

From the Chair of the ABA Standing Committee on the Delivery of Legal Services...

The mission of the ABA Standing Committee on the Delivery of Legal Services is to expand access to legal services for those of moderate income. This population, sometimes known as the working poor, does not qualify for legal aid or pro bono legal services, yet lacks the resources to pay for full-service legal costs in most settings. The Louis M. Brown Award for Legal Access honors the work of those who advance this mission in innovative ways. We recognize those who have demonstrated the highest dedication to the creation, development and implementation of methods and means of innovative delivery.

Nominations for the 2012 Brown Award came from a wide range of projects sponsored by the courts, bar associations, law schools, non-profit entities, law firms and entrepreneurs. This year, more than ever before, the projects demonstrate the benefits of collaboration among the stakeholders. Even though they come from different perspectives, the sole unifying element of the Brown Award nominees is their dedication to improving access to legal services for those who cannot otherwise afford it and thereby advancing access to justice for all. To this end, each project exemplifies the spirit of Lou Brown and his lifetime of dedication to those who need legal services.

In 2012, the Delivery Committee honors two programs with meritorious recognition. Lantern Legal Services is a law firm focused on meeting the needs of start-up companies and entrepreneurs. It keeps costs down through the use of an online platform and provides many of its services on a fixed-fee basis.

The Veterans Clinic and Project Salute of the University of Detroit Mercy School of Law brings the law to low and moderate income veterans and their families – literally. The project includes mobile homes that travel to homeless shelters, Stand-Downs and rural areas to make legal services more accessible to those who have served our country.

The 2012 Louis M. Brown Award for Legal Access is presented to the Financial Clinic in New York City. The Financial Clinic is a collaborative effort that incorporates legal services to bring economic empowerment to the working poor. The clinic provides economic education, financial coaching, free tax preparation and legal defenses in an effort to help individuals better manage their financial resources and to enrich the communities where they live and work.

The Committee is proud to recognize the Financial Clinic, Lantern Legal Services and the Veterans Clinic and to honor all of those projects that participated in the 2012 Brown Award. As we encourage others to embrace, adopt, adapt and advance similar models, information about Brown Award recipients is posted at the Delivery Committee's web site, at www.abanet.org/legalservices/delivery.html.

H. Ritchey Hollenbaugh
Chair, ABA Standing Committee on the Delivery of Legal Services

**RECIPIENT OF THE
2012
LOUIS M. BROWN AWARD FOR LEGAL ACCESS**

The Financial Clinic

The Financial Clinic improves financial security for the working poor – those who fall into the wage gap—earning too much for public assistance but too little to be self sufficient. The Financial Clinic undertakes projects where financial coaches and attorneys can find customers in the best position to succeed by partnering with organizations that have already identified a strong need for financial development services. Examples include MoneyUP, a joint initiative with the United Way of New York City, where The Financial Clinic combines free tax preparation services with financial coaching and legal services; Single Stop, where The Financial Clinic complements free benefit screenings provided to the community with one-on-one financial coaching and legal services; and Greenlight, a partnership with United Way of New York City and Human Resources Administration which enhances services offered to customers through the domestic violence shelter system.

The Financial Clinic attorneys provide “Know Your Rights” workshops to better meet the needs of domestic violence survivors in shelter, in addition to providing traditional legal services. Staff attorneys represent clients in legal proceedings that involve a wide range of topics on financial issues, including, consumer debt collection cases, consumer bankruptcies, resolving tax and student loan debts, and foreclosure defense.

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RECIPIENT OF MERITORIOUS RECOGNITION

Lantern Legal Services

Lantern Legal Services has assisted numerous start-ups and established small business entrepreneurs by offering professional solutions for legal service across several key practice areas. Lantern Legal Services uses a virtual law office platform to provide services to its clients. It has adopted a flat-fee pricing model so that clients know the costs of the services going in. Services include entity start-ups and incorporation, trademark and patent representation. Special fees are available for non-profit entities.

In addition to these services, the firm produces an entrepreneurs' newsletter and maintains an online library that can help educate potential clients before they go forward with their legal matters. Library materials include a due diligence checklist and FAQ's on a range of intellectual property issues.

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<http://www.lanternlegal.com>

RECIPIENT OF MERITORIOUS RECOGNITION

Veterans Law Clinic and Project Salute

Established in 2007, the Veterans Law Clinic, Veterans Appellate Clinic and Project Salute assist low and moderate income veterans and families with obtaining VA benefits.

The clinics provide direct representation of veterans who are within 200% of the poverty level. Project Salute provides in-person and webinar training to attorneys, conducts intakes, pairs veterans with trained attorneys, and provides ongoing support. If attorneys represent additional clients, they can charge a contingency fee based on retroactive benefits; attorneys who prevail at the Court of Appeals for Veterans Claims collect Equal Access to Justice fees.

