

INNOVATIVE PRO BONO PROJECTS

Pro Bono Institute

National Leadership Convocation

November 15, 2012 ○ 2:30 p.m. – 5:00 p.m.

Deloitte Financial Advisory Services LLP

30 Rockefeller Plaza ○ 41st Floor

New York, NY 10012

PARTNERSHIPS AND COLLABORATIONS

Mid-Atlantic

Project	Foreclosure Prevention Pro Bono Project
Location	Maryland
Parties Involved	Pro Bono Resource Center of Maryland, Civil Justice, Inc., and various other non-profit organizations and state agencies
Communities Served	All of Maryland with different requirements based on geography
Underlying Need	Mortgage firms foreclosed on about 50,000 homes in Maryland from Jan. 2006 to Jan. 2012, which amounts to an average of 23 homes per day. One in every 519 houses in Maryland is in some stage of foreclosure.
Description of Project	The program is one of the largest pro bono foreclosure-prevention efforts anywhere in the nation. The pro bono project has continued to add and widen the field of local attorneys who have the background that is needed to help homeowners who may be in trouble. The lawyers participating in the project are providing brief one-on-one legal counsel at public workshops directly representing homeowners in negotiations with their lenders, and working with non-profit housing counseling agencies providing foreclosure prevention counseling.
Innovative Component	Large coalition of lawyers responding to an immediate need for those affected by the housing crisis.
For More Information	http://www.probonomd.org/about-foreclosure-prevention

Project	Firms in Service
Location	Virginia
Parties Involved	Greater Richmond Bar Foundation, Hunton & Williams LLP, McGuireWoods LLP, LeClairRyan PC, Troutman Sanders LLP, Williams Mullen PC, Sands Anderson PC, Spotts Fain PC, Hirschler Fleischler, Goodman Allen & Filetti PLLC, and ThompsonMcMullen PC
Communities Served	Central Virginia
Underlying Need	In Virginia, legal aid programs have been hampered by limited technology and private attorneys have had difficulties connecting with the pro bono opportunities.
Description of Project	The program creates an opportunity for law firms in Richmond to coordinate pro bono efforts. At bi-monthly meetings, members exchange information regarding urgent needs for pro bono service and best practices. The members also test new technology to aid in delivery of pro bono services in the region, and pledge annual financial support to the Greater Richmond Bar Foundation whose primary mission is to support, facilitate, and promote the delivery of pro bono legal services throughout the Greater Richmond area.
Innovative Component	Firms collaborating to brainstorm ways to improve access to justice through technology and other resources.

Northeast

Project	Connecticut Veterans Legal Center
Location	Connecticut
Parties Involved	CVLC attorneys, volunteer attorneys from law firms and legal departments, healthcare and social work professionals
Communities Served	Veterans in Connecticut
Underlying Need	While legal clinics designed to assist low-income veterans have sprung up across the country in recent years, there remains a large number of former military personnel in need of assistance.
Description of Project	The mission of the Connecticut Veterans Legal Center is to help veterans recovering from homelessness and mental illness overcome legal barriers to housing, healthcare and income. Working with an interdisciplinary team that provides a range of services to homeless and mentally incapacitated veterans, CVLC integrates legal

	services, including pro bono work, and other assistance.
Innovative Component	By working at a community care center where veterans are already receiving employment services, housing assistance, and mental health counseling, CVLC collaborates to help veterans on the road to recovery.
For More Information	http://ctveteranslegal.org/

Project	Medical Legal Partnership Boston
Location	Massachusetts
Parties Involved	A number of law firms and in-house pro bono partners, Community Legal Aid, Massachusetts Justice Project, Massachusetts Bar Association, and hospitals
Communities Served	Patient-clients referred by clinicians at hospitals and community health centers
Underlying Need	Medical staff may be exposed to the legal needs of their patients, who are not aware of their rights, needs, and/or resources. There are some medical issues that require legal action to fully address.
Description of Project	The medical-legal partnership aligns health care providers with legal advocates to improve the health and well-being of vulnerable people. Health care teams are trained in connections between poverty, law, and health, and all referrals of patient-clients originate from those teams. Pro bono attorneys and paralegals are not only advancing access to justice but also promoting patient health.
Innovative Component	By integrating legal assistance as a core component of patient care, the complex needs of low-income patients are addressed, ensuring that they are able to meet their basic needs for food, housing, utilities, education, employment, health care, family stability, and safety.
For More Information	http://www.mlpboston.org/

Project	Bankruptcy in a Box
Location	New Jersey
Parties Involved	Merck & Co. Inc., Volunteer Lawyers for Justice, Lowenstein Sandler PC
Communities Served	Several counties in New Jersey
Underlying Need	According to statistics released by the Administrative Office of the Courts, bankruptcy filings have more than doubled in the last two years.

