2020 LOUIS M. BROWN AWARD FOR LEGAL ACCESS

AMERICAN BAR ASSOCIATION
Standing Committee on 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. The Louis M. Brown Award for Legal Access honors the work of those who advance this mission in ways that are both remarkable and replicable.

Nominations for the 2020 Brown Award came from a wide range of projects sponsored by bar associations and foundations, courts, law firms, entrepreneurs, and non-profits. The sole unifying element of the nominees is their dedication to improving access to legal services for those who cannot otherwise afford it, thereby advancing justice for all. To this end, each project exemplifies the spirit of Louis Brown, and his lifetime of dedication to those who need legal services.

The recipient of the 2020 Louis M. Brown Award for Legal Access is DoNotPay, for its commitment to increasing legal services to those of modest means, and specifically spotlighted its innovative use of technology in striving for that goal. DoNotPay aims to improve the delivery of legal services and legal information through leveraging chatbots & cutting-edge AI technology to provide automated services for common consumer and legal needs.

In addition, to elevate the awareness of the Award and advance insights into the work of the nominees, the Committee sponsors the Louis M. Brown Select Award, which is presented to the nominee that received the most online votes from the public. Hundreds of people voted for one of the 10 finalists, and the winner of the Brown Select Award is Equal Justice Works Disaster Recovery Corps, which mobilized 23 Fellows to go where the need was the greatest, delivering critical legal assistance to disaster-affected communities in Texas and Florida, coming out of hurricanes Harvey, Irma, and Maria. Further, they aim to recruit new cohorts and to deploy them as needed.

The Committee is proud to recognize the recipients and their contributions to advancing affordable access to legal services. In addition, we honor all of the nominees that were submitted for the 2020 Brown Award, all of which can be found posted on our webpage at www.ambar.org/delivery.

The delivery of legal services, or the lack thereof, is something that is both addressable and rectifiable. As such we encourage individuals and entities to “think outside of the box.” While many of our “old ways” are still working, there are many innovations yet to be found. And, it is up to all of us to bridge the access to justice gap in order to serve as many as want to be helped. We wish good luck to those of you engaged in this mutual journey and as always, we thank all of you for your support.

Sincerely,

Charles F. Garcia, Chair
ABA Standing Committee on Delivery of Legal Services
DONOTPAY
The DoNotPay app bills itself as the home of the world's first robot lawyer. DoNotPay aims to in
democratize the consumer rights landscape to make the law more affordable & accessible for moderate income people, improving the delivery of legal services and information by leveraging chatbots & cutting-edge AI technology to provide automated services for common legal needs. With DoNotPay you can fight corporations, beat bureaucracy and sue anyone at the press of a button. The automated services provided by the DoNotPay app have been replicated and launched in other settings around the world, including the United Kingdom, Australia, and Canada. A few examples of the automated services that have won our users legal disputes include, the ability to sue large corporations for data leaks, appealing parking tickets, free legal aid to help the homeless and evicted fight for housing, free legal aid to refugees seeking asylum in the US and Canada, and much more.

