

Innovations



In Civie Legal Services

Materials Presented
at the 2011 Centennial
NLADA Conference

Washington, D.C.

December 7-10

Co-sponsored by:



Innovations in Civil Legal Services

Thursday, December 8, 2011

4:00 p.m. – 5:30 p.m.

Agenda

Introduction by Patricia Pap, Jan Allen May, Tamara Swinson

4:00 p.m. – 4:20 p.m.

Steve Gottlieb
Executive Director
Atlanta Legal Aid Society
151 Spring Street, NW
Atlanta, GA 30303
Phone: 404-671-3990
sgottlieb@atlantalegalaid.org
Presentation: PBS Documentary

4:15 p.m. – 4:35 p.m.

Charles S. hey Maestre
Executive Director
Puerto Rico Legal Services
PO Box 9134
San Juan, Puerto Rico 00908-9134
Phone: 787-728-8686 ext.1561
chey-maestre@servicioslegales.org
Presentation: Specialized Support Groups

4:35 p.m. – 4:50 p.m.

Teri Ross
Program Director
Illinois Legal Aid Online
17 N. State Street
Chicago, IL 60602
Phone: 312-977-9047 x14
tross@illinoislegalaid.org
Presentation: Smartphone Apps: Illinois Legal Aid & Illinois Pro Bono

4:50p.m. – 5:10 p.m.

Lolita Youmans

WEAVE

1244 K Street, NW

Washington, DC 20005

Phone: 202- 280-6011

lolita@weaveincorp.org

Presentation: Serving the Needs of Domestic Violence and Sexual Assault Survivors Through a Health-Law Community Partnership

5:10 p.m. – 5:30 p.m.

Avi Sickel

DC Family Court Self Help Center

DC Superior Court

500 Indiana Ave., NW, JM-570,

Washington, DC 20001

Phone: 202-879-1480

avrom.sickel@dcsc.gov

Presentation: Custody Jurisdiction Decision Tree

Innovations in Civil Legal Services

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TABLE OF CONTENTS

I. Steve Gottlieb, Atlanta Legal Aid Society	
PBS Doumentary.....	Page 1
II. Charles S. Hey Maestre, Puerto Rico Legal Services	
Specialized Support Groups.....	Page 7
III. Terri Ross, Illinois Legal Aid Online	
Smartphone Apps: Illinois Legal Aid & Illinois Pro Bono.....	Page 8
IV. Lolita Youmans, WEAVE	
Remote Self-Help Centers.....	Page 10
V. Avi Sickel, DC Family Court Self Help Center	
Virtual Datacenter.....	Page 11
VI. Kathleen Thomsen, Legal Aid Service of Broward County, and Coast to Coast Legal Aid of South Florida (Not Presenting)	
NEXT (Next Executive Team).....	Page 13
VII. David Pfaffenroth, Memphis Area Legal Services (Not Presenting)	
Near Paperless Document Management & Communication System.....	Page 16

VIII. Rachel J. Perry, Legal Aid Society of Cleveland (Not Presenting)

Using Data to Better Meet the Needs of Client.....Page 34

IX. Sam Prince, Legal Aid of NorthWest Texas (Not Presenting)

E-Mail Direct Mail Campaign – Targeting Generations.....Page 53

X. Mike Renner and Bert Kram, Legal Aid Society of Columbus (Not Presenting)

Volunteer Resource Center (VRC).....Page 63

XI. Jay Chaudhary, Indiana Legal Services (Not Presenting)

Medical Legal Partnership.....Page 79

XII. Cynthia Sadkin, Legal Assistance Foundation of Metropolitan Chicago (Not Presenting)

Community Engagement UnitPage 84

XIII. Cynthia Sadkin, Legal Assistance Foundation of Metropolitan Chicago (Not Presenting)

Decision Guides.....Page 108

XIV. Christie Popp, Indiana Legal Services (Not Presenting)

Immigrants’ and Language Rights Center.....Page 124

XV. Jamilla Canario, Puerto Rico Legal Services (Not Presenting)

Collaborative Agreement with the Consulate of the Dominican Republic
in Puerto Rico.....Page 126

XVI. Eric Cordero, Alaska Legal Services (Not Presenting)

Adopt-a-Region: Pro Bono
Project.....Page 134

XVII. Teri Ross, Illinois Legal Aid Online (Not Presenting)

Count-Based Legal Self-Help Centers-
Online.....Page 135

XVIII. Stacy Colston, Illinois Legal Aid Online (Not Presenting)

LiveHelp, Engaging Law Student Volunteers with Instant Messaging
Service.....Page 136

XIX. Teri Ross, Illinois Legal Aid Online (Not Presenting)

Integrate Google Translate API into your Statewide
Website.....Page 137

XX. Sheryl Rosensky Miller, AARP (Not Presenting)

Active Intake Plan for Low-Income
Asian SeniorsPage 138

PBS Documentary, Funding to Support it, and a Sold-out Premiere Event

Organization: Atlanta Legal Aid Society

Category: Communications, Fundraising

Problem/Challenge/Need: In 2003, Atlanta Legal Aid commissioned an eight-minute video documenting our relationship with the Atlanta legal community, and how we are the vehicle for lawyers to meet their obligation to provide access to justice for low income people in our community. The video was done by a local filmmaker, David Hughes Duke, who had won awards for documentaries he had done for public broadcasting. The video was so compelling that we began to look for ways to have him make a documentary about Atlanta Legal Aid to be aired on PBS.

Innovation Description: Two years ago, we solicited a foundation for capital to help renovate our building, and in the process they became interested in archiving our historical documents. We proposed a documentary about the program to be done by the same filmmaker. They gave us a grant for both purposes.

The documentary focuses first on our early history, then shifts to three of our most significant advocacy efforts: our representation of the Mariel Cubans in the 1980's; Bill Brennan's work on predatory subprime lending, including appearances he made in Congress; and our Supreme Court case, *Olmstead v. L.C. and E.W.* (often called the *Brown v. Board of Education* of disability rights), which gives people with disabilities the right to live in their communities rather than being institutionalized. Finally, the film focuses on some of Atlanta Legal Aid's more recent work, including our Women's Cancer Project and our collaboration with Children's Healthcare and Georgia State School of Law, through which our lawyers have offices in three local pediatric hospitals and do work for children and their parents.

Result: We premiered the film to more than 850 people at a sold-out event, which was also a fundraiser. We had about 175 Hosts for the event, almost all of whom paid \$500. (Honorary Hosts included Atlanta Mayor Kasim Reed, Supreme Court of Georgia Chief Justice Carol W. Hunstein, U.S. Senator Johnny Isakson and Congressman John Lewis.) A number of businesses bought sponsorships or ads. In all, we expect the Premiere will have raised over \$75,000. In addition, 28 law firms agreed to increase their pacesetter gift to the Annual Legal Aid Campaign from \$400 to \$500 an attorney. The documentary aired the next evening on Public Broadcasting Atlanta, and we expect it to be shown again after a very warm response.

Materials available: A segment of the film can be viewed at <http://livingstories.tv/client/OneLawPreviewPreview.mov>

Contact Information: Steve Gottlieb, sgottlieb@atlantalegalaid.org, 404-614-3990



Atlanta
Legal Aid
Society

and

THE
WATSON-BROWN
FOUNDATION

present

ONE LAW FOR ALL

THE STORY OF THE ATLANTA LEGAL AID SOCIETY

 A DOCUMENTARY 

WEDNESDAY, OCTOBER 26, 2011

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

THE RIALTO CENTER FOR THE ARTS
AT GEORGIA STATE UNIVERSITY

6:30 PRE-SHOW RECEPTION

8:00 DOCUMENTARY PREMIERE



Atlanta
Legal Aid
Society



HONORARY EVENT CHAIR:
MAYOR KASIM REED

INDIVIDUAL TICKETS: \$50.00
PUBLIC INTEREST, NONPROFIT,
& STUDENT TICKETS: \$25.00

TICKETS ARE AT
WWW.ATLANTALEGALAID.ORG/PREMIERE



ATLANTA LEGAL AID SOCIETY

Documentary Premiere Host Committee

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BEN & RAMONA WHITE
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MARK & RUTHELEN WILLIAMSON

Since 1924, Atlanta Legal Aid Society has provided civil legal services without cost to people with very low incomes who cannot afford to hire counsel. We serve Clayton, Cobb, DeKalb, Fulton, and Gwinnett counties

The ATLANTA LEGAL AID DOCKET

THE NEWSLETTER OF THE ATLANTA LEGAL AID SOCIETY, INC.