In addition to the clinics and Project Salute, the program also conducts ongoing community-based informational sessions, provides referrals and pro se clinics regarding benefits and other legal issues, assists in setting up veterans' diversionary courts in Michigan, and provides consultation and assistance to entities interested in implementing similar programs. Mobile law offices bring services to clients, traveling to homeless shelters, Stand-Downs, rural communities and other locations to provide services (54 Michigan cities, 25 states, Washington, D.C. and Puerto Rico). The program has partnered with various entities including State Bar of Michigan, ABA Young Lawyers Division and District Courts.

Veterans assisted by the clinics and pro bono attorneys have been awarded approximately \$800,000 in retroactive benefits to date, as well as ongoing monthly benefits.

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<http://www.law.udmercy.edu/index.php/projectsalute>

PRIOR LOUIS M. BROWN AWARD FOR LEGAL ACCESS

2011

Pinellas County Clerk of the Circuit Court Legal Self Help Center

The Pinellas County Clerk of the Circuit Court Legal Self Help Center was established in October 2007 to provide affordable legal services to the citizens of Pinellas County and assist them with filing small claims, tenant evictions and family cases. The Self Help Center sets attorney appointments for a nominal fee of \$1 per minute with a minimum of \$15 and a maximum of \$60. Fees paid by the litigants fund the Self Help Center attorneys and no person is turned away based upon income. To date, over 6,000 appointments have been scheduled in the three Pinellas County locations. In addition to setting attorney appointments, the Self Help Center also provides specialized software that assists in filling out forms, maintains and sells packets for civil court actions, provides notary services and processes copy requests.

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<http://www.pinellasclerk.org/selfhelp.htm>

2010

The CUNY School of Law's Community Legal Resource Network (CLRN)

The Community Legal Resource Network was designed to provide technical training and professional support to CUNY law graduates in solo and small firm practices. Since its inception in 1998, CLRN has effectively demonstrated that providing lawyers with practical training and support enables them to increase the amount of time they can spend delivering pro bono and low bono services, and to ensure the enhanced availability of high-quality representation in legally underserved sectors of New York City. The network has over 300 attorneys in places throughout NYC. Participating lawyers receive low-cost continuing legal education that is focused on community-based lawyering, practice start-up assistance and skills training, peer mentoring, listserv participation and networking opportunities. Every facet of the network is designed to make the lawyer a success while strengthening the community by providing affordable legal services.

Contact:

Fred Rooney
<http://www.law.cuny.edu/clinics/JusticeInitiatives/Community.html>

2009

VirtualCourthouse.com

The Virtual Courthouse (VCH) is an Internet-based service that enables parties to submit disputes in digital form for resolution by a neutral party of its Alternative Dispute Resolution (ADR) services. These ADR services include arbitration, mediation, neutral case evaluation or a settlement conference by members of a panel of neutrals. VCH streamlines every step in the process and minimizes the need and cost of unnecessary face-to-face meetings, mailing and copying. VCH enables a party to obtain a fair, impartial and expeditious dispute resolution for as little as \$200, expanding access to dispute resolution to those who would face higher costs by using the courts or other dispute resolution mechanisms.

Contact:

Judge Arthur Monty Ahalt
www.VirtualCourthouse.com

2008

**The Chicago-Kent College of Law Center for Access to
Justice & Technology**

The Center for Access & Technology at Chicago-Kent College of Law is dedicated to making justice more accessible to the public through the use of the Internet in teaching, legal practice and public access to the law. The Center operates three law and technology initiatives: the A2J Author Project, the Access to Justice Student Editorial Board, and the Self-Help Web Center.

The A2J Author is a unique software tool that empowers those from the courts, legal services programs and educational institutions to create Guided Interviews resulting in document assembly, electronic filing and data collection. Viewers going through a Guided Interview are led down a virtual pathway to the courthouse. As they answer simple questions about their legal issue, the technology then translates the answers to create, or assemble, the documents that are needed for filing with the court.

Contact:

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<http://www.kentlaw.edu/cajt/>

2007

The New Hampshire Bar Association and its Pro Bono Program

The New Hampshire Bar Association and the Pro Bono Referral Program crafted rule changes enabling unbundled legal practices. Through a collaboration of the Bar's Ethics Committee and Pro Bono Program, the issues surrounding unbundled legal services were addressed comprehensively. Recommendations included areas of ghostwriting and limited appearances. The Court approved the Bar's package of unbundled court procedural and professional conduct rules. After the rules were adopted, the Court and Bar worked to promote unbundled legal services, through CLE programs and seminars.