EQUAL JUSTICE WORKS DISASTER RECOVERY CORPS
The Equal Justice Works Disaster Recovery Legal Corps (DRLC) mobilized 23 Fellows to deliver critical legal assistance to disaster-affected communities in Texas and Florida, coming out of the 2017 disasters (Hurricanes Harvey, Irma, and Maria). Fellows are hosted at legal services organizations for a two-year term, where they provide legal assistance on issues related to housing, public benefits, employment, disability rights, immigration, and other disaster-related legal issues. Fellows expand the capacity of legal services organizations to ensure all survivors have access to services they need to stabilize and rebuild their lives. Fellows receive substantive and skills-based training before the start of the program, which equip them with tools needed to assist with disaster recovery, and ongoing training and cross-collaboration opportunities throughout their two years of service to provide a robust and in-depth knowledge of disaster law and serving low-income clients. This initial DRLC will be replicated to a corps that will strategically place new two-year fellows on a rolling basis at recently or often-impacted communities across the country. The future DRLC will build upon the disaster resources and best practices developed by this initial corps, which is completing service in 2020.
Boundless
Boundless seeks to empower families to navigate the immigration system more confidently, rapidly, and affordably. As part of that mission Boundless created a free Public Charge Risk Estimator to allow immigrants and their families to understand how the new public charge rule is likely to impact them, without having to pay for an attorney. It’s designed to be straightforward and easy-to-use: respondents answer a handful of simple questions, and within minutes, the tool tells them whether they’re at high risk, moderate risk, or low risk of being denied a green card under the rule. The tool also flags vulnerable areas in the results, guiding applicants on how they can reduce their risk of denial and improve their chances of getting approved. They can then use their results to make an informed decision about what additional actions to take, including whether to hire an attorney.

Bridge to Justice
Bridge to Justice is a 501(c)(3) Colorado nonprofit organization that provides civil legal services to low- and moderate-income Coloradans who do not qualify for free legal aid. It delivers customized legal advice and services at significantly reduced rates and provide significantly discounted legal services to low- and moderate-income Colorado residents in post-decree domestic relations matters. Representative cases include modification and enforcement of parenting time, decision making, child support and maintenance (alimony). Individuals qualify for the program based on household income and assets. The income guidelines are based on the HUD income limit, which is 80% of the Area Median Income for Boulder County. In 2019, the income cutoff for an individual was $54,300 and $71,900 for a family of four. The value of a client’s assets, excluding primary residence and vehicle, cannot exceed the applicable income limit. Their rates range between $115/hour to $145/hour. It provides a range of customized legal services, including unbundled/limited scope representation to full-scope representation.

Clay County (FL) Clerk of Court’s Low Bono Project
Since its inception in 2016 as part of a self-help oriented pilot program endorsed by the clerks of court in Florida, the Clay County (FL) Low Bono Program has worked to lower the barriers which historically prevent people with moderate financial means from accessing legal services. The program is available to Clay County, Florida residents who are going through a family law matter, with a focus on pro se clients. Individuals wishing to participate, contact the Clerk’s Office to schedule an appointment with a local, licensed Florida attorney at a rate of $1.00 per minute. The minimum appointment time is 30 minutes and individuals are responsible for bringing full payment to their scheduled appointment time (cash only) along with all relevant documents. Appointments are held at the Clay County Courthouse. Low Bono attorneys conduct the appointments on the first floor in the new section of the courthouse that includes a Low Bono Program waiting room and private office where citizens and Low Bono program attorneys meet.

Community Legal Services of Prince George’s County, Inc. (CLS)
CLS’s Failure to Pay Rent Tenant Representation Program, which is generously funded by the Maryland Legal Services Corporation, provides same-day limited scope representation to tenants in Failure to Pay Rent cases in Prince George’s County District Court, located in Hyattsville, Maryland. Same-day representation is provided to income-eligible tenants every Monday, Tuesday, Thursday and Friday. In addition to providing same-day representation in Failure to Pay Rent cases, CLS also assists with Rent Escrow, Tenant Holding Over, Breach of Lease, and Wrongful Detainer cases. Through this program, CLS has partnered with the Pro Bono Resource Center of Maryland (PBRC) to train and recruit attorneys who wish to volunteer through this program. Volunteer attorneys receive a stipend in exchange for their representation, as well as malpractice insurance coverage, mentoring, and case support.
Additionally, CLS assists out-of-state attorneys with becoming specially authorized to practice law in Maryland. Although this program provides representation to tenants, resources are also available for landlords.