DAVID DUKE: THE WORK SPEAKS

“Never toot your own horn, boys. Let your actions speak for you.” David Duke’s father admonished his three sons—David is the middle man--convincingly. Fortunately, David’s film-making and multiple other forms of story-telling speak for themselves. His long list of awards proves that his work has an eloquent voice. He has two Emmy awards to his credit, multiple “Best of Festival” wins, other special recognition and a sterling reputation for producing work that earns audience applause. When Atlanta Legal Aid received a grant from the Watson-Brown Foundation to document its history, David was an easy choice to lead the production. He already had Legal Aid’s confidence, having produced a short promotional piece a few years ago. In roughly eight minutes, that video summarized clearly and convincingly the core work of Atlanta Legal Aid through narration by Legal Aid staff, prominent members of the bar, judges and a former governor. Common sense dictated that David produce the documentary.

The documentary, *One Law for All* (a quote from Edmund Burke), takes about thirty minutes to sketch a broader portrait of Atlanta Legal Aid and its 87-year plus history. The Rialto Theatre is the venue for the Premiere, a red carpet event this October 26, when some 800 Atlanta Legal Aid stalwarts will be the first to view the production. On October 27, PBA will broadcast *One Law for All*, with other public television outlets waiting in the wings.

A native Atlantan, David earned his bachelor’s degree *magna cum laude* and his Master’s degree at Georgia State, both in English literature. He chose Georgia State because he wanted to study with Jack Biles, a Dickens scholar. Dickens, that preeminent story-teller, is David’s hero. He worked hard as a student and outside the classroom, earning his tuition in jobs ranging from directing a church choir, teaching a course at a business college and—over one Christmas break—filling graves. (Someone digs them, someone must fill them, in addition to the occupant of the coffin.) And oh yes, he did toot his own horn during that era: he played the sax in a 1940s band at the Officers’ Club at Fort Mac.

Georgia Power provided David his first post-graduate job. He handled in-house media services and employee communications, learning video in the process. He went on to a post at Coca-Cola where he wrote speeches for Roberto Goizueta, Don Keough and Sam Ayoub. At Coca-Cola, he had hired the communications firm O’Connor Burnham, who then recruited him, exposing him to the entrepreneurial challenges and rewards of small business. While with O’Connor Burnham, David shot a fundraising video at Egleston, the children’s hospital. He calls that assignment life-changing, something that he experienced as a call, an inner voice bidding him to use his creative gifts for meaningful causes. Thus Duke and Associates, Inc. was founded in 1991.

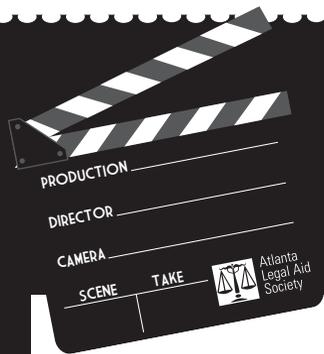


His family is David’s top priority. Cecilia, or Ceci, his wife, experienced a mid-career calling too. A fifth grade teacher with a Master’s degree in counseling, she decided that the Episcopal priesthood was where she belonged. She graduated from Candler at Emory and is now the rector of Christ Church Episcopal in Norcross. The church is the occasional beneficiary of David’s talents. Two sons complete the Duke household. John, twenty-seven, holds dual degrees from Emory in History and Film studies, and a Master’s in Cinema Studies from NYU. John served as co-producer/director and editor of *One Law for All*. Craig, twenty-three, is studying for his Master’s degree in Music Theory at the University of British Columbia in Vancouver. David enjoyed working with John on the documentary, finding special joy in having his son as colleague.

A recent award granted David serves as a vignette of the blend of his personal and professional life. Elder Law of Michigan gave him their Media Award for Contributions in Law, Aging and the Rights of People with Disabilities in April, 2011. At the presentation ceremony, David sang his original song, “Come Explore With Me,” a composition inspired by the last ten years of his father’s life. The senior Mr. Duke had developed Alzheimer’s. For as long as feasible, he lived at home with caretakers on duty. Then, when that arrangement was no longer tenable, he moved in with Ceci and David, again with caretakers on deck, but with ultimate responsibility his son’s. Mr. Duke had always told his boys bedtime stories. David carried on the same tradition with his sons, and then as Mr. Duke’s condition deteriorated, their roles reversed. David told his father stories, sometimes in song. He does not know whether his father truly understood, but the older man, who had always loved music, clearly enjoyed the experience.

What are David’s aspirations for *One Law for All*? He hopes that the Atlanta Legal Aid story will reach an ever-widening audience, reinforcing the allegiance of its current friends and introducing others to the message that animates its mission and was captured by Burke: “There is but one law for all, namely that law which governs all law...the law of humanity, justice, equity...”





MELINDA COOPER HOLLADAY CHAIRS PREMIERE

What would you call someone who was born in London and has lived in San Francisco, New Orleans, Minneapolis, Birmingham, New York, Los Angeles, Paris and Atlanta? “Citizen of the World” might well describe Melinda Cooper Holladay, who has been at home in each of those cities. “All American” suits her perfectly, too, underscoring her can-do attitude, her ability to appreciate and communicate the big picture and her practical, no-nonsense attention to detail. She is at ease wherever she is, a modern woman with traditional values, in tune with the fast-paced twenty-first century. She and her family live graciously in Atlanta’s Druid Hills neighborhood, developed in the early twentieth century. There’s no disconnect between that milieu and Melinda’s energetic contemporary life. Amid all her many commitments, she has made time to chair Atlanta Legal Aid’s Premiere, the debut broadcast of the documentary *One Law for All*. Set for October 26 at the Rialto Theatre, the documentary will take viewers through Atlanta Legal Aid’s colorful history since its founding in 1924 to today, all in roughly thirty minutes. A gala reception precedes the Premiere, which will be broadcast to PBA’s audience the next evening and possibly in other public television markets later.

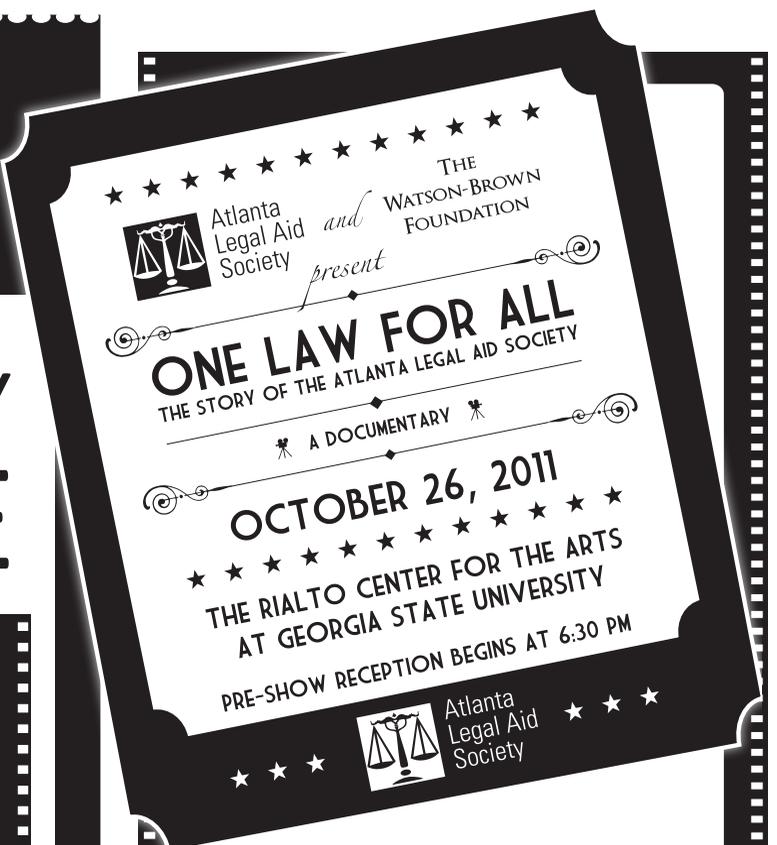
One might wonder what prompted Melinda, who undoubtedly receives a continuing stream of requests, to accept this assignment. First, she is a lawyer who spent her share of Saturday mornings volunteering at Atlanta Legal Aid during her days as an Associate at Sutherland. She knows what it’s all about. She recalls some of the cases she handled, and especially remembers the power that a lawyer can wield on behalf of an impoverished and otherwise powerless person. She is close to Atlanta Legal Aid through her husband, Phil, former board president and current member of the Executive Committee. Her own practice has shifted to Alternative Dispute Resolution; she became interested in conflict resolution in law school and is a member of the Commercial and Sports Dispute Resolution arbitration panels of the American Arbitration Association. She also is trained as a mediator. She understands the core practice of Legal Aid and its importance. Further, she has a zest for bringing people together—longtime friends and new friends who quickly become buddies—for a wider purpose and having fun at the same time.

