

2017 LOUIS M. BROWN AWARD FOR LEGAL ACCESS

Profiles of Moderate Income Delivery Programs

Sponsored by the
ABA Standing Committee on the
Delivery of Legal Services





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FROM THE CHAIR OF THE ABA STANDING COMMITTEE ON THE DELIVERY OF LEGAL SERVICES

The mission of the ABA Standing Committee on the Delivery of Legal Services is to expand access to legal services for those of moderate income. The Louis M. Brown Award for Legal Access honors the work of those who advance this mission in ways that are remarkable and replicable.

Nominations for the 2017 Brown Award came from a wide range of projects sponsored by bar associations and foundations, courts, law firms, entrepreneurs, law schools 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 Lou Brown and his lifetime of dedication to those who need legal services.

The recipient of the 2017 Louis M. Brown Award for Legal Access is the **Sustainable Economies Law Center (SELC)**. The Center provides legal tools, including education, research, advice, and advocacy, so communities everywhere can develop their own sustainable sources of food, housing, energy, jobs, and other vital aspects of a thriving community. It works toward having lawyers available in every community who provide assistance to urban farms, worker cooperatives, food cooperatives, car sharing programs, housing cooperatives, and other projects that create local ownership and, as a result, build community resilience.

This year, the Committee is recognizing three programs with Meritorious Recognition. The **Center for Out of Court Divorce**, together with the Institute for the Advancement of the American Legal System at the University of Denver, works in partnership with the legal system, leveraging interdisciplinary services and empowering parents going through a divorce to work together toward positive outcomes for their children. The **Maryland Courts Self-Help Centers** provide free limited legal help in civil cases for people who do not have a lawyer. Services are available in all civil case types by phone, online chat, or in-person, and the Maryland Law Help app brings court resources and legal help together allowing users to click to chat or call for help. The **Pricing Toolkit** of the Justice Entrepreneurs Project and the Chicago Bar Foundation provides practical guidance for lawyers on various alternative pricing options to help them deliver value in a way that is more predictable, transparent and accessible for regular people.

Finally, to elevate the awareness of the Award and advance insights into the work of the nominees, the Committee sponsors Brown Select which is awarded to the nominee that gets the most online votes from the general public. Nearly 5,800 people voted for one of the 36 nominees, and the winner of the Brown Select Award is Court Buddy, a wholly-automated technology platform that matches consumers and businesses with solo attorneys based on the client's budget.

The Committee is proud to recognize the recipients and their contributions to advancing affordable access to legal services. It also honors all of those projects that participated in the 2017 Brown Award. As we encourage others to embrace, adopt, adapt and advance similar models, information about Brown Award recipients is posted at www.ambar.org/delivery.



William T. Hogan, III
Chair, ABA Standing Committee on the Delivery of Legal Services

2017 WINNERS

2017 BROWN AWARD RECIPIENT

Chosen by the ABA Delivery Committee

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.](#)

2017 MERITORIOUS RECOGNITION RECIPIENTS

Brown Award Honorable Mentions

The Center for Out of Court Divorce, together with The Institute for the Advancement of the American Legal System at the University of Denver

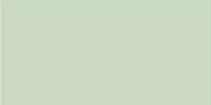
The traditional court process can be adversarial and complex, and often beyond the means of families. To address those issues, IAALS first launched the Resource Center for Separating and Divorcing Families (RCSDF) in 2013 as a two-year pilot project on the campus of the University of Denver. The RCSDF was then replicated in the community as the Center for Out-of-Court Divorce (COCD), operating as an independent nonprofit. The COCD works in partnership with the legal system, leveraging interdisciplinary services and empowering parents going through a divorce to work together toward positive outcomes for their children. The model coordinates a package of services including: therapy, financial counseling, legal education, mediation, court filing, and a court-sanctioned final hearing with an onsite judge. Often clients also use unbundled legal services from local attorneys as needed. Building on the COCD Denver experience, IAALS intends to replicate this model, with an ultimate goal of decreasing the adverse effects, and thereby better the outcomes, for children and families of divorce across the country. [More info.](#)

