This workshop was held at the 2017 Equal Justice Conference in Pittsburgh, Pennsylvania

Title:
Legal Urgent Care: Walk In--Walk Out: 40 Clients Served in Under 4 Hours!

Presenters:
Lisa Borden, Baker Donelson, Birmingham, AL
Katrina Brown, Birmingham Bar Volunteer Lawyers Program, Birmingham, AL
Heather Bussey, Birmingham Bar Volunteer Lawyers Program, Birmingham, AL
Graham Hewitt, Birmingham Volunteer Lawyers Project, Birmingham, AL
Nancy Yarbrough, Birmingham Volunteer Lawyers Project, Birmingham, AL

Learn how to serve dozens of low-income clients an hour by leveraging technology, poverty law expertise, and the courts though this innovative Help Desk model where pro bono attorneys volunteer for two hours or less and do everything from applying legal bandages to full surgery, sometimes even going to court. Learn how to transform your Help Desks from sleepy counsel and advice legal clinics to full-service emergency rooms where clients get the help they need quickly and effectively.
Legal Urgent Care
Walk In Walk Out
40 Clients In Under 4 Hours!

BIRMINGHAM BAR VOLUNTEER LAWYERS PROGRAM
DISCUSSION

- TELL US ABOUT YOUR HELP DESKS OR LEGAL CLINICS
HOW MANY CLIENTS DO WE HELP?

- 2013 – 700 clients total
- 2016 – 2,700 clients total (385% increase in 3 years)

How many came through the Help Desks?

- Civil – 1,099 cases
- Domestic Relations – 1,238 cases
- Homeless – 382 cases
Legal Urgent Care

- 2013
- New ED, new staff
- Old way of serving clients
  - Phone intake
  - Long intake process (forms, signatures, etc...)
  - Problems with eligibility
  - Clients MIA
Legal Urgent Care

Drowning in clients

- 658,000 people live in Jefferson County
- 125,000 residents in poverty
- 31,250 residents in poverty need legal help
- Hundreds stranded leaving messages on a “hotline” which is now a “coldline”
Legal Urgent Care

What should we do?

- Increase eligibility standards to reduce the number of clients (NO domestic violence divorces)
- Or try something else to be able to serve them?
We tried something else!

There existed two Help Desks in the Civil Court and one in the Domestic Relations Court

- Just C and A
- Inefficient paper intake
- Long time to input client information
- Lack of attorneys
- Problem assigning cases to attorneys

Help Desks Are the Answer!
GET POVERTY LAW EXPERIENCE – HIRE ATTORNEYS!

- Katrina
- Heather
- Graham
NO PHONE INTAKE OR ADVICE

- But hold lots of Help Desks to provide immediate assistance
TREAT EVERYONE AS IF THEY ARE YOUR HIGHEST PAID CLIENT

- Call back within 24 hours
- No bounce arounds
TODAY’S HELP DESKS AVERAGES

- Civil (15 clients in 4 hours)
- Domestic (40 clients in 4 hours)
- Homeless (20 clients in 3 hours)
- Veterans (35 clients in 4 hours)
- Bankruptcy (10 clients in 2 hours)
SPECIAL CLINICS: TAKING IT TO THE STREETS

- Project Homeless Connect
- Wills Clinics
- BAO Clinics and Name Change Clinics
LEVERAGE TECHNOLOGY

- LegalServer
- Do intake on the spot
- Clients can sign agreement on spot
- Capture relevant client data
PARTNER WITH THE COURTS

- Find out what the judges want
- Provide help to the clerks
- Big referral source
- Provide flyers and other client materials
- Encourage Pro Se dockets
LOWER THE BAR TO OBTAIN HELP

- Income eligibility
  - Very important in maintaining good pro bono attorneys
- No criminal
  - But post-adjudicated criminal (quasi-criminal is fine!)
- No fee-generating
BUILD A GOOD INTAKE TEAM

- Law Student Volunteers
- Community Volunteers
- AmeriCorps
PROVIDE BETTER SERVICE AT HELP DESKS

- More than C and A
- Get the client from A to Z
- Limited service
- Forms
- Determine Pro Se vs. Extended Rep
- Multiple client visits
HAVE POVERTY LAW EXPERIENCE AT EVERY HELP DESK – YOUR STAFF ATTORNEYS!