There’s an explanation for Melinda’s peripatetic life. Her father practices academic medicine. Dr. Max Cooper trained in several of those early cities and had sabbaticals in Europe before



spending most of his career at the University of Alabama in Birmingham. The Georgia Research Alliance recruited him to Emory in 2008. Researcher, professor and clinician, Dr. Cooper is interested in “cell differentiation abnormalities in immunodeficiency diseases and lymphoid malignancies”. Translation: he works on the medical frontier. Mrs. Rosalie Cooper, a retired teacher and reading specialist, now tutors refugees for whom English is a second language. From her mother, Melinda inherited a love of reading and is quick to recommend a new book. From her father, Melinda absorbed the discipline of the scientific method. She gathers data, assesses and measures the facts, develops a hypothesis and tests it. The robust Host Committee supporting the Premiere is a result of her approach. Melinda, a leader from the beginning, is the Coopers’ first child; three brothers followed her. Melinda and Phil have two daughters: Ashley, 21, and a senior at Northwestern and Kristin, 18, who has just started her freshman year at Harvard.

With Melinda in charge, success is certain destiny for the Premiere. On learning that *One Law for All* may be broadcast more widely, even nationally, Melinda only half-jokingly suggested that it might be a pilot for a new series. In addition to presenting stellar academic records, and clear evidence of their legal acumen, Atlanta Legal Aid wannabees may well face a screen test. That’s okay with Melinda.



This is a story about passion and perseverance. It delves deeply into some of our society’s most intractable problems. It brings them to life and gives them a human face, placing the audience in the middle of predatory lending, slum-lord housing, mental health problems, domestic abuse, and the plight of children living in poverty. This is a story of lives being changed: the lives of the clients, and the lives of the lawyers. In telling the story of the Atlanta Legal Aid Society, we have been able to preserve the deeply held values and vision that spurred its creation in 1924.

There will be pre-show reception starting at 6:30 PM and a post-show Q&A with filmmakers David Duke & John Duke immediately after the screening.

ATLANTA LEGAL AID THANKS
THE FOLLOWING FOR SUPPORTING
THIS FILM PREMIERE

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PUBLIC BROADCASTING ATLANTA
PBA 30 ATLANTA'S PBS STATION **90.1 FM** WABE THE CLASSICS & NPR NEWS **NPR**

PRACTICAL LAW COMPANY

As of September 16, 2011

Specialized Support Groups

Organization: Puerto Rico Legal Services, Inc.

Category: Collaboration, Partnerships, Mentoring Law Students

Problem/Challenge/Need:

To be able to respond to communities and/or groups requesting our services in complex and/or non-traditional areas of practice such as environmental, housing and the law of corporations as it relates to the communities (Community economic development).

Innovation Description:

During the last six years, the PRLS' Office of Community Work and Collaborative Agreements (OCWCA) has been immersed in coordinating efforts to bring together resources with particular skills and expertise in environmental, housing, and the law of corporations regarding community development from within and outside the Program, to litigate, educate and provide other services to community and non-profit organizations. These efforts include both formal and informal agreements with law school clinics, community groups, and non-governmental organizations that have brought together law school students and professors and environmental law attorneys to work together with PRLS' staff in litigation, community education and staff training in environmental, zoning and housing law.

The OCWCA has established Specialized Support Groups (SSG) to litigate complex community and/or individual impact cases. Staff attorneys and private attorneys, law students, experts, community and non-government organizations all participate in these SSGs. PRLS attorneys are experienced litigants that serve as mentors to law students. At the same time, law students do research and field work for Program cases which provide tremendous support for staff attorneys.

Examples of such Specialized Support Groups are:

1. SSG for Environmental cases: actions for equitable and injunctive relief opposing the installation of two extensive gas pipelines. The current proposed 92 mile pipeline threatens the health and well-being of poor communities and of the environment.
2. SSG for Housing cases: administrative and court claims against several projects affecting the homes of three thousand low-income families in the Municipality of Salinas and another one representing dozens low-income homeowners in the city of Ponce.

Result: PRLS is providing services to groups and /or communities, including legal representation, community education and economic development, with the support of outside program resources such as and law school clinics' students and professors, specialized private attorneys organizations.

Materials available: Pleadings, legal memoranda (in Spanish).

Additional information: In order to be able to respond to urgent requests for services in complex cases, which require special legal expertise and are time consuming, PRLS has entered into formal and informal agreements with outside resources to co-litigate cases and provide other services.

Contact Information: Hadassa Santini, 787-728-8686, ext.1256, hsantini@servicioslegales.org

Two Smartphone Apps: Illinois Legal Aid & Illinois Pro Bono

Organization: Illinois Legal Aid Online

Category: Tech, Outreach, Pro Bono

Problem/Challenge/Need: Nearly every lawyer these days has a smartphone. The Pew Internet & American Life project data shows that more and more people (especially those who are under 30, blacks, and Hispanics) own smartphones and access the internet from a mobile device. How can programs take advantage of these mobile technologies to better engage and inform their constituents?

Innovation Description: Illinois Legal Aid app: *A field guide to Illinois law. Made for non-lawyers.* Get easy to understand legal tools for issues like divorce, custody, criminal records, small claims, eviction, foreclosure, unemployment, name change, guardianship and more. Plain language legal information includes FAQs, step-by-step instructions and referrals to helpful organizations. This is a handy tool for Illinois families, consumers, workers, tenants, landlords, homeowners and more. Takes the fear out of going to court! The app is currently available at the iTunes store and the Android marketplace. Funded LSC's Technology Initiatives Grant (TIG) program.

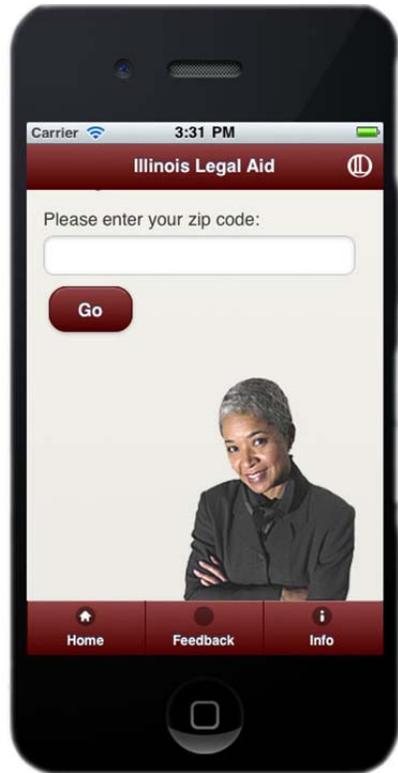
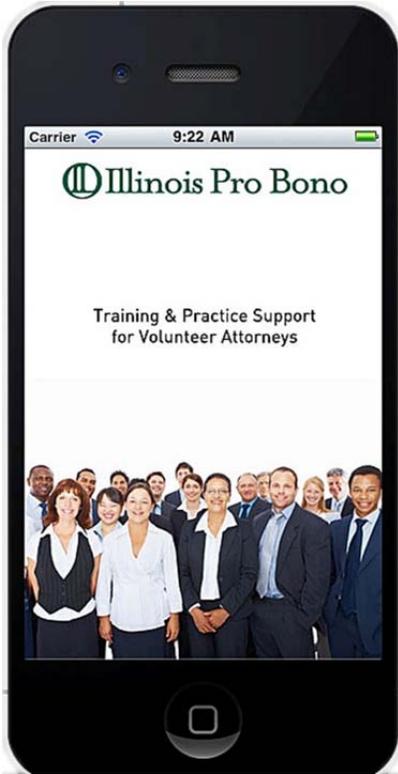
Illinois Pro Bono app: *Made for legal professionals looking to give back to their communities via pro bono service.* Offers three tools in one – legal resources on Illinois law, volunteer search and upcoming legal events, including MCLE trainings. Bolsters volunteer work by offering comprehensive guides on divorce/custody, mortgage foreclosure, landlord/tenant, civil procedure, consumer law, and much more. Lists coming-soon trainings, networking events and volunteer opportunities. Essential for Illinois attorneys, law students, paralegals, and others who are doing or want to start doing pro bono work. The app is available for iPhone and Android. Funded LSC's Technology Initiatives Grant (TIG) program.

