Standing Committee on the Delivery of Legal Services

2010 Year in Review
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Message From The Chair

Committed to its mission to expand access to justice for those of moderate income, the Standing Committee on the Delivery of Legal Services offers the 2010 Year in Review as a resource for attorneys and policymakers. The review provides a snapshot of activities conducted and materials generated in the last calendar year, all focused on a common theme – creating equal access to justice.

The 2010 Year in Review includes news and bar journal articles, programs, court rules, research and more on issues related to limited scope representation and pro se support. While the review highlights the work of the Delivery Committee, it also incorporates the work of others. Through the review, the Delivery Committee applauds those involved in the effort to increase access to justice, recognizing the positive contributions of state and local bar associations, courts, non-profit organizations, and attorneys dedicated to serving moderate-income individuals.

The Delivery Committee encourages others to build upon the work of these individuals and groups by sharing ideas, facilitating dialog and replicating existing programs. Through a combined effort and existing momentum, we can identify and implement innovative models to meet the legal needs of moderate-income individuals.

Richard Cassidy
Chair
I. OUTREACH

Through the Delivery Committee website, which is routinely updated with articles, reports, ethics opinions, events and more, the Delivery Committee encourages the ABA, other bar association and legal groups to actively respond to the unmet legal needs for those of moderate income.

Articles from 2010:

January 2010

- **A Nation of Do-It-Yourself Lawyers**
  In an article appearing in the New York Times, John T. Broderick, Chief Justice of New Hampshire, and Ronald M. George, Chief Justice of California, promote efforts that close the “justice gap.” Broderick and George highlight the benefits of unbundled legal services and encourage members of the legal profession to increase access to justice through unbundled legal services and other innovative delivery methods.

- **New Ways of Doing Business in 2010 – US Style**
  Jonathan Goldsmith, in an article for the Law Society Gazette, discusses unbundled legal services and cloud computing. He suggests that both trends have promise in the United Kingdom, and may allow lawyers to be profitable in the recession.

- **Help Yourself: LawHelp Interactive Provides Online Assistance for Pro Se Litigants**
  An article in Law Technology News outlines the benefits of LawHelp Interactive. It provides background information on LawHelp Interactive and suggests that the program helps expand access to justice when many legal services programs are facing budget shortfalls.

February 2010

- **Self-Represented Litigants in Family Law: The Response of California’s Courts**
  In the California Law Review, Bonnie Hough addresses the ways in which California courts have responded to the increasing number of self-represented litigants in family law. These include the dissemination of information about the law, creation of court forms, establishment of self-help centers and use of justice corps recruits to assist self-represented litigants. Unbundled legal services are also discussed, as are changes in court processes.
• **Top Judge Adds Voice to Debate over Legal Fees**  
As reported in The Province, Canada’s chief justice, Beverly McLachlin, encourages Canadian lawyers to consider offering unbundled legal services. The article presents unbundled legal services as one way to meet the needs of individuals who would otherwise be forced to represent themselves.

• **Avoiding Malpractice Risks When Providing Unbundled Legal Services Online**  
A post on Lawyerist.com, written by Stephanie Kimbro, outlines what lawyers may do to limit risks while offering unbundled legal services through virtual law offices.

• **Half a Case May be Better than None**  
In an article for the Wisconsin Law Journal, Ed Poll considers the benefits of unbundled legal services. He suggests that unbundling may be the best way to provide affordable legal services to those who need it while, at the same time, offering a source of income for lawyers.

• **Higher Demand, Lower Supply? A Comparative Assessment of the Legal Resource Landscape for Ordinary Americans**  
Gillian K. Hadfield, in an article for the Fordham Urban Law Journal, assesses the legal landscape for ordinary citizens. Hadfield finds that the U.S. devotes less support than most other countries to assisting litigants with personal legal problems.

April 2010

• **Help for Those Who Can’t Afford a Lawyer**  
An op-ed written by Wallace Jefferson, Chief Justice of the Supreme Court of Texas, and Harry M. Reasoner, chair of the Texas Access to Justice Commission, addresses the challenges self-represented litigants face when accessing the courts. Jefferson and Reasoner conclude that the courts must find ways to simplify the system for those who cannot afford to hire a lawyer. The op-ed highlights the Texas Forum on Self-Represented Litigants, held in Dallas on April 8-10, as one way to explore how to help litigants protect their rights in Texas Courts.