**DC Refers**

In 2017, DC Refers launched an online directory of pre-screened lawyers willing to accept modest-means clients (incomes within 200-400% of the federal poverty guidelines) who agree to pay hourly fees of $75-$150. DC Refers began as a fiscally-sponsored pilot project, but in 2019 achieved independent non-profit 501(c)(3) tax-exempt status. DC Refers receives a modest one-time fee of $50 from lawyers who apply to be listed in the directory. The lawyers are then vetted by our panel and professional and client references checked before being added to the directory. All attorneys in the directory have two or more years of experience practicing in their designated practice areas. Prospective clients use the DC Refers website, answering a number of questions in the process, to be connected to a lawyer in their area of need. Clients may choose to contact the lawyers themselves or have the lawyers reach out to them.

**DoNotPay**

🌟 **2020 Brown Award Recipient**

The DoNotPay app bills itself as the home of the world’s first robot lawyer. DoNotPay aims to democratize the consumer rights landscape to make the law more affordable & accessible for moderate income people, improving the delivery of legal services and information by leveraging chatbots & cutting-edge AI technology to provide automated services for common legal needs. With DoNotPay you can fight corporations, beat bureaucracy and sue anyone at the press of a button. The automated services provided by the DoNotPay app have been replicated and launched in other settings around the world, including the United States, the United Kingdom, Australia, and Canada. A few examples of the automated services that have won our users legal disputes include, the ability to sue large corporations (i.e., Equifax for up to $25,000) for data leaks, appealing unjust parking tickets, free legal aid to help the homeless and evicted fight for housing, free legal aid to refugees seeking asylum in the US and Canada, and much more.

**Equal Justice Works Disaster Recovery Corps**

🌟 **2020 Brown Select Award Recipient**

The Equal Justice Works Disaster Recovery Legal Corps (DRLC) mobilized 23 Fellows to deliver critical legal assistance to disaster-affected communities in Texas and Florida, coming out of the 2017 disasters (Hurricanes Harvey, Irma, and Maria). Fellows are hosted at legal services organizations for a two-year term, where they provide legal assistance on issues related to housing, public benefits, employment, disability rights, immigration, and other disaster-related legal issues. Fellows expand the capacity of legal services organizations to ensure all survivors have access to services they need to stabilize and rebuild their lives. Fellows receive substantive and skills-based training before the start of the program, which equip them with tools needed to assist with disaster recovery, and ongoing training and cross-collaboration opportunities throughout their two years of service to provide a robust and in-depth knowledge of disaster law and serving low-income clients. This initial DRLC will be replicated to a corps that will strategically place new two-year fellows on a rolling basis at recently or often-impacted communities across the country. The future DRLC will build upon the disaster resources and best practices developed by this initial corps, which is completing service in 2020.

**Justice For Me**

Justice For Me exists to close the Justice Gap. We help our customers through important times in their lives. Justice For Me (JFM) removes the financial obstacles that prevent clients and attorneys from connecting, by using technology and a network of lawyers and financial partners that work with clients who cannot afford traditional legal representation. Many people that need an attorney’s help cannot fund or would
prefer not to pay a large upfront retainer. Most people don’t know where to turn to find the right attorney to help them. Attorney’s turn away up to 30% of potential clients because they are unable to offer payment terms. Attorneys want to focus on working with clients and not chasing billing or bad debt issues. Our model provides benefits for both the client and the attorney. Our customers pay no upfront cash or retainer but instead, have affordable monthly payments. Our attorneys can accept and retain more clients and avoid collection hassles. They get fast payment and still own the client relationship.

**Louisiana State Bar Association Modest Means Online Legal Directory**

In 2018, the Louisiana Access to Justice Commission launched the statewide Modest Means Directory, which connects attorneys who offer affordable legal services with people who fall at or below 400% of the annual FPL. The attorneys listed offer legal services that range from $75 - $150 per hour (or the flat fee equivalent). Each attorney profile lists the parishes and practice areas served, in addition to the type of affordable legal services offered, which include sliding scale, flat fees, reduced cost hourly, or limited scope representation. To view the Directory, a person must enter their household size and monthly income, read and agree to the terms of use, and submit the online application. If determined eligible, the person can view attorneys sorted by parish or practice area. The person viewing the Directory then contacts the attorney. An attorney interested in joining the Directory simply completes a one-hour online CLE on ethical obligations for representing a client with limited means, an online survey, and an online application. The program administrator reviews the application and, if determined eligible, the attorney is added to the Directory. The online format of the Directory was created in-house and is located on the state bar website.