Result: Since their launch in October through November 6, 2011, the Illinois Legal Aid app has been downloaded 633 times and the Illinois Pro Bono app has been downloaded 458 times. On the iTunes store as of November 6, the Illinois Legal Aid app has a 4-1/2 (out of 5) star rating and the Illinois Pro Bono app has a 5-star rating.

Materials available: Documentation and evaluation materials will be available at the end of the grant period (6/2012) on the NTAP website.

Additional information: <http://www.illinoislegalaidonline.org/index.php?projects>

Contact: Teri Ross, tross@illinoislegalaid.org, 312-977-9047 x14



**Serving the Needs of Immigrant Domestic Violence and Sexual Assault Survivors
through a Health-Law Community Partnership**

Organization: WEAVE (Washington Empowered Against Violence, formerly Women Empowered Against Violence)

Category: Domestic Violence, Immigrant Communities, Partnerships, Outreach

Problem/Challenge/Need: Improving coordination between community health clinics and WEAVE, a domestic violence service provider, so as to better address the legal and counseling needs of immigrant survivors of domestic and intimate partner violence and sexual assault.

Innovation Description: In an attempt to reach more immigrant survivors of domestic violence in the Washington, DC metropolitan region, and in an effort to provide additional support for domestic violence survivors in navigating the legal processes in DC, WEAVE partnered with La Clinica del Pueblo (LCDP) so as to better identify, reach and serve immigrant survivors. The partnership consists of two parts. In the first instance, WEAVE holds specialized legal clinics for direct referrals from LCDP, and provides these clients with counseling services and direct legal representation where appropriate. Clients may be referred to WEAVE directly by a LCDP health provider, one of their program coordinators, or by a trained community leader. Second, LCDP and WEAVE trained a group of 10 legal *promotoras** -- community leaders trained in domestic and intimate partner violence and sexual assault. These leaders are active in the community not only in identifying survivors and connecting them with services, but also play an active role in supporting them throughout the legal process, shepherding them to service providers and court appointments and assisting in the collection of evidence.

Result: The partnership is about to embark on its second year, and has had resounding success in linking immigrant survivors with WEAVE's legal and counseling services. In particular, the promotoras have been instrumental in connecting WEAVE with immigrant survivors living in rural parts of Virginia, where there is a lack of low- or no-cost legal services. Because of their integration within the community, the promotoras are able to reach clients who previously would not have come in contact with WEAVE's services.

Materials available: Contact Erin Scheick at WEAVE for more information regarding the promotora training curriculum.*

Additional information: None

Contact: Lolita Youmans, lolita@weaveincorp.org, (202) 280-6011

** Promotoras are community members who serve as liaisons between their community and health, human and social service organizations. They work with organizations and institutions - formally and informally, as employees or volunteers - to bring information to their communities. As liaisons they often play the roles of advocate, educator, mentor, outreach worker, role model, translator and more. The promotora model of community outreach is based on a Latin American program-type that reaches underserved populations through peer education. This means promotoras are members of the communities within which they work*

Custody Jurisdiction Decision Tree

Organization: DC Family Court Self Help Center

Category: Technology, Family Law (UCCJEA)

Problem/Challenge/Need: Many people, including experienced family law attorneys, are confused about the UCCJEA and its application. This tool aims to cut through that confusion through the use of a few simple questions.

Innovation Description: The Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA) determines initial, modification, and enforcement jurisdiction in child custody proceedings (defined as almost any kind of proceeding in which custody is determined). Anyone who practices family law knows that the UCCJEA is a bear to read and actually understand. We created an interactive online decision tree, using the A2J software that is usually used for document assembly programs, to help litigants, practitioners and judges parse this dense statute.

Result: The decision tree went live in November 2009 and has been well received by those who have used it – in fact, the California Courts are currently adopting it and should have it online in the coming months.

Materials available: Decision tree link

<http://www.dccourts.gov/dccourts/docs/flash/selfhelp/A2JViewer.html>

Contact Information: Avi Sickel, avrom.sickel@dsc.gov, 202-879-1480

NEXT (Next EXecutive Team)

Organization: Legal Aid Service of Broward County, and Coast to Coast Legal Aid of South Florida

Category: Communications, Visibility, Pro Bono

Problem/Challenge/Need: NEXT was created in 2009 when it was recognized that there was not a strategic plan to engage the “next generation” of attorneys and business professionals in Broward County to be ambassadors for Legal Aid Service of Broward County and Coast to Coast Legal Aid of South Florida.

Innovation Description: NEXT is comprised of Broward County's legal and business professionals with an interest in contributing to Legal Aid Service of Broward County (LAS) and Coast to Coast Legal Aid of South Florida (CCLA) by supporting their missions and shaping their futures. NEXT works closely with both agencies' Executive Council to inform and educate professionals, who have strong, diverse relationships in the community, about LAS and CCLA and their importance as the legal "arm" for many other Broward County non-profits. Quarterly social networking events and semi-annual "meet and greet" events raise awareness for LAS and CCLA.

This innovative program merges the "social media revolution" with the traditional goals of recruiting pro bono attorneys, recognizing participants, placing cases with the private bar for handling, raising funds, and growing awareness in the community about the work Legal Aid does to meet the civil legal needs of Broward County's underserved populations. Participants are motivated to get involved through "new media" channels that are the dominant, preferred means of communication by the majority of individuals in this demographic group.

NEXT has been extremely successful in Broward County and has been duplicated in two regions in Florida. Between 60-100 people attend each NEXT event, and there is a waiting list of firms and businesses that want to sponsor the events.

Result: 40 people have joined as members of NEXT (cost \$25 per year); recruitment of NEXT attorney members for pro bono; development of NEXT Fellow program with 2 Fellowships to be awarded for 2012; two founding members of NEXT are now serving as Board of Directors for agencies; November 2011 event will benefit Holiday Adopt a Family project for the agencies clients; NEXT members served on committee of Annual Fundraising event in October 2011 and each NEXT event has a sponsor of the event. Legal Aid's across Florida and in other States have contacted us to learn more about this unique and creative project. NEXT has far exceeded its original goal to educate the “young at heart” business and legal communities about the agencies and to act as Ambassadors for the agencies.

Materials available: Event flyer and FAQs

Additional information: NEXT is in the process of developing the projects 2012 plan. To date a “day of caring” has been scheduled for February 4, 2012 in lieu of a February after hours social. On February 4th, the community will be invited to the agencies home offices to paint, do clean-up of surrounding outside areas and other projects to be identified. In addition, they are looking at a Saturday night gala in November to celebrate their 3rd year and a cooking class for one their events. All dates have been scheduled for 2012.

Contact: Kathleen Thomsen, kthomsen@legalaid.org, 954-736-2429



NEXT



BE A PART OF IT ALL!

1. **WHAT IS NEXT?** - NEXT will work jointly with Legal Aid Service of Broward County (LAS) and Coast to Coast Legal Aid of South Florida's (CCLA) Executive Council to better inform and educate legal and business professionals who have strong, diverse relationships in the community about LAS and CCLA and their importance as the legal "arm" for many other Broward County non profits.
2. **WHO WILL BE PART OF NEXT?** - Young (ages 25 – 45- XY gen) and energetic legal and business professionals in Broward with an interest to contribute in the progress of LAS and CCLA's missions and shaping the organization's future.

If you enjoy networking with professionals, making new business contacts and friends, and helping out a great cause, this group is for you! NEXT will be holding quarterly social networking events to raise awareness for Legal Aid Service of Broward County and Coast to Coast Legal Aid of South Florida.

Be a part of the NEXT generation shaping
the lives of Broward County

Jacqueline Howe, Esq., Chair
Lawrence Marin, Esq.
Francis Viamontes, Esq.
Kimberly L. Zaffere- Liaison

Arlene Ravalo-Jao, CPA
Jennifer M. Pearl, Esq.
Steve Wherry, Esq.