Contact:

Virginia Martin

<http://www.nhbar.org/legal-links/unbundle.asp>

2006

**The Legal Resolutions Center of the
Legal Aid Society of Orange County California**

The Legal Resolutions Center bridges the technological resources of the Legal Aid Society with the expertise of the private bar. The technology system uses software to assist moderate-income individuals in preparing court documents. Once documents are prepared, they are immediately sent to a private lawyer enrolled in the Legal Aid Society's certified lawyer referral service. This process is conducted through email, which helps lower the lawyer's overhead costs. The lawyer then reviews the documents, using the center's video conferencing, and conducts a consultation with the client. The client and lawyer then decide on the scope of representation to be provided by the lawyer, if any, and continue in a more traditional methodology.

Contact:

Robert J. Cohen

www.legalresolutions.com

2005

The Law School Consortium Project

The Law School Consortium Project worked with law schools to initiate, support and expand solo and small firm practices that provide legal services to economically depressed communities. The law schools committed resources to graduates who had community-based practices, providing them with technical assistance and substantive training, educating them in law practice management issues and linking them to other practitioners committed to social justice practices. The Consortium also worked with law schools to incorporate curriculum geared toward solo and small firm community-based practices.

The Law School Consortium Project is no longer active.

2004

California Commission on Access to Justice

The California Commission on Access to Justice is a collaborative statewide entity. In 2001, it established a Limited Representation Committee. The purpose of the committee was to study the practice of delivering legal services known as “limited scope legal assistance” or “unbundling”. In October 2001, the Committee issued its report. Since then, the Committee has been working to implement its recommendations. Among its accomplishments, the Committee has developed and advanced rules to enable limited scope representation, developed risk management materials for practitioners, provided training to courts and practitioners, and developed client education materials.

Contact:

Mary Lavery Flynn

<http://cc.calbar.ca.gov/CommitteesCommissions/Special/AccessToJustice.aspx>

2003

The Self-Represented Litigant Task Force of the State of Maine

Maine created the Self-Represented Litigant Task Force. Within little more than two years, and without a budget, the Task Force successfully advanced amendments to Maine's ethics rules and rules of civil procedure, enabling limited scope representation. In addition, the Task Force developed and presented CLE seminars and state bar programs about limited scope representation and initiated a statewide roster of lawyers willing to provide limited scope representation. The Task Force continues to advance "user friendly" access to the courts, consider reorganization of rules of civil procedure and rules of evidence, and develop videos to assist self-help litigants.

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Elizabeth Scheffee

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2002

Civil Justice, Inc.

Founded by the Clinical Law Program of the University of Maryland

The University of Maryland Clinical Law Program established the Civil Justice, Inc. Project in 1998. Civil Justice, Inc. is a non-profit corporation based on a network of solo and small firm lawyers tied together electronically through a web site, www.civiljusticenetwork.org, and a listserv. The project provides the participating lawyers mentoring, a legal research electronic clipping service, a referral service for reduced fee and contingency fee cases and discounted LEXIS research access. Network members share pleadings, research and practice experience through their listserv. In exchange for these benefits, network lawyers help instruct a two-hour course at the University on law practice management.

Contact:

Phil Robinson

www.civiljusticenetwork.org

2001

Legal Grind, Inc.

In 1996, Jeffrey Hughes established The Legal Grind neighborhood coffeehouse in Santa Monica, California, offering easy access to "coffee and counsel" for a \$20 fee. The innovative business model offers clients from all income levels reasonably priced unbundled legal services in family law, entertainment law, criminal law, tenant/landlord, and workman's compensation, while it generates referrals for participating lawyers. Legal Grind provides people with a relaxed atmosphere as they discuss their legal issues with lawyers. The information gives the café customers the opportunity to proceed on an informed basis. Some retain the lawyers they have met and others go forward on a pro se basis.

Contact:

Jeffrey Hughes

www.legalgrind.com

2000

The Houston Bar Association Modest Means Program

The Houston Bar Association Modest Means Program is a multi-faceted project focused on providing legal services and education to those who have moderate income, but may not be able to afford legal representation. The program is a cooperative effort between the Houston Bar Association and several of the organizations it sponsors - the Houston Lawyer Referral Service, the HBA's Houston Volunteer Lawyers Program, the HBA Family Law Section. These organizations work together, under the auspices of the HBA, to provide legal services including a pro se clinic on family law matters, a reduced-fee lawyer referral program, a telephone hotline to answer legal questions, free legal handbooks on a variety of legal topics, and an elder law visitation program.