Description of Project	A project designed to assist low-income persons filing for bankruptcy. Working with the law firm's bankruptcy department, Merck and Lowenstein Sandler have committed to take on cases at a monthly session run by VLJ. While both Merck and Lowenstein Sandler take on the individual representation, Merck relies on the firm for substantive advice for more complex matters and coordinates regularly regarding training, status reports, and evaluation design. Because the quality of intake and screening by VLJ is such a critical component for both the firm and Merck, Merck has committed close to \$100,000 to provide adequate staffing to maintain the program.
Innovative Component	This project relies on the collaboration of in-house, law firm, and legal service providers in conjunction with funding from Merck.
For More Information	http://www.vljnj.org/index.php?page=programs-merck-bankruptcy

Project	The Pro Bono Collaborative
Location	Rhode Island
Parties Involved	Roger Williams Law School, law firms, law students, and community-based organizations
Communities Served	Statewide
Underlying Need	While legal service organizations provide invaluable services, there are many areas of need that are not addressed by legal service programs, many of which have made recent cuts in staffing.
Description of Project	The project partners with large law firms, law students, and community-based organizations (CBO) to bring much-needed legal assistance to the clients of the CBOs. It emphasizes prevention by working toward systemic change, providing legal education, intervention, assistance, and advocacy with the hope of empowering people and resolving issues before they require court involvement but still provides direct representation when needed. The project focuses on legal needs that are not addressed by current efforts. Some of the eight pro bono projects include a Special Education Advocacy Project, an Affordable Housing Project, and a Legal Rights Workshop Project.
Innovative Component	Through partnerships that foster long-lasting relationships between law firms and community organizations, the project focuses on legal needs that are not addressed by current efforts.
For More Information	http://law.rwu.edu/pbc

Midwest

Project	Leonard, Street and Deinard Legal Clinic
Location	Minnesota
Parties Involved	Leonard, Street & Deinard, Community-University Health Care Center
Communities Served	Minneapolis
Underlying Need	Medical staff may be exposed to the legal needs of their patients, who are not aware of their rights, needs, and/or resources. There are some medical issues that require legal action to fully address.
Description of Project	Since 1993, one of the primary goals of the clinic is to bridge the gap between the legal needs of an economically disadvantaged and culturally diverse population with the shortage of attorneys available to do this work. Most of the clinic's cases involve family law issues, such as divorce, child support, housing, immigration, consumer and government benefit matters. Over the last 19 years, the clinic has handled over 2,000 matters, provided more than 85,000 hours of service, and donated over \$17 million in legal services. The clinic now serves more than 100 clients each year.
Innovative Component	By integrating legal assistance as a core component of patient care the complex needs of low-income patients are addressed, ensuring that they are able to meet their basic needs.
For More Information	http://www.leonard.com/pro-bono/legal-clinic

Project	Illinois Justice Corps
Location	Illinois
Parties Involved	Justice Corps, courts, public interest organizations and college and law school students
Communities Served	Pro se litigants in Illinois
Underlying Need	In Illinois, it had been said that there are no clear affirmative standards or guidelines describing how courts can (and should) deal with a growing number of pro se litigants. The lack of clear standards means that pro se litigants are likely to encounter widely varying reactions from courthouse to courthouse and from judge to judge.
Description of Project	A collaboration among the courts, public interest organizations, and law schools, the Justice Corps leverages college and law students to help pro se litigants navigate a complex court system, strengthen court-based

	advice desks, and, for law students, provide legal assistance under a court rule permitting participation. The program enhances access to justice for the growing number of unrepresented people in the courts by empowering and training student volunteers to help people without lawyers navigate the court system. The program was modeled on the idea that AmeriCorps volunteers can assist in providing access to the legal system for those who lack legal representation. The ultimate goal is for the project to become a standing project in the courts that recruits, trains, and supervises both undergraduate and law students to volunteer in the Circuit Court. These students would work with the court and with pro bono and legal aid organizations to help guide people without lawyers through the judicial process.
Innovative Component	Brings together partners from courts, public interest organizations, and schools to provide assistance to unrepresented litigants.
For More Information	http://www.chicagobarfoundation.org/courts/illinois-justicecorps

Project	Food Stamp Clinic
Location	Detroit, Michigan
Parties Involved	Ford Motor Company, Legal Aid Defender Association, Department of Human Services, Wayne State Law School
Communities Served	Low-income people in Detroit
Underlying Need	The number of people living in poverty in Detroit recently exceeded 30 percent of the population, resulting in an overwhelming number of food stamp benefit cases being referred to government caseworkers.
Description of Project	During the clinic, attorneys help participants assess their eligibility using an online program to calculate the amount of food stamps the clients should be receiving. The volunteers also assist clinic participants, who are eligible for, but not receiving food stamps with completing an application. If a person receives benefits but the initial screening suggests he or she might qualify for increased benefits, the clinic participant is advised on how to follow-up with Department of Human Services (DHS). DHS has since become a formal partner by having a caseworker on site for some of the clinics. During the first eighteen months of the program, Ford and LAD hosted six clinics. Twenty percent of the attorneys in Ford's Office of the General Counsel participated in the program, and LAD estimates that the food stamp benefits awarded to clinic participants amount to nearly \$61,000. Each clinic typically assists between 20 and 40 people.

