

GEORGIA LEGAL SERVICES PROGRAM
2013 PRIVATE ATTORNEY INVOLVEMENT PLAN

I. INTRODUCTION

Organization

The Georgia Legal Services Program will operate its Private Attorney Involvement Program with its traditional management and structure. It will continue to operate from a central administrative office (The Pro Bono Project of the State Bar of Georgia) under the leadership of the Pro Bono Director, an administrative assistant, and a pro bono web librarian and technologist. In 2013, additional pro bono activities will be developed through joint activities with the State Bar of Georgia's Military Legal Assistance Program.

The Project coordinates GLSP's PAI activities through 9 GLSP field offices (Albany, Augusta, Columbus, Dalton, Gainesville/Athens, Macon, Piedmont, Savannah, and Brunswick). In each office there is a PAI Team, which usually includes a combination of a managing attorney, office manager, PAI Coordinator, and/or an administrative secretary.

How We Gathered Information for the 2013 Plan

GLSP prepares an annual PAI Plan. Each GLSP office consults with local bar leaders and provides feedback to the Pro Bono Project. The Pro Bono Project works with local bar associations, State Bar committees and sections and other partners throughout the year to glean information on legal needs and resources.

Presentation of the 2013 Plan to Bar Associations

Each year, the Pro Bono Project provides an update on its activities to the Board of Governors of the State Bar of Georgia. The written PAI report is either included within the Board book or is posted to the State Bar of Georgia website. The PAI plan is also posted to our statewide volunteer lawyer and advocate website, www.GeorgiaAdvocates.org, and www.GLSP.org. The plan will also be distributed through local bar association listservs.

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II. PRIVATE ATTORNEY INVOLVEMENT PLAN

PAI Model

Mixed Delivery System

The GLSP PAI program is a mixed delivery system. It includes Judicare or contract programs in several offices, pro bono special initiatives in various stages of development and experimentation, and lawyer referral programs. The emphasis in 2013 will be on further establishing the PAI program as an integral part of the GLSP legal delivery system, to expand the number and variety of pro bono programs in the GLSP service area, to partner with local bar associations to provide eligible clients with an opportunity to receive quality volunteer legal services, and to enhance technology efforts to support the PAI delivery system and to reach out to potential volunteers.

Judicare or Contract Programs

Judicare or contract programs involving individual private attorneys are operated in several dozen counties statewide, except the 5-county metro-Atlanta area (which is not served by GLSP). The rate paid to Judicare attorneys is \$50 per hour, with some maximum set fees, including costs over \$500 requiring approval by the Pro Bono Director. GLSP uses several fund sources to contract with private attorneys, and will focus contract case funds on very rural areas of the state. In 2013, most GLSP offices will place more emphasis on placing cases on a pro bono basis rather than on a Judicare basis as funds for Judicare have been significantly reduced in most offices.

Pro Bono Programs

Since 1990, the Pro Bono Project has strongly encouraged all of the GLSP field offices to increase recruitment and utilization of pro bono attorneys. The Pro Bono Project will review and update lawyer demographics in Georgia for 2013 and will share that data with GLSP PAI Coordinators and GLSP leadership.

Several GLSP offices will host volunteer recognition events in 2013, conduct recruitment efforts and design and implement local bar association projects.

Lawyer Referral and Reduced Fee Programs

As a service to the private bar and to communities in which they are located, several GLSP offices will continue to operate lawyer referrals services. The Lawyer Referral Programs provide a pool from which to draw pro bono and Judicare volunteers. These programs serve as the primary mechanism through which GLSP involves private attorneys in the representation of financially-eligible clients who have fee-generating cases, who need representation in Social Security and other matters in which fees can be obtained, and in matters which are not within GLSP's priorities. We will continue to maintain systems to refer ineligible persons to private attorneys through the appropriate bar association referral mechanism.

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Recruitment and Retention

Ongoing recruitment and retention of private attorneys remains an essential element for the success of the GLSP PAI Program. GLSP will continue to recruit newly-admitted attorneys to the State Bar of Georgia, at swearing-in ceremonies, at major bar meetings and through solicitations made at local bar meetings and in publications. Information about GLSP's PAI program will be included in the State Bar's new attorney admission packets. GLSP's Pro Bono Director makes a presentation at every State Bar of Georgia Transition into Law Practice Program continuing legal education program for new lawyers (a mandatory program in Georgia for new lawyers).

