500. (Honorary Hosts included Atlanta Mayor Kasim Reed, Supreme Court of Georgia Chief Justice Carol W. Hunstein, U.S. Senator Johnny Isakson and Congressman John Lewis.) A number of businesses bought sponsorships or ads. In all, we expect the Premiere will have raised over \$75,000. In addition, 28 law firms agreed to increase their pacesetter gift to the Annual Legal Aid Campaign from \$400 to \$500 an attorney. The documentary aired the next evening on Public Broadcasting Atlanta, and we expect it to be shown again after a very warm response.

Materials available: A segment of the film can be viewed at <http://livingstories.tv/client/OneLawPreviewPreview.mov>

Contact Information: Steve Gottlieb, sgottlieb@atlantalegalaid.org, 404-614-3990



Atlanta
Legal Aid
Society

and

THE
WATSON-BROWN
FOUNDATION

present

ONE LAW FOR ALL

THE STORY OF THE ATLANTA LEGAL AID SOCIETY

 A DOCUMENTARY 

WEDNESDAY, OCTOBER 26, 2011

THE RIALTO CENTER FOR THE ARTS
AT GEORGIA STATE UNIVERSITY

6:30 PRE-SHOW RECEPTION
8:00 DOCUMENTARY PREMIERE



Atlanta
Legal Aid
Society



HONORARY EVENT CHAIR:
MAYOR KASIM REED

INDIVIDUAL TICKETS: \$50.00
PUBLIC INTEREST, NONPROFIT,
& STUDENT TICKETS: \$25.00

TICKETS ARE AT
WWW.ATLANTALEGALAID.ORG/PREMIERE



ATLANTA LEGAL AID SOCIETY

Documentary Premiere Host Committee

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HILL & GINGER JEFFRIES
WILLIAM JENKINS
STUART & ELIZABETH JOHNSON
WEYMAN JOHNSON
DAWN JONES
WALTER JOSPIN & HON. WENDY SHOOB
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KAREN & DAN KING
TRICIA KINNEY & GARDNER CULPEPPER
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AMY WEIL
BEN & RAMONA WHITE
CAROLYN WOOD & LEIGH WILCO
MARK & RUTHELEN WILLIAMSON

Since 1924, Atlanta Legal Aid Society has provided civil legal services without cost to people with very low incomes who cannot afford to hire counsel. We serve Clayton, Cobb, DeKalb, Fulton, and Gwinnett counties

The ATLANTA LEGAL AID DOCKET

THE NEWSLETTER OF THE ATLANTA LEGAL AID SOCIETY, INC.

DAVID DUKE: THE WORK SPEAKS

“Never toot your own horn, boys. Let your actions speak for you.” David Duke’s father admonished his three sons—David is the middle man--convincingly. Fortunately, David’s film-making and multiple other forms of story-telling speak for themselves. His long list of awards proves that his work has an eloquent voice. He has two Emmy awards to his credit, multiple “Best of Festival” wins, other special recognition and a sterling reputation for producing work that earns audience applause. When Atlanta Legal Aid received a grant from the Watson-Brown Foundation to document its history, David was an easy choice to lead the production. He already had Legal Aid’s confidence, having produced a short promotional piece a few years ago. In roughly eight minutes, that video summarized clearly and convincingly the core work of Atlanta Legal Aid through narration by Legal Aid staff, prominent members of the bar, judges and a former governor. Common sense dictated that David produce the documentary.

The documentary, *One Law for All* (a quote from Edmund Burke), takes about thirty minutes to sketch a broader portrait of Atlanta Legal Aid and its 87-year plus history. The Rialto Theatre is the venue for the Premiere, a red carpet event this October 26, when some 800 Atlanta Legal Aid stalwarts will be the first to view the production. On October 27, PBA will broadcast *One Law for All*, with other public television outlets waiting in the wings.

A native Atlantan, David earned his bachelor’s degree *magna cum laude* and his Master’s degree at Georgia State, both in English literature. He chose Georgia State because he wanted to study with Jack Biles, a Dickens scholar. Dickens, that preeminent story-teller, is David’s hero. He worked hard as a student and outside the classroom, earning his tuition in jobs ranging from directing a church choir, teaching a course at a business college and—over one Christmas break—filling graves. (Someone digs them, someone must fill them, in addition to the occupant of the coffin.) And oh yes, he did toot his own horn during that era: he played the sax in a 1940s band at the Officers’ Club at Fort Mac.

Georgia Power provided David his first post-graduate job. He handled in-house media services and employee communications, learning video in the process. He went on to a post at Coca-Cola where he wrote speeches for Roberto Goizueta, Don Keough and Sam Ayoub. At Coca-Cola, he had hired the communications firm O’Connor Burnham, who then recruited him, exposing him to the entrepreneurial challenges and rewards of small business. While with O’Connor Burnham, David shot a fundraising video at Egleston, the children’s hospital. He calls that assignment life-changing, something that he experienced as a call, an inner voice bidding him to use his creative gifts for meaningful causes. Thus Duke and Associates, Inc. was founded in 1991.

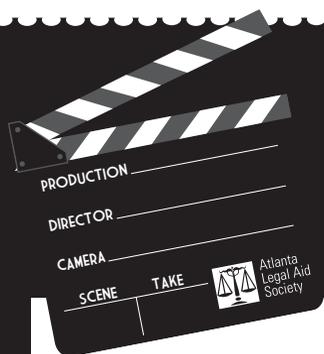


His family is David’s top priority. Cecilia, or Ceci, his wife, experienced a mid-career calling too. A fifth grade teacher with a Master’s degree in counseling, she decided that the Episcopal priesthood was where she belonged. She graduated from Candler at Emory and is now the rector of Christ Church Episcopal in Norcross. The church is the occasional beneficiary of David’s talents. Two sons complete the Duke household. John, twenty-seven, holds dual degrees from Emory in History and Film studies, and a Master’s in Cinema Studies from NYU. John served as co-producer/director and editor of *One Law for All*. Craig, twenty-three, is studying for his Master’s degree in Music Theory at the University of British Columbia in Vancouver. David enjoyed working with John on the documentary, finding special joy in having his son as colleague.

A recent award granted David serves as a vignette of the blend of his personal and professional life. Elder Law of Michigan gave him their Media Award for Contributions in Law, Aging and the Rights of People with Disabilities in April, 2011. At the presentation ceremony, David sang his original song, “Come Explore With Me,” a composition inspired by the last ten years of his father’s life. The senior Mr. Duke had developed Alzheimer’s. For as long as feasible, he lived at home with caretakers on duty. Then, when that arrangement was no longer tenable, he moved in with Ceci and David, again with caretakers on deck, but with ultimate responsibility his son’s. Mr. Duke had always told his boys bedtime stories. David carried on the same tradition with his sons, and then as Mr. Duke’s condition deteriorated, their roles reversed. David told his father stories, sometimes in song. He does not know whether his father truly understood, but the older man, who had always loved music, clearly enjoyed the experience.

What are David’s aspirations for *One Law for All*? He hopes that the Atlanta Legal Aid story will reach an ever-widening audience, reinforcing the allegiance of its current friends and introducing others to the message that animates its mission and was captured by Burke: “There is but one law for all, namely that law which governs all law...the law of humanity, justice, equity...”





MELINDA COOPER HOLLADAY CHAIRS PREMIERE

What would you call someone who was born in London and has lived in San Francisco, New Orleans, Minneapolis, Birmingham, New York, Los Angeles, Paris and Atlanta? "Citizen of the World" might well describe Melinda Cooper Holladay, who has been at home in each of those cities. "All American" suits her perfectly, too, underscoring her can-do attitude, her ability to appreciate and communicate the big picture and her practical, no-nonsense attention to detail. She is at ease wherever she is, a modern woman with traditional values, in tune with the fast-paced twenty-first century. She and her family live graciously in Atlanta's Druid Hills neighborhood, developed in the early twentieth century. There's no disconnect between that milieu and Melinda's energetic contemporary life. Amid all her many commitments, she has made time to chair Atlanta Legal Aid's Premiere, the debut broadcast of the documentary *One Law for All*. Set for October 26 at the Rialto Theatre, the documentary will take viewers through Atlanta Legal Aid's colorful history since its founding in 1924 to today, all in roughly thirty minutes. A gala reception precedes the Premiere, which will be broadcast to PBA's audience the next evening and possibly in other public television markets later.

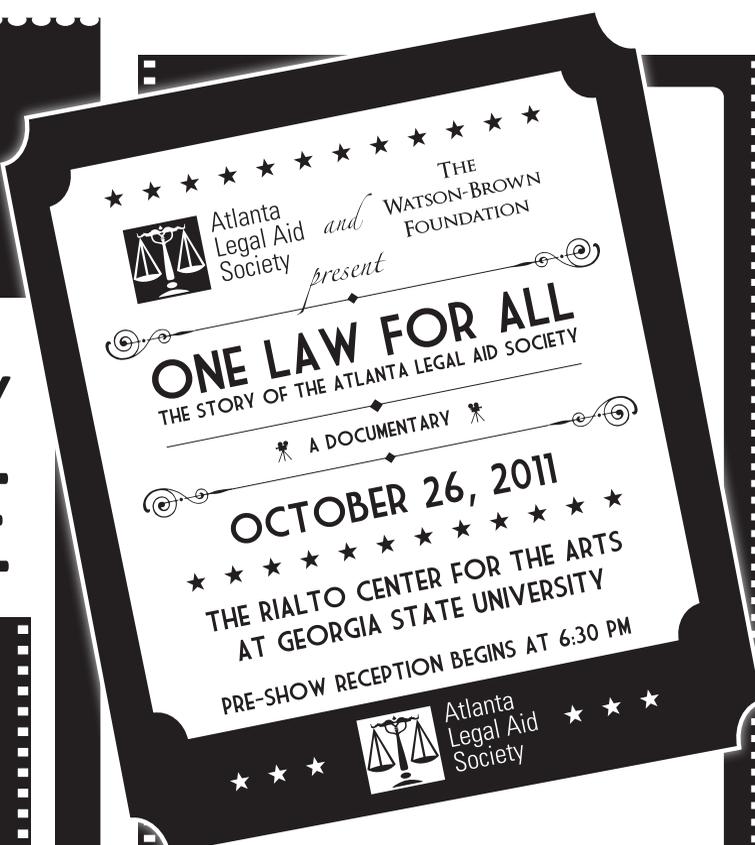
One might wonder what prompted Melinda, who undoubtedly receives a continuing stream of requests, to accept this assignment. First, she is a lawyer who spent her share of Saturday mornings volunteering at Atlanta Legal Aid during her days as an Associate at Sutherland. She knows what it's all about. She recalls some of the cases she handled, and especially remembers the power that a lawyer can wield on behalf of an impoverished and otherwise powerless person. She is close to Atlanta Legal Aid through her husband, Phil, former board president and current member of the Executive Committee. Her own practice has shifted to Alternative Dispute Resolution; she became interested in conflict resolution in law school and is a member of the Commercial and Sports Dispute Resolution arbitration panels of the American Arbitration Association. She also is trained as a mediator. She understands the core practice of Legal Aid and its importance. Further, she has a zest for bringing people together—longtime friends and new friends who quickly become buddies—for a wider purpose and having fun at the same time.

There's an explanation for Melinda's peripatetic life. Her father practices academic medicine. Dr. Max Cooper trained in several of those early cities and had sabbaticals in Europe before



spending most of his career at the University of Alabama in Birmingham. The Georgia Research Alliance recruited him to Emory in 2008. Researcher, professor and clinician, Dr. Cooper is interested in "cell differentiation abnormalities in immunodeficiency diseases and lymphoid malignancies". Translation: he works on the medical frontier. Mrs. Rosalie Cooper, a retired teacher and reading specialist, now tutors refugees for whom English is a second language. From her mother, Melinda inherited a love of reading and is quick to recommend a new book. From her father, Melinda absorbed the discipline of the scientific method. She gathers data, assesses and measures the facts, develops a hypothesis and tests it. The robust Host Committee supporting the Premiere is a result of her approach. Melinda, a leader from the beginning, is the Coopers' first child; three brothers followed her. Melinda and Phil have two daughters: Ashley, 21, and a senior at Northwestern and Kristin, 18, who has just started her freshman year at Harvard.

With Melinda in charge, success is certain destiny for the Premiere. On learning that *One Law for All* may be broadcast more widely, even nationally, Melinda only half-jokingly suggested that it might be a pilot for a new series. In addition to presenting stellar academic records, and clear evidence of their legal acumen, Atlanta Legal Aid wannabees may well face a screen test. That's okay with Melinda.



This is a story about passion and perseverance. It delves deeply into some of our society's most intractable problems. It brings them to life and gives them a human face, placing the audience in the middle of predatory lending, slum-lord housing, mental health problems, domestic abuse, and the plight of children living in poverty. This is a story of lives being changed: the lives of the clients, and the lives of the lawyers. In telling the story of the Atlanta Legal Aid Society, we have been able to preserve the deeply held values and vision that spurred its creation in 1924.

There will be pre-show reception starting at 6:30 PM and a post-show Q&A with filmmakers David Duke & John Duke immediately after the screening.

ATLANTA LEGAL AID THANKS
THE FOLLOWING FOR SUPPORTING
THIS FILM PREMIERE



BONDURANT MIXSON & ELMORE LLP



As of September 16, 2011

Specialized Support Groups

Organization: Puerto Rico Legal Services, Inc.

Category: Collaboration, Partnerships, Mentoring Law Students

Problem/Challenge/Need:

To be able to respond to communities and/or groups requesting our services in complex and/or non-traditional areas of practice such as environmental, housing and the law of corporations as it relates to the communities (Community economic development).

Innovation Description:

During the last six years, the PRLS' Office of Community Work and Collaborative Agreements (OCWCA) has been immersed in coordinating efforts to bring together resources with particular skills and expertise in environmental, housing, and the law of corporations regarding community development from within and outside the Program, to litigate, educate and provide other services to community and non-profit organizations. These efforts include both formal and informal agreements with law school clinics, community groups, and non-governmental organizations that have brought together law school students and professors and environmental law attorneys to work together with PRLS' staff in litigation, community education and staff training in environmental, zoning and housing law.

The OCWCA has established Specialized Support Groups (SSG) to litigate complex community and/or individual impact cases. Staff attorneys and private attorneys, law students, experts, community and non-government organizations all participate in these SSGs. PRLS attorneys are experienced litigants that serve as mentors to law students. At the same time, law students do research and field work for Program cases which provide tremendous support for staff attorneys.

Examples of such Specialized Support Groups are:

1. SSG for Environmental cases: actions for equitable and injunctive relief opposing the installation of two extensive gas pipelines. The current proposed 92 mile pipeline threatens the health and well-being of poor communities and of the environment.
2. SSG for Housing cases: administrative and court claims against several projects affecting the homes of three thousand low-income families in the Municipality of Salinas and another one representing dozens low-income homeowners in the city of Ponce.

Result: PRLS is providing services to groups and /or communities, including legal representation, community education and economic development, with the support of outside program resources such as and law school clinics' students and professors, specialized private attorneys organizations.

Materials available: Pleadings, legal memoranda (in Spanish).

Additional information: In order to be able to respond to urgent requests for services in complex cases, which require special legal expertise and are time consuming, PRLS has entered into formal and informal agreements with outside resources to co-litigate cases and provide other services.

Contact Information: Hadassa Santini, 787-728-8686, ext.1256, hsantini@servicioslegales.org

Two Smartphone Apps: Illinois Legal Aid & Illinois Pro Bono

Organization: Illinois Legal Aid Online

Category: Tech, Outreach, Pro Bono

Problem/Challenge/Need: Nearly every lawyer these days has a smartphone. The Pew Internet & American Life project data shows that more and more people (especially those who are under 30, blacks, and Hispanics) own smartphones and access the internet from a mobile device. How can programs take advantage of these mobile technologies to better engage and inform their constituents?

Innovation Description: Illinois Legal Aid app: *A field guide to Illinois law. Made for non-lawyers.* Get easy to understand legal tools for issues like divorce, custody, criminal records, small claims, eviction, foreclosure, unemployment, name change, guardianship and more. Plain language legal information includes FAQs, step-by-step instructions and referrals to helpful organizations. This is a handy tool for Illinois families, consumers, workers, tenants, landlords, homeowners and more. Takes the fear out of going to court! The app is currently available at the iTunes store and the Android marketplace. Funded LSC's Technology Initiatives Grant (TIG) program.

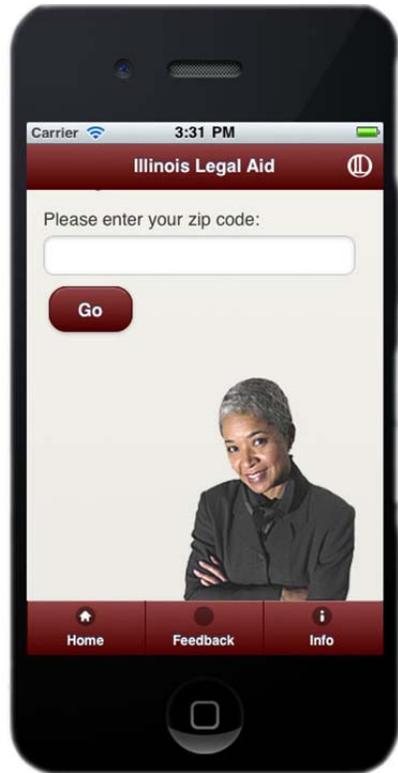
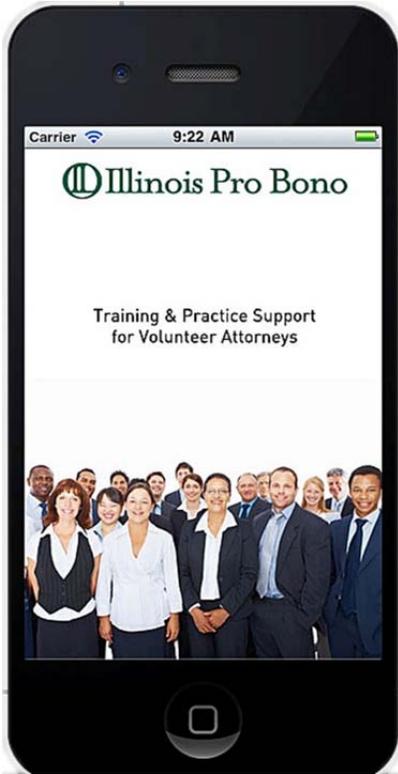
Illinois Pro Bono app: *Made for legal professionals looking to give back to their communities via pro bono service.* Offers three tools in one – legal resources on Illinois law, volunteer search and upcoming legal events, including MCLE trainings. Bolsters volunteer work by offering comprehensive guides on divorce/custody, mortgage foreclosure, landlord/tenant, civil procedure, consumer law, and much more. Lists coming-soon trainings, networking events and volunteer opportunities. Essential for Illinois attorneys, law students, paralegals, and others who are doing or want to start doing pro bono work. The app is available for iPhone and Android. Funded LSC's Technology Initiatives Grant (TIG) program.

Result: Since their launch in October through November 6, 2011, the Illinois Legal Aid app has been downloaded 633 times and the Illinois Pro Bono app has been downloaded 458 times. On the iTunes store as of November 6, the Illinois Legal Aid app has a 4-1/2 (out of 5) star rating and the Illinois Pro Bono app has a 5-star rating.

Materials available: Documentation and evaluation materials will be available at the end of the grant period (6/2012) on the NTAP website.

Additional information: <http://www.illinoislegalaidonline.org/index.php?projects>

Contact: Teri Ross, tross@illinoislegalaid.org, 312-977-9047 x14



**Serving the Needs of Immigrant Domestic Violence and Sexual Assault Survivors
through a Health-Law Community Partnership**

Organization: WEAVE (Washington Empowered Against Violence, formerly Women Empowered Against Violence)

Category: Domestic Violence, Immigrant Communities, Partnerships, Outreach

Problem/Challenge/Need: Improving coordination between community health clinics and WEAVE, a domestic violence service provider, so as to better address the legal and counseling needs of immigrant survivors of domestic and intimate partner violence and sexual assault.

Innovation Description: In an attempt to reach more immigrant survivors of domestic violence in the Washington, DC metropolitan region, and in an effort to provide additional support for domestic violence survivors in navigating the legal processes in DC, WEAVE partnered with La Clinica del Pueblo (LCDP) so as to better identify, reach and serve immigrant survivors. The partnership consists of two parts. In the first instance, WEAVE holds specialized legal clinics for direct referrals from LCDP, and provides these clients with counseling services and direct legal representation where appropriate. Clients may be referred to WEAVE directly by a LCDP health provider, one of their program coordinators, or by a trained community leader. Second, LCDP and WEAVE trained a group of 10 legal *promotoras** -- community leaders trained in domestic and intimate partner violence and sexual assault. These leaders are active in the community not only in identifying survivors and connecting them with services, but also play an active role in supporting them throughout the legal process, shepherding them to service providers and court appointments and assisting in the collection of evidence.

Result: The partnership is about to embark on its second year, and has had resounding success in linking immigrant survivors with WEAVE's legal and counseling services. In particular, the promotoras have been instrumental in connecting WEAVE with immigrant survivors living in rural parts of Virginia, where there is a lack of low- or no-cost legal services. Because of their integration within the community, the promotoras are able to reach clients who previously would not have come in contact with WEAVE's services.

Materials available: Contact Erin Scheick at WEAVE for more information regarding the promotora training curriculum.*

Additional information: None

Contact: Lolita Youmans, lolita@weaveincorp.org, (202) 280-6011

** Promotoras are community members who serve as liaisons between their community and health, human and social service organizations. They work with organizations and institutions - formally and informally, as employees or volunteers - to bring information to their communities. As liaisons they often play the roles of advocate, educator, mentor, outreach worker, role model, translator and more. The promotora model of community outreach is based on a Latin American program-type that reaches underserved populations through peer education. This means promotoras are members of the communities within which they work*

Custody Jurisdiction Decision Tree

Organization: DC Family Court Self Help Center

Category: Technology, Family Law (UCCJEA)

Problem/Challenge/Need: Many people, including experienced family law attorneys, are confused about the UCCJEA and its application. This tool aims to cut through that confusion through the use of a few simple questions.

Innovation Description: The Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA) determines initial, modification, and enforcement jurisdiction in child custody proceedings (defined as almost any kind of proceeding in which custody is determined). Anyone who practices family law knows that the UCCJEA is a bear to read and actually understand. We created an interactive online decision tree, using the A2J software that is usually used for document assembly programs, to help litigants, practitioners and judges parse this dense statute.

Result: The decision tree went live in November 2009 and has been well received by those who have used it – in fact, the California Courts are currently adopting it and should have it online in the coming months.

Materials available: Decision tree link

<http://www.dccourts.gov/dccourts/docs/flash/selfhelp/A2JViewer.html>

Contact Information: Avi Sickel, avrom.sickel@dsc.gov, 202-879-1480

NEXT (Next EXecutive Team)

Organization: Legal Aid Service of Broward County, and Coast to Coast Legal Aid of South Florida

Category: Communications, Visibility, Pro Bono

Problem/Challenge/Need: NEXT was created in 2009 when it was recognized that there was not a strategic plan to engage the “next generation” of attorneys and business professionals in Broward County to be ambassadors for Legal Aid Service of Broward County and Coast to Coast Legal Aid of South Florida.

Innovation Description: NEXT is comprised of Broward County's legal and business professionals with an interest in contributing to Legal Aid Service of Broward County (LAS) and Coast to Coast Legal Aid of South Florida (CCLA) by supporting their missions and shaping their futures. NEXT works closely with both agencies' Executive Council to inform and educate professionals, who have strong, diverse relationships in the community, about LAS and CCLA and their importance as the legal "arm" for many other Broward County non-profits. Quarterly social networking events and semi-annual "meet and greet" events raise awareness for LAS and CCLA.

This innovative program merges the "social media revolution" with the traditional goals of recruiting pro bono attorneys, recognizing participants, placing cases with the private bar for handling, raising funds, and growing awareness in the community about the work Legal Aid does to meet the civil legal needs of Broward County's underserved populations. Participants are motivated to get involved through "new media" channels that are the dominant, preferred means of communication by the majority of individuals in this demographic group.

NEXT has been extremely successful in Broward County and has been duplicated in two regions in Florida. Between 60-100 people attend each NEXT event, and there is a waiting list of firms and businesses that want to sponsor the events.

Result: 40 people have joined as members of NEXT (cost \$25 per year); recruitment of NEXT attorney members for pro bono; development of NEXT Fellow program with 2 Fellowships to be awarded for 2012; two founding members of NEXT are now serving as Board of Directors for agencies; November 2011 event will benefit Holiday Adopt a Family project for the agencies clients; NEXT members served on committee of Annual Fundraising event in October 2011 and each NEXT event has a sponsor of the event. Legal Aid's across Florida and in other States have contacted us to learn more about this unique and creative project. NEXT has far exceeded its original goal to educate the “young at heart” business and legal communities about the agencies and to act as Ambassadors for the agencies.

Materials available: Event flyer and FAQs

Additional information: NEXT is in the process of developing the projects 2012 plan. To date a “day of caring” has been scheduled for February 4, 2012 in lieu of a February after hours social. On February 4th, the community will be invited to the agencies home offices to paint, do clean-up of surrounding outside areas and other projects to be identified. In addition, they are looking at a Saturday night gala in November to celebrate their 3rd year and a cooking class for one their events. All dates have been scheduled for 2012.

Contact: Kathleen Thomsen, kthomsen@legalaid.org, 954-736-2429



NEXT



BE A PART OF IT ALL!

1. **WHAT IS NEXT?** - NEXT will work jointly with Legal Aid Service of Broward County (LAS) and Coast to Coast Legal Aid of South Florida's (CCLA) Executive Council to better inform and educate legal and business professionals who have strong, diverse relationships in the community about LAS and CCLA and their importance as the legal "arm" for many other Broward County non profits.
2. **WHO WILL BE PART OF NEXT?** - Young (ages 25 – 45- XY gen) and energetic legal and business professionals in Broward with an interest to contribute in the progress of LAS and CCLA's missions and shaping the organization's future.

If you enjoy networking with professionals, making new business contacts and friends, and helping out a great cause, this group is for you! NEXT will be holding quarterly social networking events to raise awareness for Legal Aid Service of Broward County and Coast to Coast Legal Aid of South Florida.