Contact:

Houston Bar Association

<http://hba.org/>

1999

SeniorLAW Center

For more than 20 years, the SeniorLAW Center, formerly the Senior Citizen Judicare Project, has been dedicated to meeting the legal needs of the elderly living on limited incomes in Philadelphia. The SeniorLAW Center provides legal representation and counsel, community education, outreach and advocacy for Philadelphia's senior citizens, through the energies of its legal staff and panel of approximately 100 practitioners. The SeniorLAW Center employs a model that combines fixed fee and pro bono legal services of local attorneys. Through its multi-faceted approach, which includes direct legal services, extensive community legal education, professional training and advocacy, the SeniorLAW Center and its panel attorneys work to safeguard and defend the legal rights of the elderly.

Contact:

SeniorLAW Center

www.seniorlawcenter.org

1998

**American Association of Retired Persons Legal Advocacy Group
Legal Hotlines Project**

Created in 1985, the Legal Hotlines Project was the first successful statewide legal hotline designed and implemented for older adults. Since the inception of the hotlines, AARP and its Legal Advocacy Group have worked to increase awareness of hotlines as an efficient delivery system that significantly increases the availability of free and low-cost legal information and services. In addition to developing and implementing the hotlines, AARP's Legal Advocacy Group has provided numerous public and private organizations throughout the country with a blueprint that encourages replication. AARP/LAG has initiated and led a collaboration of public and private organizations to support the development of legal hotlines, thus strengthening these efforts and expanding its audience. These organizations include the American Bar Association, the U.S. Administration on Aging, the Legal Services Corporation (LSC) and the National Legal Aid and Defender Association.

Contact:

AARP Legal Counsel for the Elderly

www.aarpls.com

1997

Superior Court of Arizona in Maricopa County Self-Service Center

The Self-Service Center of the Superior Court of Arizona in Maricopa County is the result of a progressive series of steps that the court system took to meet the legal needs of those who cannot afford full and traditional legal representation. The Center offers user-friendly court forms and instructions, as well as a network of resources available to assist self-represented litigants. The Center leads to a higher level of self-representation and enables judicial officers to devote time and attention to the judicial aspects of court services.

Contact:

Superior Court of Arizona in Maricopa County

<http://www.superiorcourt.maricopa.gov/SuperiorCourt/Self-ServiceCenter/>

1996

Orange County Bar Association's Modest Means Program

The mission of the Orange County Bar Association's Modest Means Program is to meet the overwhelming need for access to the justice system where legal aid and pro bono assistance is not possible, yet household resources are insufficient to pay prevailing costs of legal services. In 1994, the Orange County Bar Association redesigned the modest means panel of its lawyer referral program. The bar set up free training programs and a mentoring program for bar members who chose to serve in the Modest Means Program. It coordinated a broad-based public relations campaign. Substantive materials were prepared and available for routine matters, library privileges and secretarial and computer assistance were made available and a specialized program of professional liability insurance was available to program attorneys.

Contact:

Orange County Bar Association

http://www.lrisoc.org/modest_means.asp

1995

Tele-Lawyer, Inc.

Tele-Lawyer, Inc. was a legal advice and information service established by Michael Allan Cane in California in 1989. Tele-Lawyer billed its customers by the minute through a 900 number on their telephone bill or by a credit card taken over the phone. Callers to the service phoned in and spoke to a licensed attorney knowledgeable in their question area. Tools available to the lawyers, including a proprietary computer database system, allowed the lawyers to answer the great majority of questions immediately over the phone, and the rest shortly thereafter. The average call lasted less than 10 minutes.

Tele-Lawyer is no longer available.

LIFETIME ACHIEVEMENT HONORS

Richard Granat

Richard's dedication to the delivery of legal services spans six decades. In the 1960s, he was on the ground floor of the movement for national legal aid. He then recognized the value of highly trained paralegals and originated a program to provide their education. However, Richard is best known and most highly regarded for his efforts to use technology to expand affordable legal services to what he calls the "latent legal market" or those who too often go without legal help. He was instrumental in the creation of the Maryland Peoples Law Library, an early online resource of information and legal assistance, and the ABA Presidential Initiative on Technology.

Further, Richard is an entrepreneur who has advanced business models to enable practitioners to access document preparation services that can be used by their clients. In 2007, he launched Direct Law, which provides virtual online law firm technologies to enable practitioners to offer limited scope representation and create cost-effective ways of providing representation.

M. Sue Talia

After developing an unbundling training program for practitioners in 1998, Sue Talia began teaching principles of limited scope representation first across California and then across the nation. Since then, she has presented more than 100 programs to lawyers, judges and court personnel. Targeting solo and small firm practitioners who represent middle-income clients, Sue gives them the tools and skills to reach many more clients than they can reach through traditional legal services. In addition, she has created risk management materials that include best practices, fee agreements, office checklists, client handouts, office forms and tips for implementing limited scope representation. Through her work, offered without compensation, Sue has expanded access to legal services across the country.