GLSP's Board of Directors committee structure includes a PAI Committee. In 2013, the Board PAI Committee will work with the GLSP's State Bar Pro Bono Project to continue 2011 initiatives in three voluntary bar associations in GLSP territory: Valdosta, Rome and Macon. GLSP's aim is to have each of these bar associations form a pro bono committee that will act as a liaison between the local GLSP field office and the local bar association membership.

GLSP offices will continue to conduct their "Take Two" Pledge campaigns.

GLSP managing attorneys will identify 1-2 opportunities per attorney in their respective office for the non-lawyer PAI Coordinator to team up with that attorney to attend local bar meetings or calendar calls so that the coordinator may have personal interaction with the bar and with potential volunteers. Staff attorneys will have the opportunity or the motivation to engage private attorneys to discuss issues facing GLSP clients and learn about the concerns of the private bar about pro bono and client issues-- and the coordinator will have the opportunity to make the potential PAI relationship more than a faceless telephone call or e-mail contact.

- Standard Legal Advice Clinic or Legal Information Clinics using volunteer lawyers (staged in different locations in service area, using volunteer lawyers and minimal GLSP staff to support the volunteers);
- Periodic Team Visits to Local Judges (the team consisting of a GLSP Attorney and PAI Coordinator) to provide an update on the field office's work and legal resource needs and to receive feedback from the court. The court needs to know GLSP is making its best effort to support pro bono efforts, and the judges may be inclined to learn how they might support GLSP volunteer lawyers.
- Enhanced Volunteer Recognition Events -- a reception, open house, or local bar program dedicated to PAI, that includes volunteer recognition and awards, and which involves GLSP staff attorneys in the development and hosting of the event. The event may be held at a courthouse, coffee shop, or other interesting location, and local offices should consider approaching a law firm or local bar association to sponsor the event in some way.

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- Younger Lawyers Division Program Involvement -- Encourage YLD-eligible attorneys in local GLSP offices to join a YLD Committee and participate in Committee meetings and activity in-person or by phone or web. YLD Committees can be found at www.gabar.org.
- Local Bar Association Pro Bono Committee – GLSP will partner with local voluntary bars to create a pro bono committee. GLSP will host a bi-monthly lunch for the pro bono committee members to keep them up to date about local office activities and needs, to give them a chance to network for GLSP, to fundraise and to build a long-term, consistent relationship with the bar.

Partners in Pro Bono

GLSP and the State Bar of Georgia have partnered for nearly thirty years in sponsoring the State Bar of Georgia Pro Bono Project. The State Bar of Georgia provides funding to GLSP and houses GLSP's pro bono director and other pro bono staff at its headquarters. The partnership provides state support and technical assistance to GLSP's offices. Through its partnership with the State Bar, GLSP enjoys enhanced access to State Bar resources through entities such as the Young Lawyers Division, bar sections, bar committees, and the Bar's Membership department.

GLSP will continue to work closely with the State Bar of Georgia, the State Bar Access to Justice Committee, the State Bar of Georgia Veterans and Military Pro Bono Committee, the Administrative Office of the Courts, and local and specialty bar associations to develop and implement pro bono policies and initiatives.

GLSP operates its PAI programs with a variety of funds including funding from the State Bar of Georgia.

GLSP participates in the ProBono.net community, a national network of pro bono advocate support websites. Additionally, GLSP PAI efforts take advantage of pro bono-related resources and trainings offered by the American Bar Association Center for Pro Bono, the national Access to Justice Support Center, the National Legal Aid & Defender Association, the LSC Resource Information website, and the LSC Technology Initiative Grants program.

PAI Operations

GLSP's PAI Program is detailed in a 90-plus page manual available to all staff online at <http://wiki.GLSP.org>. The manual covers all facets of GLSP's PAI program. The full manual is also available to GLSP volunteer lawyers on our statewide volunteer lawyer support website, www.GeorgiaAdvocates.org/GOJC.

PAI operations are monitored by GLSP's State Bar Pro Bono Project. The staff of the Pro Bono Project consists of: a lawyer/director, administrative assistant/pro bono support manager, and a pro bono support web librarian/content manager.

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The Pro Bono Project provides a central clearinghouse of support materials, information and training on PAI issues; directs the public to local GLSP offices; oversees compliance with PAI policies and procedures; assists in the development of local PAI events, trainings and meetings; and creates special message materials for the public and private bar about pro bono and justice issues.

PAI Staff Training

GLSP connects its Pro Bono State Support office and PAI staff with Microsoft *Lync* and webcams that enhance communication and support. GLSP's State Bar Pro Bono Project provides training to PAI and other staff in-person and online through a mix of regular meetings and online trainings.