Be a part of the NEXT generation shaping
the lives of Broward County

Jacqueline Howe, Esq., Chair
Lawrence Marin, Esq.
Francis Viamontes, Esq.
Kimberly L. Zaffere- Liaison

Arlene Ravalo-Jao, CPA
Jennifer M. Pearl, Esq.
Steve Wherry, Esq.

APRIL FOOL'S DAY
THURSDAY, April 1, 2010
5:30-7:30
Location TBD

<http://www.legalaid.org>

For more information please contact
Jacqueline Howe- jacquelinehowepa@gmail.com

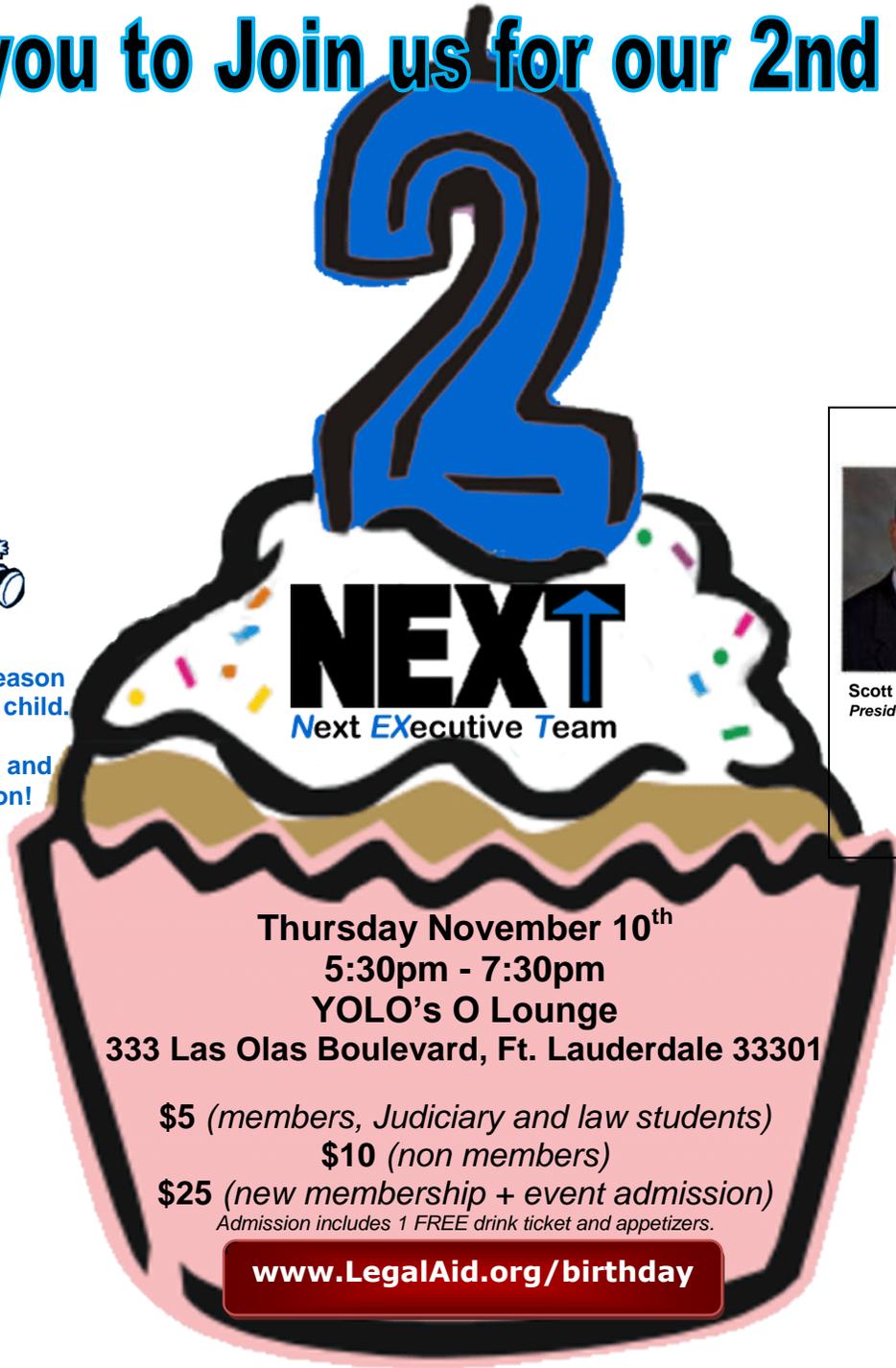
Follow us on  and 

Invites you to Join us for our 2nd Birthday!



Help make this holiday season unforgettable for a needy child.

Bring an unwrapped toy and receive **FREE** admission!



With Special Guests:



Scott G. Hawkins, Esq.
 President, The Florida Bar



Michele Kane Cummings, Esq.
 President, The Florida Bar Foundation

Thursday November 10th
 5:30pm - 7:30pm
 YOLO's O Lounge
 333 Las Olas Boulevard, Ft. Lauderdale 33301

\$5 (members, Judiciary and law students)

\$10 (non members)

\$25 (new membership + event admission)

Admission includes 1 FREE drink ticket and appetizers.

www.LegalAid.org/birthday

Special Thanks to our Past Sponsors:



NEXT is created, funded and managed by Legal Aid Service of Broward County Inc, and Coast to Coast Legal Aid of South Florida.



Making Near, Go Far: Going Paperless and Becoming Mobile

Organization: Memphis Area Legal Services, Inc.

Category: Technology

Problem/Challenge/Need: With ever-increasing client populations and the constant threat of funding reductions, today's legal services office is particularly challenged to make less go farther. Rising operating costs continue to outpace even the most successful fundraising and fund development efforts, compounding the challenge of securing and retaining highly skilled staff. It is now imperative for programs to discover ways to further stretch precious funding dollars while maintaining the capacity to deliver high quality legal assistance to those most vulnerable in our communities. Creative thinking and innovative solutions become the orders of the day in developing approaches and initiatives that offer sustainability with only start-up or minimal initial investments of time and resources. Better use of available technologies is one such approach. Effective implementation of a near paperless office and mobile technologies, we believe, will re-tool the legal services office, combat the ongoing threat of diminution of services to clients, and re-energize and better equip the staffs who work tirelessly to serve them.

Innovation Description: Significant operational efficiencies and cost savings can be realized through the implementation of two complementary technologies: a) electronic document management; and b) desktop faxing. With the addition of laptops, VPNs, and digital or IP phone service to these technologies, the benefits can become exponentially greater. Moving to the electronic storage and management of files can directly reduce supply waste and lessen the environmental impact of an organization and can result in substantial savings in office supplies, equipment and other expenses, such as phone and long distance service. Since large numbers of documents are produced in electronic formats, the electronic document management system (EDMS) allows for quick filing and retrieval of documents in their native format. With an added workflow feature, using a structured routing in accordance with rules that mirror manual processes, documents can be created and submitted without the need to ever generate a hard copy. Office documents and forms, such as time sheets, supply requisitions, check requests, etc., can automatically and electronically be signed and routed to appropriate staff in accordance with pre-set routing rules for the document or staff person. This saves precious staff time and resources that can be better spent delivering or supporting client services.

Another very important feature of the EDMS is that it enables instantaneous access to permitted information while preventing unauthorized access to restricted information. Desktop faxing further enhances efficiencies of operations and security of information by bringing the ability to send and receive faxes right to a user's fingertips. With desktop faxing, documents remain in electronic format even when sending and receiving them without staff ever leaving their desk or ever using a printer, paper, or ink. There is no longer a need to wander through faxes that aren't yours, nor is it as easy for a fax to be misplaced. With digital or IP phone service, faxes can be routed directly to each user by fax number without the need of multiple fax machines. This not only saves money on equipment but maintenance costs as well. The level of efficiencies grows even more when extending use of the EDMS and desktop faxing to VPN mobile users connected

2011 Innovations in Civil Legal Services

to a digital or IP phone system. With access to a phone system equipped with intelligent call routing or other teleworking solutions, staff members are able to work remotely as if in the physical office location. All of these technologies together provide enormous benefits; however, implementing any single one of them could result in significant cost savings of time and expenses.

Result: While the initial costs, planning phase, and learning curve for users can seem a bit much at first glance, the benefits are more than worth it. Lessons learned in this area indicate changing behaviors as the biggest challenge and total buy-in by management and other leaders as the biggest key to success. Once initial investments are made in purchasing, installing, providing training and implementing each system, the most direct and notable among expected results, are costs savings and increased efficiencies. Depending on which technologies are implemented, some of the benefits could include:

- expanded access to client services
- enhanced connectivity to office systems by mobile users
- increased staff productivity
- cost savings in office equipment and supplies (e.g., fax machines, printers, filing cabinets and folders, labels, etc.)
- reduction in printing costs (printer cartridges, toner ink cartridges, paper)
- enforced security and regulatory compliance regarding information security (PHI, non public and confidential data and information)
- reduction in storage space cost
- improved efficiencies of operation
- reduction in phone service and long distance cost
- positive environmental impact
- unified communications between branch offices and with client communities throughout service area(s)

Materials available: PowerPoint

Additional information: Visio Charts

Contact Information: David Pfaffenroth, Information System Administrator
Memphis Area Legal Services, Inc.
admin@malsi.org

Making Near, Go Far: Going Paperless and Becoming Mobile

What is a "near paperless" system?

- A set of procedures and technologies that help minimize paper usage
- The first major step towards a truly paperless system
 - In the legal world there are external hurdles to going truly paperless, but near paperless is a step in the right direction
- A different way of thinking and doing business

Is a near paperless system right for my office?

- Not every office will see significant benefit from a near paperless system
 - The greatest benefits are found in offices that use significant amounts of paper for documents intended to be stored or filed
 - If most of your paper use is for sending documents to others or meeting requirements of another organization you work with, you may not see as much benefit.

What are the benefits of a near paperless system?

- First and foremost is a reduction in expenses from wasted paper, toner, and storage space
- Technologies that support a paperless or near paperless office can generally provide improvements in productivity and time efficiency
- Since storage in a paperless system is electronic, there are significant improvements for safety and security of your documents and information and reduction in physical storage usage and cost.

What do we need to get started?

- A system for electronic document storage and management
- A system for converting hardcopy documents into electronic ones
- One or more methods of receiving and transmitting documents electronically
- Supporting technologies that capitalize on a paperless system

Electronic Document Storage and Management

- There are many commercial electronic document management systems (EDMS) with varying price ranges and features
 - These systems are designed from the ground up to facilitate a paperless office
 - An EDMS provides a consistent and stable environment for document creation, storage, and management
 - Such systems may include tools for sharing files within an office without creating copies or email attachments
 - Costs for such a system are generally a sizeable investment
 - Support is provided for such systems that can ease the transition to near paperless and provide confidence in the process
- With carefully planned and managed procedures, even your standard office network storage and server can be used for a near paperless system
 - This option requires a great deal of planning and won't be as elegant as an EDMS
 - This is significantly less expensive if budgeting is a primary concern
 - Emails and network folders can be used to share and collaborate on files

Converting Hardcopies Into Electronic Documents

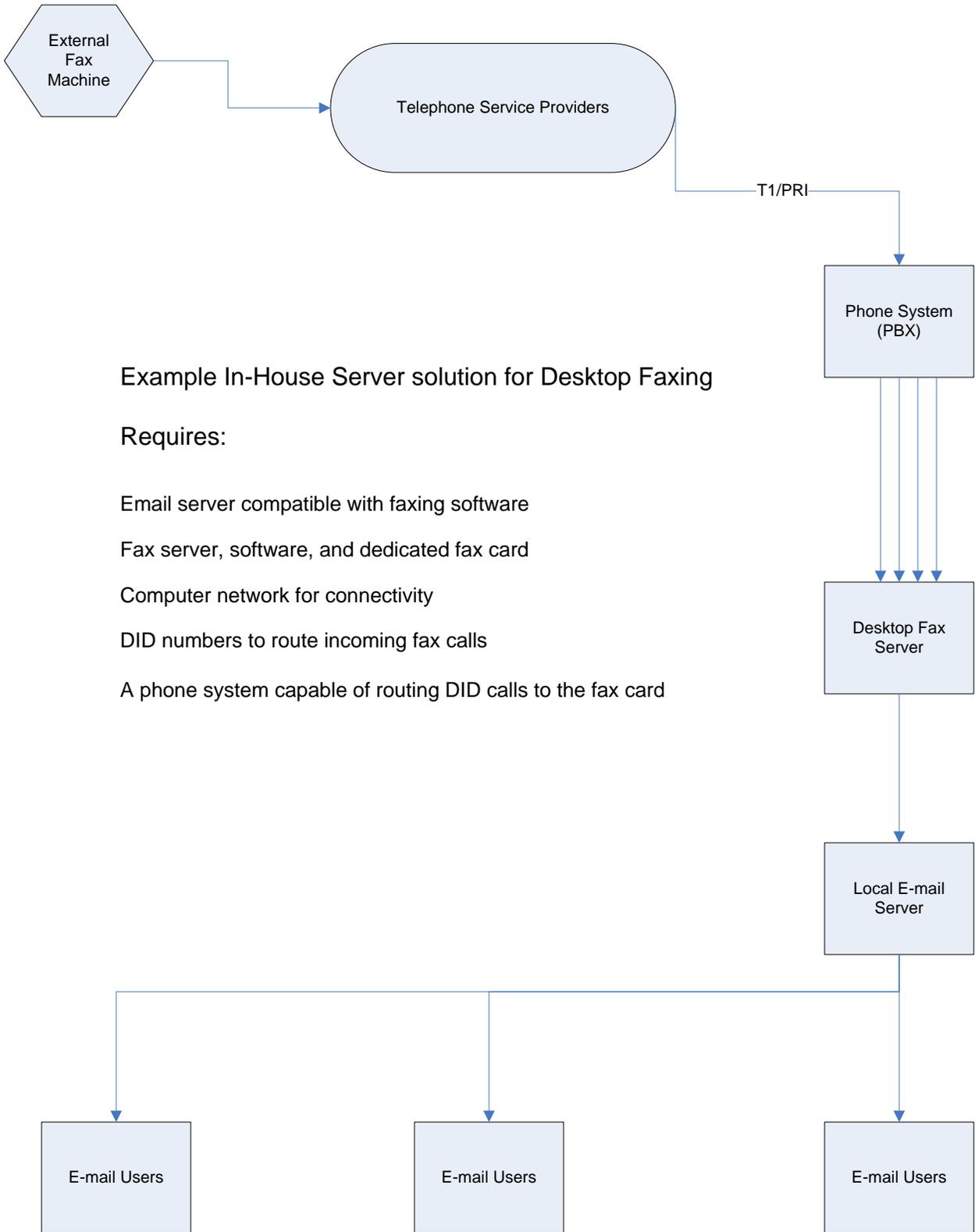
- Whether you use desktop scanners or sophisticated multi-function machines, scanning is essential to a near paperless system
 - Network scanners and multi-function machines can generally process scan jobs more quickly
 - Desktop scanners are typically more convenient
- If you need to be able to edit documents you scan, optical character recognition (OCR) software is available
 - OCR converts scanned images by examining them for recognizable characters and fonts
 - Advanced OCR can even determine whether to convert a scanned document into a word processing or spreadsheet document based on context and layout.
- A good EDMS should have a built in method for handling and storing scanned documents

Receiving and Transmitting Documents Electronically

- E-mail is no longer the only way to send and receive documents without paper
- Electronic faxing systems provide the capacity for conventional fax machines to communicate with computers
 - The simplest of these systems only deal with inbound faxes, converting them to e-mails and routing them in your office
 - A desktop faxing server will allow you to send and receive faxes as if they were e-mail with attachments
 - There are several internet based e-fax services that can be used as an alternative to hosting your own desktop faxing server.
- E-faxing not only enhances the efficacy of a near paperless system but provides improvements in the security and privacy of communication by fax
 - Since faxes can be routed to individual users, they aren't accidentally seen or intercepted by other users
 - No hardcopy documents are created or used which would necessitate disposal
 - Fax logs are easier to keep and interpret
 - Transmittals can be kept electronically

Technologies Supporting and Making Effective use of a Paperless Office

- In a near paperless office, the electronic storage of documents makes them very securely portable
- This can be utilized to great effect by increasing the mobility and connectivity of your users
- With a Virtual Private Network (VPN) an organization with multiple offices can quickly share network storage space, desktop faxing systems, email, and EDMS
- IP based phone systems can enhance communication across multiple offices by seamlessly integrating the systems with each other
 - This can reduce communication issues and customer/client frustrations when trying to speak with people in multiple offices
 - Some IP based systems can also connect with portable phone sets across the internet, allowing phone system access and service to be shared with a mobile or home office user
- One way to increase user mobility is replacement of desktop computers with laptops and docking stations
 - This provides users with the comfort and ease of a desktop sized monitor, keyboard and mouse as well as the pick up and go convenience of a laptop
 - Users on the go can take advantage of a point-to-point VPN to connect to office resources from outside the office



Example In-House Server solution for Desktop Faxing

Requires:

Email server compatible with faxing software

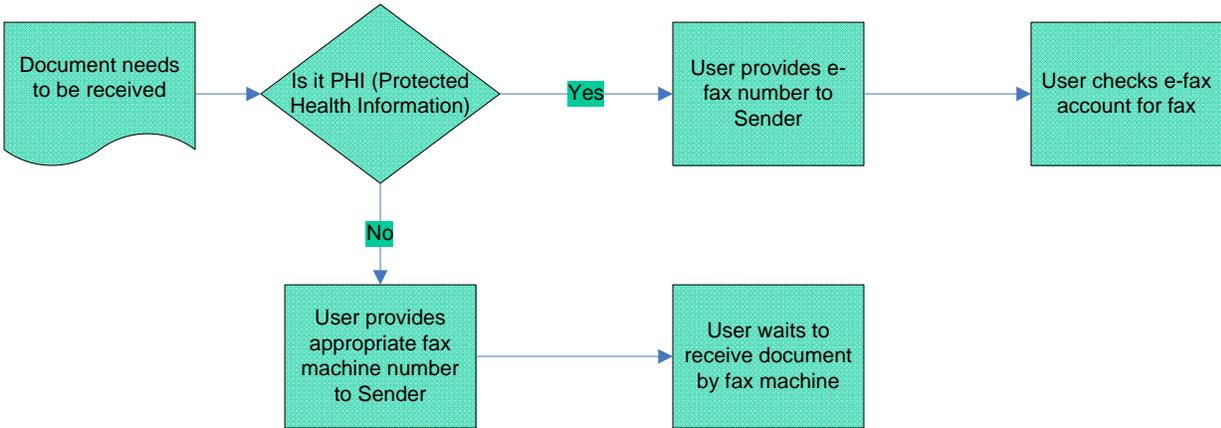
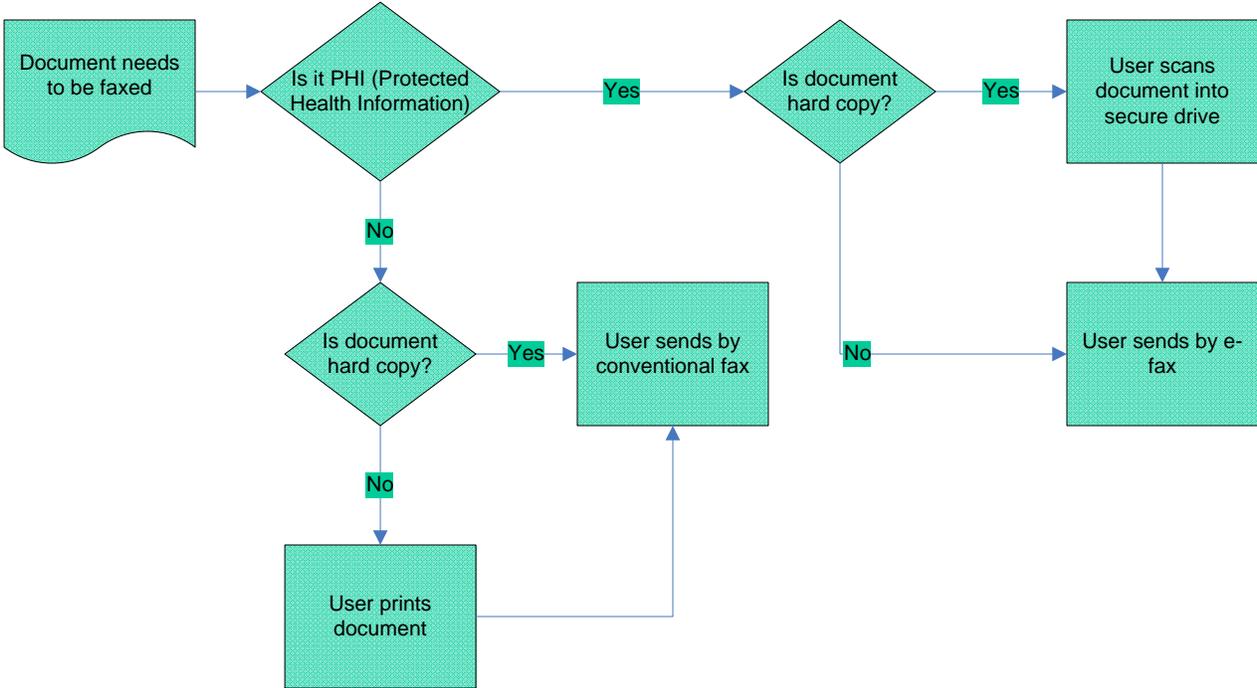
Fax server, software, and dedicated fax card

Computer network for connectivity

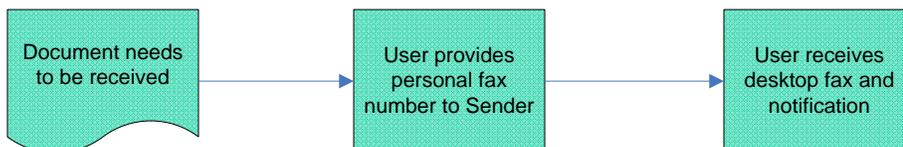
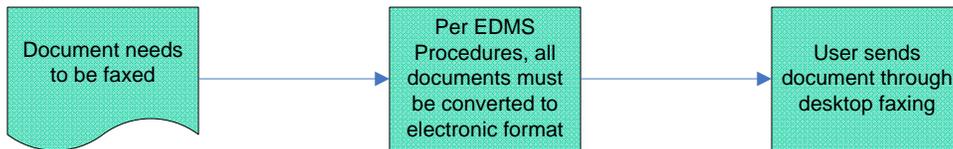
DID numbers to route incoming fax calls