Forrest S. Mosten

Forrest S. Mosten spearheaded a movement to provide unbundled legal services across the country, offering unbundling in his practice and developing innovations such as the client library, the wellness check-up confidential mini-evaluations and mediated case management. He also has a long history of bringing concepts of unbundling and other innovations to the legal community at large. In the 1970s, Mr. Mosten was a partner in the first private legal clinic in America. More recently, he wrote the book *Unbundled Legal Services: A Guide to Delivering Legal Services a la Carte*, published by the ABA Law Practice Management Section. He has spoken to bar groups and court organizations around the country about innovations in the delivery of legal services.

2012 Louis M. Brown Award Nominees

OnlineTNJustice.org

OnlineTNJustice.org is a statewide website that connects clients with household income up to 250% of the federal poverty level to volunteer attorneys who provide advice and counsel.

The website was created to eliminate barriers to lawyer pro bono, expand pro bono to the most rural areas of the state, and provide assistance to eligible legal aid clients who are turned away because of a lack of resources.

The online system screens potential clients for eligibility and, if qualified, allows them to post a legal question to a private messaging system. Lawyers provide information and basic legal advice without any expectation of long-term representation. Lawyers receive CLE credit for the time they spend researching and answering questions.

During its first six months, 285 lawyers registered to provide advice and 847 questions have been answered.

Contact: Sarah Hayman

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<http://www.OnlineTNJustice.org>

Milwaukee Justice Center

The Milwaukee Justice Center (MJC) is a volunteer based collaborative project between the Milwaukee Bar Association, Milwaukee County, and Marquette University Law School. The underlying philosophy of the project is that unrepresented litigants have a fundamental right to access the justice system even if they cannot afford an attorney or do not qualify for legal aid.

The Milwaukee Justice Center utilizes volunteer lawyers, paralegals and law students in combination to staff several different levels of service. Self-help desk volunteers assist unrepresented litigants with filling out forms, and provide step-by-step instructions for filing family law, small claims and foreclosure cases. Brief legal advice clinics offer a free, walk-in information and referral service staffed by volunteer attorneys working with and supervising law students. The clinic's goal is to provide unrepresented litigants with basic legal information and appropriate referrals on civil legal matters.

During its first full year of operation, the MJC served 7,541 clients. 304 volunteers donated a total of 7,058 work hours.

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<http://www.milwbar.org/anniversary/justice-center.htm>

Health Justice Project

The Health Justice Project collaborates with Erie medical providers and community groups to resolve the legal needs that cause health problems. HJP team members have provided legal and social services to over 400 patients and their families in the past year, hosted community based education sessions and trained students of multiple disciplines in interdisciplinary collaboration in order to overcome social determinants of health.

The 38,000 patients of Erie Family Health Center that HJP serves are: 98% below the federal poverty line, 87% Hispanic, 23% living with HIV/AIDS. Many of these patients suffer from health problems that are social and legal in origin (public benefits denials, poor housing conditions, access to education). Yet, they would not seek out legal assistance for fear of retaliation or deportation.

Emily Benfer, the founder and Director of HJP, helped multiple law schools replicate this model and has three forthcoming publications on the model, including a chapter in the ABA's Town and Gown: Effective Legal Strategies Promoting Cooperation between Institutions of Higher Education and Their Host Municipalities.

Contact: Emily Benfer

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<http://www.luc.edu/healthlaw/hjpindex.html>

Minnesota Volunteer Lawyers Network

Minnesota Volunteer Lawyers Network assists self-represented litigants in consumer debt cases. Attorneys draft answers for respondents, thereby preventing default judgments. Often this results in the petitioner dropping the case altogether.

Client income eligibility is up to 300% of the Federal Poverty Guideline, helping many who are ineligible for legal aid yet cannot afford an attorney. The Minnesota Volunteer Lawyers Network assists clients anywhere in Minnesota, providing access to underserved rural areas.

The Network receives clients through a partnership with the statewide Self Help Center, which receives hundreds of calls a month asking for help with court processes. If a caller has been served with a consumer debt petition, has an email address, is within the 20 days to serve an answer, and is not a conflict for the attorney, the caller is scheduled with an attorney. The caller then receives an email with instructions to complete an online questionnaire and fax the summons and complaint, so the attorney has the necessary information to assess the case. Next, the attorney calls the client at the appointed time. If the client's case has merit, the attorney drafts an answer. The attorney emails the client the answer with detailed instructions to print, sign and serve it. If the client needs help with service, he or she may complete another online or ask VLN staff to do so.