	Ford and LAD expanded the reach of its collaboration by hosting the clinic in a primarily Spanish speaking community in Detroit, using bilingual volunteers from the Ford Hispanic Network and Wayne State Law School to assist with translation.
Innovative Component	This partnership involves several innovative elements. Ford attorneys go to a local school in the community, rather than having clinic participants travel 20 or 30 minutes to Ford's offices. The clinics utilize the technology available in the schools to access online applications. The Ford Motor Company Fund has provided a generous grant to LAD that provides money for gas, grocery gift cards, and breakfast to clinic participants.
For More Information	http://www.probonoinst.org/events/annual-dinner/2012-annual-dinner-transforming-pro-bono--justice--lives/meet-our-2012-annual-dinner-award-winners.html

Southeast

Project	JUST Georgia
Location	Georgia
Parties Involved	Lead Partners: Georgia Appleseed, Emory University Law School, Voice's for Georgia's Children
Communities Served	Juvenile justice system
Underlying Need	Georgia's juvenile code, juvenile justice system, and the underlying social service systems do not adequately serve Georgia's children and promote safer communities.
Description of Project	A statewide juvenile justice coalition of more than 500 community organizations and individuals advocate for policies that promote better outcomes for children and safer communities for all. The coalition acts to advocate, monitor, and report on the conditions, laws, and policies that affect the justice and safety of Georgia's young people. The purpose is to change Georgia's juvenile code and the underlying social service systems to better serve Georgia's children and promote safer communities.
Innovative Component	Collaboration and partnership between organizations to address issue from multiple angles.
For More Information	http://www.justga.org/

West

Project	Justice Bus Project
Location	California
Parties Involved	OneJustice, California Bar Foundation, law students, supervising attorneys
Communities Served	Rural communities
Underlying Need	California's rural population faces a large number of legal issues yet has limited access to legal and pro bono assistance.
Description of Project	In 2007, OneJustice pioneered the project by training and organizing law students and busing them to rural California. Together with California's rural legal aid organizations, they provide essential legal assistance to rural clients. Law students staff free legal clinics with rural host partner organizations. Under experienced attorney supervision, law student volunteers assist clients by conducting legal intakes, drafting legal documents, and providing self-help education.
Innovative Component	Bringing together a collaboration of legal professionals to assist rural communities and transporting them to the clients.
For More Information	http://www.one-justice.org/JusticeBus

Project	Bay Area Corporate Pro Bono Co-op
Location	San Francisco Bay Area, California
Parties Involved	The Co-op is composed of five legal service providers, one law firm, and more than five companies, including Apple Inc., Hewlett-Packard Company, Symantec Corporation, DLA Piper LLP.
Communities Served	People who are homeless, or threatened with homelessness, and victims of domestic violence in San Francisco Bay Area.
Underlying Need	While interest in-house pro bono has grown, some legal departments may not have the resources to develop standalone formal programs.
Description of Project	The Co-op is dedicated to enabling and supporting in-house pro bono and its member companies. Since August 2009, the Co-op has provided volunteer opportunities for its members at more than 380 clinic events dedicated to preventing homelessness. Additionally, the Co-op has recently expanded its breadth to include providing legal assistance to Bay Area domestic violence victims. The Co-op began because of an understanding that although many Bay

	Area in-house counsel were interested in providing pro bono services, individually they did not have the resources or support for a formal effort. A joint initiative was created between legal departments and they erected a shared infrastructure, developed with and by managed by DLA Piper, that enabled individual volunteers to more easily pool their resources. These organizations have brought together more than 100 lawyers and 70 staff to participate in Co-op training sessions, clinics, and individual client cases.
Innovative Component	Partnership between a law firm and legal departments that focuses on developing infrastructure to bring together attorneys and legal staff from sometimes competing companies to use their unique skills to assist those in need.
For More Information	http://thepbeye.probonoinst.org/2012/08/28/bay-area-co-op-a-cutting-edge-collaboration/

Project	Access To Justice Law School Relations Committee
Location	Washington
Parties Involved	Columbia Legal Services, Law Schools (Gonzaga, Seattle, University of Washington)
Communities Served	Central Washington
Underlying Need	In Washington, low-income people face more than 85% of their legal problems without an attorney.
Description of Project	Legal services organizations wanted to increase capacity to assist clients, create opportunities for early recruitment of law students to poverty law work, and develop a collaborative program between law schools. The Access to Justice Board's Law School Relations Committee worked with individuals from nearby law schools and legal services staff members to provide a semester-long externship for students. The students work with advocates and clients during late summer and fall and also participate in a program of several seminars.
Innovative Component	Collaboration between law schools and legal service organizations to provide legal assistance in areas with high numbers of individuals who are otherwise unable to find assistance.
For More Information	http://www.wsba.org/Legal-Community/Committees-Boards-and-Other-Groups/Access-to-Justice-Board/ATJ-Committees/ATJ-Law-School-Relations-Committee

PRO BONO SUMMITS

Mid-Atlantic

Project	Pro Bono Summit
Location	Virginia
Parties Involved	Supreme Court of Virginia, Virginia Bar Association, Pro Bono Institute, LSC President Jim Sandman, members of law firm and legal departments, and representatives from legal aid organizations
Communities Served	All regions within the Commonwealth
Underlying Need	Virginia faces a number of varying challenges, including increases in poverty, geographic isolation of clients from pro bono attorneys, and funding cuts that have forced reductions in legal services staff.
Description of Project	In 2010, Virginia hosted its first Pro Bono Summit at the Virginia Supreme Court in Richmond where representatives from legal services organizations, in-house counsel, and law firms made presentations to the Court that focused on challenges in legal services, availability of pro bono resources, and innovative practices in access justice. The goals of the summit were to bring together leaders from different segments of the legal community to consider legal needs in the Commonwealth and develop an action plan. In 2012, Virginia hosted its second summit, during which it highlighted three key accomplishments resulting from the 2010 Summit: • Change in practice rules that allow certified in-house counsel to provide pro bono free from unnecessary restrictions • Development of JusticeServer, an online service that allows clients throughout the Commonwealth to obtain pro bono counsel • VBA Veterans Initiative Other summit goals included the expansion of a program created by the largest law firms in Richmond –Firms in Service – to include attorneys throughout the Commonwealth and a sharing of best practices that could be replicated in other areas.
Innovative Component	Focused attention and involvement by the Supreme Court and other legal professions on developing and acting on concrete proposals to address access to justice issues.
For More Information	http://www.vsb.org/docs/valawyer magazine/vl0710_clba.pdf