A phone system capable of routing DID calls to the fax card

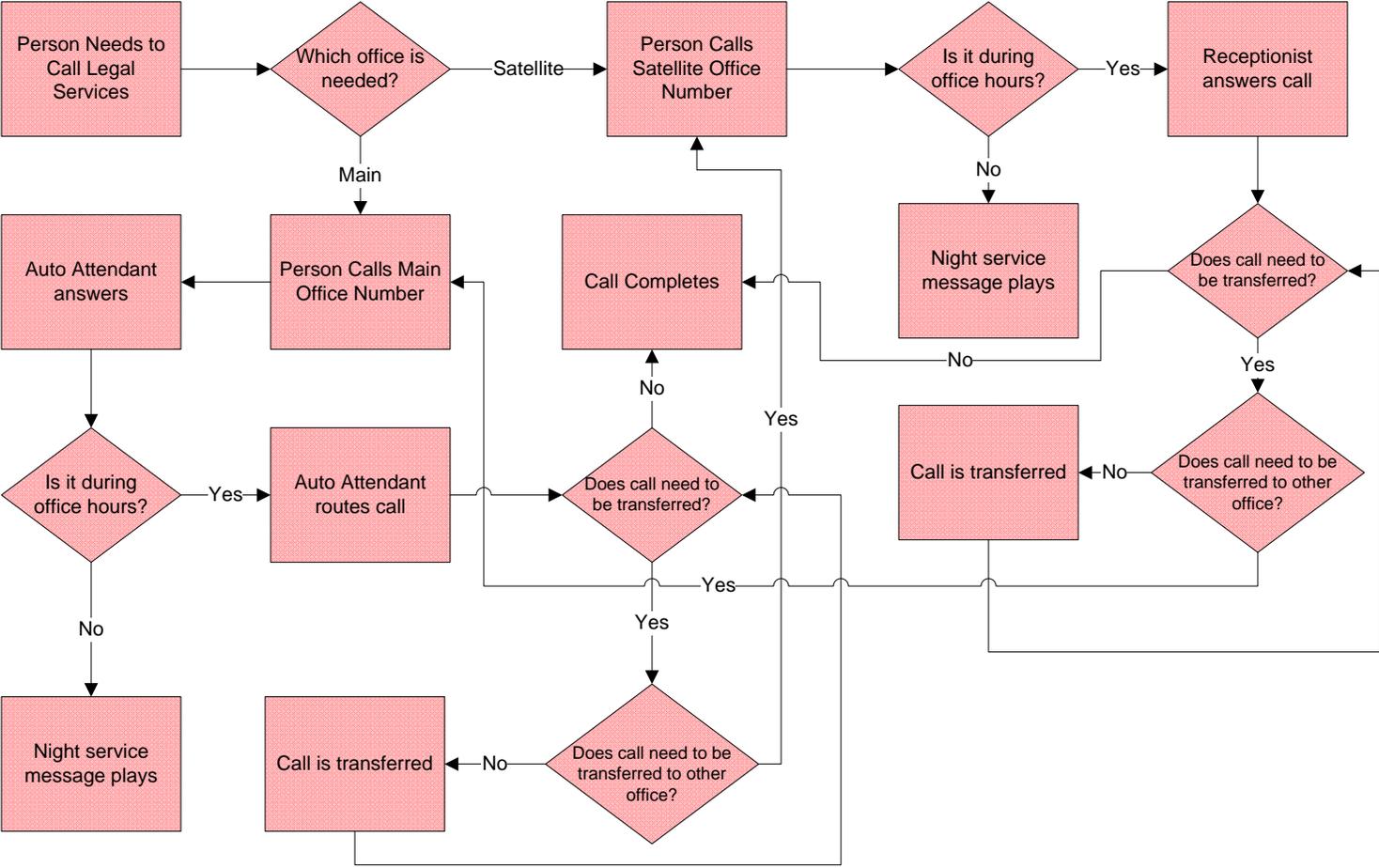
Conventional Fax Procedures



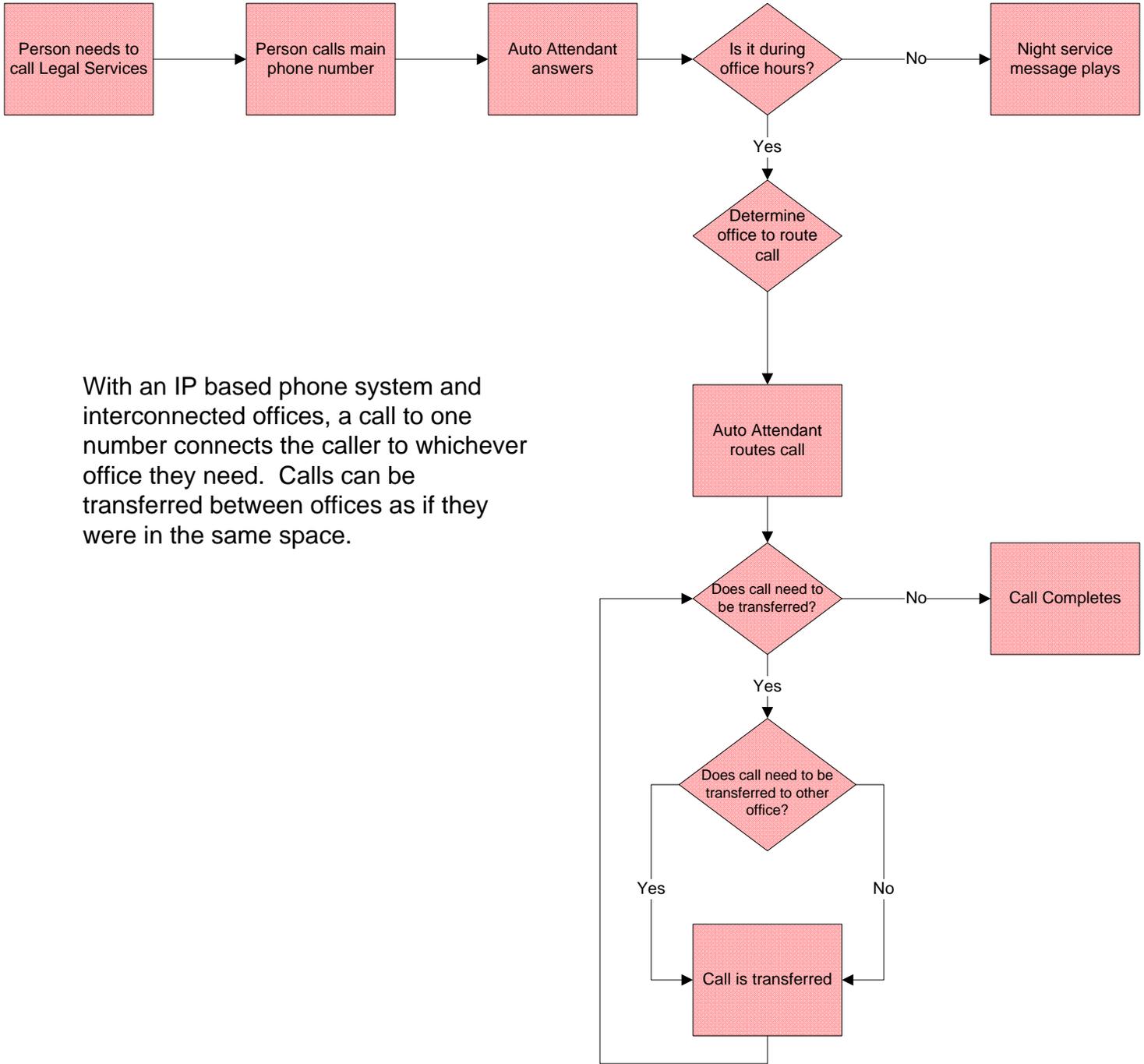
Desktop Faxing Procedures



Example With Separate Phone Systems

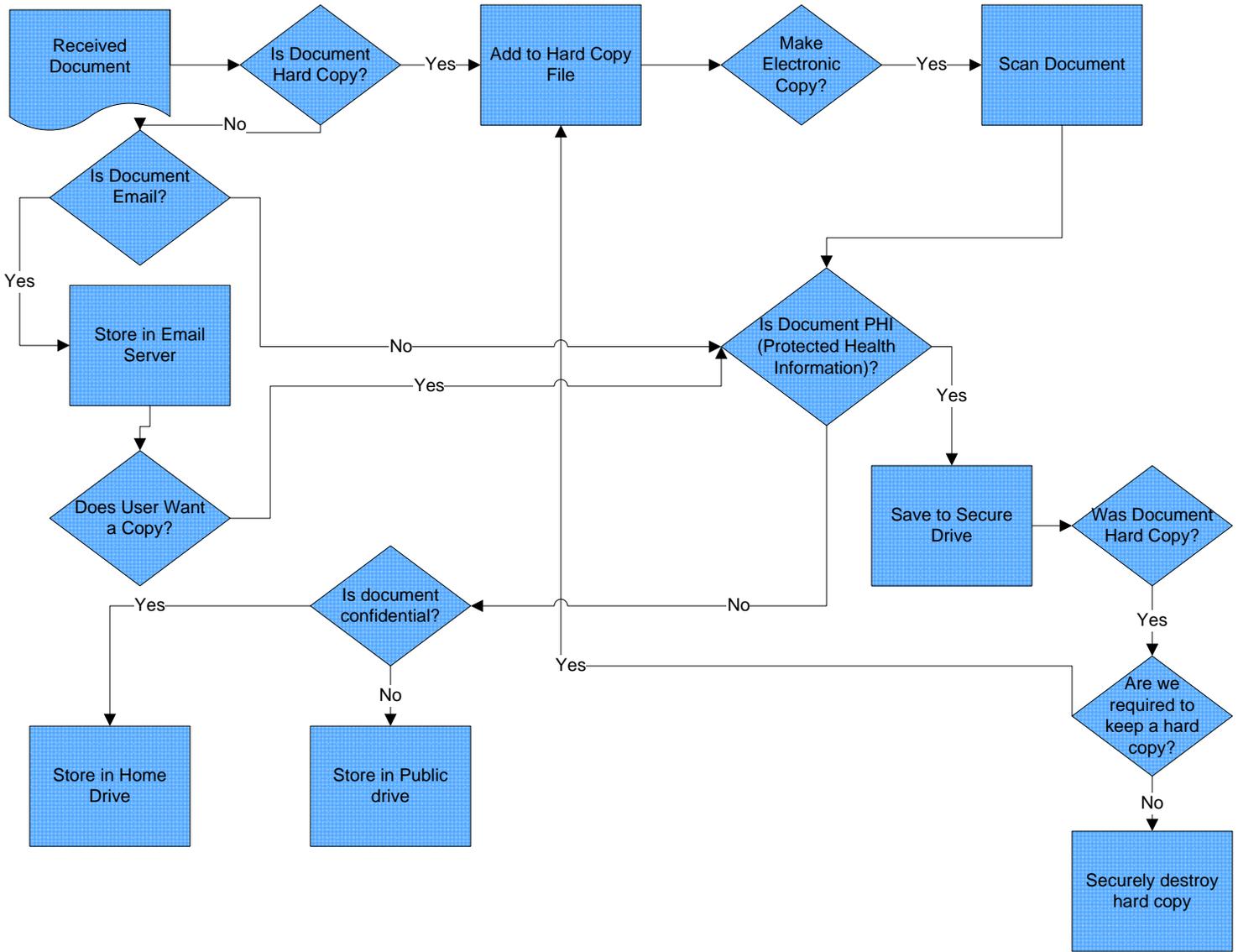


Example With IP Phone System

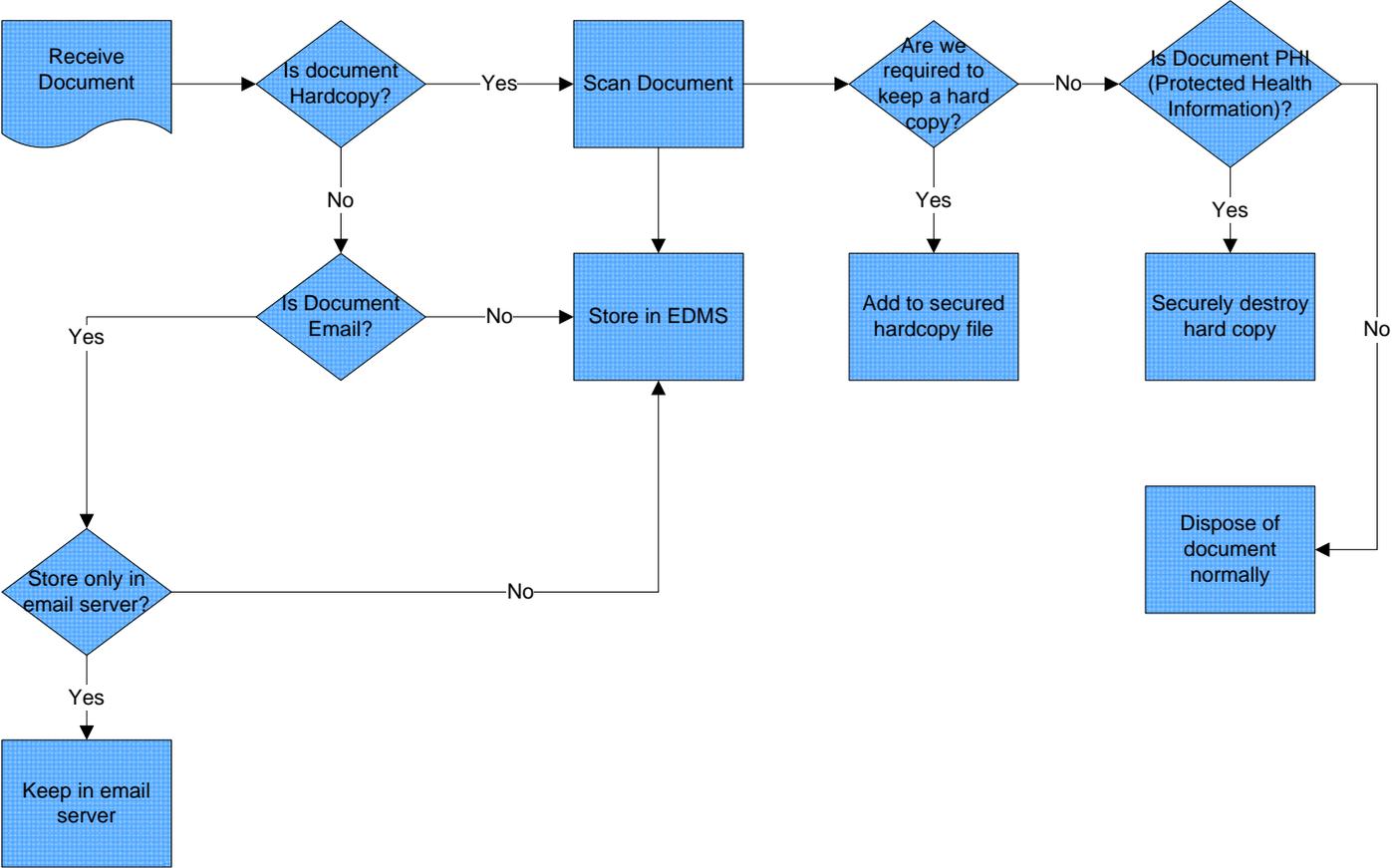


With an IP based phone system and interconnected offices, a call to one number connects the caller to whichever office they need. Calls can be transferred between offices as if they were in the same space.

Document Management Before EDMS



Document Management After EDMS



**Using Data to Better Meet the Needs of Clients and to
Inform Strategic Resource Allocation Decisions**

Organization: Legal Aid Society of Cleveland

Category: Using Data

Problem/Challenge/Need: To better serve our clients and to allocate our limited resources in a way that maximizes the benefit we provide within our client community

Innovation Description: The Legal Aid Society of Cleveland (“Cleveland Legal Aid”) uses internal client and case data and external regional socioeconomic data to better serve our clients and to allocate our limited resources in a way that maximizes the benefit we provide within our client community. We analyze case and regional trends and depict the results in compelling, easy-to-understand visuals for our staff, Board, funders, and partner organizations. We analyze and share data to celebrate successful client service and to encourage increased effectiveness, to inspire our advocacy efforts and focus our resource allocation decisions on the greatest needs, and to encourage increased outside funding support for our work.

Result: Data analysis is an emerging strategy in support of our commitment to providing efficient and effective services. As an example, data reports helped us identify unmet needs among the Spanish-speaking community, which led to the hiring of bilingual staff, increased use of interpreters and translated materials, and new outreach efforts among the Spanish-speaking community. These efforts resulted in a 20% increase in the proportion of Spanish-speaking clients served. In a similar manner, our Elder Law Task Force has reviewed intake volume and regional demographic trend data reports to ensure that the clients we are serving are representative of our regional poverty population. In addition, our practice groups are using outcome data analyses and reports to gauge the effectiveness of specific legal strategies. Finally, data reports have helped us measure our progress toward achieving our existing strategic goals and will help us set our future strategic goals.

As our use of data analyses and reports grows, we will continue to find ways to use what we learn to better meet the needs of our clients.

Materials available: List of data analyses projects and Presentation

Contact Information: Rachel J. Perry, Rachel.Perry@laslev.org, 216-861-5221



Using Data to Better Meet the Needs of Clients and to Inform Strategic Resource Allocation Decisions

The Legal Aid Society of Cleveland

October 2011

The Legal Aid Society of Cleveland (“Cleveland Legal Aid”) uses internal client and case data and external regional socioeconomic data to better serve our clients and to allocate our limited resources in a way that maximizes the benefit we provide within our client community. We analyze case and regional trends and depict the results in compelling, easy-to-understand visuals for our staff, Board, funders, and partner organizations. We analyze and share data to celebrate successful client service and to encourage increased effectiveness, to inspire our advocacy efforts and focus our resource allocation decisions on the greatest needs, and to encourage increased outside funding support for our work.

Cleveland Legal Aid’s data analyses projects include:

- Tracking progress toward achieving our strategic goals.
 - Falling below a target goal might prompt a slight change in a strategy for certain types of cases or client communications.
- Measuring intake and case volume and associated legal problems.
 - Understanding changing trends and links between challenges faced by low-income people and the legal problems they bring to us.
- Tracking the levels of legal services we provide.
 - Understanding the levels of service required by specific legal problems and further understanding how to most effectively help the highest number of clients.
- Identifying trends in the cases and clients we cannot serve.
 - Ensuring that there are no unexplainable concentrations of clients or case types we are unable to serve.
- Analyzing client demographic trends in comparison to regional demographic trends for low-income people.
 - Ensuring that our client population is representative of our regional poverty population and that we are not missing any particular groups of low-income people.
- Gauging legal problem-specific case outcomes and financial outcomes.
 - Reviewing case outcome measures to know whether we are achieving desired results for our clients.
- Tracking client survey feedback regarding the effectiveness of our services.
 - Using direct client feedback to improve accessibility of our services and communications.
- Forming partnerships with organizations that have their own robust data regarding low-income people.
 - Our long-term plan is to share data with these organizations in such a way that will allow for causal and predictive analyses that can inform decisions about our legal services.

Cleveland Legal Aid continues to implement new ways to gather, analyze, and depict data in support of our commitment to maximizing the positive impact of our work.



The

Legal Aid Society

of Cleveland

Since 1905

Using Data to Better Meet the Needs of
our Clients and to Inform Strategic
Resource Allocation

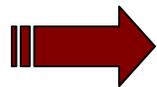
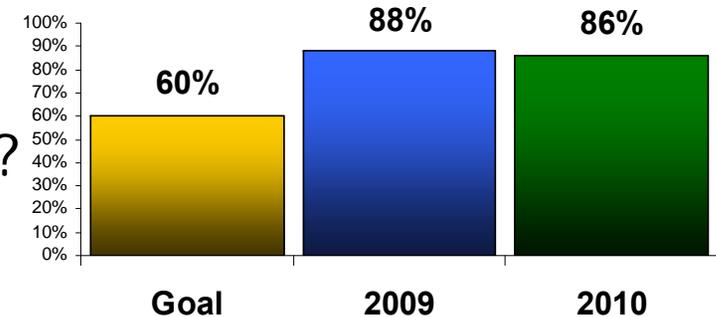
Data Collection and Analysis

1. Tracking progress toward strategic goals
2. Measuring volume of legal problems and levels of services provided
3. Analyzing client and regional demographics
4. Identifying unmet needs
5. Gauging case outcomes
6. Tracking client survey feedback

1. Tracking Progress Toward Strategic Plan Goals - Example

Strategic Plan Goal: 60% Survivors of Domestic Violence & Abuse are safer:

- Affirmative answers to:
 - Secured/retained safety for client?
 - Eliminated/reduced risk to child?
 - Secured order of protection?
 - Secured safety for DV, crime or human trafficking survivor?
 - Avoided deportation?
 - Improved access for people with disabilities?

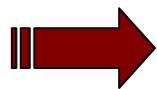
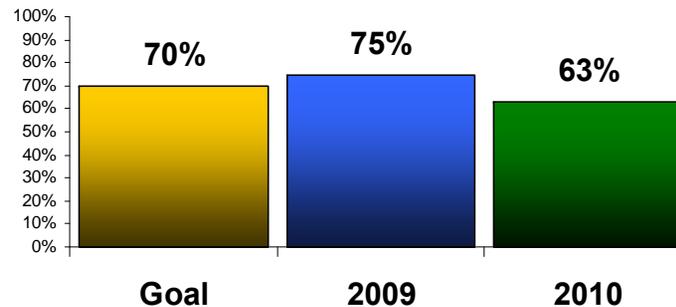


Result: Met goal in 2009 and 2010. Continue measuring.

1. Tracking Progress Toward Strategic Plan Goals - Example

Strategic Plan Goal: Assets will increase for 70% of clients

- Clients for whom asset value increased:

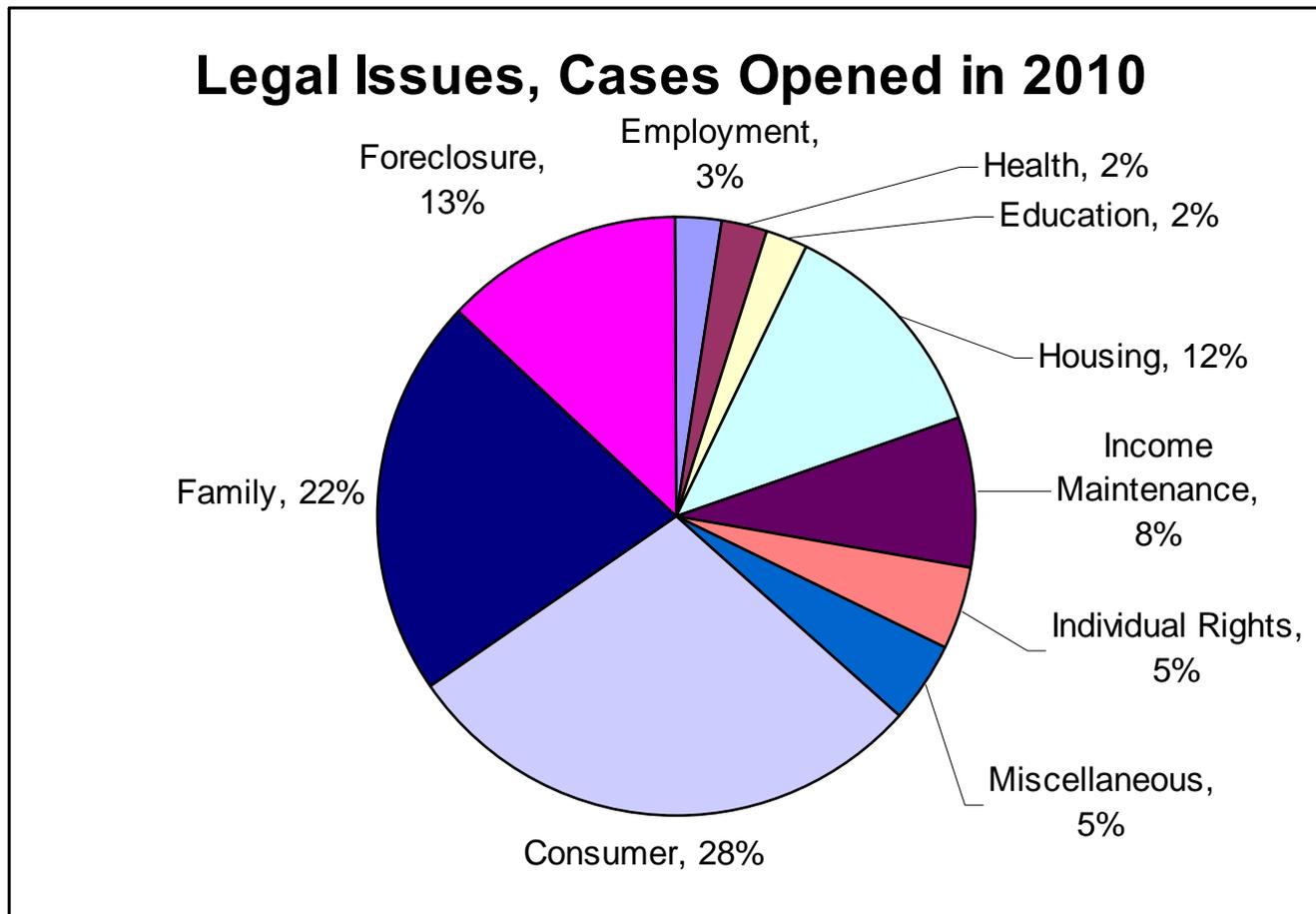


Result: Did not meet goal in 2010. Further analysis required to determine reason and to identify strategies to meet goal moving forward.

2. Legal Problems: Trends in Intake Volume

Top Legal Problem Intakes:	Δ 2008 to 2009	Δ 2009 to 2010	Overall Δ 2008 to 2010	
01-Bankruptcy/Debtor Relief	28%	0%	27%	Green font = increase in # of intakes for legal problem
32-Divorce/Separ./Annul.	0%	20%	19%	
67-Mortgage Foreclosure	110%	-22%	64%	
63-Private Landlord/Tenant	-8%	8%	0%	
31-Custody/Visitation	12%	25%	39%	Red font = decrease in # of intakes for legal problem
61-Fed. Sub. Housing	-23%	18%	-9%	
37-Domestic Abuse	19%	4%	23%	
03-Contracts/Warranties	-29%	-12%	-38%	
89-Other Individual Rights	6%	15%	21%	
76-Unemployment Comp.	62%	-6%	51%	
38-Support	67%	81%	203%	
95-Wills and Estates	-16%	-5%	-20%	
81-Immigration/Natural.	115%	32%	184%	
07-Public Utilities	59%	-24%	21%	
62-Homeownership (Not FCL)	14%	-21%	-10%	
51-Medicaid	-11%	-9%	-19%	
94-Torts	-24%	42%	8%	
75-SSI	2%	-2%	0%	
64-Public Housing	12%	-19%	-10%	

2. Legal Problems: Matching Legal Needs and Legal Services



2. Levels of Service: Percentage Served

Percentage Served	2008	2009	2010	2011 YTD	Average 2008-2011YTD
01-Bankruptcy/Debtor Relief	77%	78%	82%	87%	81%
51-Medicaid	71%	71%	74%	70%	71%
67-Mortgage Foreclosure	67%	73%	73%	68%	70%
37-Domestic Abuse	65%	66%	67%	80%	70%
75-SSI	71%	57%	53%	75%	64%
64-Public Housing	60%	54%	61%	78%	63%
76-Unemployment Comp.	62%	60%	65%	57%	61%
61-Fed. Sub. Housing	53%	52%	62%	68%	59%
95-Wills and Estates	56%	55%	37%	50%	49%
81-Immigration/Natural.	56%	29%	49%	60%	49%
07-Public Utilities	60%	36%	37%	55%	47%
38-Support	38%	37%	39%	41%	39%
89-Other Individual Rights	26%	33%	29%	58%	36%
32-Divorce/Separ./Annul.	32%	32%	28%	34%	32%
03-Contracts/Warranties	33%	26%	24%	27%	27%
62-Homeownership (Not FCL)	31%	30%	25%	22%	27%
31-Custody/Visitation	30%	25%	20%	19%	23%
63-Private Landlord/Tenant	25%	20%	21%	22%	22%
94-Torts	23%	23%	24%	12%	21%

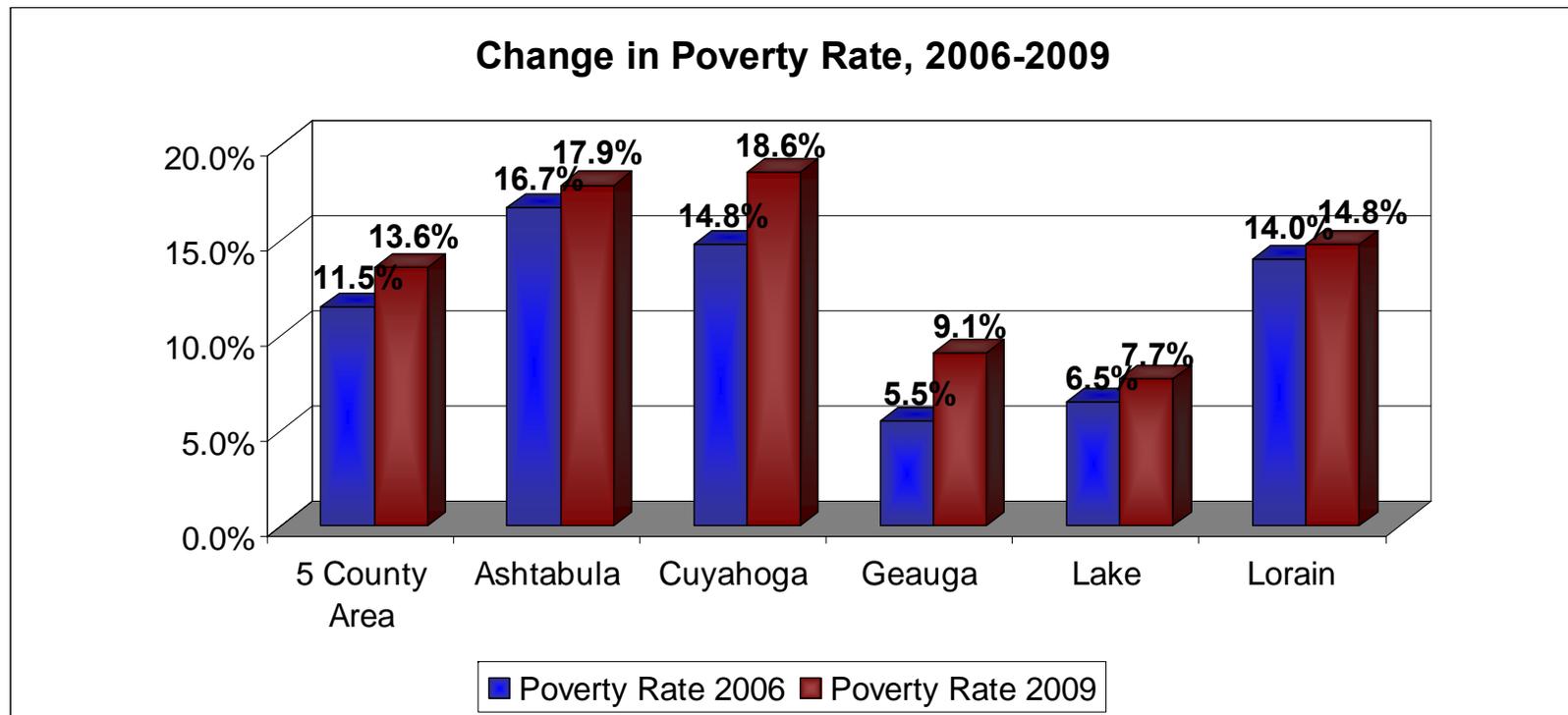
3. Demographics: Client Trends

Closed Cases: Age			
	2008	2009	2010
Under 18	0.7%	0.2%	0.8%
18-59	81.8%	83.3%	85.7%
60+	17.5%	16.5%	13.4%

Closed Cases: Gender			
	2008	2009	2010
Male	27%	31%	32%
Female	73%	69%	68%

Closed Cases: Ethnicity			
	2008	2009	2010
Black	52%	51%	54%
White	37%	39%	36%
Hispanic	8%	8%	8%
Other	8 3%	3%	3%

3. Demographics: Regional Trends



Source: American Community Survey, 1-year estimates, 2006 & 2009

3. Demographics: Client Trends Compared to Regional Trends

- **Noticed client data trend:** 50% more intakes overall, but proportionally fewer intakes for seniors => WHY?
- **Investigated regional data trends:** Senior population is larger in number, but fewer seniors are in poverty.