- Attorneys encouraged to discuss each case with staff attorney
- Make decisions on what can be done immediately
- Whether or not to assign client to pro bono attorney
- Have at least one experienced volunteer attorney and one “never volunteered before” attorney at each Help Desk
- Partner with legal service organizations (LSA, YWCA)
HAVE POVERTY LAW EXPERIENCE AT EVERY HELP DESK – YOUR STAFF ATTORNEYS!

■ Can the Help Desk attorney take the case?
  o If not, make sure notes are good so the new attorney can take the ball and run!
IMPROVE YOUR EXTENDED REPRESENTATION

- Honor your attorneys
- Have a return policy
- Check in with attorneys/clients
RECRUIT LOTS OF ATTORNEYS TO VOLUNTEER

- 2 hours or less
- No requirement to take a case
- Sign-up Genius
HOW TO GET LOTS OF ATTORNEYS TO VOLUNTEER

- Be visible
  - Bar functions
  - Presentations to firms
  - Presentations at law schools
  - BBVLP now has participation from 20% of BBA, that is 500 attorneys volunteering a year!
COMMUNICATE

- eBrief!
- Recognize attorneys
- Get attorneys to volunteer at Help Desks
- Get attorneys to take extended rep cases
1. Please help this woman with her divorce whose spouse is in prison

Her spouse is currently in prison due to two Breaking and Entering charges and two Burglary charges. Please help this client receive a divorce. (16-0008836)

2. This Army Airborne Veteran needs your help

This Vietnam veteran is being billed $250 a month for a timeshare property that he says he did not agree to pay. The veteran came to the BBVLP Veterans Help Desk. He is on social security and this monthly charge is a burden on his ability to make ends meet.

3. Veteran seeks help in obtaining a divorce from his abusive wife

This 64-year-old client came to the BBVLP Veterans Help Desk to seek help with a divorce. He is confined to a wheelchair because of a spinal cord injury and was being cared for by his wife. In October 2016, she decided that she no longer wanted to be married to him nor provide him with care. The Veteran was essentially homeless until his VA social workers secured placement for him at a boarding home where he currently resides. He is hopeful that ending this harmful relationship will bring much needed closure to a painful part of his life. (17-0008162)

4. Please help this grandmother file for Chapter 7 Bankruptcy

Client states that due to health issues she has been unable to make payments on her debt. She informed the BBVLP that the majority of her money is spent on food and medication. (17-0007801)

*This is the second time in eBrief
BE A HELP DESK VOLUNTEER

Click here to volunteer at a Help Desk! We are seeking volunteers for all of 2017 and for the following dates in the next weeks:

Civil Help Desk:
Monday 04/10/2017
8:30 am - 10:00 am
10:00 am - 12:00 pm

Monday 04/17/2017
10:00 am - 12:00 pm

Pro Se Docket:
Thursday 04/27/2017
9:00 am - 12:00 pm

Domestic Relations Help Desk:
Wednesday 04/12/2017
8:30 am - 10:00 am
10:00 am - 12:00 pm

Wednesday 04/19/2017
8:30 am - 10:00 am
10:00 am - 12:00 pm

VOLUNTEER NOW!
HELP DESK ATTORNEYS: Thank you to the following attorneys

Civil Help Desk: 40 clients served

Tarackia Barge
Barge Law Firm

Leon Johnson

Preston Martin
Bressler Amery & Ross

Louis Montgomery
Bhate Environmental

Lance Parmer
Cabaniss Johnston

Honza Prchal
Heninger Garrison Davis

Karen Puccio
Hare Wynn Newell & Newton

David Webster
Legal Services of Alabama

Donnie Winningham
Bressler Amery & Ross
Domestic Relations Help Desk: 32 clients served