Northeast

Project	Supreme Court Pro Bono Summit
Location	Connecticut
Parties Involved	Organized by Hon. William H. Bright, Jr. and the Connecticut Access to Justice Committee, the summit brought together members of the legal community, including Connecticut Supreme Court Chief Justice, numerous chief administrative justices, Pro Bono Institute, and leaders of law firms and legal departments.
Communities Served	Statewide
Underlying Need	In Connecticut, 300,000 people are at or below the poverty line. Low-income households face nearly four civil legal situations a year, and legal services in the state can only handle 20,000 cases a year.
Description of Project	Led by Chief Justice Rogers and Judge Bright, with assistance from the Pro Bono Institute and Corporate Pro Bono, the Summit brought together judges, bar leaders, practitioners, major law firms, legal departments, and public interest leaders to expand and enhance pro bono culture and performance in the state. The message was threefold: there is a severe and worsening crisis in access to justice; all members of the Connecticut legal community must respond creatively and in concert to address the crisis; and top members of Connecticut’s judiciary are committed to support and enable pro bono throughout the state. The summit was a call to action to do more, be better, and think bigger to maximize the impact of pro bono efforts by using collaborations, transitioning pro bono from “retail to wholesale” by creating projects that address particular issues on a wide scale, and focusing work on where the clients are – courts, schools, hospitals, and other institutions. A new online pro bono portal and expanded pro bono opportunities and training were launched at the Summit, and follow-up includes recruitment and signature projects for larger law firms. The website that was launched, Connecticut Pro Bono Portal, serves as a central repository to introduce volunteer attorneys to pro bono opportunities.
Innovative Component	Focused attention and involvement by judges, law firm lawyers, in-house counsel, and legal service providers on developing solutions to address access to justice issues.
For More Information	http://probono.ctlawhelp.org/

Project	In-House Pro Bono Forum
Location	Massachusetts
Parties Involved	State judges, public interest leaders, law firms, Pro Bono Institute
Communities Served	All regions in Massachusetts
Underlying Need	Funding cuts have resulted in reduction of staff for many legal service organizations while backlog in the courts and cuts in staff have increased the burden on the courts. Yet, several untapped resources exist.
Description of Project	In light of the significant unmet needs for pro bono legal services across the state, one primary focus of the summit was to promote pro bono work by legal departments. Led by Justice Ganz, the Forum brought together, for the first time, in-house lawyers from around the Commonwealth, as well as judges, public interest leaders, law firm leaders, and other practitioners and included a public interest fair. The forum created a discussion focusing on the benefits and challenges associated with providing pro bono, and it was an important first step in what the Access to Justice Commission expects will be steady progress toward higher participation in pro bono programs by local in-house counsel to help meet the significant need for pro bono legal services across the Commonwealth. Follow-up recruitment since the event has broadened the number of in-house lawyers and departments.
Innovative Component	Focused attention and involvement by judges, law firm lawyers, in-house counsel, and legal service providers on increasing pro bono participation to help address access to justice issues.
For More Information	http://www.mintz.com/media/pnc/7/media.2727.pdf

Southeast

Project	Equal Access to Justice Commission's Public Summit
Location	North Carolina
Parties Involved	Access to Justice Commission, Pro Bono Institute, N.C. Supreme Court, and the North Carolina Bar Association
Communities Served	Statewide
Underlying Need	Funding cuts have resulted in reduction of staff for many legal service organizations.

Description of Project	The NC Equal Access to Justice Commission organized a large law firm Pro Bono Summit where more than 25 managing partners of large law firms and in-house counsel from around the state attended. They were joined by pro bono coordinators, judges, bar leaders, legal aid providers and Commission members. Participants were invited by Chief Justice Sarah Parker and James Strother, General Counsel for Wells Fargo, both of whom spoke to the growing need of low-income people to secure legal representation on their cases in the civil justice system. The aim of the summit was to secure greater pro bono commitments from large firms, educate firms about various pro bono models, and identify concrete steps for expanding pro bono participation. Innovative ideas that emerged from the event included: • coordinating work on substantive issues; • filling substantive gaps in legal representation across the state; • packaging products for firms; • developing signature projects for firms; • developing three-way partnerships; and • shifting ownership of some pro bono projects from legal aid to firms.
Innovative Component	Focused attention and involvement by judges, law firm lawyers, in-house counsel, and legal service providers on increasing pro bono participation to help address access to justice issues.
For More Information	http://www.ncequalaccesstojustice.com/