➡ **Conclusion:** Our client data matches regional trends. ↓ % seniors in poverty => ↓ requests for legal services from seniors.

4. Identifying Unmet Needs – Poverty Dispersion Example

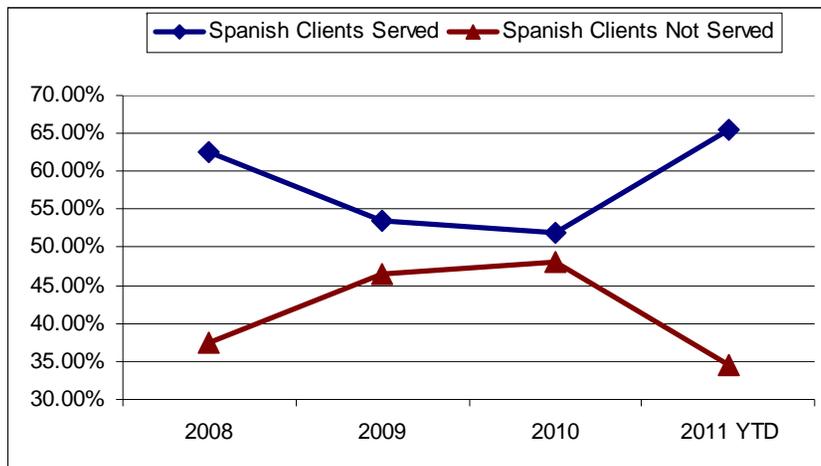
- **Trend** = ↑ poverty in suburban and rural areas
- **Evidence of Unmet Need:**
 - Increasing intakes from suburban and rural counties
 - Flat case volume and lower % served than in urban areas
- **Response** = Integration plan => all staff available to all clients throughout service area

➡ **Results, 2010 to 2011:**

- 20% ↑ cases opened in suburban and rural areas
- 10% ↑ in intakes served in suburban and rural areas

4. Identifying Unmet Needs – Ethnicity & Language Example

- **Trend** = ↑ Hispanic and Spanish-speaking population
- **Evidence of Unmet Need:**
 - Regional demographic evidence of non-English speakers in poverty
 - Increasing intakes from Hispanic and Spanish-speaking people
 - Lower % served because of language barriers
- **Response** = Hired bi-lingual staff, translated materials, engaged translators, conducted outreach efforts



 **Result:** We now consistently serve 50-65% of Hispanic and Spanish-speaking clients, higher than our overall service rate

5. Gauging Case Outcomes

2010 Sample Results:

- Reduced/avoided debt (consumer cases): 98%
- Preserved assets (consumer cases): 86%
- Removed barriers to education (education cases): 98%
- Secured/retained safety for client (family cases): 95%
- Secured/retained child support (family cases): 92%
- Foreclosure prevented and home saved (foreclosure cases): 68%
- Increased income (income maintenance cases): 64%

5. Gauging Case Outcomes

2010 Sample Results (continued):

- Increased medical coverage (health cases): 83%
- Prevented eviction (housing cases): 97%
- Obtained participation in subsidized housing (housing cases): 95%
- Sample Financial Outcomes (all case types combined):
 - Income increased for 66% of our clients after receiving our services.
 - Income increased by 40% for our clients.
 - Asset values increased for 63% of our clients after receiving our services.

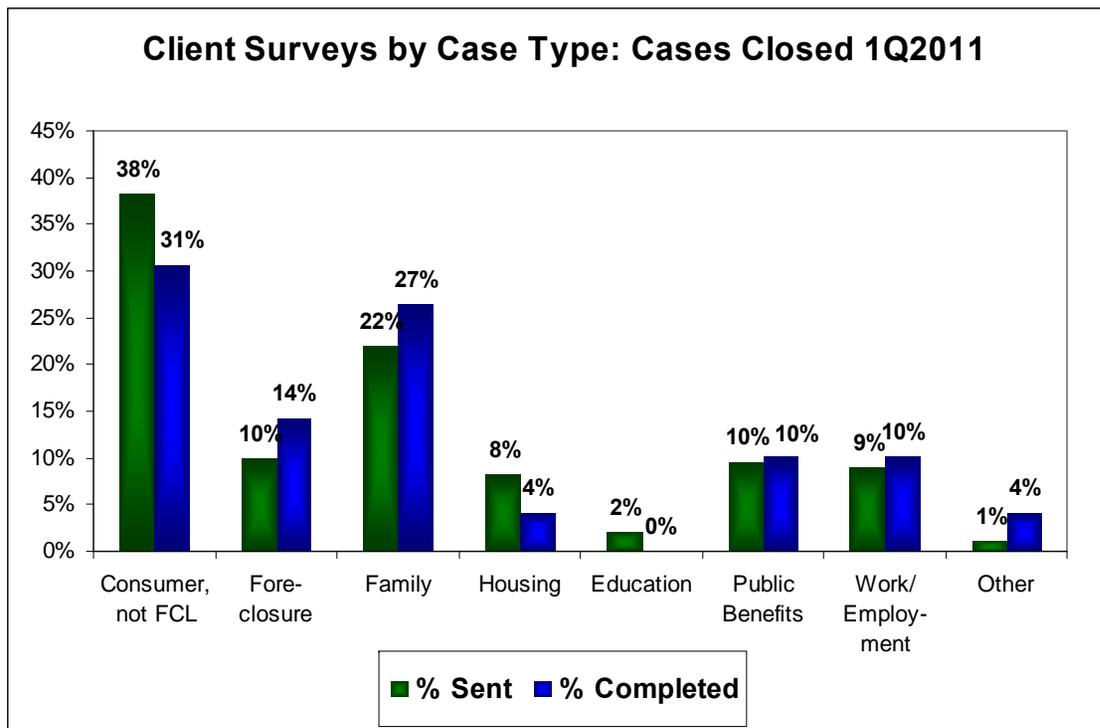
5. Using Outcome Data to Increase Our Effectiveness

- Education Practice Example
 - Old outcome measure:
 - Are we removing barriers to education?
 - New outcome measures:
 - Prevented expulsion?
 - Enabled child to enroll in school?
 - Obtained bilingual services for child?
 - Obtained educational disability identification?
 - Prevailed at MDR?
 - And 10 other outcome measures...

➔ More outcome measures that are more comprehensive and can be used to measure effectiveness of legal services provided.

6. Client Survey Example: 1st Quarter 2011 Results

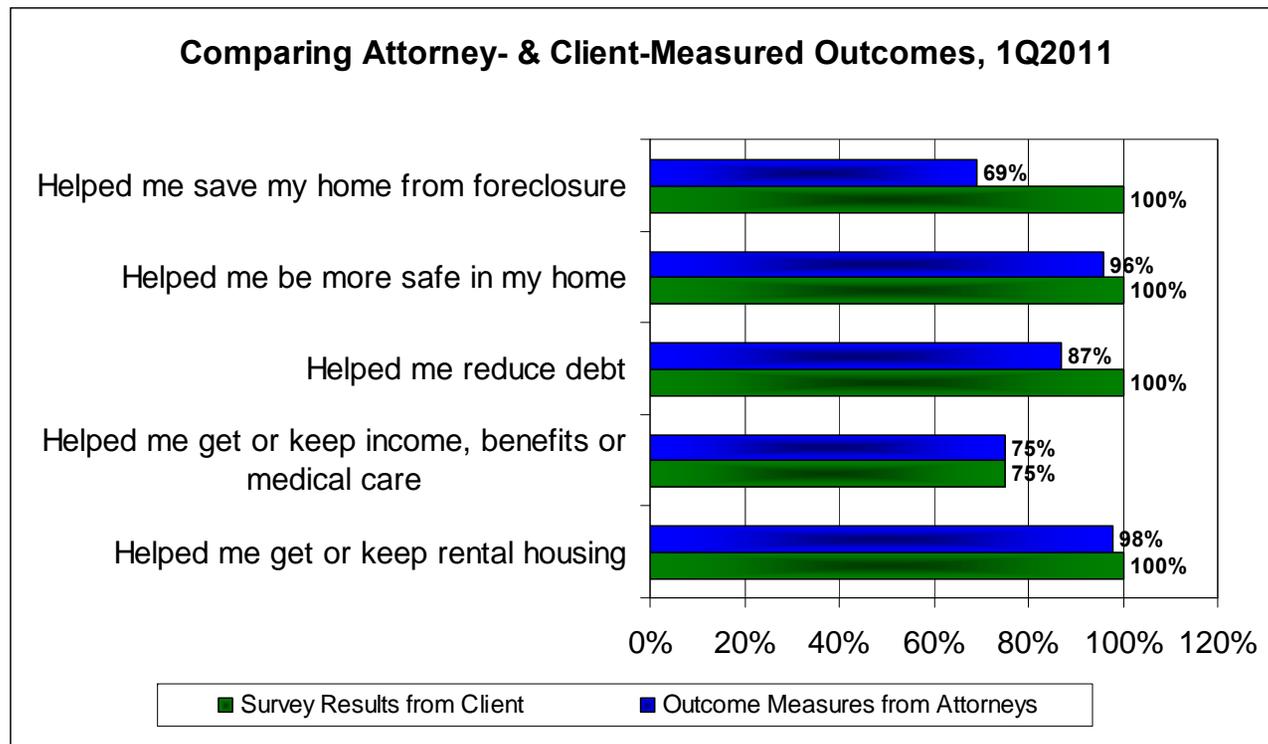
- Sample results:
 - 23% rate of return from clients receiving extended service; 12% from clients receiving brief service
 - 82% of all respondents indicated that Legal Aid helped them



- 83% of brief service clients reported the Legal Aid helped them understand their rights
- 93% of extended service clients reported that they were able to follow our advice

6. Client Survey Example: Comparing Outcomes

- Survey questions for clients with closed extended service cases mirror outcome measures completed by attorneys => Are the results similar? **Yes.** Client survey results were equal to or better than attorney outcome measures in 1Q2011.



Note: These results are from our first round of client surveys for 1Q2011. The sample size is small. We continue to gather additional survey results every quarter.

Private Bar Email Campaign with Generation-Specific Messages

Organization: Legal Aid of Northwest Texas

Category: Fundraising

Problem/Challenge/Need: Our objective is to improve the performance of our private bar campaign. How do we reach more, and get a better response, without spending a lot of money? From 1997 to 2008 we sent three direct mail pieces annually – first to all 15,000 licensed attorneys in our area, then just to the 10,000 members of the Dallas Bar, at a cost of approximately \$20,000 to \$25,000. Response? One percent, bringing in about \$50,000 to \$80,000. In 2009 we started mailing previous donors (approx 1,200) and e-mailing the Dallas Bar membership. Dollars and response were about the same.

Innovation Description: Why do people give? Because someone they cannot or do not want to say no to asks them, or, because they were somehow touched emotionally. Assuming we do not have a person they can't say no to, what and how do we communicate so as to reach them emotionally? To improve performance – what can we say or how do we say it?

Two years ago the MIE fundraising conference had in-depth presentations on generational focus – what to say, what different generations hear, what they respond to, etc. We decided to try segmenting the 10,000-member list into generations. This was easy to do because the Bar has birthdates and/or law school graduation years.

We decided to run a test program to see if focus on four distinct generational messaging would be any more effective than sending the same message to everyone.

- The Greatest Generation, also known as the G.I. Generation, is the generation that includes the veterans who fought in World War II. They were born from around 1901 to 1924, coming of age during the Great Depression. The Silent Generation born 1925 to 1945 is the generation that includes those who were too young to join the service during World War II. Many had fathers who served in World War I. Generally recognized as the children of the Great Depression, this event during their formative years had a profound impact on them. These two generations are treated as one for e-mail purposes.
- The Baby Boom Generation is the generation that was born following World War II, from 1946 up to 1964 - Law School – 1980 and before. One of the features of Boomers was that they tended to think of themselves as a special generation, very different from those that had come before them.
- Generation X (also known as the 13th Generation and the Baby Busters) is the generation generally defined as those born from 1965 to 1979, Law School – 1981 to 2004. They were the original latchkey kids and will be the first generation not better off than the previous one. They are also referred to as the entertainment culture.
- Generation Y was born between 1980 and 2000, Law School – 2005 to present. They are larger than the Baby Boom with 100 million. They are the most diverse, educated, medicated, cared for, and marketed to of any generation. They have the largest group of non-whites, understand violence personally, and the most technologically adept.

2011 Innovations in Civil Legal Services

Result: Comparing responses to non-generational e-mail vs. generational e-mail, this year's generational e-mail responses averaged \$292.50 each. Last year's non generational e-mail averaged \$178.25 each. In both cases, \$1,000 and over previous donors were not counted. With those \$1,000 + donors, this year's response was an average of \$515.38 as opposed to last year's average response of \$493.33.

As any experienced fundraising professional will tell you, the key to any successful private fundraising effort is getting your message heard under favorable circumstances. The most favorable circumstances include using words that are most effectively heard by your prospective donor. Since every person hears and sees the same thing differently, depending on their personal experiences, using an approach that includes allowance for the different messaging of each generation makes the most sense when included in a much larger effort. In this way, at least you have a chance that those among your prospective donor population who are most susceptible to a message targeting their generation will hear your message.

Materials available: E-mails

Contact Information: Director of Development Sam Prince, princes@lanwt.org, 817-339-5334

Sam Prince

From: Dallas Bar Association [ahernandez@dallasbar.org]
Sent: Friday, September 30, 2011 9:31 AM
To: Sam Prince
Subject: The Dallas Volunteer Attorney Program - Seeking Justice, Changing Lives

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Hi, just a reminder that you're receiving this email because you have expressed an interest in Dallas Bar Association. Don't forget to add ahernandez@dallasbar.org to your address book so we'll be sure to land in your inbox!

You may [unsubscribe](#) if you no longer wish to receive our emails.

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DVAP

Dallas Volunteer Attorney Program



A Joint Program of the Dallas Bar Association & Legal Aid of North West Texas



Pro Bono Lend-A-Lawyer
John O'Connor
Weil, Gotshal & Manges LLP

John O'Connor makes a difference in the lives of dozens of DVAP clients every week through his full-time service to the program. Weil, Gotshal & Manges LLP, John's law firm, has loaned him to the Dallas Volunteer Attorney Program through its Lend-A-Lawyer Program. Since the firm launched the program in 2002, it has donated a full-time associate to DVAP for three months every year.

Seeking Justice, Changing Lives. **Please Help.**

To qualify for legal aid, a family of four must not earn more than \$27,938 per year. Hiring an attorney is a luxury these families cannot afford. Without legal help, these families oftentimes fall victim to domestic violence, consumer fraud, and housing disputes. Please help.

Make Your Donation Now!

Individual donations of \$1,000 and above and firm donations of \$5,000 and above will be listed in a Dallas Morning News ad the week of December 19, 2011. Make your pledge by December 14 to participate in the ad.

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www.dvapcampaign.org

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Dallas Bar Association | 2101 Ross Avenue | Dallas | TX | 75201

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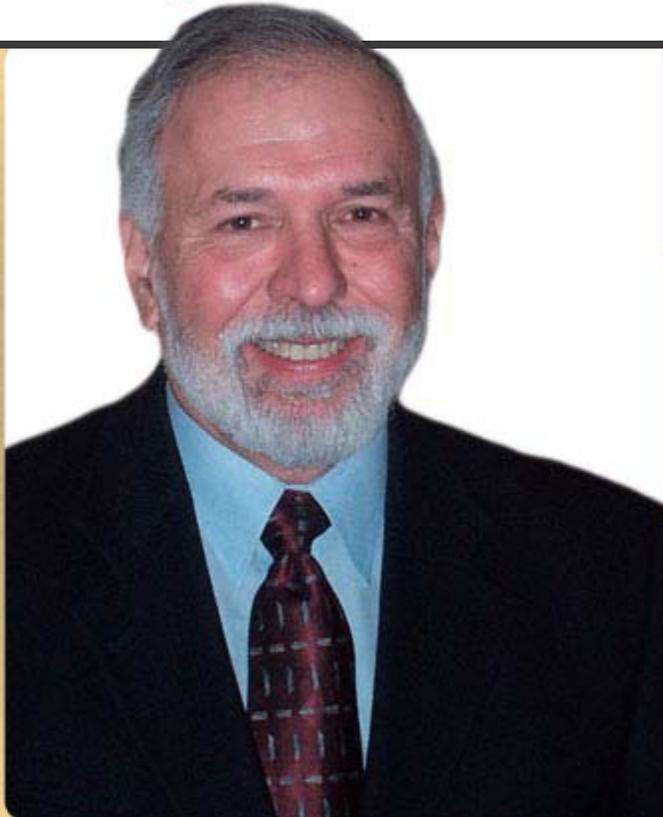
give now

DVAP

Dallas Volunteer Attorney Program



A Joint Program of the Dallas Bar Association & Legal Aid of North West Texas



Serving Our Veterans
Michael Linz
Linz & Chandler, P.C.

Michael Linz, a long-time pro bono volunteer, has provided countless hours of pro bono service to clients for over 20 years. He now also serves those who have proudly served our country – our veterans. He helps protect the consumer rights of those people who have bravely protected the lives and liberties of all Americans.

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Sent: Friday, September 30, 2011 9:32 AM
To: Sam Prince
Subject: The Dallas Volunteer Attorney Program - Seeking Justice, Changing Lives

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DVAP
Dallas Volunteer Attorney Program



A Joint Program of the Dallas Bar Association & Legal Aid of NorthWest Texas



Pro Bono Problem Solver
Nicola Shiels

Patton Boggs LLP

Nicola Shiels has been serving the poor since 2002 doing what only attorneys can do – using their legal talents to resolve clients' problems. Whether helping people with a divorce, adoption, or will or enforcing their consumer rights under Texas law, Nicola's assistance has improved the lives of dozens of people through her pro bono work.

Seeking Justice, Changing Lives. **Please Help.**

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Try it FREE today.

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To: Sam Prince
Subject: The Dallas Volunteer Attorney Program - Seeking Justice, Changing Lives
Importance: High

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You may [unsubscribe](#) if you no longer wish to receive our emails.

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DVAP
Dallas Volunteer Attorney Program



A Joint Program of the Dallas Bar Association & Legal Aid of NorthWest Texas



Pro Bono Leader
Pamela St. John
AT&T Legal Department

Pamela St. John serves as the DVAP Pro Bono Coordinator for the AT&T Legal Department. Through her leadership, the attorneys of AT&T are making a difference in the lives of low-income clients in Dallas by providing them with the legal help they desperately need.

Seeking Justice, Changing Lives. **Please Help.**

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Try it FREE today.

Volunteer Resource Center (VRC)

Organization: Legal Aid Society of Columbus

Category: Pro Bono

Problem/Challenge/Need: Decline in economy greatly increased the legal problems faced by the low income communities of Franklin County. At the same time, funding reductions resulted in a 40% decrease in the attorney staff at the Legal Aid Society of Columbus (LASC). LASC had a reduced ability to serve its constituents at a time when the need for civil legal services was growing. Among the staff cutbacks faced by LASC was the elimination of the Pro Bono Coordinator position.

Innovation Description: (1) Create a clearinghouse, consisting of volunteer, private sector legal resources, in order to:

- (a) recruit and train private sector attorneys,
- (b) screen cases referred by LASC,
- (c) refer clients to trained volunteer lawyers, and
- (d) monitor case progress through to conclusion.

(2) Begin by selecting one area of need that involves less complex legal issues and limited time commitment from individual practicing lawyer volunteers. The VRC chose defense of private eviction actions as its first project. Use legal aid staff to design and conduct a CLE training targeted to the selected area of practice, tape the CLE training, and make the CLE training available to volunteers. Recruit legal aid staff to be available to mentor volunteers. When the selected project is up and running, with volunteer lawyers and in-house volunteers trained and in place, add additional practice areas/projects.

(3) Institute the clearinghouse without the use of dedicated paid staff, but instead use volunteer, retired lawyers to set up the structure, to recruit private sector lawyers, to administer the program and to screen the cases for merit.

Result: The program started with two volunteer retired lawyers who brainstormed the structure of the VRC. They were given offices at LASC and complete support from the Director. They recruited ten other retired volunteer lawyers who were willing to work in the call center at LASC to screen and refer meritorious cases. The call center operates 9 a.m. to 4 p.m., Monday - Friday, with volunteers working 3 hour shifts.

Because the two lawyers whose vision it was to create the VRC were well known throughout the Columbus practicing Bar, they had access to the managing partners of most of the major law firms and used that access to recruit volunteer lawyers. A substantial database of volunteer lawyers was created. It was also soon evident that many young lawyers who had not secured employment viewed the VRC as an opportunity to get legal experience, to use their skills, to gain courtroom experience, and to add that experience to their resume. These recruits were also added to the database. In eight months of operation the database of volunteer private sector lawyers has grown to more than 110.

2011 Innovations in Civil Legal Services

During the period of February 1 – August 31 approximately 65 clients, who would have otherwise been turned away by LASC, have been represented by volunteer attorneys. The VRC has had a minimal cost impact on LASC's budget (e.g., office space, phone equipment and lines, computer equipment, office supplies, malpractice insurance).

Materials available: Brochure, Power Point Presentation, CLE Training Tape, Articles

Contact Information: Mike Renner mrenner@columbuslegalaid.org, 614-737-0147 and Bert Kram, bkram@columbuslegalaid.org, 614-737-0162

Legal Aid Society of Columbus

Volunteer Resource Center

Volunteer Lawyer Sign-Up

Name: _____

Firm/Company: _____

Address: _____

Telephone NO. (Daytime): _____

Email: _____

I am willing to represent clients in:

_____ Housing (evictions from private, non-subsidized, tenancies)

_____ Domestic (uncontested matters)

_____ Consumer (credit debt collection)

_____ Other _____

What is the VRC?

- VRC is a group of private attorneys who donate their time and legal skills to help some of those low-income individuals who would otherwise be unrepresented.
- It is a response to the economic crisis that has left a dramatic gap between the rising number of people who need legal assistance and the significantly reduced staff of legal aid lawyers.
- A program designed to bring together those in need and those who can give, in a way that is efficient, low cost and effective.
- VRC does not just provide counseling services, but handles actual court cases and provides lawyers with valuable courtroom experience.

Why Do We Need the VRC?

- Poverty rates in Central Ohio are soaring. Our declining economy has sparked an increased need for legal assistance among low-income individuals and families.
- The declining economy has also meant diminishing resources for non-profit legal organizations such as the Legal Aid Society of Columbus. These organizations now rely on volunteer lawyers like you to maintain their legal services to the poor.
- Everyone deserves equal access to the justice system, and you can help assure that by donating your time and expertise.



"The VRC is only just beginning to meet the community's needs. The potential for growth in terms of areas of law serviced and in terms of numbers of lawyers involved is significant."

— Bert Kram, Co-founder of VRC

Want to Get Involved?

The VRC's clients are not the only ones enjoying the benefits of the program. The VRC provides an opportunity for its volunteers to make a difference and enjoy the positive feeling that they are using their talents for the benefit of individuals in crisis who have no other place to turn.

To get involved, mail in the Volunteer Lawyer Sign-Up sheet to:

1108 City Park Avenue
Columbus, OH 43206

OR

Call: (614) 224-8374

OR

Email: volunteerresourcecenter@columbuslegalaid.org

OR

Go online to:

www.columbuslegalaid.org/index.php/vrc



The Legal Aid Society of Columbus is a 501 (c) (3) non-profit regional law firm dedicated to improving the lives of the poor in civil legal matters. Funding sources include: the Ohio Legal Assistance Foundation, Legal Services Corporation, United Way, Columbus Bar Foundation, The Columbus Foundation, as well as federal, state, and local governments.