• **The New Legal Aid: Do It Yourself**  
Writing for the Minneapolis-St. Paul Star Tribune, David Chanen addresses a growing trend toward pro se representation and details the role public law libraries have assumed in assisting pro se litigants.
• **Self Help Centers Meet Pro Se Flood**  
An article in the *National Law Journal* discusses the self-help center movement, finding that over 150 self-help centers now operate within the United States. The article addresses the shift toward pro se representation in many areas of law and the ways in which the courts, and lawyers, have adapted to the trend.

• **Unbundling Legal Services Assists Clients in a Tough Economy**  
In an article for the *Minnesota Lawyer*, Michelle Lore explores the advantages of unbundled legal services. A discussion of Minnesota Rule of Professional Conduct 1.2(c) is included, as are risk management materials created by the MSBA Pro Se Implementation Committee.

**May 2010**

• **Unbundling Legal Services: What Are They, Who Are They for, and How Do I Get Started?**  
In the May edition of *Law Trends & News*, Kevin Chern provides an overview of unbundled legal services. Chern discusses the difference between unbundled services and legal document preparation services and identifies benefits to both attorneys and consumers. In addition, he offers suggestions for attorneys who would like to offer unbundled services, while stressing the importance of marketing.

**June 2010**

• **Introduction to Virtual Law Practice and Delivering Unbundled Legal Services Online**  
In a guest post for the Massachusetts Law Office Management Assistance Program blog, Stephanie Kimbro discusses the virtual practice of law. In the post, Kimbro covers the basics, defining virtual law practices, while also discussing the technology and ethics considerations involved when delivering legal services online. The post includes information on unbundling and provides resources so that lawyers may ethically integrate unbundling into their virtual law practice.

• **Marketing Unbundled Legal Services in a DIY Economy**  
At Lawyerist.com, Stephanie Kimbro provides guidance on how attorneys may effectively market unbundled legal services. Kimbro suggests that lawyers size up the competition, plan out unbundled services and packages, invest in online marketing, network, and educate prospective clients on the benefits of unbundling.
July 2010

- **Website Changes to Help Pro Se Litigants**
  Writing for the Connecticut Law Tribune, Christian Nolan details changes to the Connecticut Judicial Branch website that are meant to assist self-represented litigants.

- **More Strapped Litigants Skip Lawyers in Court**
  An article appearing in the Wall Street Journal, and written by Nathan Koppel, addresses the growing trend of self-representation in U.S. courts.

- **Since Start of Downturn, More People Representing Themselves in Court**
  As reported by Amanda Becker of The Washington Post, fewer litigants are able to afford full-service legal representation. Instead, litigants are representing themselves, which then stresses court resources.

August 2010

- **Editorial: The Benefits of Unbundling**
  An editorial appearing in the Connecticut Law Tribune addresses the advantages of unbundling, while also addressing risks. The editorial advocates for the creation of a Connecticut court rule that will explicitly enable unbundling and indicates that the Connecticut Bar Association has created a task force on unbundled legal services.

- **Chief Justice Visits Local Legal Self-Help Center**
  An article in the Grand Island Independent reports on Nebraska Supreme Court Chief Justice Mike Heavican’s visit to the Tri-County Self-Help Center.

September 2010

- **County May Eliminate Help Desk at Courthouse**
  A self-help center in Champaign County, Illinois may close its doors due to funding concerns. The self-help center, which is located in the county courthouse and receives funding through the library, is one of several programs affected by budget cuts. The volunteer-run program has been in operation since 2005 and projections suggest that 2,000 people will use the self-help center this year, at a cost of about $6 per person.
- **Cobb Rule Makes Lawyers More Affordable**
  An article in the Atlanta Journal-Constitution details an experimental rule adopted by the Cobb County Superior Court. The rule, which is active from March to December 2010, governs limited appearances and withdrawal in Cobb County courts. As detailed in the article, the experimental rule encourages individuals to seek limited legal help when representing themselves in court.

- **Courts Address Problem of Rising Number of People Who Represent Themselves**
  An article appearing in the Nashua Telegraph examines the growing trend of pro se representation in New Hampshire courts. According to State Supreme Court Chief Justice John Broderick Jr, who is quoted in the article, pro se representation is the single biggest challenge facing state courts in America. To help address the challenges posed by pro se litigants, New Hampshire has proposed a rule change that would allow judges to explain the court process without committing an ethical violation.