April Bauder
Merrell Law Firm

Christen Butler
Dominick Feld Hyde

Courtney Brown Dubberly
Sandi Fubank Gregory

Honora Gathings
Gathings Law

Mellinda Guillaume

Leon Johnson

Kathryn Gentle
Lloyd & Hogan

Pamela Weed

Domestic Relations Self-Represented Docket with Judge Agnes Chapell
(The BBVLP provides volunteer attorneys to help low-income clients on the spot who have court dates on these special docket.) 4 clients served

Yoshina Blanchard
The Blanchard Property Law Firm

Christie Dowling
Lyman Dowling Law
ATTORNEYS SIGNED UP FOR NEXT WEEK:

April Bauder  
Merrell Law Firm

Jason Bonar

John Carroll  
Cumberland School of Law

Perryn Carroll  
Carroll & Carroll

Laura Collins  
Cabaniss Johnston

Patrick Darby  
HealthSouth Corporation

Tom DeLawrence

Maura Goodwyn

Scott Harwell  
Harwell Law Firm

Christi Lunsford  
HealthSouth Corporation

Lance Parmer  
Cabaniss Johnston

Bill Prosch

Cline Thompson

Kimberly Vines  
Bradley

ATTORNEYS WHO CLOSED A CASE THIS WEEK

Kathleen Bowers  
Bressler Amery & Ross

Kathleen advised client on the non-profit formation process including state and federal filing requirements and tax liability.
ATTORNEYS WHO ACCEPTED A CASE THIS WEEK:

Price Evans
Mississippi Valley Title Services Company
Price volunteered to help a client transfer her deed.

Kenneth Haynes
Haynes & Haynes
Kenneth volunteered to help a client create a simple will and a health directive.

Walter McArdle
Spain Gillon
Walter volunteered to help a client file a Chapter 7 Bankruptcy.

Jade Sipes
Baker Donelson
Jade agreed to help a party through their divorce process.

Debra Krotzer
Carr Allison
Debra agreed to help a client file for a guardianship over her sister.

De Martenson
Hule Fernambucq Stewart
De agreed to help a client fight an unlawful eviction.

Louis Mendez
Bressler Amery & Ross
Louis volunteered to help a client on a post-judgment discovery motion.

Ted Stuckenschneider
The Law Office of Ted Stuckenschneider
Ted volunteered to help a client file a Chapter 7 Bankruptcy.

Donnie Winningham
Bressler Amery & Ross
Donnie agreed to help a client with a landlord/tenant issue.
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Client Information Sheet

Name ______________________

Why are you here? What is your legal issue? (Use back if you need more room)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What advice was given to the client?
________________________________________________________________________

What documents did you help the client fill out?
________________________________________________________________________

Did you give the client any additional documents?
________________________________________________________________________

What did you tell the client the next steps were?
________________________________________________________________________

I am willing to accept this case and continue to represent this client through the Birmingham Bar Volunteer Lawyers Program?
Yes ___ No ___

I believe that this Client needs additional services from the Birmingham Bar Volunteer Lawyers Program?
Yes ___ No ___

Why?
________________________________________________________________________

Attorney Name (Printed):
________________________________________________________________________
Client Data Sheet

File Number: 

Client Name: 
Home Address: 
Mailing Address: 
Phone/Alternate: Primary Phone: 
County of Residence: Jefferson 
Email: 

County of Dispute: Jefferson 
Referred by: Other Legal Aid/Legal Service Program

Date of Birth: 04/26/1951 
Marital Status: 
Adults in Household: 2 
Language: English 
Citizenship: Citizen