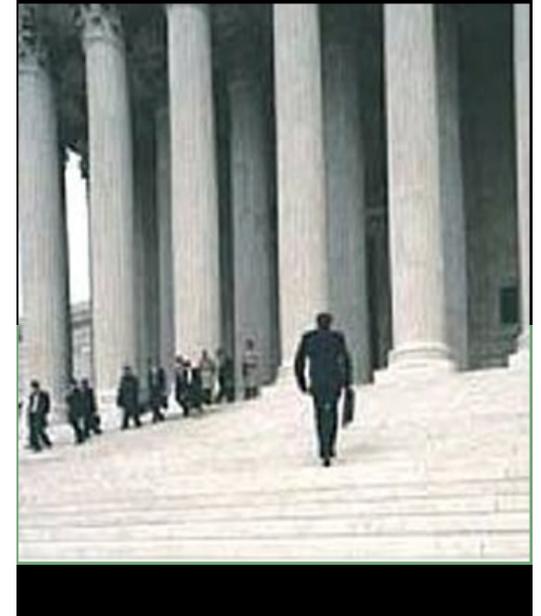
LASC

The Legal Aid Society of Columbus

VOLUNTEER RESOURCE CENTER

LASC *The Legal Aid Society of Columbus*

*Providing high quality legal
representation to low-income
individuals throughout Central Ohio*



LASC

The Legal Aid Society of Columbus

Volunteer Resource Center

*Combining Volunteer Legal Services with
Unmet Civil Legal Needs of the Poor*

- Central Ohio's poor face rising difficulty in economically stressed times.
- LASC has faced severe budget cuts and reduced the size of its legal staff.
- Significant numbers of lawyers in private firms are willing to contribute to the needs of the poor; there are many young lawyers not yet with private jobs; corporate law departments wish to make community contributions; retired lawyers are interested in serving those in need.

Legal Areas of Most Need

- Domestic
- Bankruptcy
- Landlord-Tenant (Evictions)
- Consumer Credit
- Foreclosure
- Public Benefits
- Wills and Probate
- Tax

Landlord - Tenant

LASC turns away 2000 clients/year because of lack of capacity to help and other reasons

Landlord tenant law for private housing (separate from government subsidized housing) is not difficult

Average time commitment for representation, 10-20hrs/case

Case normally over and closed within a few months, rare to have lingering issues

VRC Process

- Recruiting
- Training
- Equipping
- Screening
- Administering

Recruiting

Make oral presentation with PowerPoint and written materials

- Pro Bono Coordinators at law firms
- Contacts at corporate law departments
- CBA and law school connections to unplaced young lawyers
- Retired, licensed lawyers

Focus on attendance at April 21 training -- free CLE

What is requested?

- Willingness to help the poor
- Willingness to absorb a different, not difficult, area of law
- Come to 3.5 hour training (CLE)
 - ❖ First training, January 19
 - ❖ Second training, March 3
 - ❖ Next training, April 21
 - ❖ Subsequent trainings TBD
- Take a minimum of two eviction cases per year, completely pro bono
- Understand that some cases, not all, could take up to 20 hours of work

Training

- 3.5 Hrs, FREE, full CLE credit
- Includes cultural instruction
- Interactive discussion of hypothetical cases
 - ❖ Logistics of client interaction and interviews
 - ❖ How to spot defenses and what to do with them
 - ❖ Best practices for settlement
- Basic law and procedures

GOAL: All volunteer lawyers have the training, or second chair to a volunteer lawyer who received the training

Equipping

Volunteers will have access to:

- Hard copy and electronic forms (pleadings, entries, etc)
- Intake personal background and brief facts memo secured by VRC
- Where applicable, research memos and briefs prepared by LASC lawyers
- Consults with Legal Aid lawyers specializing in this area of law
- LASC malpractice insurance

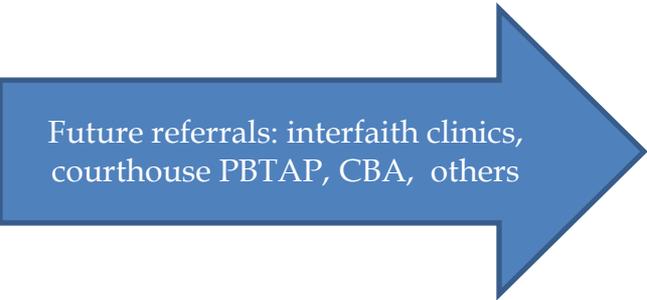
Libraries of participating firms will be encouraged to stock *Ohio Eviction and Landlord-Tenant Law (3rd ed)*, *Iskin*, a thorough guide to representing low-income tenants under Ohio law

Screening

- Continually monitor capacity of volunteer lawyer workforce as criteria for number of cases we can handle at given point of time
- Receive and evaluate info sent from LASC intake as potential clients to be referred to volunteer lawyers
- Further develop and evaluate fact pattern to identify potential clients with issues that can be advanced by legal representation

Administering

Intake/screening at LASC and its Housing Team



Volunteer Resource Center



VRC identifies volunteer lawyer



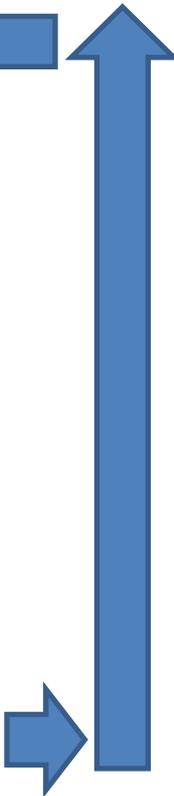
VRC packages information and transmits to volunteer lawyer



Volunteer lawyer contacts client - Provides appropriate representation



Volunteer lawyer reports back to VRC, periodically and on completion



LASC

The Legal Aid Society of Columbus

With your help

New lawyers can gain experience

Senior lawyers can pay-it-forward

&

The poor can obtain

access to justice!!

HOW MANY LAWYERS DOES IT TAKE ... ?

The most recent statistics from the U.S. Census Bureau put poverty rates in Ohio at 15.2% and Columbus at 14.8%, both figures reflecting a consistent increase each year for the past 10 years. In response to this crisis, several Columbus lawyers began to focus upon ways to expand Legal Aid services to the poor in the face of bad economic times by significantly expanding the use of volunteer lawyers.

By Samantha M. Makar

Mr. Stanley (not his real name) came to Legal Aid in March of this year recently unemployed, out of money and on the brink of losing his home. A 31-year-old man living with his wife and three children, Mr. Stanley had been making a living performing maintenance and landscaping for his landlord. He had recently discovered that his employer had been shorting him on overtime pay and had failed to send Franklin County the child support payments being withheld from his paychecks. Confused and fearful that he would find himself in legal trouble, Mr. Stanley contacted Franklin County Child and Family Services and explained his situation. FCCS warned his employer that it would investigate and take any necessary legal action. Quickly thereafter, Mr. Stanley was fired. He sought the help of an attorney, who sent a letter to the employer alleging wrongful termination as well as demanding back wages and payment to FCCS for back child support. The swift response Mr. Stanley received from his employer came in the form of an eviction notice. His attorney, being inexperienced in landlord/tenant disputes, referred Mr. Stanley to the Legal Aid Society of Columbus.

Despite his dire circumstances and the merits of his case, just a few months ago Mr. Stanley would have found that LASC was simply unable to help. Our declining economy has sparked an increased need for legal assistance among low-income individuals and families. Sadly, that decline has also meant diminishing resources for non-profit legal organizations such as LASC, which rely primarily on charitable contributions. Since the Recession began, LASC had to cut nearly 40 percent of its lawyers. As it stands today, roughly 2000 potential clients a year are turned away due to lack of resources. Among those most likely to be denied are cases like Mr. Stanley's that involve disputes between private landlords and tenants. His plight is just one instance of a rapidly growing problem in Columbus, and all of Ohio.

The most recent statistics from the U.S. Census Bureau put poverty rates in Ohio at 15.2% and Columbus at 14.8%, both figures reflecting a consistent increase each year for the past 10 years. In response to this crisis, several Columbus lawyers began to focus upon ways to expand Legal Aid services to the poor in the face of bad economic times by significantly expanding the use of volunteer lawyers.



Along came Bert Kram and Mike Renner, two retired private sector attorneys tapped by that group to take a closer look at the problem and propose ways to better meet the legal needs of Columbus's low-income community. Combining their 60 years of experience and expertise in the local community, Mike and Bert set to work compiling information on existing pro bono legal organizations and evaluating specific kinds of clients that LASC was currently unable to help. The two found that the inclination to volunteer time and services was growing among our local legal community. The goal, then, was to develop a program that brings together those in need and those who can give in a way that is efficient, low cost and effective enough to encourage and inspire involvement.

Supported by the Legal Aid Society, Bert and Mike's efforts came to fruition this year with the launching of the Volunteer Resource Center. VRC is a group of private attorneys who donate their time and legal skills to helping some of those low-income individuals who would otherwise be turned away. The program is based out of LSAC's offices and staffed by volunteer attorneys, including Bert and Mike. Currently, VRC is focused on providing legal help for those like Mr. Stanley, tenants of non-subsidized housing who are in conflict with their landlords over nonpayment of rent or other grounds for eviction. Attorneys who agree to donate their time take a short eviction class, and then are placed on VRC's referral list. VRC handles case evaluation and client intake, then refers appropriate cases to attorneys on its volunteer list.

One such attorney is Rick Brooks, a member lawyer and the Pro Bono Coordinator at the Bailey Cavalieri law firm in downtown Columbus. Mr. Brooks was contacted by LSAC about the Stanley case in March of 2011. He took on the case, ultimately helping Mr. Stanley keep his home and resolving the dispute with FCCS.

Mr. Brooks's involvement in pro bono work began back when he was a brand new lawyer starting out in Athens, Ohio. He opened a general practice and during the course of his work, had the opportunity to work with some local legal aid lawyers for the first time. "These people were smart. They were passionate. I remember thinking they could be making more money, but they just believed in

Continued on page 14

Pro Bono Works

Continued from page 13

what they were doing,” Mr. Brooks says of his early impressions. He soon after became a board member of the Ohio State Legal Services Association, a position he still holds. Referring to his ongoing involvement with public interest law and the lawyers that dedicate their careers to it, he notes: “I’m just continually impressed.”

For people like Mr. Stanley, the most significant hindrance in obtaining legal relief is simply a lack of resources. Programs like the VRC and the generosity of attorneys like Rick Brooks have become necessary in order to expand civil legal services and begin to meet the needs of the indigent community. However, VRC’s clients are not the only ones enjoying the benefits of this program. “We want to provide the opportunity for our volunteers to make a difference. By making a difference, they will enjoy the positive feeling that they are using their talents for the benefit of others,” explains Bert Kram. Even experienced attorneys like Mr. Brooks feel their work with VRC has been an asset to their career. “I’ve learned quite a bit,” he states. “I get a lot out of the opportunity to work in a different legal atmosphere.”

The mounting number of success stories like that of Rick Brooks and Mr. Stanley has been an encouraging beginning for the VRC. Nonetheless, Bert Kram explains, “the VRC is only just beginning to meet the community’s needs. The potential for growth in terms of areas of law serviced and in terms of numbers of lawyers involved is significant.” At the suggestion of the Columbus Bar, the VRC’s organizers will soon be expanding the program to include defense of

cases filed against consumers for unpaid commercial debt. The need for volunteer attorneys will continue to expand, as well. Mr. Kram urges everyone in the Columbus legal community to join in this collaboration and make our best effort at alleviating a very serious threat to our city: “For everyone involved there are moments that are challenges. There are some people that the VRC just cannot help. However, there are many more instances when the VRC can and does offer aid to people that need it. And that is very, very satisfying.” Columbus lawyers and legal assistants who would like information about the Volunteer Resource Center are invited to e-mail us at vrcc@columbuslegalaid.org or call (614) 737-0137.



*Samantha M. Makar,
Capital University Law School
third-year student, and summer extern at
Legal Aid Society of Columbus*



PreK and Kindergarten Open House

Wednesday, October 19

9:30-11:00 a.m.

RSVP to (614) 509-2220



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Please plan to attend our free PreK and Kindergarten Open House on Wednesday, October 19. To register, call our Admissions Office at (614) 509-2220.

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Medical-Legal Partnership in Mental Health

Organization: Indiana Legal Services

Category: Medical Legal Partnership

Problem/Challenge/Need: Mentally ill patients with legal problems

Innovation Description: Indiana Legal Services (“ILS”) is a leader in the emerging Indianapolis Medical Legal Partnership community. In January 2011, ILS launched a partnership with Midtown Community Mental Health Center (“Midtown”) to provide legal services to mentally ill patients and legal education to clinical staff. Mentally ill persons suffer a disproportionate amount of legal difficulties, and are often unable or unwilling to seek solutions. This project works closely with social workers and psychiatrists to identify and combat legal issues. The project attorney has successfully represented clients in landlord-tenant, government benefits, and child support cases. The Midtown project has been primarily grant-funded, and recently received a grant to fully fund the project through the end of 2013.

Materials available: Letter from MLP Partner Wishard Hospital, Wishard MLP Brochure and Summary of Notable Cases

Contact Information: Jay Chaudhary, Project Director, (317) 631-9410 ex. 2286, jay.chaudhary@ilsi.net



THE NEW
WISHARD™

ESKENAZI
HEALTH™

October 25, 2011

Midtown Community Mental Health (“Midtown”), the mental health division of Wishard Health Services (“Wishard”), provides inpatient and outpatient mental health services in Indianapolis, Indiana. Wishard operates as the safety net hospital of central Indiana and is dedicated to serving underserved populations.

Midtown and Indiana Legal Services (“ILS”) have partnered since 2009 to provide on-site legal services to Midtown patients. ILS attorney, Jay Chaudhary, launched the partnership after discovering that mental health patients have an especially difficult time proving that their mental health diagnosis meets the threshold for having a disability for purposes of qualifying for Medicaid Disability benefits. To address this unmet need, he started the Disability Law Project as a branch of Wishard’s Medical-Legal Partnership (MLP) program. Jay quickly built a strong rapport with physicians, therapists and case workers. With the support of Indiana Legal Services and Wishard, Jay created the capacity to offer a full range of poverty law services to Midtown patients.

The attached letter from Wishard’s CEO and Medical Director, Dr. Lisa Harris, and Midtown’s CEO, Margie Payne, was submitted as part of a grant proposal that could help support and sustain Jay’s MLP work with Midtown patients. The letter is an indication of how valuable this service is to an especially vulnerable patient population and it speaks to the natural alignment of legal and medical services for underserved populations.

Sincerely,

Anna Obergfell, JD

Wishard Medical-Legal Partnership Program Director



WISHARD HEALTH SERVICES | 1001 West 10th Street | Indianapolis, Indiana 46202 | 317-639-6671

July 11, 2011

Nina Mason Pulliam Charitable Trust
135 N Pennsylvania Street, Suite 1200
Indianapolis, IN 46204

To Whom It May Concern:

I am writing this letter in enthusiastic support of Indiana Legal Services' ("ILS") application for a grant from the Nina Mason Pulliam Charitable Trust to fund a Medical-Legal Partnership ("MLP") with Midtown Community Mental Health Center ("Midtown"), the mental health division of Wishard Health Services ("Wishard"). Wishard is proud to be a local leader in healthcare, and more specifically in the burgeoning Indianapolis MLP movement. Wishard values its partnership with ILS and recognizes ILS' legal aid services as an integral part of the Wishard MLP.

Midtown's philosophy of care stresses strength-based, family- and community-centered treatment. Care decisions emphasize family and patient participation, and services involve aggressive and holistic community-based treatment. Midtown clinicians place a premium on proactively addressing impediments to improved health outcomes, while also working toward patient self-sufficiency.

ILS' affiliation with the Wishard MLP to provide legal aid to mental health patients naturally aligns with Midtown's comprehensive services model. The MLP has two primary components: (1) direct legal services to patients, and (2) staff education on how legal services can be part of a patient's treatment plan. Midtown physicians and staff continue to enthusiastically embrace ILS' affiliation with the Wishard MLP. They recognize that addressing legal problems can be a necessary step in a patient's progress towards stability, better health, and ultimately, greater independence.

I have been extremely pleased with the results of ILS' MLP services at Midtown and am hopeful that the services will continue to expand. Funding from the Nina Mason Pulliam Charitable Trust would help meet the basic needs of a vulnerable patient population by building capacity for advocacy, access to justice, and improved health through legal intervention.

Thank you for your time and consideration. If you need additional information, please contact me at [REDACTED]

Sincerely,

Dr. Lisa Harris
Medical Director and CEO of Wishard Health Services

Margie Payne
CEO of Midtown Mental Health



The Wishard Medical-Legal Partnership provides help to Wishard patients when health problems need a legal remedy.

When you or one of your children gets sick or has a health problem, what do you do? You probably go to the doctor. Often, your doctor can prescribe medicine that will help you get better, but sometimes there are health problems that require legal help. The Medical-Legal Partnership (MLP) allows doctors and lawyers to work together to provide Wishard patients with services to help you and your family be happy and healthy. Ask your doctor or nurse about the MLP if you think you have a legal problem that is affecting your health.

■ Do you have problems with your housing?

- Do you have lead, mold, insect infestations or rodents?
- How about plumbing, heating or air conditioning problems?
- Do you have a working smoke detector?
- Have you been threatened with eviction or foreclosure?
- Do you need a special accommodation at your apartment because of a disability, but your landlord isn't willing to help you?

■ Are you in financial trouble?

- Can you pay for your utilities? A utility assistance program can help you.
- Have you applied for Medicaid or Disability benefits and been denied?
- Have you applied for TANF or food stamps?

■ Are you or your children in unsafe relationships?

- Have you been hit, slapped, kicked, sexually abused or stalked?
- Have you ever tried to get a protective order?
- Have you been too afraid to report a crime or domestic abuse because of your immigration status?
- If you've been a victim of violence or domestic violence, there may be visa options for you regarding your immigration status.

■ Are you trying to get child support but don't know where to start?

■ Do you want to know about guardianship?

- Do you have a child who's over 18 who can't care for him/herself and you want to continue to be the caregiver and decision maker?
- Do you have a grandchild, niece or nephew who has lost his/her parents or has been taken away from his/her parents by Child Protective Services and you want to be the child's guardian?
- Are you terminally ill and want to make guardianship plans for your children so you can plan for their future?

■ Are you frustrated with your child's development or education?

- Do you have a child who is under 36 months (three years old) who is showing signs of developmental delay? A program called First Steps can help you.
- Do you have a child with a learning or behavioral disability who needs special attention at school but isn't getting it? There are individualized education plans to help.



Ask your doctor or nurse about services at these locations:

Midtown Community Mental Health Center, 1700 N. Illinois St., Indianapolis, IN 46202

North Arlington Health Center, 2505 N. Arlington Ave., Indianapolis, IN 46218

Pecar Health Center, 6940 N. Michigan Rd., Indianapolis, IN 46268

Primary Care Center, 1002 Wishard Blvd., Indianapolis, IN 46202

Westside Health Center, 2732 W. Michigan St. Indianapolis, IN 46222



Indiana Legal Services



NOTABLE CASES

- **A.L:** Client suffered from severe bipolar disorder, but had trouble getting Medicaid Disability benefits because she could present well. THE ILS attorney got her treating psychiatrist to testify at the hearing, and client was awarded benefits.
- **D.A:** Client had a substantial child arrearage. Child support was taking \$440 out of his weekly \$732 check, and was homeless as a result. We filed for a modification and got the withholding reduced by almost 45%. The client has since obtained housing. We are working on getting it reduced further by having the child's mother apply for derivative benefits for the child.
- **L.G:** Client was referred to the MLP on a Tuesday and had an eviction damages hearing two days later. We got the hearing continued and then convinced the property manager to drop the case against the client so there will be no judgment on her record.
- **J.F:** Client had been denied Medicaid 3 times previously. Staff Attorney Janet Coney represented her and she won benefits. She is now having a Food Stamp issue and Janet is representing her in that case as well.
- **R.B.:** Client was the victim of identity theft when his checkbook was stolen last December. He received a threatening notice from a collection agency due to someone writing bad checks in his name. We called the collection company and explained the situation. They agreed to cease their collection attempts.
- **G.B.:** Client's former landlord withheld his security deposit to pay for fixing a gas leak. ILS obtained a \$15,000 judgment against the landlord for his illegal behavior.

Community Engagement Unit

Organization: LAF (Legal Assistance Foundation of Metropolitan Chicago)

Category: Collaboration/Access to Special Populations

Problem/Challenge/Need: LAF's service area includes 1.5 million poor people residing in Chicago and suburban Cook County. We recognize the difficulty in maintaining physical presence in multiple locations and the impossibility of providing individual representation to everyone who qualifies for our services. In early 2010, we reopened our Strategic Plan to reconsider our service delivery model. As a result, we decided to reorganize into specialty practice groups and to relocate our 6 offices into one central office. The challenge of maximizing our reach, impact, and accessibility became that much more apparent when viewed from the perspective of working from a central downtown Chicago office, physically removed from the communities we serve.

Innovation Description: Our solution, also developed through our strategic planning process, is the creation of our Community Engagement Unit (CEU). Once we decided to create the unit, we formed a committee to research what other programs were doing and to make recommendations on how to structure the unit. While the concept of community engagement is not in itself innovative, we believe the scale and scope we are undertaking is more ambitious and comprehensive than what we've seen at other programs, which primarily focus outreach on a target population (e.g., Asian community), and/or a particular area of law (e.g., domestic violence). The choice of the word "engagement" rather than "outreach" was made intentionally to promote initiatives that move beyond more traditional outreach activities.

After several months of research and planning, the Community Engagement Unit was established. CEU is charged with maintaining and strengthening relationships that we have with community-based organizations throughout our service area, building new relationships with organizations with whom we can collaborate to serve our diverse client communities in a variety of ways, and helping us identify and address emerging issues they face. We are attempting to build institutional support for relationships with community contacts that endures beyond the tenure of any particular staff.

Our CEU team includes a director, 1 staff attorney, 2 full-time coordinators, 4 VISTA coordinators and undergraduate interns, all dedicated to community engagement activities. A sample job description for CEU Coordinator is included with our materials. With a staff of 8+, we are better able to extend our reach throughout our service area. At the same time, CEU fosters internal communication and encourages other LAF staff to participate in CEU-related activities, including presentations, trainings, clinics, and task forces. With the availability of mobile technology, and membership in Zipcar (a car-sharing service), CEU staff is truly mobile.

We know we cannot do everything for everyone all the time. We also do not want to presume that we know what clients and organizations who serve low-income and disadvantaged people want or need from LAF. To that end, one of the first priorities of CEU is to "listen and learn." CEU staff has fanned out across the County to attend events and meetings sponsored by a variety of community organizations, faith-based groups, alderman, congressmen, senior centers, etc., to find out what issues and concerns are foremost on their minds, and what services are in greatest demand. From there, we are able to create or

2011 Innovations in Civil Legal Services

adapt materials and presentations based on the needs identified by clients and groups themselves. We are evaluating potential partners for collaborations at various levels, including everything from establishing direct referrals channels to our intake unit, to hosting community legal clinics, to coordinating advocacy initiatives. In early 2012, we will engage in a strategic planning process within CEU, informed by all we learned through events and meetings to date. At that time we will have to decide what our goals are for the next 1-2 years, and choose strategies and implementation initiatives to achieve them.

We are also building an internal resource bank which includes “toolkits” for basic presentations about LAF as well as sets of materials for a variety of substantive presentations geared toward different audiences. For example, a training for service providers to issue-spot and refer clients to LAF would be different than a “know your rights” presentation to an audience of potential clients. Believe it or not, until CEU was formed, we had no internal systems in place for sharing client education materials, and staff were creating presentations from scratch that already existed elsewhere at LAF. One of the goals of maintaining a presentations bank is to encourage more staff to participate in community legal education, because all the materials are ready to use.

Another way that we are encouraging all staff to become involved in community engagement is by hosting monthly “Community Days.” For each Community Day, CEU brings one or more community group to LAF to talk about what they do and how we may be able to work together to better serve mutual clients. In October, Domestic Violence Awareness Month, Community Days featured speakers from 3 organizations which provide non-legal resources to domestic violence survivors and their families.

We are also redesigning the “outreach” section of our case management system, Legal Server. Until now, our tracking has been inconsistent, at best. We are aiming for January, 2012, to complete the redesign so we can keep more accurate and thorough records of all the types of community engagement activities we are involved in and who is responsible for them.

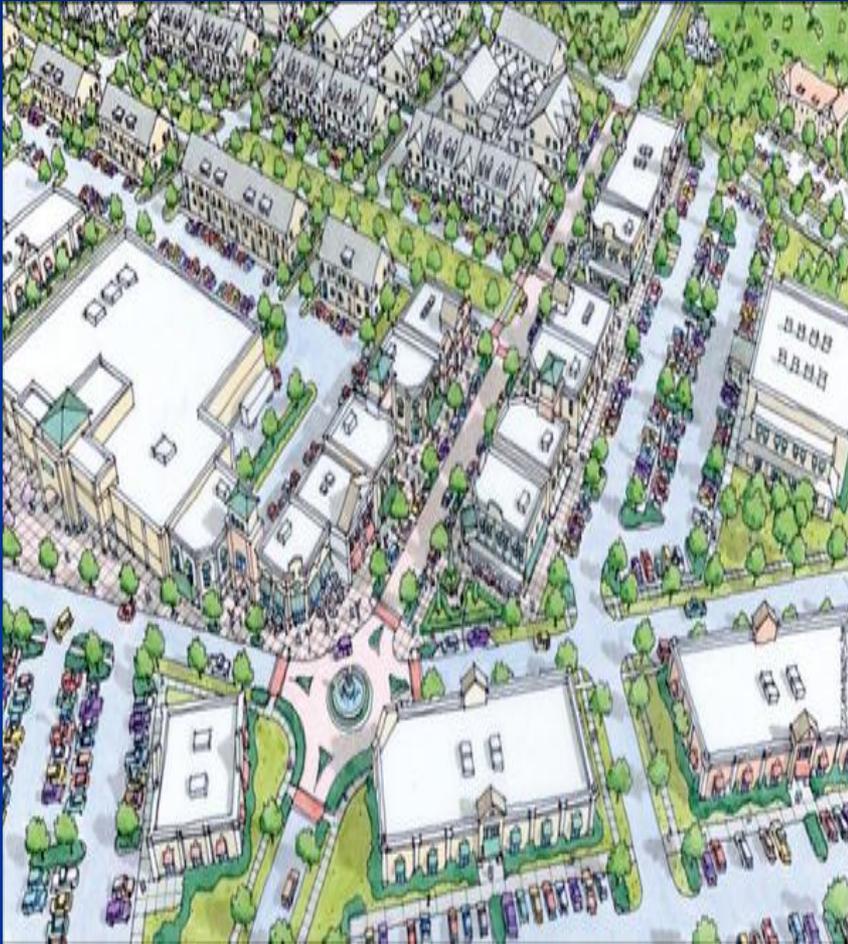
Result: CEU is still in its infancy, so we cannot yet report on the success of our strategy. However, we are pleased with our early progress. Between August and October, 2011, LAF participated in more than 100 events throughout our service area. We have surveyed our staff and found that there is widespread interest in participating in community engagement. We are optimistic that with support from CEU, attorneys and advocates in our five Practice Groups will be actively involved in a variety of engagement activities in the coming year, and that our vision of community engagement will continue to materialize.