TECHNOLOGY

Mid-Atlantic

Project	Domestic Violence Initial Hearing Remote Center
Location	District of Columbia
Parties Involved	The D.C. Coalition Against Domestic Violence, the Office of the Attorney General, D.C. Superior Court, pro bono attorneys
Communities Served	Victims of domestic violence seeking protective orders
Underlying Need	Thousands of victims of domestic violence seek Civil Protection Orders each year and only a small percentage of them are able to obtain legal representation.
Description of Project	The project allows those seeking orders of protection to obtain one via a video conference. Attorneys receive a 170-page training manual that provides them with step-by-step guidance, including sample forms, fact investigation tips, sample direct examinations, and background readings.
Innovative Component	The use of technology to meet a large legal need.
For More Information	http://www.probono.net/dc/consortium/calendar/event.102356-Litigating Civil Protection Order Cases Pro Bono Representation of Domestic

Project	Virtual Self-Help Center
Location	Maryland
Parties Involved	Attorneys, District Court
Communities Served	Unrepresented Marylanders
Underlying Need	The increase of pro se litigants.
Description of Project	The project provides limited legal services for unrepresented individuals. If a client needs additional help, the Center may refer him/her to mediation, other legal organizations, or the private bar. The Center helps clients with the following kinds of cases: landlord/tenant, small claims, debtor/creditor, replevin/detinue, domestic violence/peace orders. Last year live chat and phone-based services were added, which led to the hiring of two additional staff attorneys. Live Chat “buttons” are available on a number of the Judiciary and District Court web pages, as well as on the People’s Law Library site. Users communicate online with the Center’s attorneys. Attorneys can send links and co-browse with the

	participant to assist them in using court forms. Transcripts of the chats can also be provided to the client at the conclusion of the session, so they have a written record of the information provided to them. The Center has significantly increased the number of individuals served as a result of the new services. The Center opened its doors in December 2009, and served 4,300 individuals during its first year of operations. With new services in place, the Center now serves approximately 1,500 clients per month including: 500 walk-in clients, 400-500 phone clients, and 500-600 additional users statewide via live chat.
Innovative Component	Creative use of technology to reach more individuals, despite limited funds.
For More Information	http://www.mdcourts.gov/district/selfhelpcenter/home.html

Project	JusticeServer
Location	Virginia
Parties Involved	Legal aid organizations, law firms, corporations for technical support (Capital One and Dominion Resources)
Communities Served	Initially Richmond, with hopes to expand it statewide in the near future.
Underlying Need	Legal aid organizations' loss of funding and challenges serving clients in geographically remote areas.
Description of Project	An online case management system that expedites pro bono service by leveraging the latest technology to enable attorneys to access pro bono files right from their own computer. JusticeServer maximizes the time volunteer attorneys spend counseling clients in need by reducing the transaction time of receiving cases and projects. JusticeServer is expected to produce the following results for clients: • 1,500 case referrals will go to pro bono attorneys in the next year • Approximately 250 volunteer attorneys will be trained • Waiting time for case placement will be cut 35% • The backlog in uncontested divorce cases will fall from 250 to 0 JusticeServer is expected to achieve the following outcomes: • Increase capacity from 1,500 to 3,000 matters in the next year • Increase participation from 200 to 700 volunteers
Innovative Component	Using technology to increase legal services provided to underserved communities.
For More Information	http://www.grbf.org/news/justiceserver-connect-counsel-serve/

Midwest

Project	Internet Representation Project
Location	Michigan
Parties Involved	The project was conceived and developed by Legal Services of Northern Michigan with grant support from the Michigan State Bar Foundation and the Legal Services Corporation.
Communities Served	Citizens or legal residents whose household income is less than 125% of poverty, are not incarcerated, and do not have non-exempt assets exceeding \$4,000.
Underlying Need	For every four persons who received legal services in Michigan in 2005, three are turned away because of insufficient resources.
Description of Project	Enables pre-screened individuals to pose a legal question online that, in turn, volunteer lawyers respond to online. The goal of the project is to increase access to legal advice to those who cannot afford it.
Innovative Component	Using technology to increase legal services provided to underserved communities.
For More Information	http://www.lsnmirp.org/client.php/

Southeast

Project	Georgia Senior Legal Hotline
Location	Georgia
Parties Involved	Atlanta Legal Aid Society, Alston & Bird LLP, Troutman Sanders, Pro Bono Partnership
Communities Served	Statewide
Underlying Need	The state of Georgia has one of the highest percentages of total population residing in rural and remote areas.
Description of Project	The hotline provides advice, service, and referrals to Georgians over 60 years old. Seniors across the state of Georgia can call the hotline toll-free and talk to an attorney about almost any legal problem. If the hotline cannot resolve the senior's legal problem through brief service, it refers the senior to free legal services, if available, or the private bar. In 2011, the hotline opened 4,007 cases and fielded 9,167 calls. Two full-time attorneys and four part-time attorneys staff the hotline. Four retired attorneys volunteer one day each, handling advice only and brief service cases. Since 2009, a dedicated group of administrative assistants

	have provided daily administrative support to the hotline. Attorneys and paralegals draft trust documents that are required for some seniors to become eligible for a type of Medicaid that covers nursing home costs. The hotline also provides legal advice to grandparents, regardless of age, who are raising grandchildren or other relatives.
Innovative Component	Using smartphone apps and websites from Georgia Pro Bono and the Pro Bono Partnership that enable volunteer lawyers to access volunteer opportunities, manage their work, serve military personnel, and veterans, and more.
For More Information	http://www.atlantalegalaid.org/departments.htm