APRIL FOOL'S DAY
THURSDAY, April 1, 2010
5:30-7:30
Location TBD

<http://www.legalaid.org>

For more information please contact
Jacqueline Howe- jacquelinehowepa@gmail.com

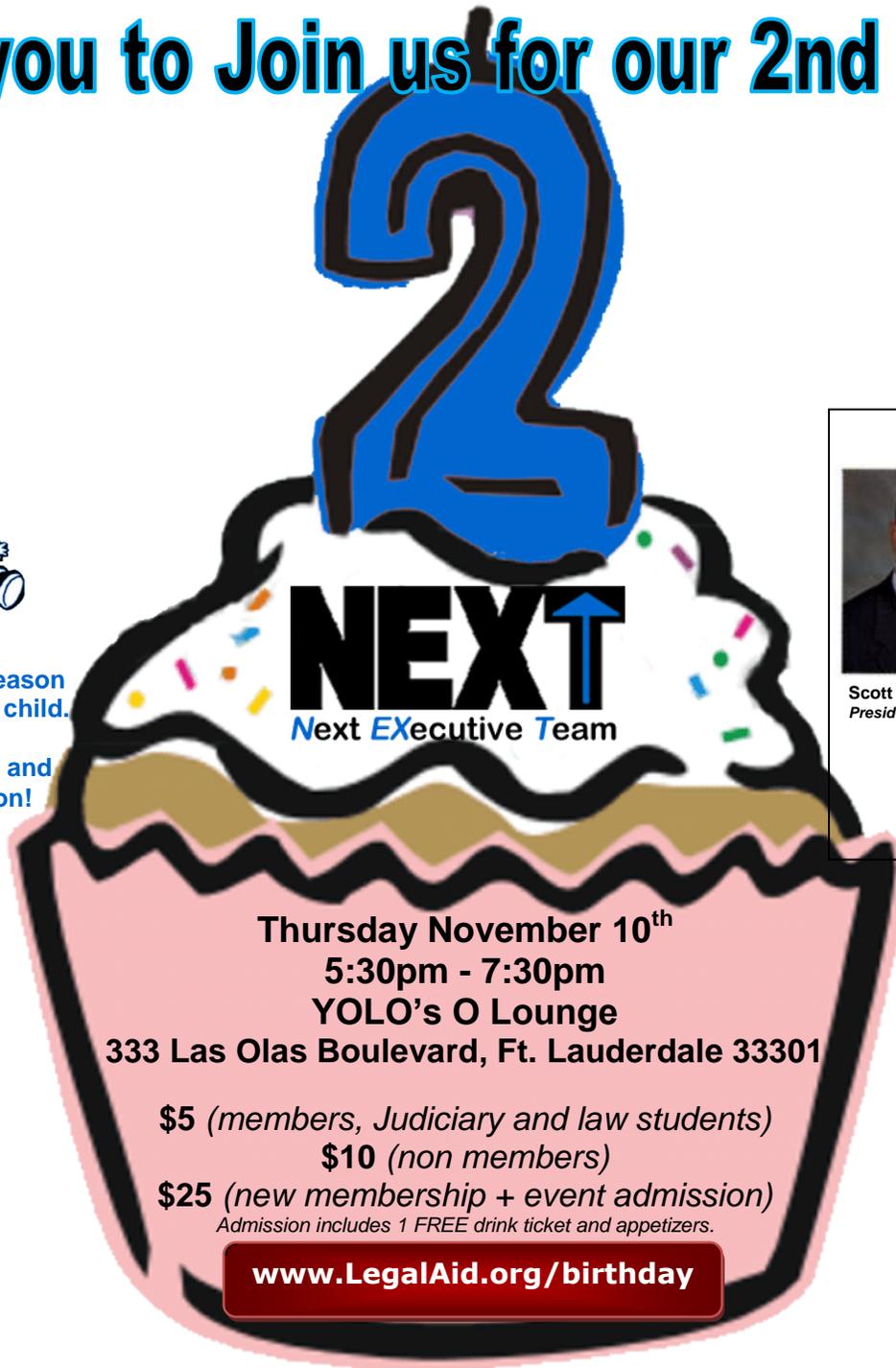
Follow us on  and 

Invites you to Join us for our 2nd Birthday!



Help make this holiday season unforgettable for a needy child.

Bring an unwrapped toy and receive **FREE** admission!



With Special Guests:



Scott G. Hawkins, Esq.
 President, The Florida Bar



Michele Kane Cummings, Esq.
 President, The Florida Bar Foundation

Thursday November 10th
 5:30pm - 7:30pm
 YOLO's O Lounge
 333 Las Olas Boulevard, Ft. Lauderdale 33301

\$5 (members, Judiciary and law students)

\$10 (non members)

\$25 (new membership + event admission)

Admission includes 1 FREE drink ticket and appetizers.

www.LegalAid.org/birthday

Special Thanks to our Past Sponsors:



CERTIFIED REALTIME REPORTING, INC.

NEXT is created, funded and managed by Legal Aid Service of Broward County Inc, and Coast to Coast Legal Aid of South Florida.



Making Near, Go Far: Going Paperless and Becoming Mobile

Organization: Memphis Area Legal Services, Inc.

Category: Technology

Problem/Challenge/Need: With ever-increasing client populations and the constant threat of funding reductions, today's legal services office is particularly challenged to make less go farther. Rising operating costs continue to outpace even the most successful fundraising and fund development efforts, compounding the challenge of securing and retaining highly skilled staff. It is now imperative for programs to discover ways to further stretch precious funding dollars while maintaining the capacity to deliver high quality legal assistance to those most vulnerable in our communities. Creative thinking and innovative solutions become the orders of the day in developing approaches and initiatives that offer sustainability with only start-up or minimal initial investments of time and resources. Better use of available technologies is one such approach. Effective implementation of a near paperless office and mobile technologies, we believe, will re-tool the legal services office, combat the ongoing threat of diminution of services to clients, and re-energize and better equip the staffs who work tirelessly to serve them.

Innovation Description: Significant operational efficiencies and cost savings can be realized through the implementation of two complementary technologies: a) electronic document management; and b) desktop faxing. With the addition of laptops, VPNs, and digital or IP phone service to these technologies, the benefits can become exponentially greater. Moving to the electronic storage and management of files can directly reduce supply waste and lessen the environmental impact of an organization and can result in substantial savings in office supplies, equipment and other expenses, such as phone and long distance service. Since large numbers of documents are produced in electronic formats, the electronic document management system (EDMS) allows for quick filing and retrieval of documents in their native format. With an added workflow feature, using a structured routing in accordance with rules that mirror manual processes, documents can be created and submitted without the need to ever generate a hard copy. Office documents and forms, such as time sheets, supply requisitions, check requests, etc., can automatically and electronically be signed and routed to appropriate staff in accordance with pre-set routing rules for the document or staff person. This saves precious staff time and resources that can be better spent delivering or supporting client services.

Another very important feature of the EDMS is that it enables instantaneous access to permitted information while preventing unauthorized access to restricted information. Desktop faxing further enhances efficiencies of operations and security of information by bringing the ability to send and receive faxes right to a user's fingertips. With desktop faxing, documents remain in electronic format even when sending and receiving them without staff ever leaving their desk or ever using a printer, paper, or ink. There is no longer a need to wander through faxes that aren't yours, nor is it as easy for a fax to be misplaced. With digital or IP phone service, faxes can be routed directly to each user by fax number without the need of multiple fax machines. This not only saves money on equipment but maintenance costs as well. The level of efficiencies grows even more when extending use of the EDMS and desktop faxing to VPN mobile users connected

2011 Innovations in Civil Legal Services

to a digital or IP phone system. With access to a phone system equipped with intelligent call routing or other teleworking solutions, staff members are able to work remotely as if in the physical office location. All of these technologies together provide enormous benefits; however, implementing any single one of them could result in significant cost savings of time and expenses.

Result: While the initial costs, planning phase, and learning curve for users can seem a bit much at first glance, the benefits are more than worth it. Lessons learned in this area indicate changing behaviors as the biggest challenge and total buy-in by management and other leaders as the biggest key to success. Once initial investments are made in purchasing, installing, providing training and implementing each system, the most direct and notable among expected results, are costs savings and increased efficiencies. Depending on which technologies are implemented, some of the benefits could include:

- expanded access to client services
- enhanced connectivity to office systems by mobile users
- increased staff productivity
- cost savings in office equipment and supplies (e.g., fax machines, printers, filing cabinets and folders, labels, etc.)
- reduction in printing costs (printer cartridges, toner ink cartridges, paper)
- enforced security and regulatory compliance regarding information security (PHI, non public and confidential data and information)
- reduction in storage space cost
- improved efficiencies of operation
- reduction in phone service and long distance cost
- positive environmental impact
- unified communications between branch offices and with client communities throughout service area(s)

Materials available: PowerPoint

Additional information: Visio Charts

Contact Information: David Pfaffenroth, Information System Administrator
Memphis Area Legal Services, Inc.
admin@malsi.org

Making Near, Go Far: Going Paperless and Becoming Mobile

What is a "near paperless" system?