**SoloSuit.com**

According to SoloSuit, “10 million Americans get sued for a debt every year… [and] 9 million of them automatically lose their case because they don’t have the resources to respond.” However, SoloSuit seeks to change that dynamic by allowing individuals to use its web-app to generate a response to their lawsuit in minutes, thereby avoiding default judgements and giving consumers a fighting chance. Responding to a lawsuit is the first step in defending yourself. SoloSuit seeks to help consumers take that step and guide them to additional resources when they are done. By using SoloSuit, anyone that is sued for a debt, in any state in the nation, can use its self-help tool to create their Answer document and respond to the lawsuit. This service is free to the consumer, and is paid for entirely by SoloSuit’s own revenue, thought there may be changes for other related services.
LIFETIME ACHIEVEMENT HONORS

William Hornsby | 2019

As former counsel to the ABA Standing Committee on Delivery of Legal Services, William Hornsby’s continuous dedication to both ethics and the delivery of legal services continues unabated, encompassing more than 25 years of service as a speaker, writer, and thought leader. Mr. Hornsby’s dedication to addressing the issue of legal access has attributed to vast research, numerous articles, and plentiful speaking engagements, all of which continue through his private practice. As an advocate of both incubators and the unbundling of legal services, William is certain to be a prominent speaker for some time to come.

Richard Zorza | 2014

Richard Zorza is an author, an advocate, a thought-leader and a doer. As the creator and coordinator of the national Self-Represented Litigants Network, Richard has reached out and brought together an array of stakeholders who share the denominator of advancing access to justice for those who may otherwise be denied their day in court. He has fostered the emergence and growth of unbundled legal services, self-help desks and judicial inquiry within a system of neutrality.

Since the 1990s, he has been a catalyst for discussion, analysis and scrutiny of our system of justice and the way it treats those who turn to it for relief. He has written books and articles on technology, the courts and, of course, access to justice. More recently, Richard blogs, at www.accesstojustice.net, on a constantly expanding range of insightful developments and issues.

When leading a discussion at forums such as the ABA/NLADA Equal Justice Conference, Richard will often predicate a topic by saying, “This may be a crazy idea, but…” He is rarely deterred from exploring those “crazy ideas” and at the end of the day they are rarely “crazy.” They are more likely innovative and creative ideas that need to be shared.

Richard Granat | 2010

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 | 2008

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 | 2004

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 Family Lawyer's Guide, co-authored by Elizabeth Potter Scully and published by the American Bar Association. He has spoken to bar groups and court organizations around the country about innovations in the delivery of legal services.
2019 Brown Award: Court Square Law Project (“CSLP”)
CSLP was originally established as a pilot project to “design and test a mission-driven, commercial business model to deliver a defined set of legal services to people who can afford to pay something, but who do not have practical access at the present time to such services at an affordable rate.” CSLP offers full-representation by admitted attorneys in the areas of family law, housing, small business litigation, entity formation, estate planning, and adult guardianship. CSLP trains new attorneys in the practice of law and the fundamentals of operating a solo practice. In the past six months, CSLP has covered 60% of its operating costs through its fees and is on track to becoming self-sustaining at the end of the pilot project in 2020.

CSLP’s mission is trifold: (1) to provide client-centered, collaborative, and affordable sliding scale legal services to underserved, moderate-income individuals; (2) to prepare new lawyers, under the supervision of experienced attorneys, with the skills, tools, and resources to launch sustainable, mission-driven legal practices serving moderate-income clients; and (3) to conduct a research project measuring the effectiveness, sustainability, and scalability of its business model. More Info.