Project	Call4ALL
Location	North Carolina
Parties Involved	North Carolina Bar Association, Legal Aid of North Carolina
Communities Served	More than 3.2 million people in N.C. qualify for legal services help (34% of the population).
Underlying Need	There are 19,162 eligible clients for every LSC attorney.
Description of Project	This program provides attorneys the chance to help a pre-screened client in one of the following areas of law: private landlord/tenant, public and subsidized housing, Medicaid, disability and non-disability issues in Social Security matters, consumer collections, employee rights, custody, guardianship, and simple estates. In most instances, attorneys will volunteer to talk with clients through one-hour telephone interviews, from the attorney's office and at the frequency he or she designates, to provide advice or discrete services to pre-screened Legal Aid clients. Legal Aid of North Carolina will offer training opportunities to those not well-versed in the areas listed.
Innovative Component	Using technology to increase service to underserved communities.
For More Information	http://4allnc.ncbar.org/participate/call-4all.aspx

Project	OnlineTNJustice
Location	Tennessee
Parties Involved	Tennessee Alliance for Legal Services, Tennessee Bar Association, Baker Donelson Bearman Caldwell & Berkowitz, PC
Communities	Tennesseans at or below 250% of the federal poverty level

Served	
Underlying Need	69.8% of low-income households experienced one or more legal problems in 2003.
Description of Project	The system screens clients for eligibility and, if qualified, allows them to post a question to a private messaging system. Private attorneys volunteering their time answer the questions. A client has the ability to check the system for answers at any time. Only the name of the client is shared with the volunteer attorney assisting them. All other information is anonymous to insure complete privacy. One of the first statewide advice and counsel websites in the country. OnlineTNJustice.org is the one place in Tennessee where every qualified Tennessean can go for help, no matter where they live or work. The site serves the entire state and volunteer attorneys answer substantive legal questions night and day, every day.
Innovative Component	Using technology to provide legal advice to serve residents statewide
For More Information	http://www.onlinetnjustice.org/

West

Project	Virtual Lawyers in the Library Free Legal Clinic
Location	San Jose, California
Parties Involved	Pro Bono Project Silicon Valley, Morgan Hill Public Library, Cisco Systems, Inc., DLA Piper LLP
Communities Served	Morgan Hill residents
Underlying Need	Remote access to legal advice
Description of Project	A pilot of the program used WebEx conferencing service to connect a volunteer attorney in San Francisco with patrons of Morgan Hill Public Library who were in need of advice. This pilot showed that by leveraging internet-based technology, free legal services could be made more readily available to the community.
Innovative Component	Brings increased convenience for clients and volunteers due to the technology that allows for legal advice to be provided via videoconference.
For More Information	http://www.probonoproject.org/?p=1358

WORKING WITH THE COURTS

Mid-Atlantic

Project	Resource Centers
Location	District of Columbia
Parties Involved	D.C. Bar Pro Bono Program, D.C. Superior Court, volunteer attorneys, law firms, including Morgan, Lewis & Bockius LLP and Williams & Connolly LLP
Communities Served	Pro se parties in D.C. Superior Court
Underlying Need	There were over 7,200 pro se parties in FY 2010-2011 in DC.
Description of Project	Court-Based Resource Centers located in D.C. Superior Court, including the Landlord Tenant Resource Center, Probate Resource Center, Tax Sale Resource Center, and Consumer Law Resource Center. Volunteers at these centers provide pro se individuals with an understanding of court proceedings, referrals to legal service providers, assistance in preparing pleadings, and tips on how to present their case.
Innovative Component	The D.C. Bar Resource Centers are located at the D.C. Superior Court to provide immediate and direct access to pro se litigants.
For More Information	http://www.dcbat.org/for_lawyers/pro_bono/about_the_program/serving_the_community/index.cfm http://www.dcbat.org/for_the_public/programs_and_services/landlord_tenant.cfm http://www.dcbat.org/for_lawyers/pro_bono/about_the_program/serving_the_community/probate_2010.cfm

Northeast

Project	Judicial Branch Volunteer Attorney Program
Location	Connecticut
Parties Involved	Connecticut Judiciary, CT Fair Housing Center, volunteer attorneys
Communities Served	Self-represented litigants in the area of family or foreclosure law
Underlying Need	In 2010, 84% of family cases and 27% of civil cases had at least one party who was self-represented. The number is close to 90% in housing matters. The courts are overwhelmed with the additional needs of self-represented litigants, slowing down access to justice for all.

Description of Project	Volunteer attorneys apply to participate. If accepted, they meet with clients at a Judicial District courthouse in a courtroom (if available) or a hearing room. Depending on the court, the program runs either once a week or two-times per month for a 2-hour period. Volunteer attorneys are generally asked to select between three and five dates over a one year period.
Innovative Component	On-site and real-time assistance to assist self represented litigants and reduce negative impact on court's ability to deliver timely and effective service to its constituents.
For More Information	http://probono.ctlawhelp.org/catalog/volunteer-attorney-program

Project	Access to Justice Initiative in the Trial Court
Location	Massachusetts
Parties Involved	Honorable Dina E. Fein and Sandra Lundy, Senior Attorney at SJC, along with numerous members of the five task forces listed below.
Communities Served	All litigants, including self-represented litigants, individuals of modest means, those of limited or no English proficiency, and individuals with mental or physical disabilities. Also court staff, judges, attorneys practicing pro bono and otherwise.
Underlying Need	The economic downturn has increased the number of cases in the courts that involve self-represented litigants. Moreover, the Trial Court's resources are dwindling. Since October, 2008, the Trial Court's budget shrunk \$605.1 million in FY 2009 to \$531.9 million in FY 2012, and its staff has been reduced 1,249 employees due to attrition and a hard hiring freeze.
Description of Project	The Access to Justice Initiative conducted a survey of all Trial Court employees; based on the results, it formed five task forces: • Task Force on Limited Assistance Representation • Task Force on Courthouse Information Desks • Task Force on Court Forms • Task Force on Self-Help Materials • Task Force on Education Those task forces have worked to improve the Trial Court in order to increase justice and accomplished the following: ➤ Limited assistance representation is now available to litigants in 4 court departments. ➤ Courthouse information centers were established at two new sites and enhanced in two others.