- A set of procedures and technologies that help minimize paper usage
- The first major step towards a truly paperless system
 - In the legal world there are external hurdles to going truly paperless, but near paperless is a step in the right direction
- A different way of thinking and doing business

Is a near paperless system right for my office?

- Not every office will see significant benefit from a near paperless system
 - The greatest benefits are found in offices that use significant amounts of paper for documents intended to be stored or filed
 - If most of your paper use is for sending documents to others or meeting requirements of another organization you work with, you may not see as much benefit.

What are the benefits of a near paperless system?

- First and foremost is a reduction in expenses from wasted paper, toner, and storage space
- Technologies that support a paperless or near paperless office can generally provide improvements in productivity and time efficiency
- Since storage in a paperless system is electronic, there are significant improvements for safety and security of your documents and information and reduction in physical storage usage and cost.

What do we need to get started?

- A system for electronic document storage and management
- A system for converting hardcopy documents into electronic ones
- One or more methods of receiving and transmitting documents electronically
- Supporting technologies that capitalize on a paperless system

Electronic Document Storage and Management

- There are many commercial electronic document management systems (EDMS) with varying price ranges and features
 - These systems are designed from the ground up to facilitate a paperless office
 - An EDMS provides a consistent and stable environment for document creation, storage, and management
 - Such systems may include tools for sharing files within an office without creating copies or email attachments
 - Costs for such a system are generally a sizeable investment
 - Support is provided for such systems that can ease the transition to near paperless and provide confidence in the process
- With carefully planned and managed procedures, even your standard office network storage and server can be used for a near paperless system
 - This option requires a great deal of planning and won't be as elegant as an EDMS
 - This is significantly less expensive if budgeting is a primary concern
 - Emails and network folders can be used to share and collaborate on files

Converting Hardcopies Into Electronic Documents

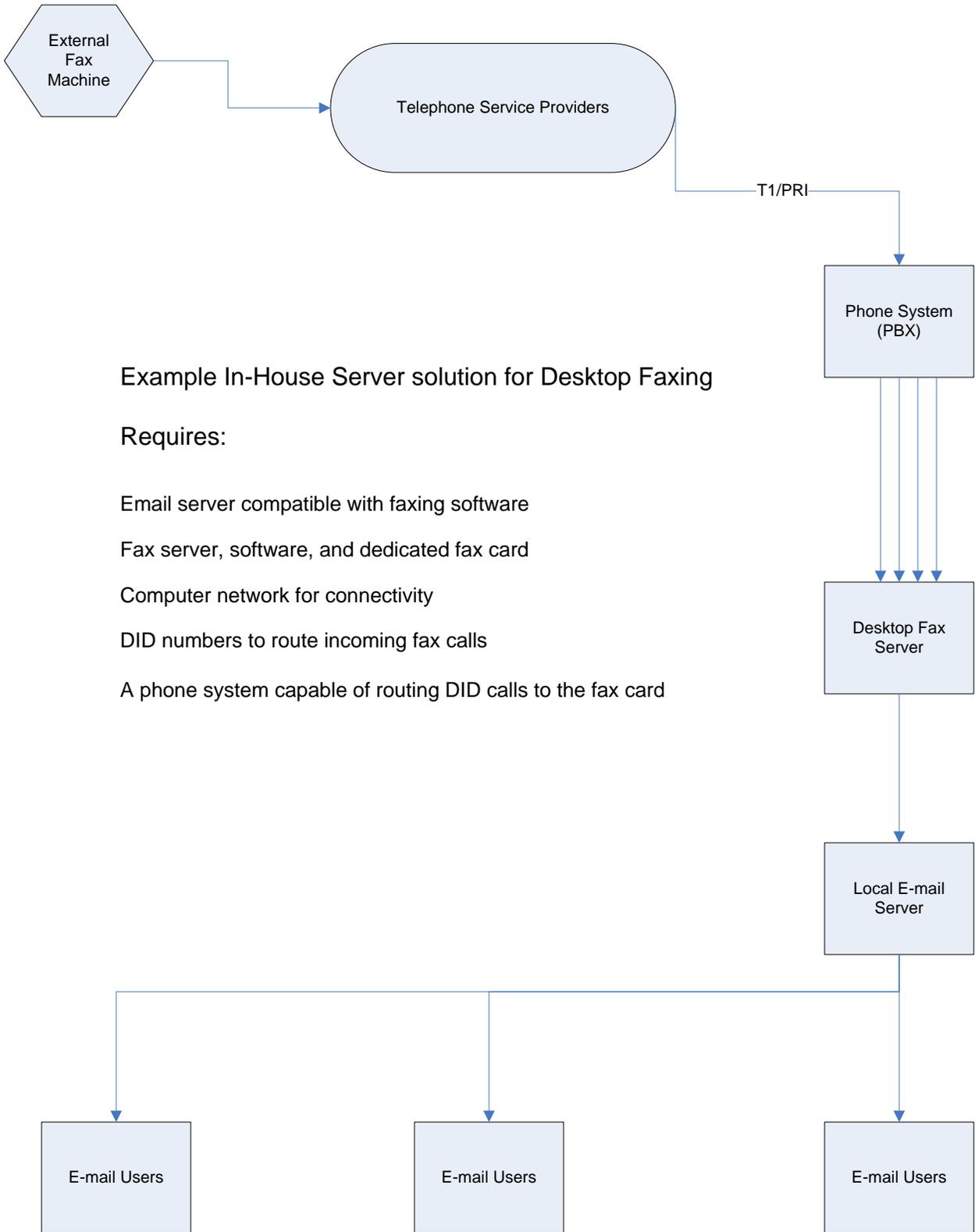
- Whether you use desktop scanners or sophisticated multi-function machines, scanning is essential to a near paperless system
 - Network scanners and multi-function machines can generally process scan jobs more quickly
 - Desktop scanners are typically more convenient
- If you need to be able to edit documents you scan, optical character recognition (OCR) software is available
 - OCR converts scanned images by examining them for recognizable characters and fonts
 - Advanced OCR can even determine whether to convert a scanned document into a word processing or spreadsheet document based on context and layout.
- A good EDMS should have a built in method for handling and storing scanned documents

Receiving and Transmitting Documents Electronically

- E-mail is no longer the only way to send and receive documents without paper
- Electronic faxing systems provide the capacity for conventional fax machines to communicate with computers
 - The simplest of these systems only deal with inbound faxes, converting them to e-mails and routing them in your office
 - A desktop faxing server will allow you to send and receive faxes as if they were e-mail with attachments
 - There are several internet based e-fax services that can be used as an alternative to hosting your own desktop faxing server.
- E-faxing not only enhances the efficacy of a near paperless system but provides improvements in the security and privacy of communication by fax
 - Since faxes can be routed to individual users, they aren't accidentally seen or intercepted by other users
 - No hardcopy documents are created or used which would necessitate disposal
 - Fax logs are easier to keep and interpret
 - Transmittals can be kept electronically

Technologies Supporting and Making Effective use of a Paperless Office

- In a near paperless office, the electronic storage of documents makes them very securely portable
- This can be utilized to great effect by increasing the mobility and connectivity of your users
- With a Virtual Private Network (VPN) an organization with multiple offices can quickly share network storage space, desktop faxing systems, email, and EDMS
- IP based phone systems can enhance communication across multiple offices by seamlessly integrating the systems with each other
 - This can reduce communication issues and customer/client frustrations when trying to speak with people in multiple offices
 - Some IP based systems can also connect with portable phone sets across the internet, allowing phone system access and service to be shared with a mobile or home office user
- One way to increase user mobility is replacement of desktop computers with laptops and docking stations
 - This provides users with the comfort and ease of a desktop sized monitor, keyboard and mouse as well as the pick up and go convenience of a laptop
 - Users on the go can take advantage of a point-to-point VPN to connect to office resources from outside the office



Example In-House Server solution for Desktop Faxing

Requires:

Email server compatible with faxing software

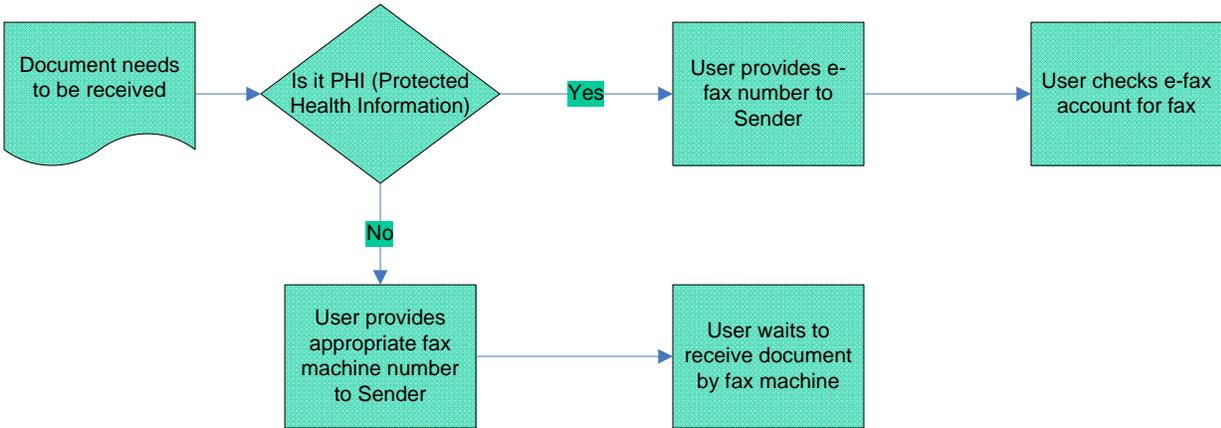
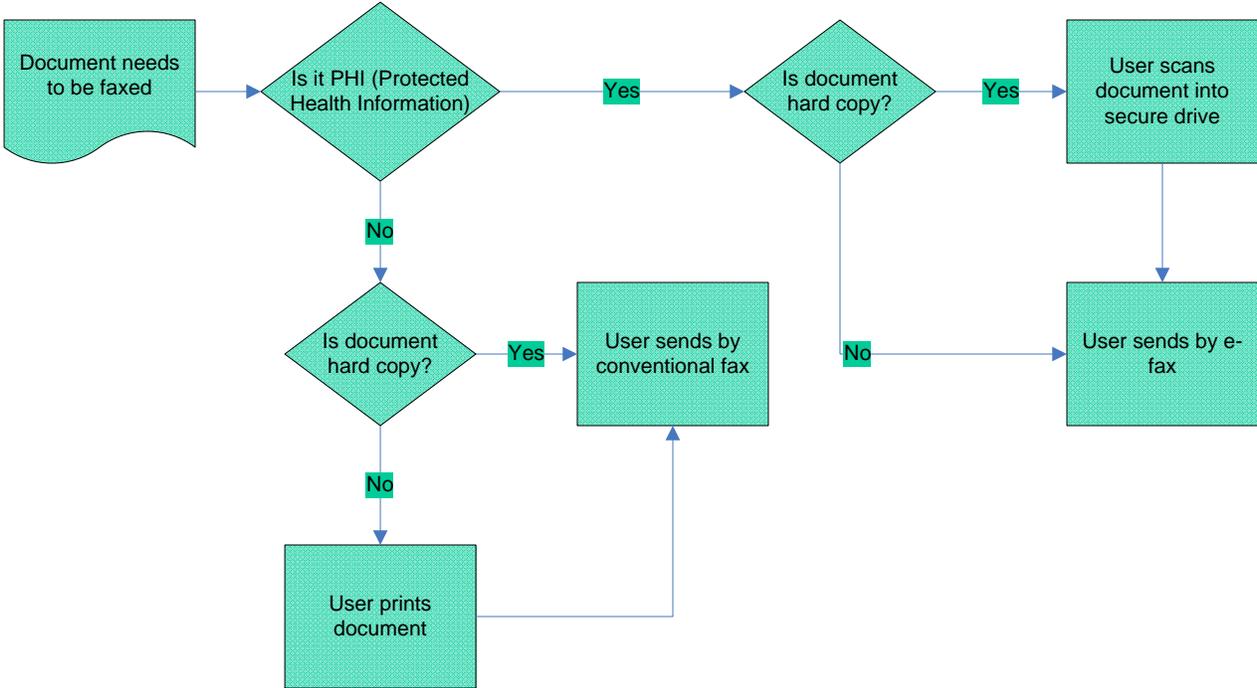
Fax server, software, and dedicated fax card

Computer network for connectivity

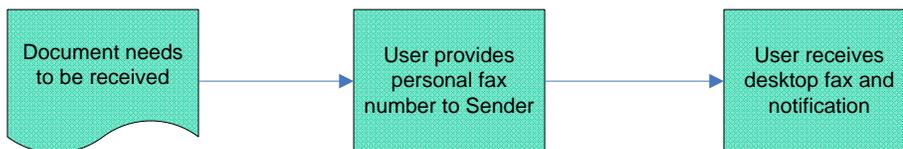
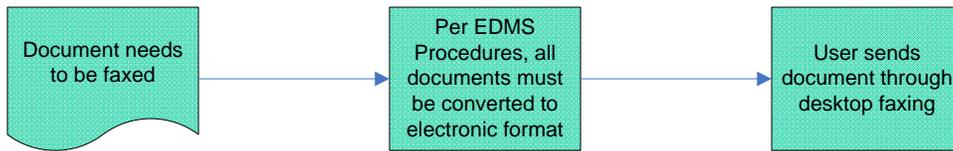
DID numbers to route incoming fax calls