2019 Brown Select Award: Concord Law School
In 2017, Concord Law School at Purdue University Global became the first online law school in the country to join a legal incubator through the Lawyer Entrepreneur Assistance Program (LEAP), operated by the Legal Aid Society of Orange County (LASOC) The goal of the collaboration with LEAP is to help overcome cost and geographic barriers to access to justice, while encouraging the development of graduates' virtual and/or traditional law practices. Concord is the first and only online law school to participate in LASOC’s LEAP initiative. LEAP is designed to give participants practical hands-on experience as well as financial and technical support to launch their own solo practice and build their client base. In exchange, participating graduates give back by contributing to the society’s pro bono work in the community. All members are expected to provide 100 hours of pro bono work over the course of the year, using technology to provide remote access to resources previously only available to onsite participants. Participants also join LASOC’s lawyer referral service, which connect those who do not qualify for free legal services with lawyers who are willing to offer discounted services for modest means clients. In addition, there are currently seven California-licensed Concord participants that are delivering unbundled legal services as appropriate. More Info.

2018 Brown Award: The Chicago Bar Foundation
The Chicago Bar Foundation (CBF) improves access to legal services for moderate income people in three interrelated ways, as part of its larger mission of mobilizing the legal community to lead the way in making the justice system fair and accessible for all: (1) through its incubator, the Justice Entrepreneurs Project (JEP); (2) by identifying replicable, market-based models for successfully serving this group and using its unique place in the system to propagate them through the bar and larger legal community; and (3) advocating with the courts for rules and policies to help these successful models grow and thrive. In the mold of business and tech incubators, the JEP is helping dozens of innovative lawyers launch successful community-based practices and develop disruptive, market-based models to sustainably provide legal services to thousands of moderate income people each year. Taking lessons from JEP successes, the CBF developed toolkits on key issues of pricing and limited scope representation to give practical guidance for lawyers in Chicago and beyond to incorporate these tools into their practices. Recently, the CBF has been working with the bar association and the court on a court-based lawyer referral panel for limited scope representation to better connect unrepresented litigants with lawyers with affordable services. More Info.
2018 Brown Select Award: The Rural Law Opportunities Program
It is projected there should be one lawyer for every thousand people to properly service the legal needs in any given geographic area. In Nebraska, recent data indicate 11 counties in Nebraska have no practicing lawyers and another 30 counties have fewer than one lawyer per 1,000 people. The University of Nebraska College of Law and three state colleges or universities – Chadron State College, the University of Nebraska at Kearney and Wayne State College – have partnered to address this shortage with a robust legal studies program partnership. The purpose of the program is to recruit and educate students from rural Nebraska who are encouraged to return to rural areas of the state to provide access to legal services. RLOP provides a selected number of students with full tuition waivers, along with provisional admittance into the College of Law after graduation. This program represents a commitment and dedication to the education of Nebraskans and quality legal services for citizens of the state. RLOP is modeled after the Rural Health Opportunities Program (RHOP), which encourages health professionals to return to rural Nebraska to practice medicine.

2017 Brown Select Award: Court Buddy
Court Buddy is a patent-pending technology platform consisting of a wholly-automated system that matches consumers and businesses with solo attorneys based on the client's budget. Features include: on-demand instant messaging and videoconferencing between consumers, businesses and solo attorneys; and a payment portal allowing consumers and businesses to provide secured payment and allowing solo attorneys to manage the legal tasks they perform and collect legal fees. Additionally, a-la-carte legal services are available at flat rates. Court Buddy's matching system offers a-la-carte legal services (i.e. drafting a single legal document or making a single court appearance) at flat rates so that consumers and businesses select what they can afford and choose the type of legal service that they need. Court Buddy launched in Florida and has expanded to 36 states across the US in less than 2 years. More info.

