



**ABA DIVISION FOR BAR SERVICES**

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Memo #94

-News You Can Use-  
From the ABA Division for Bar Services

November 2001



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## *Issues*

### **ABA's Response to Sept. 11 Attacks Enters New Phase**

#### **Operation Enduring Lamp Geared to Help Military Personnel**

To help military personnel and their families deal with legal issues regarding overseas deployment and mobilization, the ABA is making sure the nation's lawyers are mobilized to provide assistance quickly.

Operation Enduring Lamp has been designed by the ABA to help coordinate military personnel assistance. In order for the nation's military personnel to gain quick access to legal help, the U.S. Armed Forces has asked the ABA to establish a database of legal assistance programs across the nation.

Bar associations are being asked to register any program that is geared towards providing legal assistance to military personnel. To register your bar's program, please visit [www.abanet.org/legalservices/helpreservists/home.html](http://www.abanet.org/legalservices/helpreservists/home.html). In addition, this site will contain legal information that may be useful to bar associations dealing with questions from military personnel.

Also, the ABA has announced that it will be offering free training in the key areas of law in which all pro bono attorneys assisting in this effort should be familiar - the Soldiers' and Sailors' Civil Relief Act (SSCRA), the Uniformed Services Employment and Reemployment Rights Act (USERRA), and survivor's benefits. The ABA is currently producing a three-hour video package that covers these areas of law. The video should be ready by the end of November.

All questions regarding Operation Enduring Lamp should be directed to Jane Nosbisch at [jnosbisch@staff.abanet.org](mailto:jnosbisch@staff.abanet.org) or via phone at 312-988-5754.

In addition, the Bar Services Division has pulled disaster recovery information from various ABA entities and consolidated them on one site for easy reference for bar associations and other interested parties.

The Web site, located at [www.abanet.org/barserv/disaster/](http://www.abanet.org/barserv/disaster/) provides helpful information to state and local bars in times of emergency. Also included in the site are links to information about military personnel and mobilization. Other important topics, such as links to law firm management in times of crises are also incorporated into the site.

### **Bar Services Division and NCBP looking for Best Projects from State, Local and Minority Bars!**

Programs Will Be Highlighted in Publication at the ABA Mid-Year Meeting

The ABA Bar Services Division and the National Conference of Bar Presidents are looking for the Best Projects of 2001. *Best Projects* is a compilation of successful state, local and special-focus bar association projects in a variety of areas that will be distributed at the midyear meetings in Philadelphia. Please send us information on your "best" project of 2001 by completing a few simple questions about the project. Every submission received will be featured in the book.

To get a submission form, please contact Daniel Rubin at [drubin@staff.abanet.org](mailto:drubin@staff.abanet.org) or 312/988-5356. Or, you can fill out the form online at [www.abanet.org/barserv/best\\_projects.html](http://www.abanet.org/barserv/best_projects.html). The deadline for receiving completed submissions is December 19th.

## **Child Custody Pro Bono Project Aims to Bring Justice to Children**

Program to include mini-grants to Innovative Juvenile Justice Programs

The ABA Standing Committee on Pro Bono and the Family Law Section announced the creation of the ABA Child Custody Pro Bono Project, a project designed to improve access to justice for children involved in custody hearings. The project, announced in late August, is being funded initially by a \$1 million gift from Melita and Bill Grunow, of Lake Geneva, Wis., in honor of the memory of their niece, Ann Liechty.

The project will encourage the development and enhancement of pro bono child custody projects through the use of grants and technical assistance. For more information, please contact Linda Rio at [lrio@staff.abanet.org](mailto:lrio@staff.abanet.org) or visit the project's Web site at [www.abanet.org/legalservices/pbpages/pbchildcustody.html](http://www.abanet.org/legalservices/pbpages/pbchildcustody.html)

## **Balancing Professional and Personal Demands**

New Publication Highlights Challenges Facing Lawyers

Lawyers are facing new challenges in keeping professional and personal lives balanced, according to the new ABA report, "Balanced Lives Changing the Culture of the Legal Profession." The report, published by the ABA Commission on Women in the Profession, details how this imbalance affects client work, lawyer satisfaction and the overall state of the profession.

The report examines the struggle of the "sandwich generation" - those lawyers who are caught between caretaking obligations to their children and their elderly parents. The effect of inflexible work schedules is a leading cause of turnover and non-promotion in law firms, especially among women.