Maryland Courts Self-Help Centers

The Maryland Courts Self-Help Centers provide free limited legal help in civil cases for people who do not have a lawyer. Services in all civil case types are available by phone, chat, or in-person, and the Maryland Law Help app brings court resources and legal help together and allows users to click to chat or call for help. The program is open to all regardless of income. Seventy-four percent of self-help center users report a household income of less than \$50,000 annually. Self-Help Centers offer assistance in all civil case types including housing, foreclosure, family, consumer, domestic violence and expungement. Specifically, the Family Law Self-Help Centers have been offering walk-in help for divorce, custody, domestic violence and child support for more than 20 years. In 2009, the first of three District Court centers opened, offering walk-in assistance in landlord-tenant, small claims, return of property and domestic violence matters. Finally, recognizing that not all individuals can access walk-in centers, the Judiciary launched the Maryland Courts Self-Help Center, offering remote self-help services via phone, chat and email weekdays until 8 p.m. to eliminate barriers to accessing civil legal help. [More info.](#)

The Chicago Bar Foundation/Justice Entrepreneurs Project Pricing Toolkit

The Pricing Toolkit provides practical guidance for lawyers on pricing legal services and delivering value in a way that is more affordable for, and accessible to, regular people. One of the core principles of the JEP – CBF's innovative legal incubator – is to make legal assistance more affordable for low and moderate income people. JEP participants develop practices that do this by offering fixed fees and flexible representation options to potential clients. The Toolkit came about after the CBF discovered in the early stages of JEP programming that there was a dearth of practical resources for lawyers serving the consumer market who sought to price their services by using arrangements other than the billable hour. The Pricing Toolkit provides practical guidance for lawyers on delivering value in a way that is more predictable, transparent, and ultimately accessible for regular people. Included in “Version 1.0” of the Toolkit is a step by step guide to the pricing process that includes a discussion of the various ways attorneys deliver value to their clients, along with a handy two page “Fee Arrangement Matrix” that summarizes various alternative pricing options. [Access the Toolkit.](#)



2017 BROWN SELECT RECIPIENT

Public Choice Award Determined through Online Voting

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.](#)

LIFETIME ACHIEVEMENT HONORS

Periodically Awarded to Outstanding Individuals

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.

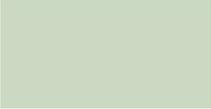
Since the 1990s, he has been a catalyst for discussion, analysis and scrutiny of our system of justice and the way it treats those who turn to it for relief. He has written books and articles on technology, the courts and, of course, access to justice. More recently, Richard blogs, at www.accesstojustice.net,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

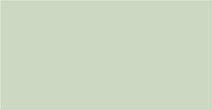
Richard’s dedication to the delivery of legal services spans six decades. In the 1960s, he was on the ground floor of the movement for national legal aid. He then recognized the value of highly trained paralegals and originated a program to provide their education. However, Richard is best known and 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 Guide to Delivering Legal Services a la Carte*, published by the ABA Law Practice Management Section. He has spoken to bar groups and court organizations around the country about innovations in the delivery of legal services.

PAST BROWN AWARD RECIPIENTS

2016: 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.](#)

2016 Brown Select

The Result of Online Public Voting

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.](#)

2015: 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. [More info.](#)

2015 Brown Select The Result of Online Public Voting

National Health Law Program

The National Health Law Program (NHLP) advocates, educates, and litigates on behalf of the low-income and underserved who struggle to access affordable, quality health care. NHLP 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.](#)

2014: 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. [Contact.](#)

2013: 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: 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: 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.](#)

2010: 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.](#)

2009: VirtualCourthouse.com

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

2008: The Chicago-Kent College of Law Center for Access to Justice & Technology

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

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

2007: The New Hampshire Bar Association and its Pro Bono Program

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

2006: 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: 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: 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: 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: 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: 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: 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: 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: 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: Superior Court of Arizona in Maricopa County Self-Service Center

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

1996: Orange County Bar Association's Modest Means Program

The mission of the Orange County Bar Association's Modest Means Program is to meet the overwhelming need for access to the justice system where legal aid and pro bono assistance is not possible, yet household resources are insufficient to pay prevailing costs of legal services. In 1994, the Orange County Bar Association redesigned the modest means panel of its lawyer referral program. The bar set up

free training programs and a mentoring program for bar members who chose to serve in the Modest Means Program. It coordinated a broad-based public relations campaign. Substantive materials were prepared and available for routine matters, library privileges and secretarial and computer assistance were made available and a specialized program of professional liability insurance was available to program attorneys. [More info.](#)

1995: Tele-Lawyer, Inc.