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Community Legal Center

The Community Legal Center (CLC) provides the working poor, who are above federally funded legal services' guidelines but still don't earn a living wage, with basic civil legal services in areas including family law, where the demand is the greatest; landlord tenant and consumer law; wills and probate assistance. CLC is housed in the Metropolitan Interfaith Association (MIFA), one of Memphis' premier social service agencies. The synergy between the CLC and MIFA gives clients the opportunity for a more holistic approach to addressing their issues. CLC also operates a pro se divorce clinic in the civil court building.

This clinic has served as a model replicated by LSC agencies in East and Middle Tennessee. CLC's Immigrant Justice Program provides vital assistance to low-income asylees, refugees, and other immigrants in establishing their "legal" status via means the US Congress has provided, including immigration court defense, refugee and asylum claims for survivors of persecution and domestic violence, and family-based green cards. The immigration services are provided in collaboration with the University of Memphis School of Law where the CLC immigration attorney is on faculty. CLC provided advice, referrals, and representation to over 3,000 people in each of the last 3 years.

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<http://www.clcmemphis.com/index.html>

Gulf Justice Consortium

The Gulf Justice Consortium is a joint venture of 12 non-profit legal aid programs in Alabama, Florida, Louisiana, Mississippi and Texas. These programs mobilized to address urgent legal needs arising from the Deepwater Horizon oil disaster. When BP created a \$20 billion claims fund to compensate victims of this unprecedented environmental disaster and named Kenneth Feinberg to administer the Gulf Coast Claims Facility (GCCF), the Consortium immediately offered its services.

GCCF recognized the Consortium's unique capacity to enable meaningful access to the claims process for devastated coastal residents, including multi-generational families who fish for their livelihood, small business owners, and hospitality and restaurant workers. The Consortium contracted with GCCF to deploy 16.5 lawyers, who have received more than 5,000 requests for assistance and have provided legal advice and consultation, referral, brief or extended services that have so far resulted in the recovery of more than \$6 million for claimants.

The Consortium has significantly improved access to the claims process for low and moderate income people across the five Gulf states and is providing a model for how such processes can work better in response to future disasters.

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Civil Legal Advice & Resource Office (CLARO)

The CLARO Program seeks to provide free, limited legal advice to the vast numbers of unrepresented consumers in New York City Civil Court. It assists moderate-income and working poor New Yorkers, in addition to low-income poor consumers.

In 2010, creditors filed 201,126 debt collection cases. Less than one percent of defendants were represented. Beginning in Brooklyn in 2006, the New York City Bar Association proposed the model; the Brooklyn Bar Association Volunteer Lawyers Project led efforts with Brooklyn Law School and administrative judges to establish Brooklyn CLARO. The innovative model that evolved involves partnerships among the courts, academic institutions, bar associations, and legal services providers: law students help administer the program, volunteer lawyers staff the project, and legal services attorneys provide onsite expertise.

CLARO has been replicated citywide in all five boroughs in partnership with the New York State Courts Access to Justice Program. CLARO operates in Newark, New Jersey, as well. The Access to Justice Program Director regularly convenes the CLARO Programs to discuss emerging trends and issues related to pro se litigants. The courts and CLARO Programs also coordinate together on training efforts.

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<http://www.claronyc.org/claronyc/default.html>

Bread for the City

The Court-Based Legal Services Project is based in the Landlord-Tenant Branch of D.C. Superior Court and is run jointly by the Legal Aid Society of D.C. and Bread for the City to provide same-day representation to low-income tenants facing eviction. Project attorneys also provide ongoing representation for clients who need help beyond that day in court.

The Project started in 2007 in response to an overwhelming need. While over 90% of landlords in eviction cases are represented, only 3% of tenants have attorneys. Legal Aid and Bread for the City staff the Project on alternate days, sending two or three attorneys to court each day. Services can include everything from helping a tenant stay a writ of restitution or vacate a default judgment to continuing a case for time to consult with counsel to dismissing a case or reaching a settlement agreement. About one-third of the tenants served resolve their case through our same-day representation. For the remaining tenants, the Project successfully places approximately two-thirds of the cases for extended representation. It also monitors emerging issues within the court and coordinates a response, while also tracking new case filings and conducting outreach to tenants. Project attorneys also participate on court committees and in ongoing discussions about changes to court operations and other systemic issues.

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<http://www.breadforthecity.org/services/legal-clinic/>

The Microenterprise Legal Assistance Project

The Microenterprise Legal Assistance Project at Advocates for Basic Legal Equality, Inc. (ABLE) provides free legal assistance to entrepreneurs who cannot afford an attorney.

Since September 2010, the Project has made transactional services available to those of low and moderate means through brief advice, extended service, and educational programming. The Project uses expanded eligibility guidelines in order to reach a broader array of individuals who cannot afford counsel. Services include contract review and drafting, assistance navigating business regulations, entity formation, employment law and intellectual property advice, among many others.