	➤ Substantial progress was made in standardizing and translating court forms, and making them more accessible, in a manner consistent with best practices and current technology. ➤ Standards for self-help materials were proposed, materials were translated, and innovative new self-help materials were created in multi-media formats. ➤ A newly created Judicial Institute program provided many front-line staff with tools to help meet the needs of the self-represented population effectively.
Innovative Component	The Access to Justice Initiative seeks to advance its objectives by maximizing the use of technology, seeking out alternative resources, and working collaboratively with partners in the broader justice community.
For More Information	http://www.mass.gov/courts/atj-final-report.pdf

Midwest

Project	Municipal Court Pro Bono Program
Location	Cook County, Illinois
Parties Involved	Circuit Court of Cook County, Chicago Bar Association, CARPLS, the Chicago Legal Clinic and area law firms
Communities Served	Pro se litigants, particularly when a jury demand has been filed.
Underlying Need	The rise of pro se litigants negatively impacts the courts and the litigants.
Description of Project	Primarily through the Advice Desk, CARPLS provides initial case screening for the program. In cases where a jury demand has been filed and a litigant is pro se, CARPLS will screen initially for basic income eligibility, meritorious claims or defenses, and need for litigation counsel. Additional criteria are under consideration. CARPLS will refer appropriate cases to the CBA Liaison. For non-jury cases in need of trial counsel, CLC will work up the cases, and refer clients to the program for representation when it determines that trial counsel likely is needed. Cases may be referred at various points in the litigation. Judges in trial courtrooms may refer cases that are ready for trial. Additionally, cases may be referred at the beginning of the litigation, which will involve longer periods of representation but provide pro bono attorneys with the opportunity to participate in mandatory arbitration. The CBA Liaison will refer cases, on a rotating basis, to the designated contact person at each firm. The CBA will also generally track case progress and outcomes. Training is provided live and by video and covers the practical aspects of

	working in municipal court, as well as the referral procedures and other information about the program.
Innovative Component	Extensive collaboration between the court, the bar, and private attorneys to assist pro se litigants.
For More Information	http://www.illinoisprobono.org/index.cfm?fuseaction=home.dsp_content&contentID=7827

Southwest

Project	Appellate Pro Bono Pilot Program
Location	Arizona
Parties Involved	Community Legal Services, Volunteer Lawyers Program, Arizona Court of Appeals Division One, State Bar Appellate Practice Section, Arizona Foundation for Legal Services & Education/Modest Means Project
Communities Served	Unrepresented litigants with limited incomes and general civil or family law appeals from Maricopa County Court to Arizona Court of Appeals
Underlying Need	The Arizona Court of Appeals, Division One handles hundreds of civil and family law appeals filed by pro se litigants each year. Pro se appeals create unique challenges for the litigant and the court, that may result in a failure of justice for the litigant and additional expenses and resources spent to understand and respond to briefs filed by pro se litigants.
Description of Project	The program is designed to assist pro se litigants in navigating the appellate procedure and adhering to formal court requirements. Currently the program is limited to appeals filed in this court from decisions issued by the Superior Court in Maricopa County in family law and civil cases. In order to encourage lawyers to volunteer their services, the court of appeals will grant oral argument requests made by lawyers appearing as counsel of record in an appeal brought or defended by program participants. The Appellate Practice Section also provides CLE training for pro bono volunteer lawyers at no cost.
Innovative Component	The program provides assistance at the appeals level to assist clients and the courts.
For More Information	http://azcourts.gov/coa1/AppellateAssistanceProgram.aspx

West

Project	Early Resolution Project
Location	Alaska
Parties Involved	Alaska Court System and Alaska Legal Services Corporation
Communities Served	Pro se litigants in divorce and child custody matters in Anchorage, Palmer, Juneau, and possibly Fairbanks.
Underlying Need	Divorce and child custody cases crowd court schedules
Description of Project	The Early Resolution Project provides on-site assistance to pro se parties in domestic cases on hearing day. Two calendar days are devoted to pro se clients each month; settlement rate is 80%. The organizers are adding a custody modification date to the calendaring in two communities and a mediation component.
Innovative Component	Limited time investment that results in high impact benefits for clients and the courts.
For More Information	http://www.npr.org/2012/04/04/149973224/alaska-legal-program-resolves-divorces-quickly-amicably