Also included in the report are model procedures for alternative schedules and other ways of maintaining a healthy balance between work and personal time.

The report is available online at [www.abanet.org/women](http://www.abanet.org/women)

## **How do Your Neighbors Resolve Disputes?**

ABA Dispute Resolution Section Releases 2001 Survey of State and Local Bar Dispute Resolution Activities

The State and Local Bar Committee of the ABA Section of Dispute Resolution has completed its 2001 Survey of State and Local Bar Dispute Resolution Programs and Activities. This report contains information about dispute resolution programs sponsored or supported by bar associations across the country.

A comprehensive report and detailed profiles of the state and local bar associations is available on the Section of Dispute Resolution web site, [www.abanet.org/statelocal/disputesurvey.html](http://www.abanet.org/statelocal/disputesurvey.html).

## **Survey Finds Local Justice Initiatives Growing**

Partnerships between Public, Courts and Bar Associations Showing Largest Growth

The ABA Committee on State Justice Initiatives' 2001 survey found that state and local justice improvement activities continue to grow, most notably "justice initiatives," which are projects that involve the public in partnership with courts and bar associations.

The 184-page report includes overviews of topics such as:

- Efforts to improve public trust and confidence in our justice system
- "justice initiatives" (e.g., citizens' conferences and court "futures" commissions)
- traditional justice improvement activities (e.g., jury reform and supporting judicial independence), as well as indexed, state by state descriptions of local activities.

## Administrative Law Committee Looking for Input

### Survey Meant to Improve Administrative Law Offerings

The ABA State Administrative Law Committee is looking for ways of improving administrative law practice across the nation. The first step is establishing a national database of practices among the different states and they need your input!

The survey can be found at [www.abanet.org/adminlaw/state\\_adminlaw\\_survey.html](http://www.abanet.org/adminlaw/state_adminlaw_survey.html). Surveys in the area of administrative law have, in the past, proved to be extremely useful for lawyers, agencies, and administrative law judges. They have helped establish statistical bases for important improvements in administrative hearings.

In addition, please contact Judge Ed Schoenbaum via e-mail at [edschoen@juno.com](mailto:edschoen@juno.com) or phone at 217/524-7836 for any questions or establish contact with the committee.

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## People

### Bar Association of San Francisco (CA)

Teveia Barnes will serve as the Executive Director and General Counsel of the Bar Association of San Francisco. Ms. Barnes assumes her duties on December 1, 2001.

### Springfield Metropolitan Bar Association (MO)

Lois Zerrer has resigned as executive director of the Springfield Metropolitan Bar Association (MO). Crista Shuler has been hired as the new executive director. She can be reached at [smba@pcis.net](mailto:smba@pcis.net) or 417/821-2842.

### Kern County Bar Association (CA)

Suzan D. Hopper is the new executive director of the Kern County Bar Association (CA). She can be reached at 661/334-4700 or [kcbadir@sbcglobal.net](mailto:kcbadir@sbcglobal.net)

### Kansas Bar Association

Velma Gooding is the new Communications/Marketing Director for the Kansas Bar Association. She can be reached at 785/234-5696 or [vgooding@ksbar.org](mailto:vgooding@ksbar.org).

### ABA

Robin Maher has joined the ABA as staff director of the Special Committee on Death Penalty Representation, which oversees the work of the Death Penalty Representation Project. She can be reached at [rmaher@staff.abanet.org](mailto:rmaher@staff.abanet.org) or 202/661-6821

Marilyn Cavicchia has joined the ABA Publications staff and is the new editor of Bar Leader magazine. Ms. Cavicchia can be reached at 312/988-6071 or [CavicchM@staff.abanet.org](mailto:CavicchM@staff.abanet.org)

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## *Events*

### **The ABA Section of Dispute Resolution Conference on Alternative Resolution Methods**

#### Alternative Methods to Dispute Resolution Will Be Showcased

The Dispute Resolution Section is holding its annual conference on April 4-7, 2002 in Seattle, Washington. The program, which is expected to draw over 1,000 attendees, will cover all forms of alternative dispute resolution issues. The event is co-sponsored by the by the Washington Law School Foundation and the Washington State Bar Association Section of Dispute Resolution

For an updated schedule of events, please visit the Dispute Resolution Section's Web site at [www.abanet.org/dispute](http://www.abanet.org/dispute). For more information, please contact Kyo Suh, at 202/662-1688 or [KyoSuh@staff.abanet.org](mailto:KyoSuh@staff.abanet.org).