Beyond the services provided by in-house attorney Anneliese Gryta, the Project taps the business legal community of northwest Ohio to provide free one-on-one brief advice to entrepreneurs at community legal clinics. At the clinics, entrepreneurs learn how to avoid legal pitfalls, while forming a relationship with a seasoned legal professional who they can turn to as the business grows. The Project is fully replicable in communities across the U.S. due to the many untapped networks of transactional attorneys in rural and small to-moderate size metropolitan areas; the lack of business legal assistance programs in these regions; and high unemployment indicating a community need for entrepreneurship support.

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<http://microenterprise.ablelaw.org/>

Clark County Civil Law Self-Help Center

The Clark County Civil Law Self-Help Center opened in Las Vegas in December 2009. The Center's mission is to increase informed access to the courts by providing education, information, legal forms, community referrals, and support services to self-represented civil litigants, regardless of income or citizenship.

The Center provides educational materials and training regarding various legal topics, including small claims, landlord/tenant, foreclosures, and protection orders, among others. The Center's staff, an attorney and five paralegals employed by Legal Aid Center, assists with identifying and completing legal forms and makes referrals to other community resources. The Center also conducts an "Ask-A-Lawyer" program, where in 2011 alone, 516 self-represented litigants were provided counsel and advice by pro bono attorneys regarding landlord/tenant issues and foreclosure. In addition, the Center also provides forms and information through its website.

In 2010, the Center served 31,416 people and this year is on track to help approximately 40,000 people. Feedback forms indicate that 99 percent of clients surveyed are satisfied with the services the Center offers.

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<http://www.clarkcountycourts.us/CivilSHC/index.html>

Family Law Voluntary Settlement Conference Program

In 2010, the Riverside County Superior Court developed the Family Law Voluntary Settlement Conference (VSC) Program. The VSC Program combines the skills of mediator attorneys, legal assistance from the Court's self-help staff, and automated form completion to help self-represented parties resolve their case through mediation, all at no cost to the parties.

Before attending the VSC, parties are required to attend a workshop, conducted by the Court's self-help staff, where they learn about the benefits of settling their family law case, and receive help completing required paperwork. Specialized forms were created to help the parties gain a better understanding of the issues in their case, and prepare them for meaningful participation at the VSC. These forms are available online at the Court's self-help website, and include a settlement conference declaration and spousal support declaration. Workshops are available at various locations and times, including at night so that parties can choose a time and location that is best for them.

At the VSC, attorneys from the Dispute Resolution Service of the Riverside County Bar Association mediate the cases, and complete the final settlement paperwork. After a successful mediation, self help staff ensures the judgment paperwork is processed, and the parties obtain final judgment that day. The VSC Program is held twice a month. In the first year 72% of the VSC cases reached a full settlement. Self-represented parties consistently report being very satisfied with the VSC Program.

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New York State Courts Access to Justice Volunteer Attorney Program

The NYS Courts Access to Justice Volunteer Attorney Program recruits, trains and supervises pro bono attorneys and law students to provide court-based consumer debt, housing and family law advice and limited representation to unrepresented litigants.

The current economic meltdown has had a devastating impact on NY's poor and working families. The Courts remain a litmus test of rising economic struggles. Most low-income and modest means litigants with these matters are overwhelmingly unrepresented and face major obstacles to fair adjudication of their cases. The Volunteer Attorney Program helps preserve their rights.

The program leverages public/private resources to develop and implement these programs with multiple partners that include bar associations, non profit legal organizations and law schools. The program also facilitates pro bono service by newly admitted attorneys by providing free "Bridge-the-Gap" CLE training in return for service in the program's supervised 50-hour pro bono practicum. This helps increase the pool of attorneys able to assist litigants of modest means.

As the only court system that operates such a program, it has already begun to spark ideas for replication by court systems (nationally and internationally) by disseminating information on best practices for setting up court-based legal advice and limited scope representation programs.

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The Katzmann Study Group

The Katzmann Study Group was founded in late 2007 following the Marden Lecture by the Hon. Robert A. Katzmann at the New York City. It brings together individuals and organizations from across the legal community. Membership includes those from clinics, judges of the Immigration Court, representatives of the US Department of Justice Executive Office for Immigration Review, the private bar, in-house legal counsel, County and State Bar Associations, the American Immigration Lawyers Association, the Office of Immigrant Affairs of the Mayor of the City of New York, the Manhattan District Attorney's Office, the New York State Office of the Attorney General, and public interest funders.