Materials available: We have attached the following materials: (1) Presentation about the creation of CEU; (2) Sample job description for Community Engagement Coordinator; (3) LAF brochure; (4) LAF basic services presentation. Other materials are available upon request.

Additional information: We welcome questions as well as the opportunity to learn how other organizations are engaging with their communities.

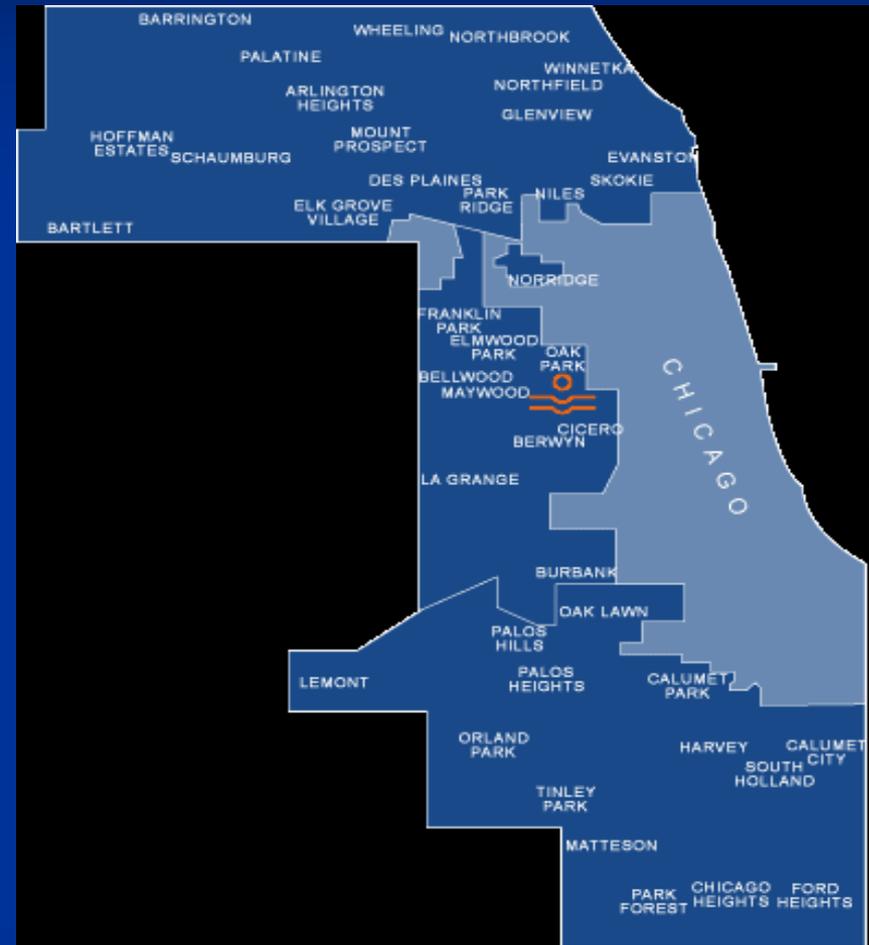
Contact Information: Adela Carlin, Director of Community Engagement (acarlin@lafchicago.org); Cynthia Sadkin, Director of Client and Community Services (csadkin@lafchicago.org).

COMMUNITY ENGAGEMENT



Cook County Service Area

- Cook County has more than 5 million residents
- 1 of 4 residents live in poverty
- 130 incorporated municipalities



LAF Mission

Achieve Justice

- High quality legal services
- Litigation and Advocacy

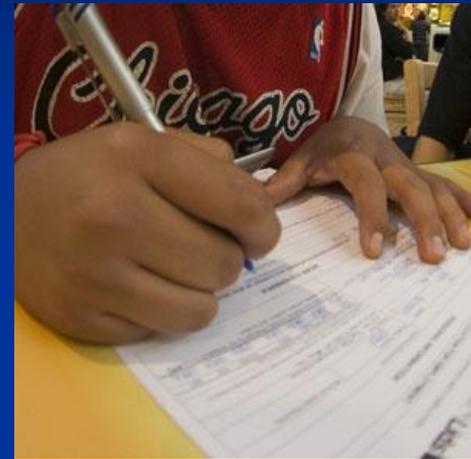
- *Empower individuals*
- *Strengthen communities*

Mission of CEU

- Empower Individuals
- Strengthen communities



How will they carry out the mission?



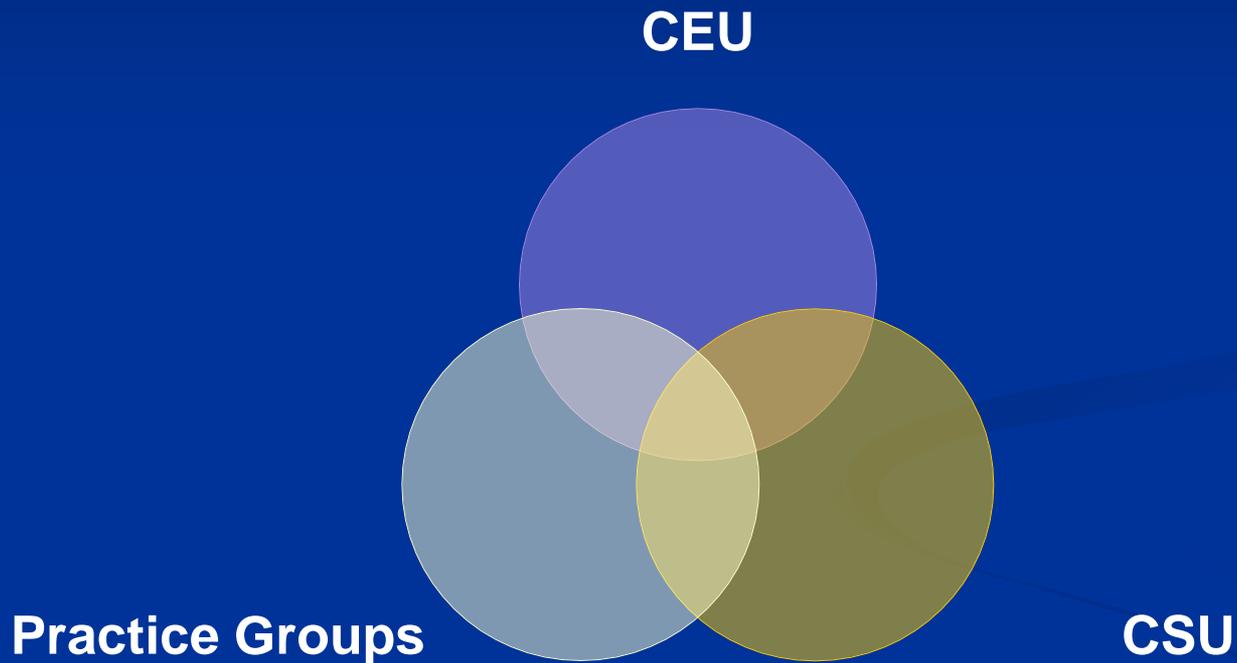
CEU responsible for the following:

- **Listening** to community
- **Identifying** key entry points
- **Establishing & maintaining** relationships
- **Collaborating** with organizations
- **Researching & analyzing** information

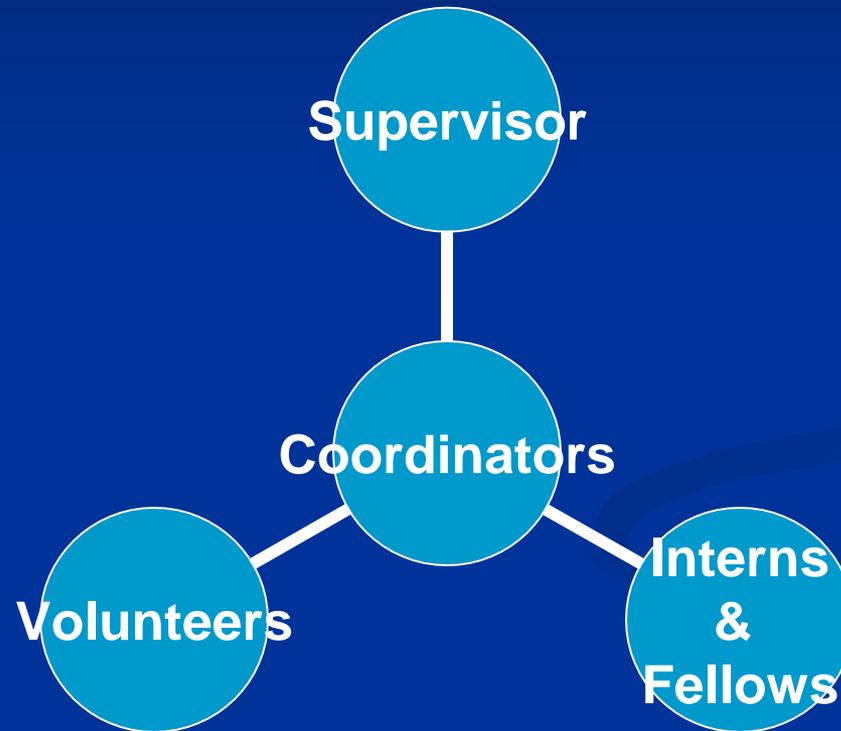
CEU responsible for following

- **Communicating** with LAF staff
- **Mobilizing** LAF staff and resources
- **Forming** multidisciplinary teams
- **Holding** LAF accountable

Collaboration with CSU and Practice Groups



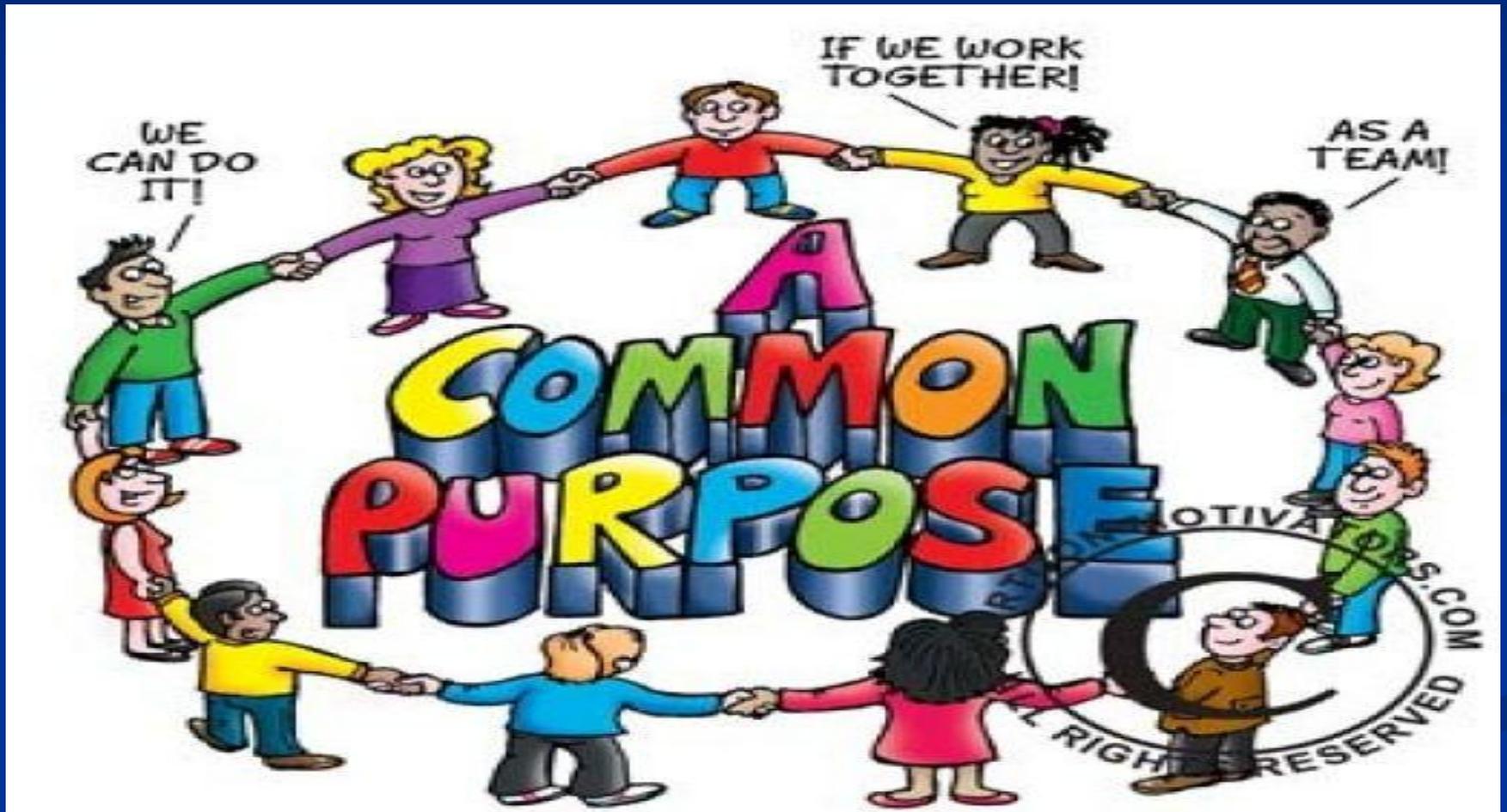
BASIC STRUCTURE



Staff of CEU

- Supervisor
- Outreach Coordinators
- Volunteer Coordinator
- VISTAS
- Fellows
- Interns
- Volunteers

GO TEAM!

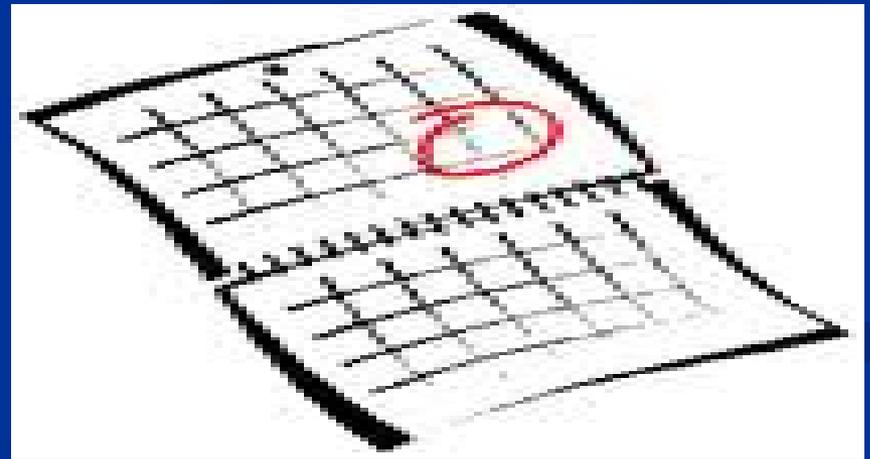


Supervisor Requirements

- 5 years experience working with low income and diverse communities
- Experience supervising staff
- Knowledge of LAF staff and Cook County
- Access to a car
- Work evenings and weekends

Supervisor Basic Duties

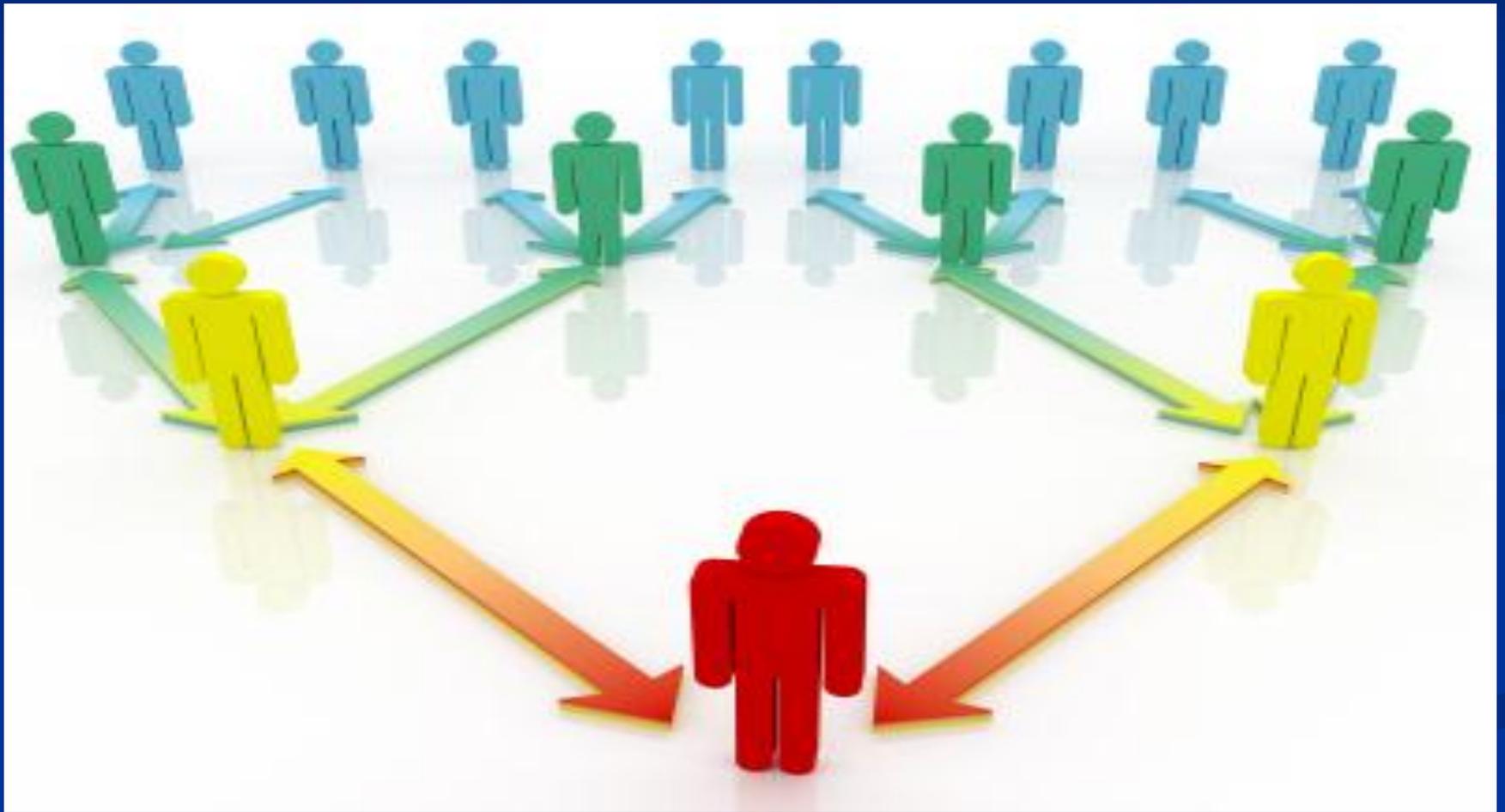
- Travel to intake sites every 6 months
- Develop system to fulfill requests for legal presentations
- Maintain community outreach calendar
- Build & maintain toolkits for all LAF staff



Supervisor Basic Duties

- Foster and maintain relationships with
 - Community based organizations**
 - Social service agencies**
 - Court Staff**
- Meet regularly with CSU and Practice Groups

Supervisor



Outreach Coordinator Requirements

- 1 year experience working with low income communities
- Access to a car
- Must work evenings and weekends
- Additional Languages a plus

Coordinators

Basic Duties

- Out and about in community
- Ongoing research
- Develop outreach plan for communities
- Share information with LAF staff
- Team up with LAF staff to develop materials and fulfill requests for presentations

Team of Dedicated Professionals



Issues that Need Additional Research and Discussion

- Assigning service areas or target populations
- Assessing legal needs of low income communities
- Best Practices
- Collaboration with CSU and Practice Groups
- Training for CEU staff

Coming Soon

- Second Round of Outreach Blitz
- February 1 -28
- \$100 Prize
- Give us more info on organizations and events!



Sample Job Description

Position: Community Engagement Coordinator

The Community Engagement Coordinator shall report to the CEU supervisor and shall be responsible for the following tasks:

- **Conduct ongoing research on designated service area or target group.**
 - *Research and assess community strengths and needs.*
 - *Identify gaps in service.*
 - *Draw from internal and external sources of information.*
 - *Document findings.*
 - *Create an outreach plan for each service area or target group.*
 - *Re-assess once a year and modify plan as needed.*

- **Build and maintain relationships with community groups/organizations.**
 - *Develop working relationships with a wide range of community groups/institutions.*
 - *Develop a rapport with social service agencies and serve as the liaison for LAF to identify collaboration and outreach delivery.*
 - *Document relationships in Legal Server using the Contacts and Organizations tabs.*

- **Coordinate community requests for LAF staff participation in community events.**
 - *Fulfill requests for presentations and other forms of outreach.*
 - *Partner with LAF staff in giving presentations.*
 - *Use communication system developed by supervisor which includes maintaining a community calendar.*

- **Identify potential partners.**
 - *Identify organizations that have a mission similar to LAF's mission.*
 - *Develop a rapport with social service agencies and serve as the liaison for LAF to identify collaboration and outreach delivery.*
 - *Network to increase knowledge of LAF services in the community*
 - *Seek opportunities for LAF staff to attend community events relevant to LAF's mission and community awareness activities*
 - *Develop and nurture strong, sustainable relationships with community based organizations, social service agencies and the judiciary.*
 - *Seek potential partners to further LAF's mission.*

- **Enter into liaison/partnership agreements and conduct ongoing assessments.**
 - *Develop and facilitate agreements that maintain the interests of LAF, partners, and the community.*
 - *Assess and evaluate the effectiveness of partnership agreements on an ongoing basis.*
 - *Make recommendations to CSU and practice groups based on the feedback of the community and parties involved.*

- **Maintain outreach and communication statistics.**
 - *Use Legal Server to track outreach activities and relationships.*
 - *Report statistics to CSU or Practice Groups as directed by supervisor*

- **Maintain systems of communication to inform and engage LAF staff.**
 - *Use communication system developed by supervisor which includes maintaining a community calendar*

Core Qualifications

Education:	Minimum 4 year degree
Experience:	Minimum 1 year experience working in low income communities
Transportation:	Illinois Drivers License; Must own or have daily access to a car
Availability:	Required to work on evenings and weekends
Language:	Other languages are a plus.
Computer:	Must be comfortable using Internet Explorer, Word, Outlook, Excel and PowerPoint.

Desirable Knowledge, Skills and Abilities

- Self-Starter.
- Strong organizational and planning skills.
- Strong interpersonal skills.
- Strong communication skills, both written and verbal.
- Ability to work individually and as a member of a collaborative team.
- Ability to work effectively with diverse communities.
- Experience with volunteer management and supervision.
- Experience in community development, liaison, and engagement work.
- Willingness to adapt to flexible outreach hours.
- Ability to make presentations to community groups; strong public speaking skills.

Decision Guides

Organization: Legal Assistance Foundation of Metropolitan Chicago (LAF)

Category: Intake

Problem/Challenge/Need: We are a large, metropolitan program which includes 1.5 million poor people in Chicago and suburban Cook County. Approximately half our funding comes from non-LSC sources, and for many of those sources, we have different financial eligibility criteria. For example, our Title III funding covers seniors in suburban Cook County regardless of income or assets. The alternate funding sources also affect our priorities, because we may provide different or more expanded services to clients eligible through those funds than we do for clients served through our LSC funds. Our program priorities are set forth in a forty-four page document that is complicated and impractical to use during our telephone intake process, when decisions must be made quickly as to whether a caller's legal problem fits within priorities and whether the caller should be given advice or considered for extended representation.

Innovation Description: When we moved to a centralized telephone intake system from our previously decentralized system in late 2009, we created Decision Guides, which are clear visual aids that simplify the priorities and eligibility issues for our intake staff. Our intake staff is composed of 12 non-attorney "intake specialists" who are supervised and supported by three full-time attorneys. The Decision Guides help the intake staff to determine if a particular caller fits priorities, and what path the call should take (advice, appointment, referral). They are not intended to make ultimate case acceptance decisions, only to determine whether a caller meets certain threshold requirements to be scheduled for a full intake appointment with an attorney or paralegal to consider more extended representation. Our intake unit serves not only as an advice and referral center, but also schedules appointments directly with attorneys in our five Practice Groups. Before we reorganized into Practice Groups earlier this year, clients were either scheduled for appointments with generalists in one of our service offices, or referred to one of our special projects. With Decision Guides already in place, our intake staff was able to easily adapt to the new Practice Group structure, because there was no change in priorities.

We use the Decision Guides in conjunction with other intake tools, including a technical procedures manual that walks the intake staff through all steps of registration in our case management system, such as conflict checking and financial eligibility determinations, a chart that identifies all exceptions to LSC eligibility based on our various funding sources, screening guides for more in-depth evaluations when needed, and a shared directory of legal information and referrals organized by subject matter that can be sent to clients who are not being considered for more extended service.

The Decision Guides are designed in Power Point and can be utilized in electronic or print format.

Result: The Decision Guides were very well received by the intake staff and are in constant use. We have gotten overwhelmingly positive feedback from our Practice Group attorneys, which tell us that by utilizing the Decision Guides, we are accurately identifying which cases are appropriate to schedule for full intake interviews.