**December 2010**

- **Law Libraries Struggle with More Patrons, Less Funding**
  An article appearing on Law.com addresses the struggle law libraries face as they assist an increasing number of pro se litigants with limited funds. To read the article, click here

- **Unbundling the Future**
  In an article for Lawyers USA Weekly, Susan Cartier Liebel addresses the ways in which the internet, as well as the do-it-yourself trend fueled by the recession, has changed the way consumers conduct business. According to Cartier Liebel, lawyers must adapt to meet consumer demands and one solution is offering unbundled legal services. She encourages lawyers to embrace unbundling, referring to the practice as the future of the legal profession for a significant majority of private practitioners.

**Bar Journal Articles from 2010:**

**January 2010**

- **Unbundling: A Look Over the Basics (The West Virginia Lawyer)**

- **Unbundling Legal Services: Delivering What Your Clients Wants at a Price She Can Afford (Vermont Bar Journal)**
• **Access to Justice: Helping Litigants Help Themselves (Washington Lawyer)**

February 2010

• **A Different Way of Doing Business (Maryland Bar Bulletin)**

• **Providing Unbundled Legal Services (Wyoming Lawyer)**

March 2010

• **10 Tips to Unbundle Legal Services (Wisconsin Lawyer)**

• **New Limited Scope Legal Representation Rule (Illinois State Bar Association Newsletter)**

• **Virtual Law Office: An Option for Lawyers in Transition, New Lawyers (Wisconsin Inside Track)**

• **Virtual Law Offices and Ethics –Is it Safe to Practice in the Cloud? (Wisconsin Inside Track)**

April 2010

• **Legal System Faces Four Challenges to Viability (New Hampshire Bar News)**

• **Unbundling Legal Services: Help in Bridging the Gap Between Rich and Poor (New Hampshire Bar News)**

• **Limited Scope Representation is Here (Chicago Bar Association Record)**

May 2010

• **Justice for Whom? (Michigan Bar Journal)**

June 2010

• **Pro Se Trends and Divorce in Wisconsin (Wisconsin Lawyer)**

• **Groups Join Forces to Focus on Access to Justice Issues (Montana Lawyer)**
July 2010

- Law a la Carte (Massachusetts Lawyers Journal)
- Diverging Views on “Ghostwriting” Documents for Pro Se Litigants (ABA Litigation News)

August 2010

- e-Lawyering: A Must for Today’s Lawyers (ABA Now)
- Unbundling in the 21st Century: How to Reduce Malpractice Exposure While Meeting Client Needs (Oregon State Bar Bulletin)

September 2010

- Seeing Ghosts: Lawyer-Drafted Pleadings for Pro Se Litigants are Scaring Fewer Courts (ABA Journal)
- Sharing the Experience (Bench & Bar of Minnesota)

October 2010

- Unbundling Explained (Illinois Bar Journal)
- Collaborative Law: Effectively Resolving Conflict Without Going to Court (Vermont Bar Journal)
- The Ethics of Unbundling (ABA Family Advocate)
- Before You Take a Collaborative Law Case: What the Ethical Rules Say About Conflicts of Interest, Client Screening and Informed Consent (ABA Family Advocate)

November 2010

- Housing Court to Offer Limited Assistance Representation (Massachusetts Lawyers Journal)
- Limited Scope Representation, a Handy Tool for DIY Litigants (The Nebraska Lawyer)
- The Pro Se Quandary (Utah Bar Journal)
- Limited Scope Representation (Montana Lawyer)
Reports from 2010:

January 2010

- **Best Practices for the Administration of Court-Sponsored Volunteer Lawyer for the Day Programs**
  The New York State Access to Justice Program released a handbook on best practices for court-sponsored limited scope representation programs. It is meant to aid court administrators as they develop volunteer lawyer for a day programs.

May 2010

- **Listening to Ontarians: Report of the Ontario Civil Legal Needs Project**
  The Law Society of Upper Canada, Legal Aid of Ontario and Pro Bono Law Ontario undertook a joint research project to identify and quantify the civil legal needs of low and moderate income Ontarians. The report is the first empirical study conducted in Ontario and is meant to inform planning and priorities, as the legal profession works to ensure access to justice for those of low and moderate income.