2017 Brown Award: Sustainable Economies Law Center
The mission of the Sustainable Economies Law Center (SELC) is to support community resilience and grassroots economic empowerment. The SELC has two complementary programs aimed at increasing access to transactional legal services for low-income entrepreneurs and change-making organizations, such as worker cooperatives, nonprofits and urban farms. First, SELC’s Resilient Communities Legal Cafe is 1/3 legal advice clinic + 1/3 living classroom + 1/3 community-building space. Three times per month in a welcoming café-like space in the San Francisco Bay Area, attorneys and law students provide donation-based legal assistance to low and moderate-income clients. The Legal Cafe often includes workshops on a wide range of legal topics. SELC recently published a guidebook to replicating the Legal Cafe model. Second, SELC’s Fellowship Program is an incubator supporting attorneys all over the country who are starting new law practices and nonprofit law centers serving a similar client base. Each Fellow receives training, mentorship, networking and other support opportunities. Many Fellows gain hands-on experience in SELC’s Legal Cafe, while others receive mentorship remotely as they take on the legal needs of clients such as homemade food entrepreneurs, housing cooperatives, and worker-owned businesses. More info.

2016 Brown Award: Suffolk University Law School Accelerator-to-Practice Program
The Accelerator-to-Practice Program is a comprehensive three-year course of study to prepare graduates to join or start sustainable law practices serving low- and average-income clients. The program offers courses in the use of technology for practice efficiency, the creation of automated document systems, law practice management, process improvement and project management and alternative models for the delivery of legal services. Students spend their final year representing clients in fee-shifting cases
in an embedded law firm within the school in which they learn practice skills, the tenets of client retention and service, risk management, entity formation, fee structuring, case selection, marketing, use and creation of technology and efficient methods for the delivery of legal services. Training to provide efficient, cost-effective legal services permits Accelerator graduates to add value to existing small firms and, over time, start their own practices. These expanded and new firms increase the availability of affordable legal representation within local communities. This model is a replicable innovation in legal education that addresses the need for greater access to justice and the desire of new lawyers to serve their communities representing the huge untapped market of average-income clients while earning a living. More info.

2015 Brown Award: Call for Justice, LLC
Call for Justice (C4J) is a Twin Cities nonprofit that collaborates with United Way 211, the state’s largest information and referral resource, to provide training on how to make better, more targeted legal referrals to available programs and legal resources. By partnering with 211, C4J is able to reach the population of people who call in for help that may not yet identify their problem as legal in nature. C4J trains United Way on specific legal topics such as landlord/tenant law and family law. Videotaped trainings are posted to C4J’s website. This model is replicable as 211s exist in almost every state, as do bar associations which can collaborate to train 211 and act as conveners to spark collaborations. In addition, C4J convenes meetings of nonprofit legal and social service providers to help them communicate better and form collaborations to serve low and moderate-income people. Finally, C4J has facilitated the creation of a low bono community law firm in collaboration with Hamline and William Mitchell law schools that will train new lawyers to serve people at 200-325% of the Federal Poverty Guidelines. The firm is scheduled to open in mid-2015. Call for Justice, LLC is no longer operational. More info.

2015 Brown Select Award: National Health Law Program
The National Health Law Program (NHeLP) advocates, educates, and litigates on behalf of the low-income and underserved who struggle to access affordable, quality health care. NHeLP serves people who depend on publicly funded health insurance and who seek judicial relief when their rights to coverage or services are wrongfully denied. To achieve this mission, they work through the courts, government agencies, and legal communities to deliver legal services. They maintain an active litigation docket of 10 to 15 cases, many of them federal court class action matters, and submit amicus briefs in Supreme Court and courts of appeals cases. Their litigation team works with advocates from all 50 states, responding to nearly 3,000 consultation requests every year. More info.