GLSP's State Bar Pro Bono Project maintains a GLSP PAI Manual that covers GLSP and LSC PAI policy and procedures. The manual is available program-wide through a wiki (an online board) maintained by GLSP's pro bono project.

GLSP PAI staff receive regular training and reminders on GLSP and LSC policies and compliance. GLSP's Pro Bono Director monitors staff training needs on compliance and conducts visits to local field offices throughout the year to train staff, review policy, conduct case reviews, and participate in local bar activities with local GLSP staff.

PAI Case Management

GLSP employs a statewide case management system that includes PAI cases. The CMS includes the following data:

- PAI cases
- PAI attorneys by panel(s) (Pro Bono, Judicare, General Lawyer Referral)

The CMS ensures LSC CSR compliance for PAI cases.

The CMS allows PAI staff to identify appropriate volunteer or referral lawyers for clients based on county and legal problem code. The assigned attorney is then linked to each PAI case. CMS case profiles and CMS reports provide management with the necessary data to supervise program performance, including the ability to monitor cases for case status, status inquiries to, and communications with, the assigned volunteer, and timeliness of closing.

GLSP provide standard and suggested PAI forms, letters and manuals within each case view in the CMS system to enhance quality and efficiency. Additionally, all advocate and client documents housed on our state websites are available through our case management system document library.

GLSP recently added a clinics module to its CMS to organize pro bono clinic activity, including client and volunteer appointments, service tracking, subject matter choices, materials and staff involvement.

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Pro Bono Case Types

Georgia Legal Services Program's pro bono efforts are intended to supplement the work of its staff attorneys. Volunteer lawyers are recruited to handle a variety of case types that complement the work of GLSP's local offices. Often, volunteer lawyers are asked to handle the same kinds of cases GLSP attorneys handle, such as protective orders and guardianships; however, GLSP also works to allow its volunteers to handle on a pro bono or reduced-fee basis the kinds of cases that interest the volunteer, as long as the case type is viewed as a critical legal matter for a low-income client, even though the case type is not a "priority" case for the local office.

- **Family Law**

By far the greatest demand for assistance is in family law. Family law cases consistently overwhelm the legal services delivery system and pro bono programs. Contested family law cases are the most difficult to place because they are time consuming and the pool of experienced family law practitioners is relatively limited in many areas of the state. Few non-litigators are willing to accept a domestic matter. Notwithstanding these issues, family law matters represent about one-third of all of GLSP's pro bono case placements in any given year. Family law cases will continue to be a priority case type for GLSP's pro bono program.

GLSP will continue efforts to expand its pool of available family law volunteer lawyers.

- **Consumer Law**

GLSP's pro bono program will provide clients with access to volunteer lawyers for Chapter 7 bankruptcies and for other debtor/creditor issues, including garnishments, collections, and contracts issues. Several GLSP offices will conduct consumer clinics with volunteer lawyers.

- **Wills/Estates**

GLSP will coordinate pro bono services for clients who need wills, powers of attorney and advance directives. GLSP will continue sponsoring wills and POA clinics.

- **Benefits Programs**

Pro bono services will include access to volunteer lawyers who handle Social Security benefits cases, unemployment insurance claims and public benefits issues.

- **Housing**

GLSP's pro bono program will provide volunteer attorneys to help clients with foreclosure-related issues, dispossessories (evictions), and other landlord/tenant matters.

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Special Goals and Projects

GLSP closed PAI case history indicates that approximately 40% of closed PAI cases are “brief service” cases. The Pro Bono Project will work to see that these brief services are provided in more efficient clinic or advice settings involving volunteer lawyers. To that end, GLSP has created several clinic modules for use by local field offices covering housing law, family law, consumer law, wills and estates, and general advice. The modules contain training materials and links for the volunteer lawyers; forms for volunteers; forms for clients; post-clinic surveys; and limited scope retainer models. GLSP support offsite clinics with laptops, printers and aircards so that staff and volunteers can work remotely.

The Pro Bono Project will work to continue enhancements of our popular statewide volunteer lawyer site, GeorgiaAdvocates.org, by heavy recruitment of 1) State Bar of Georgia Younger Lawyers Division members and 2) large law firm associates; provide training to local coordinators on posting of available cases for placement with volunteers and follow-up marketing of available cases; and will continue creating and posting webcast trainings for volunteers under our webcast program. The Project will work with local offices to identify HotDocs providers to create forms and pleadings for volunteers.