Court Rules/Orders from 2010:

March 2010

- **Experimental Limited Scope of Representation Rule for the Cobb Judicial Circuit**
  governs limited appearances and withdrawal in Cobb County courts until December 31, 2010.

April 2010

- **Milwaukee County Family Division Rule 5.6** expressly permits limited appearances.

Ethics Opinions from 2010

April 2010

  An attorney may assist a pro se litigant by giving advice or preparing documents as long as the attorney complies with the Michigan Rules of Professional Conduct. An attorney who assists a pro se litigant is not required to appear in any proceeding and is not required to disclose the assistance to the court or opposing counsel.
• **New York County Law Association Committee on Professional Ethics Op. 742 (2010)**
  It is ethically permissible for an attorney to prepare pleadings and other submissions for pro se litigants. Lawyers are not required to disclose such assistance, except in certain, limited situations.

**July 2010**

• **Alabama State Bar Ass’n Ethics Op. 2010-01**
The Alabama Rules of Professional Conduct allow a lawyer to limit the scope of the representation. Ordinarily, a lawyer is not required to disclose drafting assistance to the court.

• **State Bar of Michigan Op. RI-348 (2010)**
  After consultation with the client, a lawyer may ethically limit the scope of representation in the context of Chapter 7 bankruptcy proceedings. The lawyer must provide competent representation to the client in light of the proposed limitations and the proposed limitations may not violate other law.

**November 2010**

• **West Virginia Lawyer Disciplinary Board L.E.O 2010-01**
  Ghostwriting is permissible under the West Virginia Rules of Professional Conduct as long as a lawyer discloses his or her identity when preparing documents and pleadings filed before a tribunal. A lawyer must follow procedures to ensure that the client is fully aware of and consents to the specific limitations and possible ramifications.

**Events from 2010:**

**February 2010**

• **Wichita Bar Association Continuing Legal Education**
  **Best Practices for Limited Scope Representation**
  A program presented by the Wichita Bar Association Family Law Committee looked at issues of liability and good practice in limited scope representation. The program was offered in conjunction with the limited scope representation pilot project, and attorneys who attended the seminar were added to the approved attorney list for the project. For more information, [click here](#).

**March 2010**

• **Massachusetts Continuing Legal Education**
  **Building Your Practice with Limited Assistance Representation**
Massachusetts Continuing Legal Education sponsored a program on limited assistance representation, also known as unbundling. The program covered a variety of topics including how attorneys may use limited assistance representation to expand their client base, how to debunk common misconceptions, how to market the practice, and the ethics rules governing limited assistance representation. The program included materials on risk management, office forms and client handouts. A panel of judges and attorneys served as faculty. To learn more, visit the MCLE site.

April 2010

- **ABA Section of Dispute Resolution Annual Meeting Collaborative Law Symposium**
  A symposium held during the ABA Section of Dispute Resolution Annual Conference allowed professionals to come together to share ideas, rethink processes and practices, and enhance learning regarding collaborative practices, focusing on health care/adverse medical events; collaboration across professions; and exploration of other arenas and successes in the use of collaborative law practices. Co-sponsored by the ABA Health Law and TIPS Sections, the symposium was held in San Francisco. To learn more, [click here](#).

- **Texas Court Forum Self-Represented Litigants Forum**
  The Special Projects Committee of the Texas Access to Justice Commission will host a forum that addresses the issue of self-represented litigants in Texas Courts. Held in Dallas, Texas, the two-day forum will bring together various court stakeholders including judges, clerks, attorneys, court managers and law librarians. For more information, [click here](#).

- **University of Maryland School of Law Conference The Profession and the Academy: Addressing Major Changes in Law Practice**
  The Leadership, Ethics and Democracy (LEAD) Initiative at the University of Maryland School of Law hosted a conference focused on changes in law practice. The conference brought together law professors, scholars, lawyers and bar leaders to consider significant changes in law firms, the ways in which these changes are influencing behavior, and how law schools might respond to these changes in their curricula, programs and initiatives. To learn more, [click here](#).
• **California Conference on Self-Represented Litigants**
  **Meeting the Needs of the Public During Tough Economic Times**
  The 2010 California Conference on Self-Represented Litigants was held April 29-30, 2010 in San Francisco, with a pre-conference on April 28. The theme for the conference was *Meeting the Needs of the Public During Tough Economic Times* and workshop topics ranged from “How to Do the Same with Less” to “Changing Service Delivery Models.” Hon. Ronald M. George, Chief Justice of California, and William C. Vickrey, Administrative Director of the Courts, spoke at the opening plenary. For more information, visit the [California Judicial Branch](https://www.court.ca.gov) website.