### **Undocumented Immigrants and the Health Care System**

#### Program will give local bars tools to help their community

The ABA Health Law Section is hosting its third annual Emerging Issues conference from Wednesday, February 27, 2002 through March 2nd in Phoenix, AZ. As part of the conference, the Arizona Association of Healthcare Lawyers will present a program on the impact of undocumented immigrants on the healthcare systems of states that border foreign countries. Early-bird registration for the conference ends on December 21st. For more information, contact Katherine Yu at 312/988-5146 or [yuke@staff.abanet.org](mailto:yuke@staff.abanet.org).

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## *Resources*

### **SERVICES**

#### **Growing the Law Practice Affordably**

##### Quarterly Newsletter Available at Special Group Rates

The Law Practice Management Section has a publication for state and local bar groups that would like to offer their members a valuable law practice management benefit. The section's newsletter, Law Practice Quarterly, is available to these groups for the cost of \$10 a year per member. This subscription provides members with four issues of the Quarterly, full of insightful and practical information on legal technology, networking, practice development and marketing. For more information on how your group can provide members with the Law Practice Quarterly, e-mail editor Ed Dietel at [ENDJED@aol.com](mailto:ENDJED@aol.com).

#### **Law Firm Management Guide Available for Download**

##### Book Gives Inside Tips on Creating the Perfect Firm

The ABA Section of Law Practice Management has released its first online-only book, The Law Firm Guide to Client Relations for Support Staff. The guide will enable lawyers to identify the intangibles by which clients judge their firm, and show them how they can meet and exceed their clients' expectations for quality service.

The Law Firm Guide to Client Relations for Support Staff is available only via download at the section's Web site at [www.abanet.org/lpm/catalog/511-0464.html](http://www.abanet.org/lpm/catalog/511-0464.html). The 19-page PDF format booklet is divided into six mini-chapters, covering The Changing Legal Environment; Your "Internal" Clients; Your "External" Clients; The Ten Imperatives of Quality Client Services; Telephone Tips; and Summary. The document will be downloadable after a user enters contact and credit card information. The cost of the book is \$9.95.

## **ABA Coalition for Justice Publishes Pamphlet about Unified Family Courts**

### **Local Initiatives To Strengthen Unified Family Courts Highlighted**

The ABA Coalition for Justice recently published "Unified Family Courts: Justice Delivered," a pamphlet about the benefits of unified family courts. This 44-page booklet provides bar associations, courts, and the public with plain-language information about unified family courts, specific examples of how they were established in various localities, and an extensive list of resources available from the ABA and other organizations.

"Unified Family Courts: Justice Delivered" is available from the ABA Service Center at 800/285-2221 (Product Code 3460010) for \$5 plus shipping/handling. For more information about this publication and other publications in the Roadmaps' series please visit [www.abanet.org/justice/roadmaps.html](http://www.abanet.org/justice/roadmaps.html).

## **Becoming Better Advocates for the Homeless**

### **New Publication Details How Public Perception Affects Pro Bono Work**

Understanding public perceptions of homelessness is key to formulating good pro bono work on behalf of the homeless, according to a new book titled *Representing the Poor and Homeless: Innovations in Advocacy*. Published by the ABA's Commission on Homelessness and Poverty, the book details lawyers' roles in helping the homeless in community-based issues.

The report is available for \$15.00 including shipping and handling. However the book is priced at \$10.00 for a limited time only. For a copy contact the Commission on Homelessness and Poverty at 202/662-1694, or by e-mail at [homeless@abanet.org](mailto:homeless@abanet.org).

## **ABA Book Publishing Discount Program**

### **Selection of the Month: Winning Arguments During Trial**

You can save 40% on select ABA publications by participating in the ABA Book Publishing Discount Program. The program is targeted exclusively to bar associations and gives you the opportunity to generate additional revenue, enhance CLE programming or increase the value of your association membership.