2016 Brown Select Award: Military Mondays
Military Mondays is a partnership between William & Mary Law School's Lewis B. Puller, Jr. Veterans Benefits Clinic and Starbucks' Armed Forces Network. Through the Military Mondays program, professors and students from the Puller Clinic provide advice and counsel twice monthly at a local Starbucks to veterans seeking assistance with disability compensation claims, discharge upgrades and separation from service. During this “legal triage” they help decipher decisions, share resources, advise next steps, help with form completion for claims and appeals and answer questions. During a recent afternoon they met with a terminally ill Vietnam veteran who had been awarded a Bronze star for his service. Before being able to meet with him again, he ended up in the hospital. Frantic steps were taken to ensure that he signed the forms necessary to continue his claims in the event of his death, and when he passed away days later, his claims were preserved for his widow. Approximately 25% of the time, the professors and students undertake longer-term representation and often provide follow-up research. There is now a Military Mondays in California, and there are others being planned in Arizona, Missouri, D.C., New York, Ohio and Florida, with additional interest growing, and a variety of legal services to be offered. More info.
2014 Brown Award: State Bar of South Dakota Project Rural Practice
Responding to the startling decline in the availability of attorneys living in rural and reservation communities in South Dakota, the State Bar of South Dakota founded Project Rural Practice (PRP) with the goal to increase the number of lawyers practicing in these places. PRP operates a website that connects rural South Dakota communities and rural lawyers with job-seeking lawyers interested in the lifestyle and challenges of rural practice. To promote rural practice with law students, PRP established a partnership with the University of South Dakota Law School as well as requested a grant to finance law student internships in rural offices over the next five years. Additionally, PRP is partnering with the Attorneys Liability Protection Society (ALPS) to connect rural attorneys with other attorneys. To further advance its mission, PRP put forward a resolution that passed unanimously before the ABA’s House of Delegates in support of its rural legal services mission nationwide. It also lobbied successfully for legislation that created the country's first attorney incentive program for rural practitioners. The Resolution and Report can be found at here. More info.

2013 Brown Award: Access Legal Care
Access Legal Care, established in May of 2011, is a Michigan law firm that provides affordable help for common legal needs. By using a model that includes fixed fees and other methods of reducing costs, the law firm is able to offer services that cost 40-60% less than the industry average. Methods of reducing costs include centralizing operations for economies of scale, leveraging technology and automating tasks, utilizing “of counsel” lawyers who have their own independent practices, relying on limited scope representation, and other approaches to streamline services. The firm focuses on the 20% of legal services that most lower and middle income people are likely to need, while referring out other services. Within its first two years, Access Legal Care had already served approximately 250 clients. Such an efficient and streamlined model is not specific to Michigan and demonstrates a creative combination of cost-reducing processes that may be implemented in other states. More info.

2012 Brown Award: 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. More info.

2011 Brown Award: 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 the 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. More info.

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**2010 Brown Award: The CUNY School of Law’s Community Legal Resource Network**

The Community Legal Resource Network (CLRN) 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 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. More info.

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**2009 Brown Award: 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. More info.

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**2008 Brown Award: 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. More info.

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**2007 Brown Award: 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. More info.
2006 Brown Award: The Legal Resolutions Center of the Legal Aid Society of Orange County, CA
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. More info.

2005 Brown Award: 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 Brown Award: CA 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. More info.

2003 Brown Award: 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.

2002 Brown Award: 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 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. More info.

2001 Brown Award: 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 a variety of practice areas such as family law, entertainment law, criminal law, workman's compensation and tenant/landlord law, and at the same time 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. More info.

2000 Brown Award: 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. More info.

1999 Brown Award: 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. More info.

1998 Brown Award: 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. (Effective July 31, 2016, AARP is no longer offering this service.)

1997 Brown Award: 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 offers to devote time and attention to the judicial aspects of court services. More info.
1996 Brown Award: 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. More info.

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.)
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