Tele-Lawyer, Inc. was a legal advice and information service established by Michael Allan Cane in California in 1989. Tele-Lawyer billed its customers by the minute through a 900 number on their telephone bill or by a credit card taken over the phone. Callers to the service phoned in and spoke to a licensed attorney knowledgeable in their question area. Tools available to the lawyers, including a proprietary computer database system, allowed the lawyers to answer the great majority of questions immediately over the phone, and the rest shortly thereafter. The average call lasted less than 10 minutes. (Tele-Lawyer is no longer available.)

2017 BROWN AWARD NOMINEES

The Action Group on Access to Justice – Rural and Remote Libraries

Access to Justice: Rural and Remote Libraries is an Ontario-based project that highlights libraries as accessible gateways to legal services and information for low to moderate income individuals. Working with a range of partners, this project works to: facilitate connections between lawyers and librarians outside of urban centres; expand distribution of reliable, clear language legal information; enhance training of librarians; and produce empirical evidence that increases awareness of the contributions of librarians as access to justice agents. [More info.](#)

Apps for Justice Project of the University of Maine School of Law

The Apps for Justice Project is developing a series of apps that provide self-help assistance to low or moderate income consumers who cannot afford full-scale professional legal assistance. The apps are designed to allow a user to either independently address their specific legal problem by moving them through the app from diagnosis to action plan, or to work with a “low bono” provider of legal services to more cost efficiently address legal problems. [More info.](#)

Avvo Legal Services

Avvo Legal Services connects consumers with local attorneys for common legal issues, priced at \$39 and higher. For immediate advice, consumers can choose an Avvo Advisor session and receive a call from an attorney that same day. If they’ve already done the work, but need a second opinion, an attorney can review their documents and suggest revisions. If the consumer needs more help, the attorney can provide start-to-finish support. [More info.](#)

Baylor University School of Law’s Legal Mapmaker

Legal Mapmaker has two goals: to help young lawyers start a successful law practice, and to help address the access to justice gap. Legal Mapmaker is a Baylor Law School project being undertaken in cooperation with other law schools to provide a practice development template for young lawyers so that they can start a law firm efficiently, economically and ethically. According to its submission, by implementing the recommendations, young lawyers will be able to serve low and moderate income Americans and small businesses, and make a profit. [More info.](#)

Berkshire Center for Justice, Inc.

The Berkshire Center for Justice, Inc. (BCJ) is a nonprofit sliding-scale legal service provider that addresses legal, social and community issues together. According to the BCJ, the firm works to connect local professionals with residents who are experiencing barriers to accessing the civil legal counsel by addressing the larger social issues that lie at the root of these gaps in the service. In addition to direct legal services, the BCJ holds weekly free legal clinics, teaches clients how to self-advocate, offers community education programs, conducts interviews, and speaks publicly about the ways law and social issues interface. [More info.](#)

Bridge to Justice

Bridge to Justice is a 501(c)(3) nonprofit organization that provides reduced-rate civil legal services to low and moderate income individuals along the Front Range in Colorado. Its mission is to ensure that clients receive equal access to justice regarding civil legal issues that significantly impact their lives. B2J focuses services in areas of the law in which there is the greatest need. Approximately 90% of agency

cases involve pre- and post- decree divorce, child custody disputes and civil protection orders. The remaining 10% of agency cases involve landlord-tenant and consumer protection issues. [More info.](#)