Age at Intake: 66 
Living Arrangement: Owns Home 
Children in Household: 4 
Veteran: No 
Domestic Violence: 

Problem Code: 30 Adoption 
Special Problem Code: 301 Adoption with Consent, 9924 Civil

Intake Date: 03/31/2016 
Type Of Intake: DC - Help Desk 
Open Date: 04/11/2016 
Intake By: Barbara Saurer

Poverty Percentage: 160.8% 
Adjusted Poverty: 94.11% 
Job: Social Security

Monthly Gr Income: $4,379.00 
Employer: Social Security

Income Summary: $52,548.00 
Expense Summary: $21,792.00 
Asset Summary: $0.00
FILE FACTS/CASE NOTES:

Note #1: (2016-03-31)
Client is here to adopt her two grandchildren. Their mother is her daughter. She has had custody of [redacted] since his birth on 6/17/2006. She has had custody of his brother, [redacted], since October, 2010. His DOB is 1/18/2001. She has custody of both children through Jefferson County Family Court. Though [redacted] is not the biological father of [redacted], he was married to the mother at the time of his birth. The mother and father are still married, however, they do not live together.

Note #2: (2016-03-31)
Has custody of grandchildren for which she receives no assistance from their parents.

Note #3: (2016-03-31)
3.31.2016 (ap intern)

Attorney Notes: Grandmother will be adopting her grandchildren. Mother and father's names are listed on one of the birth certificates of the children. For one of the child father is unknown. Wants to know the adoption process.

Note #9: (2017-01-20)
1/20/2017 (SS Intern):

Attorney on case was contacted and replied on 1/16/2017:

"Attached you shall find copies of the Final Orders dated November 29, 2016 for [redacted]. As you are aware, I take the bench on tomorrow, January 17, 2017 and can no longer practice law. I wanted to make sure you had a copy of the Final Orders for your records before my new position begins. Please note, I concluded all services in this case, which is now closed. Please update your records. Thanks!"
Help Desk Attorney Guidelines:

**We are no longer handing out blanket uncontested/contested divorce packets to the client.
**Each attorney must complete each document fully for the client.

Purpose of the Help Desk:
- Assist self-represented litigants by providing advice and counsel, including:
  - Assisting clients in completing forms if necessary or needed,
  - Advising clients on how to prepare motions, and
  - Directing clients to another agency or organization.

Cases that involve Domestic Violence Issues:
- Please notify a BBVLP staff attorney immediately.

Clients needing further representation:
- Please notify BBVLP staff attorney of clients in extreme situations where extended representation is necessary, so we can follow up and ensure proper assistance is provided.

Court Costs:
- Clients may be eligible to have filing fees waived through an Affidavit of Substantial Hardship.
  - Affidavits of Hardship are not for everyone; please ask the client if they can pay the court costs themselves first. If not, then have them complete an affidavit.
  - Have the client bring the notarized form to a BBVLP staff attorney.
  - The court will inform the client by mail if the fee waiver is approved or denied. If denied, the client will be responsible for paying costs.
Attorney Guidelines for Pro Bono Cases

Thank you for accepting a case with the Birmingham Bar Volunteer Lawyers Program (BBVLP). Your client first came to the BBVLP at one of our four weekly Help Desks where the client qualified for service and met with a volunteer attorney. Following is information to help you with your representation.

If, at any time, anything occurs that prohibits you from continuing to represent this client, please let us know and we will take back the case for any reason at all.

Enclosed documents:
- Client Data Form with financial, demographic, and case information as well as the notes the BBVLP took at intake and what the Help Desk volunteer attorney discussed with the client.
- Client Information Form that is a narrative the client provided about his or her case.
- Proof of Income that is either a copy of a paystub or a public benefits designation letter.
- Also please know that the BBVLP vetted the client’s name in Alacourt and through an internet search.