A phone system capable of routing DID calls to the fax card

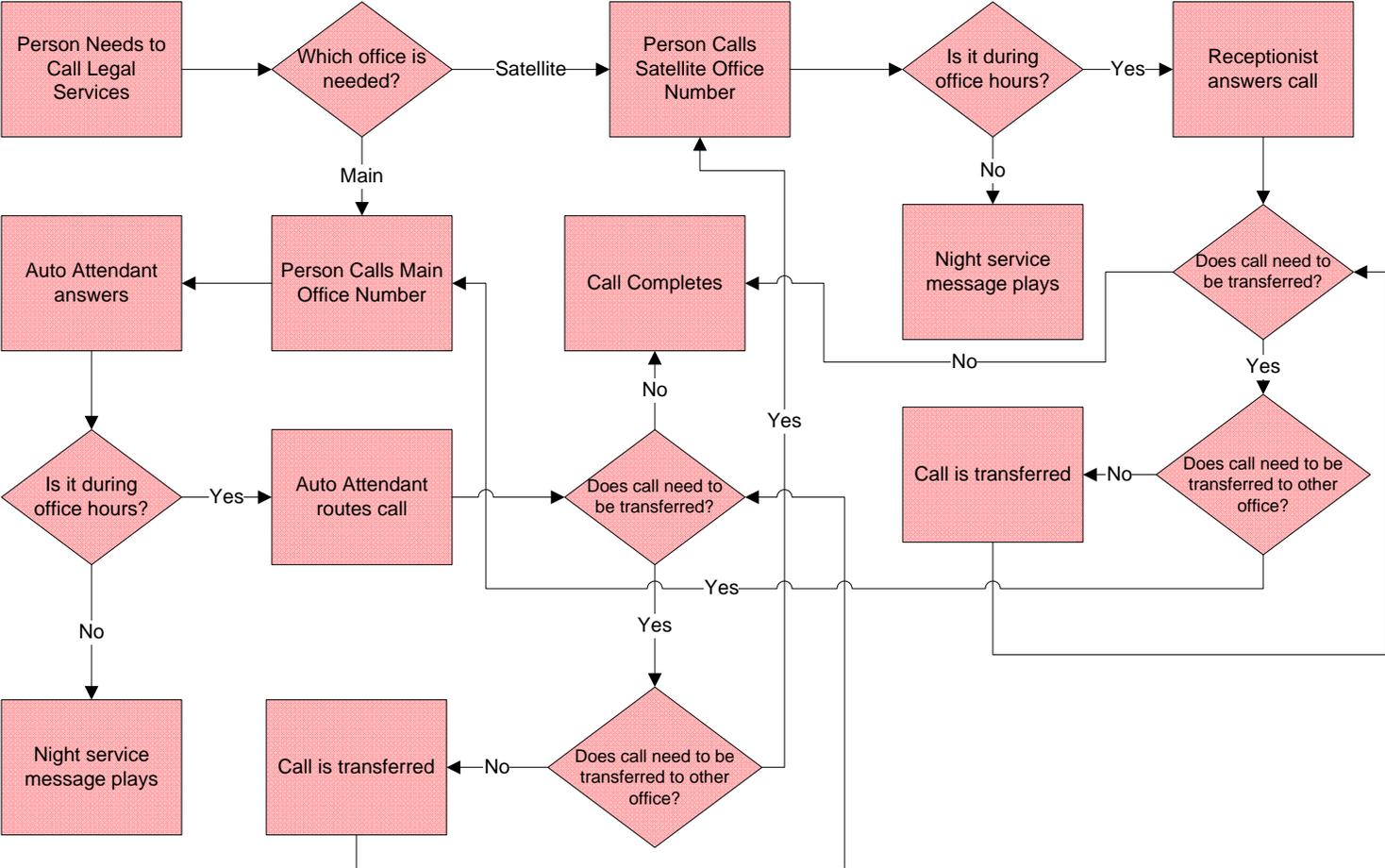
Conventional Fax Procedures



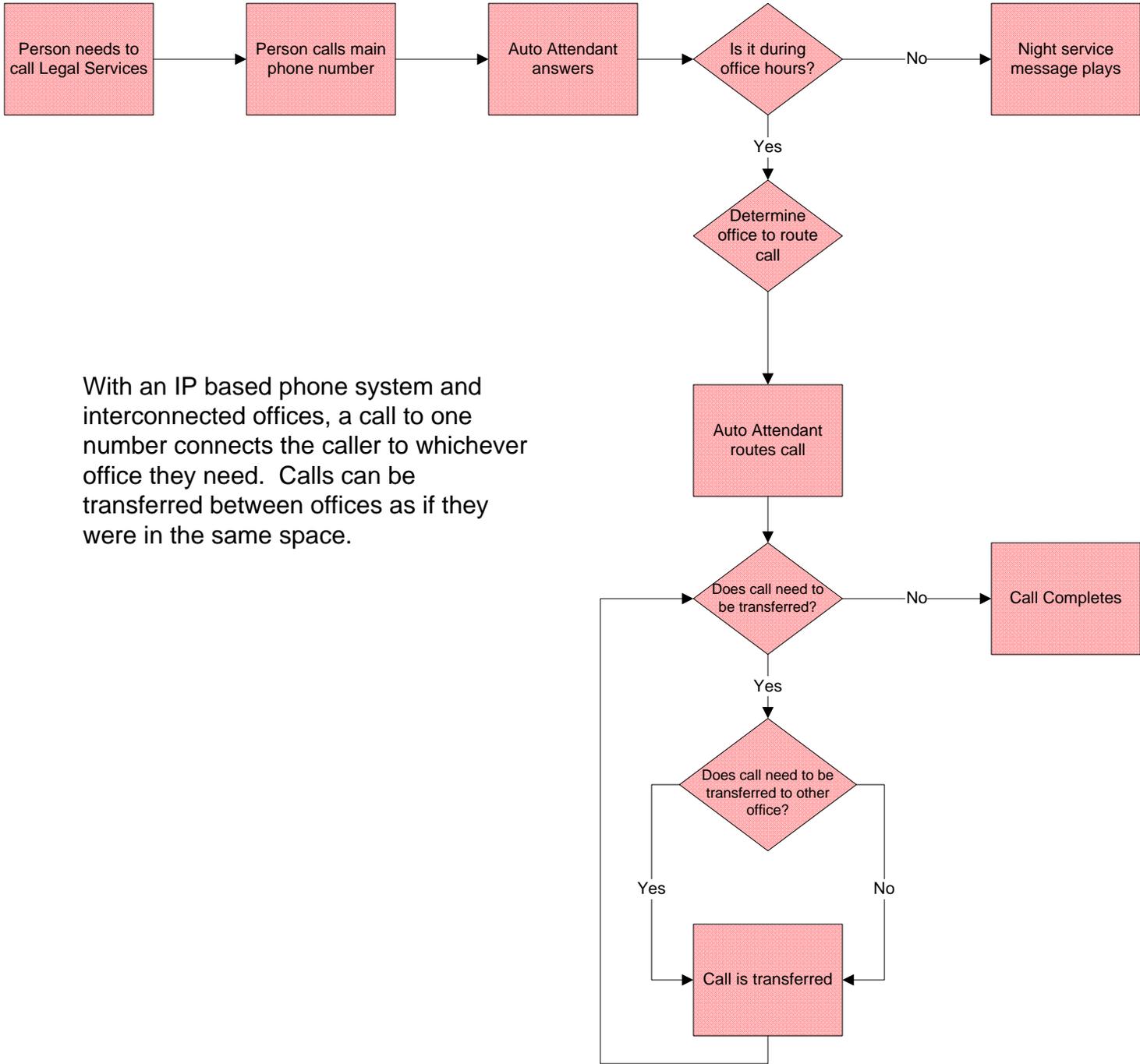
Desktop Faxing Procedures



Example With Separate Phone Systems

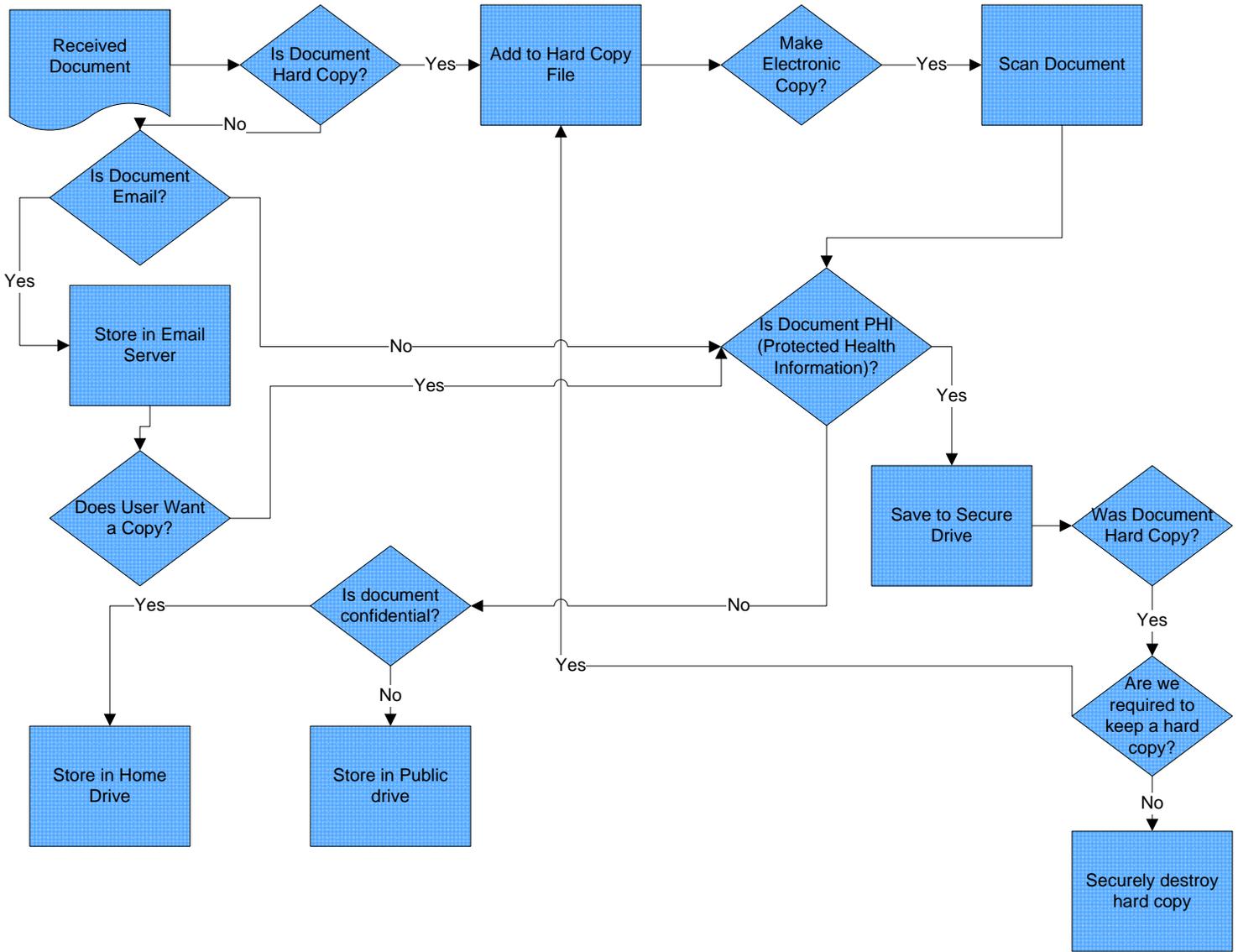


Example With IP Phone System



With an IP based phone system and interconnected offices, a call to one number connects the caller to whichever office they need. Calls can be transferred between offices as if they were in the same space.

Document Management Before EDMS



Document Management After EDMS