Collaborative (Client-Lawyer) Workbook for Custody and Divorce

The Workbook for Custody and Divorce aims to reduce legal costs for moderate-income litigants and lessen the burden of case preparation on limited scope and pro bono lawyers. According to its developers, Joanna L. A. Shapiro, Esq., and Dave Pantzer, Esq., in coordination with the People’s Law Library of Maryland: it helps organize information in a standardized manner for fact development and issue-spotting; it provides a step-by-step roadmap for the client, and lets a lawyer more easily assess progress and recommend next steps; it serves as a case file when seeking legal help; and it can develop into a trial notebook with scripts and predicate questions. [More info.](#)

Colorado Bar Association Modest Means Task Force Unbundling Road Shows

The CBA’s Unbundling Roadshow seeks to inform lawyers and judges about unbundling as a pathway to support access to justice for those of moderate incomes. Judges participate in the statewide tour of presentations – to solidify the perception that the court welcomes unbundling – as do attorneys who practice unbundling in the local court. Each participant is also provided the 'Practical and Ethical Considerations to Integrating Unbundled Legal Services' toolkit. [More info.](#)

Community.lawyer

Born out of the Robin Hood Foundation’s social impact incubator, Community.lawyer is a free directory that connects those New Yorkers who are turned away by legal nonprofits because they are over-income with lawyers who scale their fees. According to the Community.lawyer directory, clients get an upfront price estimate, as

well as the assurance that every lawyer on the directory is either experienced or supervised, and in exchange, lawyers increase their billable hours, which lets them keep their prices affordable. [More info.](#)

Community Lawyers of Iowa, PLC

Community Lawyers of Iowa (CLI) is a general practice law firm with a focus on family, mediation, immigration and probate law. CLI works in cooperation with non-profit service providers, and provides sliding-scale fees adjusted to household income, limited scope retainers, unbundled services, flat-rate fees, pro se assistance and installment agreements. Sliding-scale hourly rates are based on the federal poverty guidelines and can be calculated on CLI’s website prior to scheduling a consultation. [More info.](#)

DC Affordable Law Firm

DCALF is a charitable and educational nonprofit organization that operates under the concept of “low bono,” providing legal assistance to individuals whose incomes fall between 200% and 400% of the Federal Poverty Level. DLA Piper, Arent Fox and the Georgetown University Law Center, working in a unique partnership between academia and two major law firms, will each provide more than \$1 million in financial and pro bono support over the next three years to provide services for modest-income D.C. residents who struggle with legal crises, but don’t qualify for free legal aid and can’t pay prevailing legal rates. [More info.](#)

Federal Pro Se Legal Assistance Project in the Eastern District of New York

The Federal Pro Se Legal Assistance Project is a partnership between the U.S. District Court for the E.D.N.Y. and the New York City Bar Justice Center that provides free advice, limited-scope legal assistance and referrals for non-incarcerated, pro se litigants. Along with a full-time staff attorney, the Project works with pro bono associates from the private bar to assist pro

se litigants by explaining federal court procedures, providing brief legal counseling, advising litigants about potential jurisdictional hurdles prior to filing suit, reviewing draft pleadings and drafting correspondence. [More info.](#)

Funded Justice

Funded Justice relies on crowdfunding and social media to help raise funds for legal issues by providing a platform where users can create grassroots fundraising campaigns. According to its founders, Funded Justice was created because too often attorneys hear, “I don’t have the money for an attorney;” they believe that proper legal representation should be available for everyone, not just those who have the funds readily available to be able to pay for an attorney when a legal situation arises. [More info.](#)

Incubator Program – Loyola University New Orleans College of Law

The Incubator program was established as an opportunity for Loyola Law School graduates who are interested in doing social justice oriented solo practice work in the Greater New Orleans area. Program attorneys receive instruction, case referrals, mentorship, peer feedback, access to a variety of resources including case management and legal research software, free office space and skills courses which focus on successfully building law practices dedicated to social justice lawyering. While building their private practices, program attorneys are required to do at least 40 hours of pro bono work a month. [More info.](#)