Materials available: A shortened version of the Decision Guides is attached.

2011 Innovations in Civil Legal Services

Additional information: We welcome questions as well as the opportunity to learn what tools other organizations are using to assist in screening and triaging intake.

Contact Information: Cynthia Sadkin, Director of Client and Community Services
(csadkin@lafchicago.org).

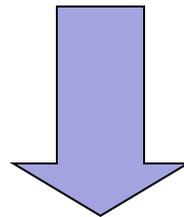
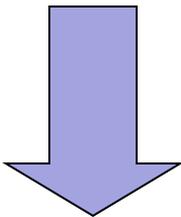
VETERANS, ACTIVE DUTY MILITARY AND NATIONAL GUARD SERVICE MEMBERS AND THEIR IMMEDIATE FAMILY MEMBERS

Always change Assigned Program to Veterans

Never reject for over income/assets. If not LSC eligible, change Funding Code to 75

Veterans' Benefits cases, including widows and dependents

All other legal problems



Register & assign to Ron Castan

Evaluate based on Practice Group priorities

and send email to Ron, C. Caporruso, C. Petrof and K. Shelton.

DOMESTIC VIOLENCE QUICK ASSESSMENT

Safety Questions

- Safe call back number and mailing address
- Does abuser live with you
- Do you need shelter information
- Domestic Violence Help Line: 877-863-6338

Key Questions

- Relationship with the abuser
- If children in common - any custody/visitation orders
- Most recent incident of physical or verbal abuse or threat
- How long ago did abuse begin, how frequent
- Threat to conceal children or remove them from client
- Fear of the abuser
- Have you called police, filed reports, pressed charges
- Have you filed for an Order of Protection - If YES – civil or criminal? Get case number, important dates and court information.

Client or children
at risk of physical
or mental abuse,
or kidnapping

Yes

No

Advise on
EOP and set
appointment,
provide
safety info

Advise on
OP, but
assess for
Divorce or
Custody

DIVORCE AND CUSTODY

Is case already in court? Get the details.

Does client allege s/he is a victim of abuse or that the other party has or will abuse, neglect, endanger or conceal client's child/children? Who has the child(ren)?

Yes

Appointment with Children & Families PG & evaluate for Domestic Violence

No

Property involved?

Evaluate for Pro Se Clinic

Yes

No

Key Questions – Property and Financial

1. Client is (a) 50+ years old *and* married for 10+ years or (b) disabled *and*
2. (a) Marital assets > \$25,000 (equity in home, pension) or (b) Gross income of spouse is > \$40,000 *and* client needs property or support for medical reasons or is at risk of homelessness

Case notes should include property address and estimated equity (market value minus mortgages), and whether client lives in the marital property.

Yes to 1 and 2

No

Advise & refer

SEE NEXT SLIDE FOR IN-PERSON OR TELEPHONE APPOINTMENT OPTIONS

DIVORCE AND CUSTODY TELEPHONE OR IN-PERSON APPOINTMENT?

Reason for appointment	LAF preference (in-person vs. telephone)	Exceptions
Domestic Violence	In person	<ul style="list-style-type: none"> • Transportation • Disability • Safety
Custody	In person	<ul style="list-style-type: none"> • Transportation • Disability • Safety
Financial (property, pension, etc.)	No preference (client chooses)	
Suburban clients	In person, but telephone OK! (client chooses)	<ul style="list-style-type: none"> • Transportation • Disability • Safety

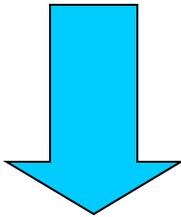
If client is given a telephone appointment, client must fax the assigned attorney the relevant court or financial documents prior to the interview, unless disability or safety prevents them from doing so.

PRO SE DIVORCE CLINIC ELIGIBILITY

Key Questions

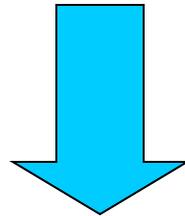
1. Do the parties own real estate?
2. Does either party have a pension?
3. Is there recent domestic violence?
4. Are there disputes between the parties about children (custody, visitation, child support), property or debts?

YES TO ANY



**Not eligible
for Pro Se
Clinic! Advise
and Refer to
outside
sources**

NO TO ALL



**Refer to
Pro Se
Clinic! You
can also
advise and
refer to
outside
sources**

**Pro Se Clinic
312-431-2101**

CHILDRENS LAW PROJECT or GENERAL CHILDREN & FAMILIES PRACTICE GROUP?

If there is a court case already...

Daley Center or Suburban Court – Evaluate for general C&F Practice Group using custody criteria

Juvenile Court (Ogden) or adoption case at Daley Center - Evaluate for Children's Law Project referral

No court case

- DCFS investigation or finding of abuse or neglect *and* client is calling for help *with the DCFS matter* (not for a custody dispute)
- DCFS wants to remove child from foster parent or relative**
- Foster parent or adoptive parent seeking help with DCFS services or subsidy payment
- Client is a relative caretaker of a child and DCFS involved
- Client is child care provider with indicated report from DCFS
- Client or household member is a suburban senior (age 55+) seeking help with guardianship or custody
- Grandparent seeking help with visitation

Yes to any of the above

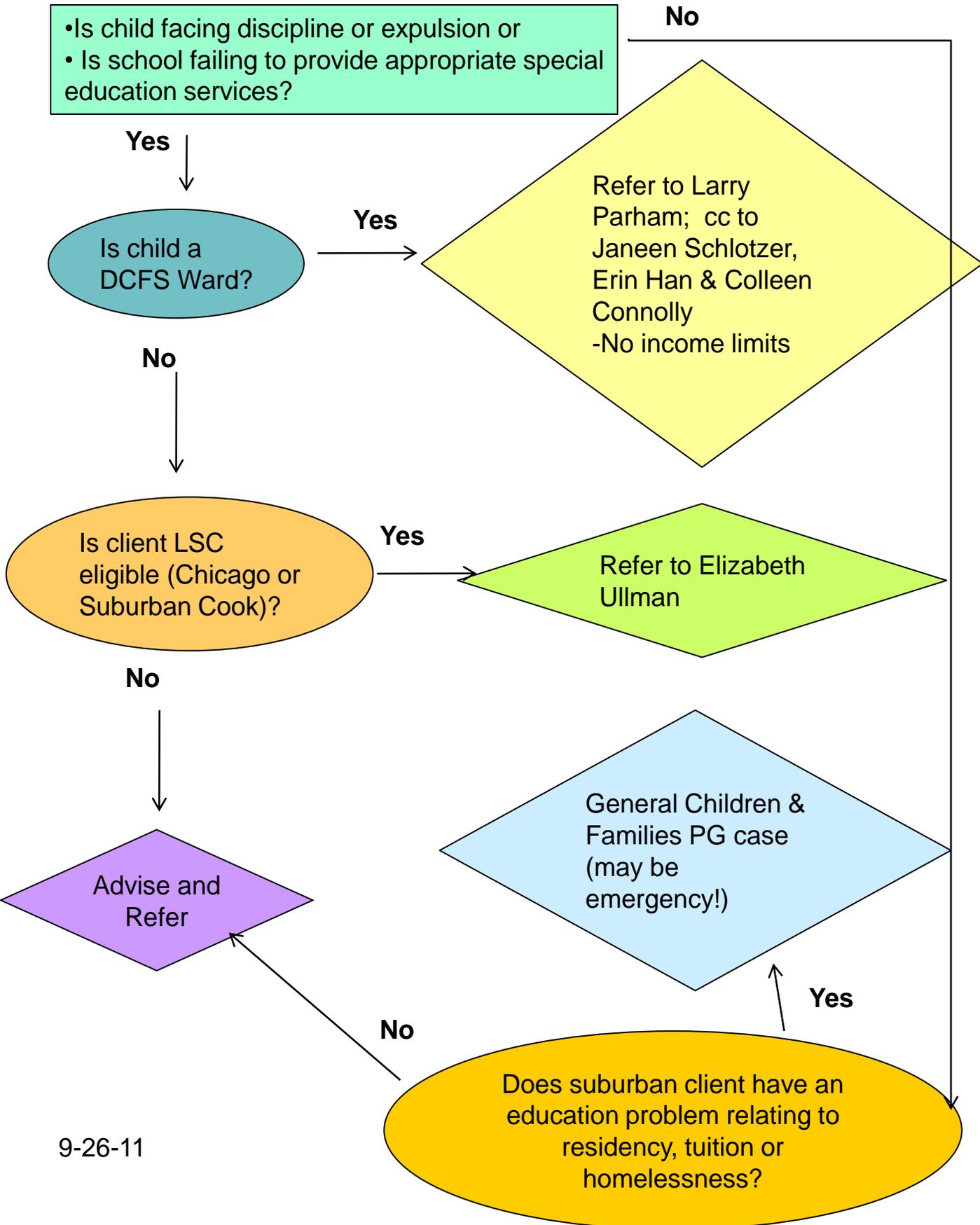
No to all of the above

Refer to CLP – Use new assignments chart!

Is the client really calling about: Custody? Public benefits? School enrollment?

Review under appropriate priorities

EDUCATION (SPECIAL ED, DISCIPLINE, EXPULSION)

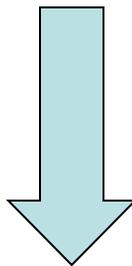


SUBSIDIZED HOUSING

Subsidized housing of any kind:
Public, Project-Based, Section 8
Voucher, HUD, CHA, HACCC,
IHDA, Low Income Trust Fund

+

Termination Notice of any kind:
5 day, 10 day, 30 day,
Intent to Terminate,
Utility Shut-Off



Immediate Advice and
Appointment.
**This could be an
Emergency!**

PRIVATE HOUSING IN CHICAGO

1. Client withheld rent due to bad conditions *and has lived in the unit > 1 year or has a current lease or*
2. Landlord is retaliating against client for complaining to authorities *or*
3. Landlord is “bad actor” – lockout, utility cutoff or other outrageous conduct *or*
4. Landlord discriminating against or harassing client *or*
5. Client does not owe rent or Landlord refused to accept it *or*
6. Other urgent health/safety issue for client

Yes to any of above

No to all of the above

- Is client's position reasonable? (i.e. amount withheld, plans to stay or move)
- Will client escrow rent ?

No

Advise and Refer

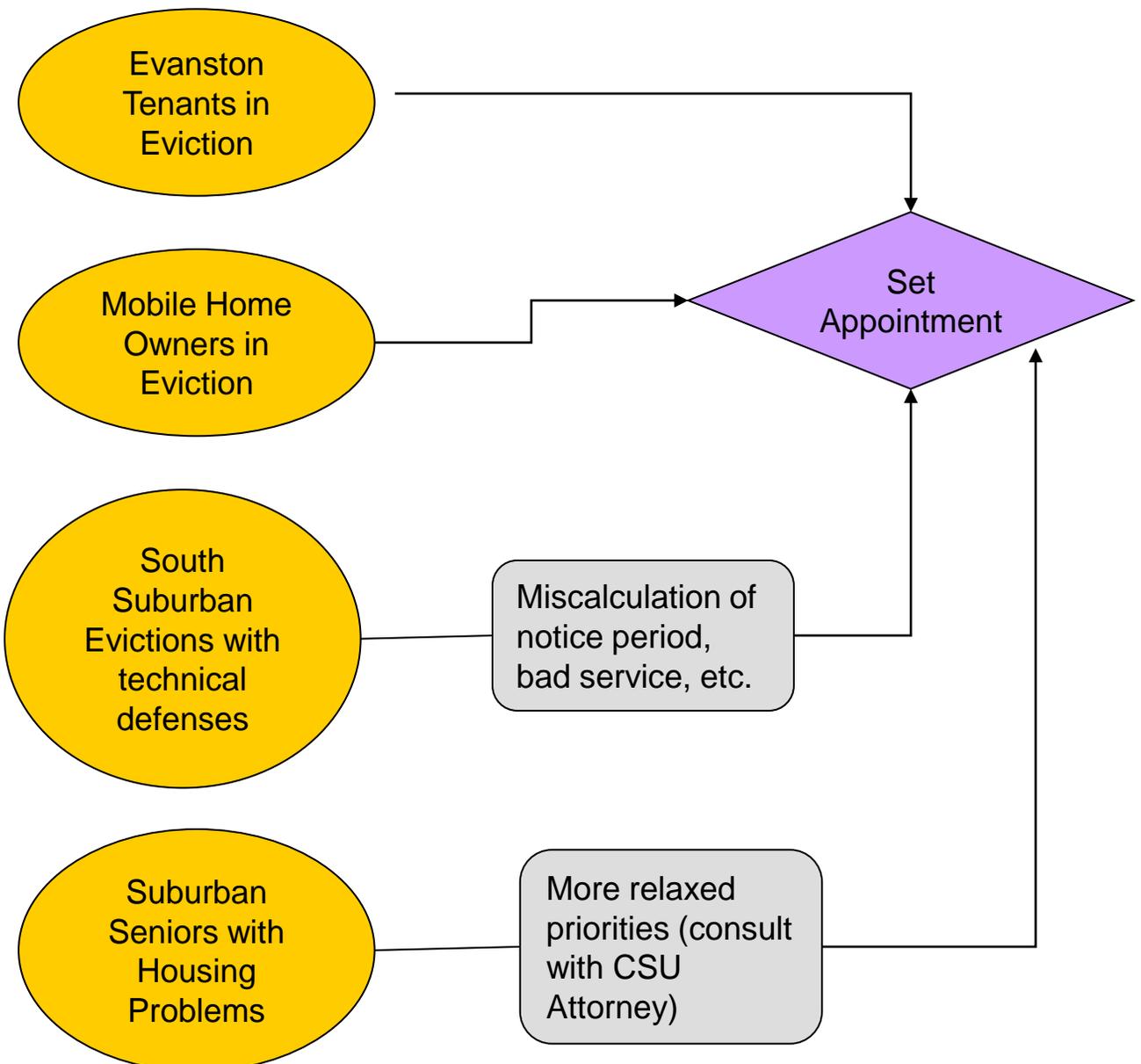
Yes

Possible Appointment

Consult with CSU Attorney!

PRIVATE HOUSING FOR SUBURBAN CLIENTS

In addition to the same types of private housing cases for Chicago residents that should be set for appointments (bad conditions, lockouts, utility taps, retaliation...), the following categories of suburban clients usually should be set for an appointment:



BANKRUPTCY

Why does client want to file for bankruptcy ?

1. Save home due to foreclosure, tax sale or sale in bankruptcy (REFER IMMEDIATELY TO Consumer PG!)
2. Save subsidized apartment
3. Save or restore utilities
4. Save or restore license
5. Prevent or terminate wage or SSD/SSI garnishment or a lien on real estate
6. Prevent/reverse repossession of car
7. Client is a creditor in someone else's bankruptcy

One of the above applies

None of the above applies

2. Received 5, 10 or 14 day notice of termination for rent, utilities or \$\$ EMERGENCY if still within notice period. If notice expired, set for appointment as a housing case

3. Cannot resolve with medical deferral letter or CEDA assistance

4. •Has firm offer for employment where license is required, or other compelling reason license needed
•License not suspended for child support or DUI

5. Debt causing garnishment or lien >\$3,500 and Total debt > \$7,500

6. Car needed for employment/medical

No

No

No

No

Advise and Refer, including Pro Se Bankruptcy Clinic

None of 2-6 applies

Yes to any of 2-6 above

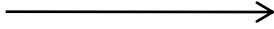
Set Appointment

7. Evaluate with priorities for underlying case (consumer, family, etc.)

CONSUMER

Loans, Collections, Repossessions, Fraud, Garnishments

Car warranty
or repair issue



Advise and
Refer (unless
extreme
fraud)

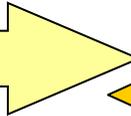
Pay Day Loans
Car Title Loans
of any amount



Set Appointment
unless collection
proof

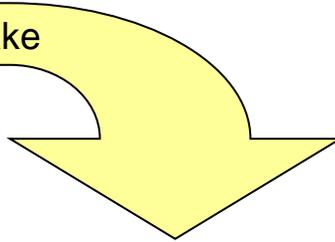
All other
consumer
matters

< \$5000 at stake



Advise and
Refer

> \$5,000 at stake



Is client collection proof?

- Income from SSI/SSDI/UI/TANF/Pension?
- Wages below garnishment level (and likely to stay that way)
- Has no equity in real estate and not likely to inherit any soon

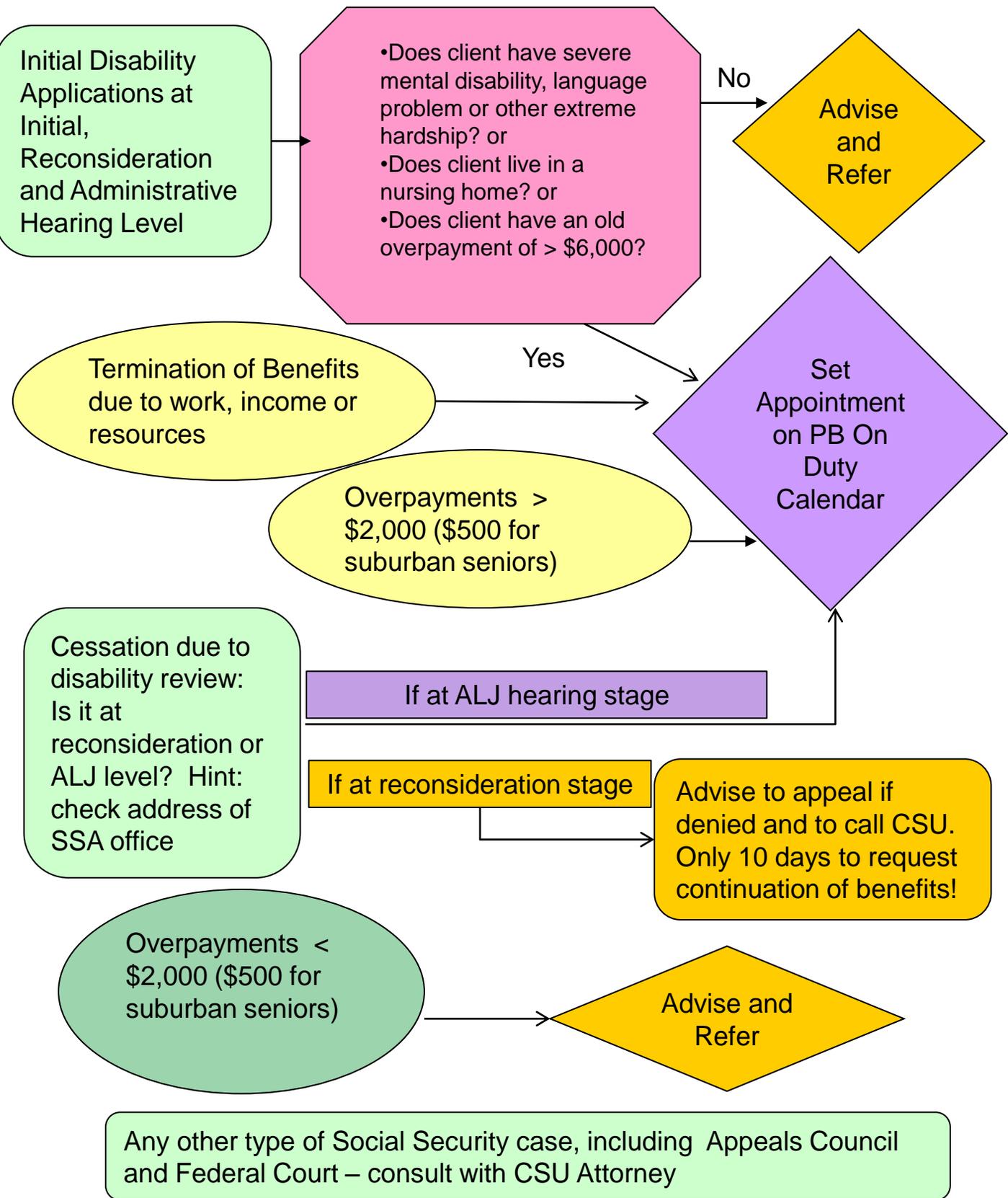
Yes

Advise and
Refer

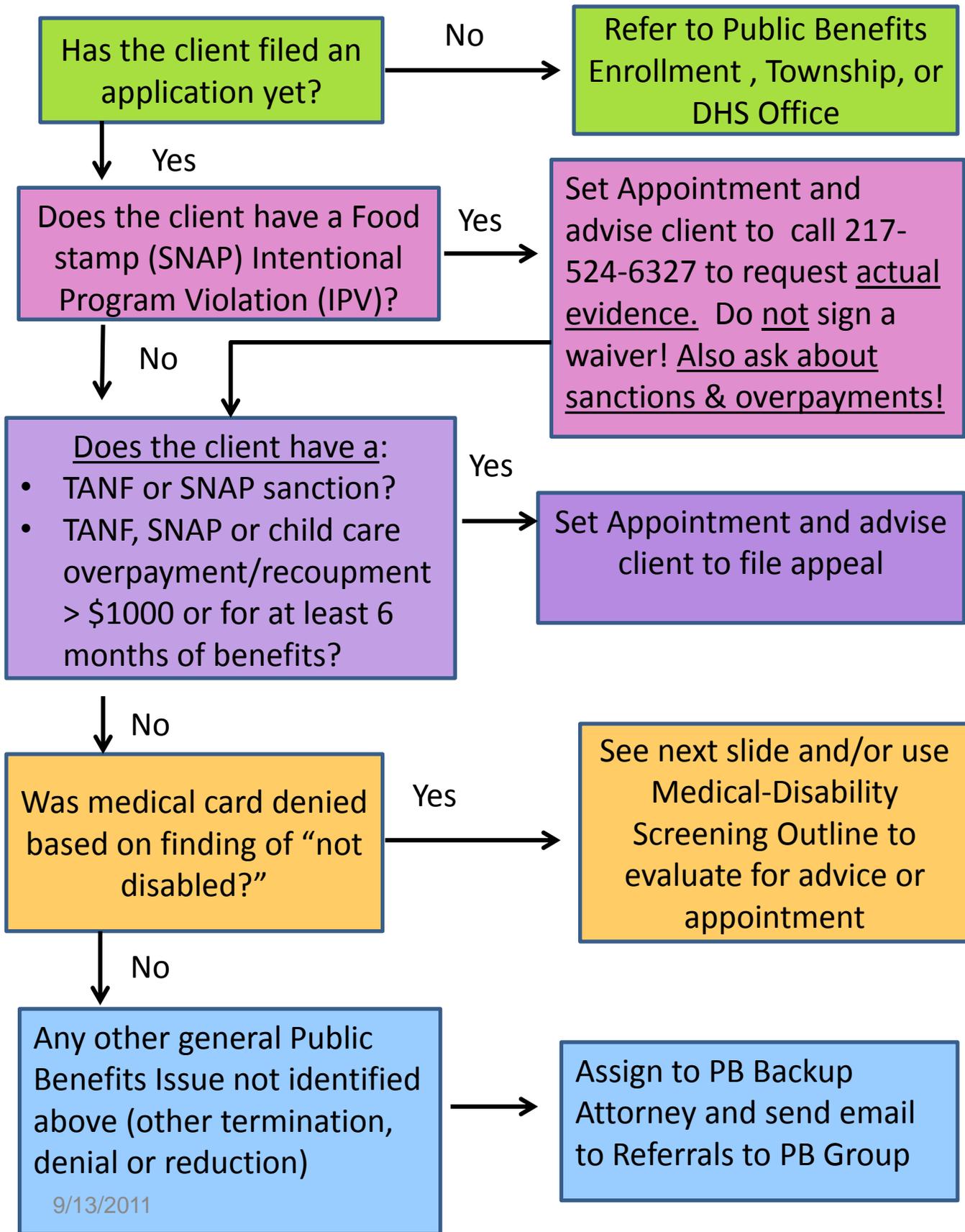
No

Set
Appointment

SSI, SOCIAL SECURITY DISABILITY AND OTHER SOCIAL SECURITY BENEFITS (Adults and Children)



PUBLIC BENEFITS (CASH, MEDICAL, FOOD/SNAP)



Immigrants' and Language Rights Center

Organization: Indiana Legal Services, Inc.

Category: Access to Special Populations

Problem/Challenge/Need: Providing limited English Proficient (LEP) Hoosiers meaningful access to legal services and representation in cases that are unique to the LEP populations, such as immigration, immigrants' rights, and language rights (discrimination) cases.

Innovation Description: 1. Establish a centralized intake center for the statewide organization as a single point of entry for LEP Hoosiers who want to access legal services; 2. Conduct outreach around the state to LEP and immigrant communities about legal services available; 3. Employ bilingual (Spanish and English) attorneys and intake workers to represent LEP and immigrant clients and provide translation and consultation help to other staff attorneys; 4. Create innovative ways to help LEP and immigrant populations access legal services, such as through partnerships with non-profits to create legal advice clinics and immigration clinics.

Result: LEP and immigrant populations can more easily apply for legal services because the language and cultural barriers have been reduced; more applications for services from areas of the state that are traditionally under-served; more applications from LEP and immigrant communities that have traditionally been under-served.

Materials available: Brochure w/ Explanation

Additional information: Contact Directing Attorney, Christie Popp.

Contact Information: Christie Popp, Directing Attorney, Immigrants' and Language Rights Center, Indiana Legal Services, Inc., 214 S. College Ave. Bloomington, Indiana 47404, (812) 339-7668, Christie.popp@ilsi.net.

The Immigrants' and Language Rights Center of Indiana Legal Services, Inc.

Indiana Legal Services, Inc. (ILS), a statewide organization, created the Immigrants' and Language Rights Center (ILRC) in an effort to reach vulnerable and under-served immigrant and limited English proficient populations within Indiana. These populations have particular difficulties accessing legal services because of their language and cultural barriers. They may also have legal issues that are different than other legal service clients. ILRC works to reduce these barriers to services and tries to employ different means to reach these groups and provide them with quality legal services.

The majority of non-English speaking Hoosiers speak Spanish as their primary language. To ensure that we can reach out to these communities and provide them with competent legal representation, ILRC has a bilingual (Spanish and English) directing attorney and a trilingual (Spanish, Portuguese, and English) staff attorney. These attorneys oversee the statewide Center, as well as a call center. In addition, the attorneys provide support to ILS' eight branch offices, by offering translation help and consultation on the LSC alienage eligibility rules. The attorneys handle immigration cases and cases related to immigrants' rights or language discrimination issues.