• **Utah Justice Court Clerk 2010 Spring Conference**
  **Resources for Self-Represented Litigants**
  The Self-Help Center of the Utah State Courts is a virtual center providing legal information and forms to both the public and court staff. This session discussed how the Center works, the type of resources and help it provides to self-represented parties, and how court staff can utilize its resources.

• **Utah Justice Court Clerk 2010 Spring Conference**
  **Counter Questions: Information vs. Advice**
  Each year thousands of people represent themselves in Utah’s courts, and clerks frequently assist self-represented litigants. This session helped clerks understand where the line is between legal information and legal advice.

• **State Bar of New Mexico Continuing Legal Education**
  **2010 Professionalism and Ethics: Responding to Crisis Through Limited Representation**
  New Mexico courts are facing a challenge brought on by the economic crisis. This is not news. There is now a national call by judges for attorneys to provide limited representation and other methods of alternative dispute resolution to help resolve the issues currently straining the legal system. The seminar addressed the advantages and drawbacks of using limited representation in one’s law practice as a means to help the judicial system more effectively respond to these challenges. For more information, click [here](https://www.sbnm.org).

• **McLean County Bar Association Continuing Legal Education**
  **Expanding Access to Justice Through Limited Scope Representation**
  The April CLE Luncheon for the McLean County Bar Association included a presentation on revised Illinois Rule of Professional Conduct 1.2(c). Limited scope representation was discussed as a tool
that allows lawyers to expand their business, while assisting self represented litigants.

May 2010

• Wisconsin State Bar Annual Convention
  Innovations for a More Effective Practice
  A CLE program offered at the Wisconsin State Bar Annual Convention examined innovations in the delivery of legal services. Sponsored by the ABA Standing Committee on the Delivery of Legal Services, the program was held in Madison, WI. For more information, visit the State Bar Annual Convention site.

• 2010 Equal Justice Conference
  Limited Scope Representation: How to Do More with Less, and Do it Well
  Limited Scope Representation (unbundling) is now available almost everywhere, though it's not always well known. Participants learned how LSR offers the opportunity to expand resources to help more people in this time when they need help even more desperately. The program discussed ethics issues and LSR best practices. It also covered concrete examples of LSR in action in legal services: in housing, consumer, family and DV matters. Visit the 2010 Equal Justice Conference site for more information.

• 2010 Equal Justice Conference
  Unlocking the Doors to Justice: Alternatives to Full Legal Representation
  Participants learned about five different alternatives to full representation from across Arizona for immigration, family, consumer, housing and tribal law matters. Participants were provided the opportunity to apply session content to their local community through hands-on participant exercises. Additionally, they gained a deeper understanding of the ethical requirements of limited scope representation. They received more ideas about how to serve low and moderate income clients in this difficult economy. Visit the 2010 Equal Justice Conference site for more information.

• 2010 Equal Justice Conference
  How Courts Have Used Technology to Help Pro Se Litigants Address Their Legal Needs
  This workshop explored how organizations with limited resources are using proven and available tools (hotlines, web chat, websites, and online document assembly) to reach underserved clients. Specific collaborations with organizations, including court clinics, public libraries

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and law libraries were discussed. Visit the 2010 Equal Justice Conference site for more information.

- **Kansas University School of Law Continuing Education Limited Scope Representation in Kansas: Developments in Legal Ethics**
  As part of the Kansas University Recent Developments in the Law Conference, a program was offered on limited scope representation. For more information, click here.

**June 2010**

- **Washington State Access to Justice Conference Transformation: Crisis and Opportunity**
  The Washington Access to Justice Conference brought together members and supporters of the Washington State Alliance for Equal Justice. The conference focused on the current economic crisis, and how the justice system has been affected by cuts to governmental, not-for-profit and other essential services. In addition, it highlighted opportunities generated by the crisis and current and potential transformations resulting from innovation and creativity. To learn more about the conference, held in Wenatchee, Washington, click here.