Through the KSG, contributors share thoughts and proposals to address the legal needs of immigrants without counsel, identify needs of this population, and eradicate those who prey on the client base. In addition, KSG members also identify and promote externships and fellowships for young lawyers and report on means for effective and efficient delivery of information, low bono representation and pro bono representation in counseling, administrative hearings and court proceedings on review.

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JustAdvice Initiative

The JustAdvice® Initiative is a low-cost legal consultation program of the Clinical Law Program at the University of Maryland Francis King Carey School of Law. The program provides Maryland residents with a place to ask their legal questions.

The program operates in five locations in Maryland, with three locations in Baltimore City and two on the eastern shore. The program offers 30- minute consultations with attorneys licensed in Maryland for a \$10 fee. During the law school semester, the program offers two sessions per week where residents may sit down with a Rule 16 student attorney and a Maryland volunteer attorney to discuss their legal issues. If, at the end of their 30 minute session, the customer feels that they need more assistance, they may either return to another session free of charge, or receive referrals through the Civil Justice Network for a reduced-cost attorney that the customer may retain to resolve their issues.

The program fills a critical service gap by aiding those who exceed the income restrictions of traditional legal assistance programs, but cannot afford private counsel. Through the sessions, the program hopes to empower customers to solve their issues and to make justice accessible to those most in need.

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LegalLEARN and the Moderate Means Project

LegalLEARN, Arizona's statewide Legal Services Contact Center, provides legal information and guidance to Arizonans or individuals with cases in Arizona.

LegalLEARN assists 15 counties. Its toll-free number offers callers automated information or staff support options for assistance. Staff offers callers contact information, programs for assistance, access to statutes and court rules, forms, general answers as well as other legal information.

LegalLEARN serves as a gateway to the Arizona Modest Means Project (MMP). MMP assists individuals making 250% or less of the Federal Poverty Guidelines with appeals, bankruptcy, consumer law, family law, housing, immigration, guardianships and wills & trusts issues. The Project provides an hour of brief assistance for \$75. For continued assistance, the \$75/hour fee continues.

In 2011, this partnership project by the State Bar of Arizona, the Arizona Foundation for Legal Services & Education and the Arizona Legal Services Agencies received 16,021 automated/staff supported calls and assisted 607 clients through MMP's 72 volunteer attorneys.

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Washington State Bar Association Moderate Means Program

The Moderate Means Program (MMP) is a state-wide reduced-fee lawyer referral service designed to close the justice gap for moderate-income households in Washington State. The program was built in order to enhance the commitment of the Washington State Bar Association and its members to public service in partnership with the law students of Washington's three law schools.

WSBA recruits attorneys to provide reduced-fee assistance for clients with family housing, and consumer law cases. Prospective clients can access services through a toll-free telephone number or an on-line application for services. Under the supervision of an MMP staff attorney at each school, law students conduct intakes and refer income-eligible clients to participating attorneys. WSBA provides participating attorneys access to free and low-cost MCLE-approved training and substantive resource material, as well as access to peer and mentor support.

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Harvard Law School Cyberlaw Clinic

The Harvard Law School Cyberlaw Clinic is advising the Massachusetts Trial Court's Access to Justice Initiative on best practices for using technology to assist citizens, especially low- and middle-income self-represented litigants, in accessing the legal system.

Today, more people are seeking legal redress through the courts while fewer than ever have access to lawyers. At the same time, court budgets have been slashed and there are fewer staff to help the public. The project is examining technology initiatives in courts around the country, interviewing court and legal aid personnel, technology specialists and vendors, and analyzing relevant literature to identify innovative access strategies. These include technologies to make courts' websites and online resources more robust and easier to use; to provide simpler, guided-interview based ways for people to fill out legal forms online; and to implement electronic case management and "e-filing" systems that are fully accessible to self-represented litigants.

The Clinic's ultimate goal is to provide a rich set of publicly available guidelines, resources and implementation materials that can empower courts around the country to replicate valuable access to justice technologies more quickly at lower cost. In Massachusetts alone, these technologies will help many thousands of average court users.

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Maryland District Court Self Help Center

The Maryland Access to Justice Commission played a critical role in aiding the district Court of Maryland, the state's limited jurisdiction trial court, to establish its first local walk-in self-help center serving litigants in small claims, landlord-tenant, domestic violence and other civil matters.

This year, staffing was increased and the service was leveraged by adding phone and live chat services to extend the reach of the Center statewide. The Center used automatic intake surveys for walk-in clients and a pre-chat survey and staff data collection to capture real-time data on needs and services. The Self Help Center believes chat service will be a vehicle for pro bono participation by private attorneys.

In two years, the Self Help Center has served over 11,000 walk-in clients. In the first three months of operation it has served over 1,900 via live chat, while in the first two months of operation it has served over 1000 users via phone.

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