ILRC runs a call center for the eight statewide branch offices of Indiana Legal Services, Inc. The call center was established as a single point of entry for limited English proficient (LEP) applicants. Research indicates that having a single point of entry is a best practice for breaking down obstacles to legal services. The call center takes applications for legal services from LEP individuals and applicants who have immigration issues, whether they are LEP or not. The call center employs bilingual, Spanish- and English-speaking intake workers who take the applications over the phone. These intake workers are also trained on using Language Line, an interpretation service with interpreters in more than 170 languages, for those applicants who speak languages other than Spanish or English. The ILRC screens applicants for income and alienage eligibility. The accepted non-immigration applications are then forwarded to the branch office that will handle the applicant's legal problem.

In addition to running the call center, ILRC also conducts outreach around the state and has collaborated with non-profit organizations to increase access to legal services for immigrant and LEP groups. For example, ILRC has worked with local non-profits in one county to create a legal advice clinic for Spanish speakers, where volunteer lawyers from the community provide free legal advice on civil legal issues and a trained, bilingual law student serves as an interpreter between the attorney and the client. This same clinic also serves as another method of intake for those LEP clients who might need more than just legal advice. Also, in 2011, ILRC partnered with other organizations in two counties, as well as the Indiana Chapter of the American Immigration Lawyers Association, to run "Citizenship Day" programs. These programs use volunteer lawyers and law students to help lawful permanent residents apply for citizenship. ILRC hopes to expand on these programs in the coming years by partnering with organizations that work closely with LEP populations in other counties to conduct outreach and on-site intake.

For More Information, Please Contact:

Christine E. Popp
Directing Attorney
Immigrants' and Language Rights Center
Indiana Legal Services, Inc.
214 S. College Ave.
Bloomington, IN 47404
(812) 339-7668
christie.popp@ilsi.net



Lara B. Aziz
Staff Attorney
Immigrants' and Language Rights Center
Indiana Legal Services, Inc.
151 North Delaware St., Ste. 1800
Indianapolis, IN 46204
(317) 631-9410
lara.aziz@ilsi.net

Collaborative Agreement with the Consulate of the Dominican Republic in Puerto Rico

Organization: Puerto Rico Legal Services, Inc.

Category: Collaborations

Problem/Challenge/Need: Difficulties and lack of information faced by victims of domestic violence and sexual assault immigrants when trying to access services. In most cases, immigrants suffer social and cultural isolation and there are very few persons or organizations to assist them. The complexities of their immigration status make them victims who are more vulnerable to threats of the aggressor. The lack of information about legal remedies available contributes to the feeling of helplessness.

Innovation Description: Collaborative arrangement between Puerto Rico Legal Services (PRLS) and the Consulate of the Dominican Republic for Puerto Rico and the Virgin Islands to provide legal services to battered women, sexual assault and trafficking victims of Dominican origin. Through this agreement, any victim of domestic violence, sexual assault or trafficking who approaches the Dominican Consulate offices may be referred to PRLS to request legal assistance, regardless of their immigration status. Representation or legal counsel provided by PRLS in such cases is intended to protect the victim from the danger of abuse and to mitigate its effects. Services are provided comprehensively, meaning that all legal matters related to violence acts are handled, as permitted by current regulations. Also, through this agreement and to make more effective the identification of a legal situation, PRLS has provided training to consulate personnel on legal remedies and services available to the victims and survivors. As part of collaboration outreach activities, the PRLS Immigrants Rights brochure is available to the public in the Consulate offices.

Result: Puerto Rico Legal Services had the opportunity to represent victims and survivors of domestic violence and sexual assault referred by the Dominican Consulate. With this agreement those victims had easy access to comprehensive and sensitive legal representation and advice regarding civil and immigration legal issues related to domestic violence. Most of these victims and survivors would otherwise not be aware of the availability of PRLS services and remedies.

Materials available: Referral Form, Immigrations Rights Brochure

Additional information: To complement the comprehensive legal assistance for immigrants, PRLS had collaborative agreements with *Centro de la Mujer Dominicana*, an NGO specially focused on serving immigrants victims and survivors of domestic violence, sexual assault and stalking.

Contact Information: Jamilla Canario Morales Esq., Director, Comprehensive Justice for Women Project, Puerto Rico Legal Services, PO Box 21370, Río Piedras, Puerto Rico 00928-1370, Tel. 787-945-7268, jcanario@servicioslegales.org

REFERIDO
DEL CONSULADO GENERAL DE LA REPÚBLICA DOMINICANAⁱ
A SERVICIOS LEGALES DE PUERTO RICO

Número de Referido: _____

Fecha de Referido: _____

Persona que refiere: _____

Pueblo de residencia de la persona referida: _____

Se refiere a _____, a Servicios Legales de Puerto Rico para que solicite:

- Orientación u Asesoría Legal
- Representación Legal: Violencia (violencia doméstica, agresión sexual, acecho, violencia en cita) u otra acción relacionada a la situación de maltrato
- Asuntos sobre Inmigración

La persona referida

- No tiene vista señalada ante el Tribunal u Agencia Administrativa
- Tiene vista señalada

Fecha: _____

Hora: _____

Lugar: _____

Servicios Legales de Puerto Rico puede comunicarse con la persona arriba indicada al siguiente número de teléfono, el cual se ha identificado como seguro.

Número de Teléfono: _____

Número de Teléfono: _____

Servicios Legales de Puerto Rico evaluará el caso referido para determinar la elegibilidad del/la solicitante para recibir servicios o representación legal.

ⁱ El Consulado General de la República Dominicana se cerciorará que la información provista en este documento no comprometa la seguridad de el/la solicitante

Las víctimas de violencia doméstica, agresión sexual y trata de personas pueden acudir a **SERVICIOS LEGALES DE PUERTO RICO**, independientemente de su estatus ante las autoridades de inmigración.

SERVICIOS LEGALES DE PUERTO RICO
Sistema de Entrevista Centralizado
Horario 8:00 P.M. a 4:00 P.M.
Área Metro
(787) 728-5070, (787)728-5011
Sin cargos
1-800-981-5342
www.servicioslegales.org



Si necesitas ayuda inmediata llama a los siguientes números:

Centro Ayuda a Víctimas de Violación (CAVV)

787-474-2028 | Isla: 1-800-981-5721

Oficina de la Procuradora de las Mujeres (OPM)

787-722-2977 | Isla: 1-877-722-2977 ó 1-800-981-9676

Coordinadora Paz para la Mujer: 787-281-7579

Centro de la Mujer Dominicana: 787-772-9251

* Este proyecto es subsidiado por el Gobierno Federal a través de la Oficina de Violencia contra la Mujer del Departamento de Justicia Federal. La Oficina de Violencia contra la Mujer le otorgó a este proyecto la subvención 2007-WL-AX-0031. Las opiniones, conclusiones y recomendaciones expresadas en esta publicación son de Servicios Legales de Puerto Rico, Inc. y no necesariamente reflejan el punto de vista de la Oficina de Violencia contra la Mujer del Departamento de Justicia Federal.



MUJER INMIGRANTE



NO IMPORTA TU ESTATUS MIGRATORIO
**¡CONOCE Y RECLAMA
TUS DERECHOS!**



SERVICIOS LEGALES DE PUERTO RICO, INC.

VIOLENCIA DOMÉSTICA

Acciones de violencia contra la esposa/o o compañera/o consensual o con quien se haya tenido relaciones sexuales, mediante las cuales se pretende ejercer control y poder.

- Maltrato físico, verbal o psicológico
- Amenaza o intimidación
- Agresión sexual



■ ¿Cómo identificar formas de violencia doméstica?

- Golpes, empujones, patadas o bofetadas
- La obliga a tener relaciones sexuales
- La humilla, ridiculiza o insulta
- La amenaza con llamar a inmigración
- La amenaza con quitarle los niños/as
- Controla su dinero, salidas y con quien habla.

■ ¿Qué es agresión sexual?

Contacto o acto sexual NO consentido.

■ ¿Qué es acecho?

Conducta de vigilancia, comunicaciones no deseadas, intimidación, persecución y amenaza.

■ ¿Qué es violencia en citas?

Conducta dominante, abusiva y agresiva que se presenta en citas de pareja.

■ ¿Qué es trata de personas?

Reclutamiento, encubrimiento, transporte de personas por medio de la fuerza o fraude para trabajo forzado o explotación sexual, en forma y lugares tales como: centros de masajes, fábricas, baile exótico, restaurantes, servicio de limpieza, prostitución, entre otros.

SERVICIOS LEGALES DE PUERTO RICO

Brinda representación y orientación legal gratuita en casos de índole civil a las personas con bajos recursos económicos que cualifiquen.

¿Qué puedo hacer para salir del maltrato?

NO TOLERES NINGÚN TIPO DE VIOLENCIA

■ **Alternativas legales: Orden de Protección** El tribunal podría emitir una orden de protección para prohibirle a una persona agresora que se acerque a ti y deje de realizar los actos de violencia. Esta orden puede incluir la custodia de niños menores y alimentos, entre otros. **Presentar querrela** ante la policía. **Solicitar una VISA o remedio** ante las autoridades de inmigración.

LIBÉRATE DE LA VIOLENCIA

■ Auto Petición (“Self Petition”)

Si eres víctima de violencia, estás casada con una persona agresora y éste es ciudadano o residente legal de EE. UU., junto con su abogado/a puedes presentar una solicitud de residencia sin la ayuda ni consentimiento de tu esposo.

IMPORTANTE

CONSULTA Y ORIENTATE CON UN ABOGADO/A, TRABAJADOR SOCIAL U OTRO/A PROFESIONAL CON CONOCIMIENTO EN ASUNTOS DE INMIGRACIÓN Y VIOLENCIA

■ Visa U

Puedes solicitar una Visa U si:

- Has sido víctima de violencia doméstica o agresión sexual;
- Has sufrido daño físico o mental;
- Tienes información sobre la comisión de estos delitos;
- Has cooperado, cooperas o estás dispuesta a cooperar en la investigación de los delitos;
- El delito se cometió en Estados Unidos y/o sus territorios, incluyendo Puerto Rico.
- Existen otros delitos que permiten que la víctima pueda solicitar una Visa U; consulta con un abogado/a.

■ Visa T

Esta visa aplica a víctimas de trata de personas que han cooperado, cooperan o están dispuestas a cooperar en la investigación del delito; consulte con un abogado/a.

■ Asilo

Puedes solicitar asilo si tienes miedo a regresar a tu país, porque temes que te puedan causar daño o la muerte.

¡BUSCA AYUDA LEGAL PARA DETERMINAR LO QUE MÁS TE CONVIENE!

**¡NADIE TIENE DERECHO A TRATARTE MAL!
LA VIOLENCIA DOMÉSTICA Y LA AGRESIÓN SEXUAL SON DELITOS Y TÚ TIENES DERECHO A PROTEGERTE**

IMMIGRANT WOMAN

Comprehensive Justice for Women Project

No matter your immigration status.

Know and claim your rights!

DOMESTIC VIOLENCE

Violence actions against the spouse or partner or who have had sexual relations with, to get power and control.

- Physical, verbal or psychological abuse.
- Threatening or intimidation.
- Sexual assault.

How to identify forms of domestic violence?

- Punching, pushing, kicking or slapping
- Compel to have sexual relations
- Humiliations, mocking, or insults
- Threatening to report her to immigration services
- Threatening that he will keep the children with him
- Controls her money, her time out of home, and to whom she talks.

What is sexual assault?

Sexual intercourse, sexual contact WITHOUT consent.

What is stalking?

Surveillance, unwanted telephone calls, intimidation, persecution and threats.

What is dating violence?

Dominant, abusive and aggressive conduct, in dating relationships.

What is human trafficking?

The recruitment, harboring, transportation of a person inducted by force or fraud for labor or sexual exploitation, in places as: massages centers, manufacturing, exotic dancing, restaurants, domestic work, prostitution, among others.

PUERTO RICO LEGAL SERVICES bring free legal orientation and representation in civil cases to qualifying low income persons.

What can I do to get rid of the abuse?

DO NOT ALLOW ANY KIND OF VIOLENCE

Legal options: Protection Order

The court can issue a protection order to prohibit an abuser to contact you and restrain the acts of violence. The order can include child custody and child support, among others.

Complaint to the police, among others.

BREAK THE VIOLENCE

Self –Petition

If you are a victim of violence, married to an abuser and he is a U.S. citizen or a legal resident, with the help from a lawyer you can apply for U.S. residence without the intervention and consent from your husband.

IMPORTANT

GET INFORMATION AND CONTACT A LAWYER, SOCIAL WORKER OR ANY OTHER PROFESSIONAL ABOUT IMMIGRATION AND VIOLENCE

U Visa

You can apply for U Visa if:

- You have been a victim of domestic violence or sexual assault;
- Have suffered physical or mental abuse;
- Have information concerning those crimes;
- Have been helpful, are being helpful or are likely to be helpful in the investigation of those crimes.
- The crimes occurred in the United States and/or its territories, including Puerto Rico;

- There are other crimes for which a victim can apply a U Visa; contact a lawyer.

T Visa

This visa apply to victims of human trafficking that have been helpful, are being helpful or are likely to be helpful in the investigation of a crime; check with a lawyer.

Asylum

You can apply for asylum if you fear returning to your country, because you can suffer any harm or death.

ASK FOR LEGAL HELP TO SEE WHAT IS BEST FOR YOU!

NOBODY HAVE THE RIGHT TO HURT YOU!

**DOMESTIC VIOLENCE AND SEXUAL ASSAULT ARE CRIMES AND
YOU HAVE THE RIGHT TO BE PROTECTED**

Women victims of domestic violence, sexual assault and human trafficking can contact PUERTO RICO LEGAL SERVICES, no matter her immigration status.

PUERTO RICO LEGAL SERVICES
Interview Center System
8:00 A.M. to 4:00 P.M.
Metro Area
(787) 728-5070 and (787) 728-5011
No charges
1-800-981-5342

www.servicioslegales.org

If you need immediate help, call the following numbers:

Centro Ayuda a Víctimas de Violación (CAVV).....787-474-2028
Island.....1-800-981-5721
Women Advocate Office.....787-722-2977
Island.....1-877-722-2977

or.....1-800-981-9676
Coordinadora Paz para la Mujer.....787-281-7579
Centro de la Mujer Dominicana.....787-772-9251

This project was supported by Grant No. 2007-WL-AX-0031 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication are those of the Puerto Rico Legal Services, Inc. and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

2011 Innovations in Civil Legal Services

Adopt-A-Region: Pro Bono Project

Organization: Alaska Legal Services

Category: Pro Bono

Problem/Challenge/Need: Much of Alaska is intensively rural and extremely isolated. In most communities outside the urban hubs there are no private attorneys.

Innovation Description: In an effort to increase private attorney involvement in cases in the remote areas of Alaska, ALSC's Pro Bono Coordinator developed a project called "Adopt a Region" of Alaska. The Project is aimed at encouraging large (by Alaska standards) firms to focus their pro bono efforts on helping clients from a single community and could develop, if they wished, an expertise in certain areas as well. So far the concept is working well. For example, the law firm of Patton Boggs selected the North Slope Borough and Nome as their region. This is a region of the State in which the firm has business interests so it benefits them PR-wise.

Our Fairbanks office is currently doing all the screening for North Slope applicants, so if someone from that area needs assistance and they qualify for ALSC services, the firm gets a chance to review the application and for the most part, they have accepted most of the referrals made to them for representation. This has helped provide services in an area in which we do not have an office.

Result: This project is new and we are in conversations with 3 other law firms in Alaska to expand into other rural areas.

Materials available: None

Additional information: None

Contact Information: Eric Cordero,
Alaska Legal Services Corporation
ecordero@alsc-law.org

County-based Legal Self-Help Centers - Online

Organization: Illinois Legal Aid Online

Category: Tech, Pro Se

Problem/Challenge/Need:

For people without lawyers, going to court can be intimidating and scary. Setting up local legal self-help centers based on accessible, readable information and tools can help to ease their fears, boost their knowledge and confidence, and better prepare them for going to court while lessening the strain on the judiciary, circuit clerks and other public service staff.

Innovation Description:

Illinois Legal Aid Online (ILAO) and the Illinois Coalition for Equal Justice are partnering with local judges, circuit clerks, public libraries, county boards, bar associations, domestic violence victims advocacy groups and other community organizations to facilitate the planning, opening and support of legal self-help centers throughout Illinois. The self-help centers are based on the statewide legal services website, IllinoisLegalAid.org. Each self-help center has a homepage (see <http://Will.IllinoisLegalAid.org> for an example). A local planning committee is convened, decisions are made on location, staffing, equipment, homepage contents, etc. and an opening date is set. Local media is invited to a press conference presided over by the Chief or Presiding Judge. After the opening, ILAO and the Coalition host a “navigator” training for clerks, judges, advocates and librarians on the differences between legal information and advice and how to assist members of the public in using the website and its interactive tools. ILAO’s Outreach Coordinator continues to support the navigators as they assist members of the public with finding the legal information they need.

Result:

As of December 2011, there are legal self-help centers in 72 of Illinois’ 102 counties. Most of the self-help centers are located in public libraries; others are located in the county courthouse. The Centers are community-driven, staffed by local librarians or other public servants who have been trained as navigators, and supported by local leadership.

Materials available:

Legal Self-Help Center signs/brochures; navigator training manual/exercises; “What is a Legal Self-Help Center?” flyer; “Legal Self-Help Center Partners” handout; checklist for Legal Self-Help Center opening; sample Circuit Clerk referral handout; sample press release for legal self-help center opening.

Additional information: <http://www.illinoislegalaidonline.org/index.php?projects>

Contact: Teri Ross, tross@illinoislegalaid.org, 312-977-9047 x14, or Joe Dailing, Illinois Coalition for Equal Justice, jdailing@icfej.org, 815-962-9050

LiveHelp, Engaging Law Student Volunteers with Instant Messaging Service

Organization: Illinois Legal Aid Online

Category: Tech, Making good use of law students

Problem/Challenge/Need:

Studies show that website users are much more satisfied with their user experience when they are assisted with finding the information they seek. Law students, particularly in their first year, long for legal experience without being in danger of practicing law. How can programs leverage law-student volunteers to meet users' needs for navigation assistance?

Innovation Description:

LiveHelp is an instant messaging service that provides remote navigation assistance to website users seeking legal information. LiveHelp is available on Illinois' statewide legal website, IllinoisLegalAid.org. Since the program began in October of 2009, LiveHelp operators have taken an average of 65 chats per day. The program is staffed by law student volunteers from Illinois' 9 law schools and coordinated by a VISTA. The VISTA recruits, trains, and supports law students as they act as operators; the program asks volunteers for 6 months or 50 hours of service.

Result:

Since its start, over 150 volunteers have served as LiveHelp operators, taking more than 34,000 chats. Responses from post-chat surveys by LiveHelp users are extremely positive, with more than 70% saying that they were completely or mostly satisfied with the information they received. The LiveHelp volunteer average tenure is 44 hours over about 5 months of service.

Materials available:

LiveHelp training materials (pre-training exercises, training manual, agenda, ppt presentation, evaluation, expectations, etc.); promotional/recruitment flyers; LiveHelp Program Coordinator guide.

Additional information: <http://www.illinoislegalaidonline.org/index.php?projects>

Contact: Stacie Colston, scolston@illinoislegalaid.org, 312-977-9047 x23

Integrate Google Translate API into your Statewide Website

Organization: Illinois Legal Aid Online

Category: LEP, Tech, Outreach

Problem/Challenge/Need:

How can programs leverage technology in order to better reach and serve their limited English proficiency (LEP) clients?

Innovation Description:

Legal Assistance Foundation of Metropolitan Chicago (LAF) and Illinois Legal Aid Online (ILAO) are developing a Spanish-language website, mirrored after the existing (primarily English) statewide legal website, IllinoisLegalAid.org. The new website will be AyudaLegalIL.org and is slated to launch in December 2011. The twist on the website is that ILAO has integrated an automatic translation component into the website's content management system with Google Translate API. This means that the initial translation is done "by machine" with the click of a button. A native Spanish-speaker then reviews the content for grammar and style before making it live on the website. Funded by LSC's Technology Initiatives Grant (TIG) program.

Result:

As of 11/7/11, 101 pieces of content had been translated using the integrated Google Translate component. Word length for these articles ranges from 700-5000, with the approximate average being about 2500. Using Google Translate for the initial translation of content is saving between 20-30% of time for content translators.

Materials available:

Documentation and evaluation materials will be available at the end of the grant period (12/2012) on the NTAP website.

Contact: Teri Ross, tross@illinoislegalaid.org, 312-977-9047 x14

Active Intake Plan for Low-Income Asian Seniors

Organization: AARP Legal Counsel for the Elderly (LCE)

Category: Intake

Problem/Challenge/Need: The District of Columbia has a small, but quite active population of low-income Asian seniors who reside in the very same neighborhood as LCE. Despite this group's proximity to LCE, our office had relatively few clients seek our help through our traditional intake systems, such as our legal hotline. Therefore, LCE implemented an Asian Outreach Plan to enable us to better serve this population. We confronted and overcame many challenges along the way, including a language barrier, the seniors' distrust of our staff, cultural differences, as well as their great reluctance to divulge their problems to LCE.

Innovation Description: Since its inception in 2005, I have overseen LCE's innovative Asian Outreach Plan, which provides targeted, legal outreach to low-income Asian seniors in the District of Columbia. LCE staff visits the Asian Senior Center to conduct legal intakes. The Center is in Chinatown, just a few blocks from our office. After the clinics, we conduct follow-up visits with clients to further develop their cases. Then, we handle them in-house as brief services or refer more in-depth matters to LCE's Pro Bono Project.

Over the years, LCE has tested methodologies to identify the best practices to reach this reticent population. In the first year, LCE acquired crucial information about the demographics, needs, and location of low-income Asian seniors in the District of Columbia. This information gathering stage was an indispensable step to effectively targeting this underserved population. Productive discussions with local government agencies, the Asian Pacific Legal Resource Group, and District's Asian Senior Center helped us assess the needs of this small and hard-to-serve community.

The next stages of program development involved meetings with the Director of DC's Asian Senior Center and other staff. They were very receptive to our hosting periodic legal clinics at the Center. LCE then collaborated with DC's local Language Line program and the Legal Services Interpreter Bank to have key documents translated into Mandarin and Cantonese and to serve as interpreters at legal clinics. LCE also recruited volunteers who were proficient in these dialects to be interpreters. Then, we kicked off a publicity campaign to "spread the word" about the Asian Active Intake Plan. To this end, we distributed hundreds of translated flyers at the Asian Senior Center and at the Wah Luck House, a D.C. public housing building comprised mostly of Asian seniors

The next few years required a dose of patience and cultural sensitivity to a population that the social workers at the Asian Senior Center described as extremely reluctant to share their "problems," or any personal information for that matter, with "outsiders." Gradually over the years, we have broken down barriers that the Center's director identified to include: the Asian senior community's strong feelings of shame associated with asking for help, and a fear of "being turned in by the government" due to persecution that many had faced before they fled China.

To break the ice, I visited the Asian Senior Center multiple times per year, each time with a translator or two, in an effort to create a trustworthy and open association with the seniors. Through an interpreter, I first spoke with the group as a whole about LCE's services and our longstanding presence in DC, as well as our duties of confidentiality and mission to improve the quality of seniors' lives in the District. I tried to reassure the seniors that we were there to help them and were on their side. The social workers

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at the Center would then encourage seniors to talk with us about their legal problems and assure them that they could speak freely with us.

At first, only a few Asian seniors requested help. After a few years, and more than ten visits later, the group finally started to trust LCE more and began seeking our help. One of the first outreach cases involved an elderly Asian man whose identity had been stolen. He sought our help rescinding a credit card that an impostor had opened in his name. After that case, more Asian seniors began attending our clinics to ask Social Security, Medicare/Medicaid and debt collection questions. We believe that the first few clients told their neighbors that LCE could be trusted and had really helped them solve their legal problems. These recommendations were indispensable to the success of LCE's Asian Outreach Plan.

Without years devoted to establishing trust and rapport, LCE never would have reached the phase we are in now in which the Director of the Asian Senior Center, contacts me almost weekly with a question, a problem, to refer a client, or just to schedule LCE's next visit. In 2011, we held our first power of attorney workshops at the Center. We drafted these vital documents for close to twenty seniors. We plan to hold another power of attorney workshop in 2012, and to continue to hold them until all interested seniors receive advance directives.

Result: As a result of our Asian outreach initiatives, LCE has more than doubled the number of Asian seniors that our office services. In 2005, LCE helped 16 Asian seniors. By 2009, we had 31 low-income Asian clients. In 2011, LCE has handled legal issues for 40 Asian seniors, mainly through our power of attorney workshops.

Materials available: LCE has several legal documents that have been translated into Chinese including, intake forms for powers of attorney for health and finance, and client authorization forms.

Additional information: When LCE launched this endeavor in 2007, we never thought that we would be at the strong position that we are in now in which Asian seniors eagerly seek help from LCE's Active Intake Project. Persistence and patience pays off when working with underserved, non-English speaking clients.

Contact Information: Sheryl Rosensky Miller, Senior Legal Aid Attorney, Pro Bono Project/LCE
SRmiller@aarp.org Phone + Ext: 202-434-2089

For more information on the workshop co-sponsors, visit the following websites:



lri.lsc.gov

The LSC Resource Information (LRI) website is committed to raising the standard of practices in legal services programs by encouraging the cross-fertilization of innovative and proven practices among members of the legal services community. Our expectation is that program-to-program networking via LRI will improve the overall quality of legal services. To share your innovative practices with LRI, visit the link above.



aarp.org/Jce

AARP Legal Counsel for the Elderly is the primary provider of legal services to older residents of the District of Columbia and develops innovative methods of providing free and low-cost legal and advocacy services.



m-i-e.org

MIE's mission is to spark excellence in leadership, management and fundraising in legal services programs serving low-income clients, through training, consulting and publishing activities of the highest quality. Subscribers to MIE's services can use this site to gather and exchange information on the management of legal services programs. The public can use this site to learn about MIE, MIE's training, publication and consulting services.