- **2010 Hawaii Access to Justice Conference Access to Justice: Is This A Promise We Can Keep?**
  The 2nd Annual Hawaii Access to Justice Conference was held on June 25, 2010. The conference included a provocative discussion of justice issues and opportunities for audience participation. “Self-Representation and Unbundling” and “Overcoming Barriers to Access to Justice” were among the workshops available during the conference. For more information, click here.

**July 2010**

- **2010 Texas Bar Leaders Conference Increasing Access for Self-Represented Litigants**
  The 2010 Bar Leaders Conference included a session on self-represented litigants, as part of its Access to Justice Track. The session addressed new initiatives to increase access to courts for self-represented litigants and improve court efficiencies. In addition, it discussed how local bar associations can get involved in efforts to assist self-represented litigants. To learn more about the program, held in Houston, click here.
October 2010

- **2010 Futures Conference & Symposium Hitting the Reset Button**
  The 2010 Futures Conference & Symposium included a session titled Hitting the Reset Button. The session addressed the ways in which technology allows lawyers to work smarter, find and serve new markets, and expand access to justice for real people and institutions. It covered innovations such as unbundling and elawyering. To learn more about the program, held in Washington, D.C., [click here](#).

November 2010

- **Utah State Bar 2010 Fall Forum Limited Scope Representation: Revising Through Practice and Through the Eyes of the Judiciary**
  A program at the Utah State Bar 2010 Fall Forum focused on limited scope representation. For more information, visit the [Utah State Bar site](#).

**Initiatives/Programs from 2010:**

March 2010

- **Wisconsin Creates Subcommittee on Limited Scope Representation**
  The Wisconsin Supreme Court Planning and Policy Advisory voted to create a subcommittee on limited scope representation. Tasked with conducting a feasibility study to determine whether Wisconsin should implement a statewide limited scope representation program, the Task Force first met in September 2010. To view the subcommittee members and learn more, [click here](#).

April 2010

- **Illinois Establishes Joint Task Force on Limited Scope Representation**
  A joint effort by the Chicago Bar Association, the Illinois Judges Association and the Illinois State Bar Association, the Task Force was created to examine issues related to the implementation of limited scope representation. The Task Force held several public hearings that addressed rules drafted by the Illinois Lawyers Trust Fund. To learn more, [click here](#).
• **Chicago Legal Café Serves Java and Justice**
  Attorney Mazie Harris opened Barista Espresso Corp, a Chicago legal café. Modeled after the California-based Legal Grind, founded by Jeff Hughes, the legal café has a staff of twenty attorneys who concentrate in all types of law. The café is also a full-service coffee shop. To learn, watch the video segment from WGN-TV or visit the Chicago Legal Café site.

**October 2010**

• **Alaska Bar Association Creates Unbundled Law Section**
  The Alaska Bar Association Board of Governors voted to create a section devoted to unbundled law. Through the section, the Alaska Bar Association will create a clearinghouse for professional development and resources to support unbundling. View the formation request letter to learn more about the Unbundled Law Section.

**December 2010**

• **Washington Launches Moderate Means Program**
  The Moderate Means Program, a partnership between the Washington State Bar Association and three Washington law schools, is a statewide reduced-fee lawyer referral services designed to increase access to justice for people of moderate means. The program will be open to the public in early 2011 and will serve Washington residents who are within 200-400% of the federal poverty level.
II. POLICY

Recommendations to the House of Delegates

After reviewing recommendations before the House of Delegates, the Delivery Committee co-sponsored the following items, each of which are consistent with the Committee's mission to expand access to justice for those of moderate income:

2010 Midyear Meeting

- **Recommendation 102F** supported initiatives that assist criminal defendants and prisoners in avoiding undue consequences of arrest and conviction on their custodial and parental rights, including the establishment of programs to provide legal assistance at no or low cost.

- **Recommendation 105A** supported the development of Veterans Treatment Courts to address the needs of veterans within civil and criminal court contexts.

- **Recommendation 115** supported legislation to re-authorize and fully fund the Violence Against Women Act, encouraging the bar to improve the legal response to domestic violence.

2010 Annual Meeting

- **Recommendation 106A** supported legislation to reauthorize the Protection and Advocacy System and related programs of legally based advocacy services protecting the rights of people with disabilities. It opposed legislation that would place limits on class actions on behalf of people with disabilities, beyond what is required under the Federal Rules of Civil Procedure.

- **Recommendation 106B** supported legislation to reauthorize and implement the Older Americans Act of 1965, giving increased priority to the delivery of legal services and elder justice.