The Law Store

According to the Law Store, it models its business based on the needs of the client in response to the large numbers of people who choose to go without legal services because they are unsure of the cost or where to go, or because they cannot miss work to meet with a lawyer. The Law Store is a full-service law firm with office locations inside Walmart stores, offering

free advice, menu-style pricing and extended business hours seven days a week. The Law Store currently has offices in five Walmart locations with current expansion plans for 18 additional stores by 2018. [More info.](#)

Lawyers for Equal Justice - Georgia State Bar and Emory, Georgia State, John Marshall, Mercer, and University of Georgia Law Schools

Lawyers for Equal Justice (L4EJ) is a legal incubator for newer lawyers to start innovative, socially conscious, sustainable law practices providing affordable legal services to low and moderate income clients. According to the program, because the attorneys also learn the business side of operating a law firm, they are also able to implement innovative legal services delivery models – including limited scope representation, flat fee arrangements and sliding scale rates – in a sustainable manner. [More info.](#)

LearnTheLaw.org

The LearnTheLaw.org website is a free national repository and portal for legal aid, pro bono, non-profit and community organizations to build and share self-help information for low-income people with civil legal problems. The information is presented in a learning checklist that coaches self-represented parties through legal problems, and breaks legal processes down into digestible steps for pro bono attorneys and law students. Trainings can be made available on-demand, on any device, and from any location, and because classes are stored centrally on the site, they can be easily found and replicated by other organizations. [More info.](#)

LegalYou

LegalYou is an online resource providing legal education, litigation tools and legal services. LegalYou uses colorful graphics and illustrations, plain English (and Spanish) and bite-sized and entertaining, animated videos. LegalYou is fully conceived, managed and maintained by working lawyers whose direct

help is available to any user through instant messaging along with live, audio, video and phone chat. Lawyer consultations and actual legal services at fixed rates as low as one dollar per minute are also available. Because LegalYou is a law firm, it can jump into full representation (or anything in between) at the client's request. [More info.](#)

Levitt & Quinn Family Law Center

Levitt & Quinn takes a multi-pronged delivery approach to address California's legal crisis and helps people by providing free services, limited scope services and a sliding scale fee structure. Levitt & Quinn works to fill the justice gap by providing free representation in family law cases that impact the safety and well-being of children, by representing veterans in cases affecting socioeconomic and emotional barriers to integration into civilian life, and by helping families seeking to protect a child with a permanent home through independent adoption. [More info.](#)

Los Angeles County Bar Association (LACBA) SmartLaw® Flat Fee Legal Service

The LACBA Flat Fee program, administrated by the LACBA lawyer referral service (LRS), addresses the justice gap by giving the public access to more affordable routine legal services. Lawyers on the LRS panel agree to offer flat fee rates for certain services that are set out in advance. Presently, the following offerings are available: LLC Business Formation: \$800; Trademark Registration: \$500; Uncontested divorce: \$800; and Bankruptcy Chapter 7: \$850. [More info.](#)

Marquette Volunteer Legal Clinics

The Marquette Volunteer Legal Clinics (MVLC) are brief civil legal advice and referral services staffed by volunteer law students and licensed attorneys. The MVLC provides services most days of the week at a variety of locations. According to its submission, Marquette University is located in downtown Milwaukee, a

city ranked the fourth most impoverished cities of its size with nearly one-third of residents living at or below the federal poverty level. The MVLC is part of Marquette's commitment to creating a better Milwaukee. [More info.](#)

Minimalist Law

According to Minimalist Law, its focus is on humans, on humility and on "living wage" altruism. In order to qualify for Minimalist Law, a case must ideally conclude within 6 months, for less than \$5,000, and provide a service not otherwise provided by pro bono providers. Office space is "sourced" from the community and a predetermined daily rent is paid for use. In addition, solo and small firm lawyers in need of maternity leave, addiction treatment, vacation, personal leaves, and other "life" matters can request a Minimalist Lawyer to assist with their practice while away. [More info.](#)

Minnesota Appeals Self-Help Clinic

The Appeals Self-Help Clinic was founded in January of 2016 to assist pro se parties in Minnesota's appellate courts. It is currently available once per month for three hours to assist any pro se parties who have questions about the appellate process. It is staffed by volunteer lawyers who are members of the Appellate Practice Section of the Minnesota State Bar Association, as well as the staff librarians at the State Law Library. [More info.](#)