Project	Housing Negotiation Project, a limited scope project of the Eviction Prevention Project
Location	San Francisco, California
Parties Involved	Volunteer Legal Services Program, volunteer attorneys
Communities Served	Individuals and families facing eviction from their house
Underlying Need	Without legal assistance, individuals, families, and children may be unable to enforce their rights and, as a result, lose their housing and windup living on the streets.
Description of Project	A limited-scope project for eviction defense that provides representation to households facing eviction. Representation is limited to mandatory settlement conferences. Unless the attorney volunteers to take the case to trial, the client returns to self-represented status if the matter isn't settled. During a shift, a volunteer will represent one to three clients. Volunteers attend a mandatory 2-hour training session before volunteering.
Innovative Component	An example of an impactful unbundled pro bono program, the project ensures that all those facing eviction receive information; volunteers make a limited time commitment.
For More Information	http://www.sfbar.org/volunteer/attorneys.aspx#anchor02

OTHER

Northeast

Project	Rule Requiring Pro Bono Work by Aspiring Lawyers
Location	New York
Parties Involved	Chief Judge Lippman, New York Court of Appeals, applicants to the NY bar
Communities Served	Global reach due to diversity of applicants to the New York Bar
Underlying Need	A task force convened in 2010 to evaluate legal needs in the state found that only 20 percent of the legal needs of New York residents were being met. Among those who rarely have the help of a lawyer are people involved in eviction, child support, and consumer credit cases.
Description of Project	The rule requires law students to provide 50 hours of pro bono work for the poor, nonprofit organizations, or civil rights groups, or any of the three branches of government, between the first year of law school and the time they apply for a license. The work can be performed anywhere in the world but students must be under the supervision of a practicing lawyer, a judge, or a member of a law school faculty. The law goes into effect for new students in law schools on Jan. 1 2013.
Innovative Component	New York is the first state to make prior pro bono work a necessary requirement for bar admission. New York's example may prompt chief justices in other states to champion similar plans.
For More Information	http://www.nycourts.gov/ctapps/news/nottobar/nottobar091912.pdf

West

Project	Lawyers Fostering Independence
Location	Washington
Parties Involved	Center for Children & Youth Justice; volunteer attorneys
Communities Served	Youth aged 17 to 23 who have been in foster care, group care, or kinship care at some point since their 15th birthday
Underlying Need	Research shows that three years after leaving care, one in four does not have a high school diploma; one in three has been incarcerated; and one in two is unemployed.
Description of	These poor outcomes experienced by former foster youth are often the result of legal barriers that an attorney could help remove yet these

Project	youths leave foster care with no options for legal advocacy in civil matters that may arise, including matters involving public benefits, housing, education and domestic relations. To fill this gap, the program recruits, trains, and deploys a cadre of attorneys to provide pro bono civil legal services. In addition, through volunteer-staffed clinics and presentations, CCYJ, along with volunteers and service providers, hosts clinics and presentations for such youth to inform them of their legal rights and obligations to prevent future civil legal issues.
Innovative Component	Addressing the needs of this community is still relatively new, as well as being preventive. CCYJ created the LFI program in late 2008 in partnership with the American Bar Association and its Bar-Youth Empowerment Project. The ABA selected Washington as one of two state pilot sites nationwide.
For More Information	http://www.ccyj.org/initiatives/lawyers-fostering-independence/

National

Project	Promise Neighborhoods
Location	Cities across the U.S.
Parties Involved	DLA Piper LLP, U.S. Department of Education, community-based nonprofit organizations, and legal departments, including Deloitte and Verizon Communications Inc.
Communities Served	Children in impoverished urban neighborhoods
Underlying Need	Children and their schools in many neighborhoods are struggling, lacking the resources to provide the necessary support for proper education and development.
Description of Project	Grants are awarded to support eligible organizations that have developed a plan that demonstrates the need for implementation of a Promise Neighborhood strategy in the geographic area they are targeting, a sound strategy, and the capacity to implement the plan. The purpose is to significantly improve the educational and developmental outcomes of children and youth in distressed communities. DLA Piper is currently acting as outside counsel to and otherwise supporting Promise Neighborhoods in many cities across the US. The firm is also exploring how to help in other cities that are developing Promise Neighborhoods where they have offices. School- and community-based legal clinics have been developed in collaboration with legal departments.

Innovative Component	Comprehensive, holistic approach to prevent problems, rather than targeting isolated legal issues as they arise.
For More Information	http://www2.ed.gov/programs/promiseneighborhoods/faq.html http://www.dlapiperprobono.com/impact/signatureprojects/casedetail.aspx?case=564

National/Global

Project	Legal Aid Fellowship Programs
Location	Global Reach
Parties Involved	Large law firms around the world, including more than 40 Pro Bono Institute Law Firm Pro Bono Project Members and Law Firm Pro Bono Challenge® Signatories; legal services organizations and public interest organizations
Communities Served	Legal services community and their clients
Underlying Need	Legal services organizations do not have the staff or resources to take on all necessary cases. Many clients who qualify for legal aid are unable to receive services.
Description of Project	Large law firms create fellowships or externships that provide associates with the opportunity to work full-time, for a specified duration, at a public interest or legal services organization. These associates continue to receive salary and benefits from the firm and maintain office and library privileges there. An outstanding collaboration between the private bar and public-interest practice, the program immerses the fellows in a variety of cases and crises, giving them valuable opportunities for court time and for responsibilities that only come much later at a large firm.
Innovative Component	This type of program allows a law firm and public interest organization to enter into a mutually beneficial partnership. Such programs give associates opportunities to gain valuable experience early in their careers, while providing critical legal services for the clients of host organizations.
For More Information	http://www.probonoinst.org/clearinghouse/rotationexternship-programs-2005-survey-executive-summary/