Next steps:
- The BBVLP contacts the client and instructs the client to contact you to arrange a first meeting.
- You are welcome to meet with your client at the Birmingham Bar Association by emailing us to reserve a conference room.
- The BBVLP will contact you throughout your case to answer any questions.
- If a question arises, please contact the BBVLP and we will help.
- Please take a photo of yourself and your client so that we can highlight your success in eBrief!
HELP A CLIENT IN NEED

1. Please help this elderly grandmother create a simple will

This grandmother states that she would like an opportunity to get her affairs in order, as she is currently 88 years old. Client would like to have a healthcare directive created as well as her will. (17-0008512)

VOLUNTEER NOW!

2. Please help this client file a Chapter 7 Bankruptcy

This client lost his job a year ago and has been unable to find employment. He is currently behind on all of his bills and is sleeping on a friend's couch since being evicted from his apartment. He informed BBVLP staff that he would like to file a Chapter 7 Bankruptcy for a fresh start. (17-0007984)

VOLUNTEER NOW!

3. Please help this grandmother transfer a deed to a needy family member

Our client would like to transfer her deed to her cousin, who is currently in need of a home. The deed transfer is necessary as repairs are desperately needed on the home. (16-0006021)

VOLUNTEER NOW!
**FREE BANKRUPTCY LEGAL HELP**

You don’t have to file alone!

The Birmingham Bar Volunteer Lawyers Program is providing free bankruptcy legal help to local residents who qualify for free legal help.

**Why you should use an attorney:**
Filing for a bankruptcy is complicated and if you make a mistake:

1. The judge can dismiss your case and you may lose the $335 filing fee;
2. It is possible that not all of your debts will be discharged. You have to wait eight years to be allowed to file again, so you need to get it right.

**To obtain free legal help, complete these steps:**
1. Bring your financial information to the Volunteer Lawyers Program “Civil Help Desk” to determine if you qualify for free help:
   - Driver’s License or other valid identification
   - Names, addresses, amounts and account numbers of everyone to whom you owe money (Ex: House, car, family members, credit card companies, medical bills, taxes, student loans, etc.)
   - List ALL debt (even if you are current on the bill)
   - Tax Returns for the last two years
   - Last 60 days of payroll stubs and proof of any other income in last six months (if you had more than one employer, bring pay stubs from everyone you were paid by in the last 6 months)
   - Last 60 days of payroll stubs and proof of any other income for anyone living in your residence
   - Last 60 days of payroll stubs and proof of any income from your spouse
   - Property Tax Appraisal of any real estate
   - A copy of your divorce decree if in the last six years
   - Copies of any lawsuit, judgments, or garnishments against you
   - If you are unemployed bring your unemployment or disability awards letter
   - Bring three credit reports (Equifax, Experian, and TransUnion)

**Civil Help Desk**
Monday and Thursday 8:30 a.m. to noon
Jefferson County Courthouse Room 540
716 Richard Arrington Jr. Boulevard North
205.250.5198

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**VETERANS HELP DESK:**
Free Legal Help Desk Exclusively for Veterans and Their Families

**FREE LEGAL HELP FROM THE BIRMINGHAM BAR VOLUNTEER LAWYERS PROGRAM**

**GET HELP WITH:**
- ID/Driver’s License reinstatement
- Divorce
- Past Fines
- Bankruptcy
- Housing and Foreclosure
- Other Legal Issues

**WHAT CLIENTS CAN EXPECT:**
1. Meet with an attorney
2. Get advice on how to solve their legal issue
3. May have a pro bono attorney assigned to them to help
4. May be scheduled to meet with a Birmingham judge
5. Get next steps on what to do

**WHEN:**
4th Wednesday of each month beginning 1/25/17
2 - 4 p.m.

**WHERE:**
Birmingham VA Medical Clinic
2415 7th Ave S, Birmingham
1st Floor

**WHO:**
Women | Men | Children
Veterans & Families

**WWW.VLPBIRMINGHAM.ORG**
QUESTIONS?