One publication available through this program is *The Winning Argument*, by Ronald Waicukauski, Paul Mark Sandler, and JoAnne Epps . Recently published by the Litigation Section, three experienced trial lawyers provide your members with practical approaches, insightful analysis and compelling strategies to make their arguments - before a judge, jury, colleague or in mediation - persuasive and effective.

The book covers twelve characteristics of a winning argument and presents the rudiments and sophisticated levels of persuasion based upon ancient and modern techniques. In addition to the practical, clear instructions, the book includes colorful anecdotes and examples that illustrate real-life situations and apply to your members' practice. *The Winning Argument* focuses on singular characteristics of advocacy by drawing upon specific principles of persuasive techniques, including how to build an argument with law, evidence and policy, how to appeal to emotion and how to capitalize on ethos.

For more on this book, go to [www.abanet.org/litigation/pubs/catalog/5310300.html](http://www.abanet.org/litigation/pubs/catalog/5310300.html).

For a complete listing of titles available through this program, go to [www.ababooks.org](http://www.ababooks.org).

For information on the program please visit [www.abanet.org/abapubs/discountprogram.html](http://www.abanet.org/abapubs/discountprogram.html) or, to place an order, contact Catherine Flanagan at 312/988-6112, e-mail: [flanagac@staff.abanet.org](mailto:flanagac@staff.abanet.org).

## November Issue of Legal Services Now Online

The latest of Legal Services Now is available online at <http://www.abanet.org/legalservices/lsn.html>. The November issue has updates on IOLTA and pro bono news from around the country

## Get the Scoop from Media Relations

Click on the ABA Division for Media Relations and Communication Services Web site ([www.abanet.org/media/home.html](http://www.abanet.org/media/home.html)) to learn more about noteworthy legal topics and decisions made by the American Bar Association.

## What's Going on in Washington, D.C.?

Keep track of the latest news in legislative and governmental advocacy by logging on to the ABA Governmental Affairs Office's Web site ([www.abanet.org/poladv/home.html](http://www.abanet.org/poladv/home.html)).

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## *Awards*

### Center for Professional Responsibility Announces Professionalism Awards

Award Centered Around Innovative Projects in Increasing Professionalism

Nomination forms and guidelines for the 2002 E. Smythe Gambrell Professionalism Awards are now available at [www.abanet.org/cpr/gambrell.html](http://www.abanet.org/cpr/gambrell.html). The annual awards, in the amount of \$3,500 each, are presented by the ABA Standing Committee on Professionalism to recognize projects contributing to the understanding of professionalism among lawyers. Law schools, bar associations, law firms and other law-related organizations are eligible. The deadline for submissions is March 30, 2002.

Please contact Grace Kang at 312/988-5312, e-mail: [kangg@staff.abanet.org](mailto:kangg@staff.abanet.org) or Arthur Garwin 312/988-5294, e-mail: [agarwin@staff.abanet.org](mailto:agarwin@staff.abanet.org) for more information.

### Standing Committee on Legal Services Delivery Looking for Brown Award Nominations

Legal Services Projects Targeted for Award

The ABA Standing Committee on the Delivery of Legal Services is seeking nominations for the 2002 Louis M. Brown Award for Legal Access. The Brown Award is presented to those who advance the delivery of legal services to moderate income clients in innovative ways. The award will be presented at the ABA Midyear Meeting in Philadelphia in January. For more information and a nomination form, go to [www.abanet.org/legalservices/delbrown.html](http://www.abanet.org/legalservices/delbrown.html), or contact William Hornsby, at [whornsby@staff.abanet.org](mailto:whornsby@staff.abanet.org) or 312/988-5761.

### Images of Freedom Award Topic Announced

Award honors students' photography submissions

The Division for Public Education is again hosting the sixth annual Images of Freedom Student

Photography Competition. Students ages 12 to 18 are invited to submit photographs that interpret the Law Day 2002 theme - "Celebrate Your Freedom: Assuring Equal Justice for All." First-place prize includes a \$1,000 U.S. savings bond and an expense-paid trip to Washington, D.C. on Law Day.

Official entry forms and contest rules as well as past years' winning photographs are available online at [www.abanet.org/publiced/imagescontest/home.html](http://www.abanet.org/publiced/imagescontest/home.html) or by calling the Division at 312/988-5735. State and local bar associations can also call the Public Education Division to discuss how they might use the competition in programs with schools in their state or community.

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