National Database of Professionals Assisting SRLs (a project of the National Self-Represented Litigants Project)

The Canadian-based National Self-Represented Litigants Project has launched a National Database of Professionals Assisting Self-Represented Litigants (SRLs) to: (1) connect professionals working to develop responsive services for SRLs; and (2) provide information to SRLs seeking affordable services. The Database includes lawyers who offer unbundled services to litigants who cannot afford full

representation in family and civil court. [More info.](#)

Nebraska State Bar Association Rural Practice Initiative

The NSBA established the Rural Practice Initiative (RPI) to help facilitate the placement of lawyers and summer law clerks in under-served rural communities. Law students apply for one or two 5-week clerkships or for associate positions. In addition to direct placement, the RPI has been involved in Nebraska efforts to: (1) pass a state law providing funding for law student loan forgiveness for attorneys practicing in rural Nebraska; and (2) help the University of Nebraska College of Law establish the nation's first Rural Legal Opportunities Program. [More info.](#)

State Bar of Michigan 21st Century Practice Task Force Work Product

The State Bar's 21st Century Practice Task Force was convened in 2015 to tackle problems facing the profession, including an inability to meet the legal needs of people of modest means. Its work generated recommendations that aim to expand access for people of modest means across a range of challenges including: continuing to develop online legal platforms, promoting innovative law practices and developing stronger limited scope representation programs. The work product of the Task Force also includes a "Template for Use by Other Bars" so that others can replicate the process. [More info.](#)

Thistoo – Your Personal Divorce Assistant

Thistoo is a tool that aims to help self-represented litigants and users of the family law system minimize the amount of money they spend on their separation and divorce. Thistoo generates custom separation agreements, managing the entire process, and provides valuable big data case insights. Planning and organizing tools are free, and other products and services are all available individually on an unbundled basis or via a flat monthly rate. All of

the users are encouraged to seek independent legal advice. [More info.](#)

The Unbundled Law Section of the Alaska Bar Association

The Unbundled Law Section of the Alaska Bar Association is comprised of lawyers from a variety of substantive areas who offer unbundled legal services. They meet regularly for the professional development of unbundling. In addition to maintaining a webpage explaining unbundling, the Section works collaboratively with the Alaska Court System's Family Law Self-Help Center (FLSHC) which refers litigants needing advice or assistance with a discrete issue or task to the Section's list to find an unbundled attorney. In turn, unbundled lawyers can refer clients to the FLSHC's online resources.

University of North Dakota School of Law Rural Justice Program

The Rural Justice Program (RJP) is a partnership among the UND School of Law, the State Bar Association of North Dakota, and the North Dakota state courts to encourage law students to pursue legal careers in rural communities in North Dakota. Each summer, stipends are awarded to 7 or 8 students who secure summer legal employment in a rural community with a state judge, a state's attorney office, indigent defense services, or a solo or small law firm. The RJP also provides educational and career development programming for law students. [More info.](#)

UpRight Law

UpRight Law's purpose is to use technology to provide access to justice. With over 350 partner attorneys across 50 states, UpRight Law aims to provide end-to-end service to eliminate common obstacles that prevent consumers from seeking legal help. Upright Law offers flexible payment plans, virtual meetings, phone/text/FaceTime communications and extended business hours. According to Upright, its model enables attorneys to deliver services to an underserved

market without the cost of acquisition and to concentrate on practicing law instead of marketing. [More info.](#)

Upsolve

Upsolve has created software to take pro se debtors end-to-end in a Chapter 7 case, with very limited pro bono attorney assistance. The centerpiece of the software is an intake website that uses cartoons and plain language taken from Harvard Law research, asking clients the questions needed to complete the official bankruptcy forms. The software auto populates the official forms, prior to a 1 hour pre-filing review by a pro bono attorney. By contrast, a typical chapter 7 case usually takes pro bono attorneys around 4 to 6 hours. [More info.](#)



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