III. MODELS

Louis M. Brown Award for Legal Access
The Louis M. Brown Award for Legal Access honors programs and projects dedicated to matching the unmet legal needs of the middle class and those of moderate incomes with lawyers who provide affordable legal information, services and representation.

The Award is presented annually to those who have made creative contributions to the delivery of legal services in ways that are exemplary and replicable. In 2010, the Delivery Committee recognized two programs, and one lifetime achievement recipient.

2010 Brown Award Recipient:

Community Legal Resource Network
The Community Legal Resource Network (CLRN) provides technical training and professional support to CUNY law graduates in solo and small 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 place throughout New York City. 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.

2010 Brown Award Meritorious Recipient:

Illinois Legal Aid Online
Illinois Legal Aid Online (ILAO) operates the Statewide Virtual Self-Help Center. Through the Virtual Self-Help Center, ILAO maintains a comprehensive website that provides free legal information, self-help resources and referrals to legal services. In the past three years, it has lead the way to the development of 38 technology-based self-help centers in courthouses and public libraries across the state.

2010 Brown Award Lifetime Achievement Recipient:

Richard Granat
Richard Granat’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. Richard has been instrumental in a number of projects and initiatives, and has had an active role within various ABA entities. As an entrepreneur, Richard 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.

IV. RESEARCH

Public Opinion Poll

In 2010, the Delivery Committee commissioned Harris Interactive to conduct a public opinion poll. The opinion poll sought to determine how consumers find legal services, as well as their awareness of unbundled legal services.

It examined four issues:

- How do people with personal legal matters find their lawyers?
- How likely are people with personal legal matters to use various online models to assist in their search for a lawyer?
- What do people think about limited scope representation or “unbundled” legal services?
- What sources would self-represented litigants turn to for personal legal matters if not a lawyer?

Results from the poll suggest that a high percentage of respondents would turn to a trusted source over an impersonal source as a primary method of finding a lawyer. Similarly, when considering the use of online models, respondents were most interested in consumer rating sites and lawyer websites. Respondents were not as interested in using social media to find an attorney.

Further, respondents were not familiar with limited scope representation, but after learning more about it, demonstrated an interest in exploring its use. When considering other methods to help self-represented litigants, respondents were most likely to rely on trusted resources such as judges, court clerks and self help centers.

A report analyzing the findings is scheduled for release in early 2011.
## STANDING COMMITTEE ON THE DELIVERY OF LEGAL SERVICES
### MEMBERSHIP, 2010

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Richard Cassidy, Burlington, VT

**Members**
- Bob Cohen, Santa Ana, CA
- Fern Fisher, New York, NY
- Luz Elena Herrera, San Diego, CA
- H. Ritchey Hollenbaugh, Columbus, OH
- Elio F. Martinez, Jr., Coral Gables, FL
- Carl Arthur Pierce, Knoxville, TN
- Pamela D. Stevenson, Scott AFB, IL
- Griselda Vega, Brooklyn, NY

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- Jeanne Charn, Cambridge, MA
- Michelle Cofield, Cary, NC
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- Joan Fairbanks, Seattle, WA
- Victor Geminiani, Kailua, HI
- Don Horowitz, Seattle, WA
- Zona F. Hostetler, Washington, DC
- Jeff Hughes, Santa Monica, CA
- Marc Lauritsen, Harvard, MA
- Patricia Lee, San Francisco, CA
- Hon. Lora Livingston, Austin, TX
- Keith B. McLennan, Collegeville, PA
- Prof. Jim Meeker, Irvine, CA
- Michael Millemann, Baltimore, MD
- Wayne Moore, Washington, DC
- Forrest S. Mosten, Los Angeles, CA
- Kevin O’Keefe, Bainbridge Island, WA
- Lonnie A. Powers, Boston, MA
- M. Catherine Richardson, Syracuse, NY
- Philip Robinson, Baltimore, MD
- Mary Ryan, Boston, MA
- Elizabeth J. Scheffee, Portland, ME
- Debbie Segal, Atlanta, GA
- Gerry Singsen, Watertown, MA
- Cubbedge Snow, Macon, GA
- Ronald Staudt, Chicago, IL
M. Sue Talia, Danville, CA  
Allen J. Webster, Jr. Compton, CA  
Richard Zorza, Washington, DC

**Liaisons From:**
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