The Pro Bono Project hired a technology/web librarian coordinator in 2008 to expand web and technology support for pro bono recruitment and support. The staff person will expand resources such as webcasts, web conferencing, technology training for pro bono coordinators and volunteers, and assist in the development of technology structure for a statewide advocate training center.

The Pro Bono Project will host regular web-based pro bono-themed trainings in 2013 for GLSP volunteer lawyers and staff; webcast a minimum of 10 legal or community education programs, launch podcasting for advocates; continue regular web conferences for pro bono coordinators; and develop pro bono RSS news feeds. Additionally, in 2013, GLSP will continue its special project to offer local voluntary bar associations with free listservs and listserv support in an effort to build bridges with these local bar associations.

In addition to the above work, the Pro Bono Project will continue work to integrate technology that supports the delivery of quality PAI services. In 2013, GLSP will be actively engaged in the use of the following tools:

GeorgiaAdvocates.org – GLSP manages the statewide volunteer lawyer support website. In 2011, the site greeted over 61,000 visitors who downloaded over 48,000 documents.

XML Project – Integrates GLSP Advocate and Volunteer website content within GLSP’s LegalServer case management.

Webcasting - GLSP broadcasts live video content for volunteer lawyers.

Webinars – GLSP hosts webinars on PAI matters for volunteer lawyers.

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Wikis – GLSP has implemented advocacy and management wikis that include PAI and volunteer management and support pages (<http://wiki.GLSP.org> and <http://staffwiki.GLSP.org>).

Survey Tools- GLSP uses survey tools to create PAI surveys online and to capture and share information about PAI from volunteers and web resource users. GLSP also uses SurveyMonkey for online volunteer pledge forms.

HotDocs – This document assembly resource on GeorgiaAdvocates.org provides over 65 resources for GLSP volunteer lawyers.

LiveHelp -- GLSP was the first LSC program to implement LiveChat and co-browsing to support volunteer lawyers. GLSP PAI staff chat online with volunteer lawyers on GeorgiaAdvocates.org.

LSNTAP – GLSP PAI staff use and promote www.LSNTAP (an LSC-funded technology support center) for Online Training that supports relevant GLSP PAI initiatives.

Twitter - GLSP's Pro Bono Director uses Twitter (an online social network) to disseminate news and updates on GLSP and state pro bono issues (http://twitter.com/ProBono_GA).

Social Bookmarking – GLSP's Pro Bono Director uses social bookmarking to highlight over 700 pro bono and justice-related web resources for staff, partners and volunteers (<http://del.icio.us/probonoga>).

SMS Text Messaging and App – The Pro Bono Project will continue to experiment with the use of text messaging to reach out to volunteer lawyers with the latest web and support resources. Lawyers can text “probono” to 99699 on their smartphones to learn about GLSP pro bono resources. We are researching the need for a smartphone “app” to deliver web resources.

We plan to continue using technology to serve our PAI delivery system by improving the flow of information to our volunteers, improving web-assisted training of volunteers, and creating efficient systems for participation.

In addition to technology, the GLSP PAI program will continue to prepare and distribute manuals, pro bono primers, brochures and other media that send a consistent, strong message to the volunteer lawyer community.

Project Affiliations

In 2013, as in other years, we expect GLSP's PAI activities to thrive through affiliations with many organizations. The State Bar of Georgia, its leaders, Executive Director, the Access to Justice Committee, the Director of Bar Communications, and Bar staff continue to offer support and ideas. The Institute for Continuing Legal Education will continue its partnership with GLSP's Pro Bono Project in 2013 by providing \$60,000 worth of vouchers as well as CLE scholarships for our volunteer lawyers.

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GLSP will continue its successful partnership with the State Bar of Georgia Young Lawyers Division, a partnership that covers Disaster Legal Services, CLE programs and other special projects.

GLSP will continue working with the Atlanta Legal Aid Society and other providers in our statewide efforts to create useful pro bono policies, stage meetings and trainings, and develop web content for the benefit of volunteer lawyers.

Awards and Recognition

All private attorneys who participated in GLSP PAI efforts in 2012 will be listed in an Honor Roll publication in the State Bar Journal in 2013. GLSP volunteer lawyers who handle 3 or more PAI cases will receive a \$150 ICLE voucher. GLSP volunteers will be nominated for the State Bar of Georgia Pro Bono Awards and local voluntary bar association awards. Additionally, volunteer efforts will be recognized on our GLSP websites.

GLSP will submit a minimum of 10 news and recognition messages about its volunteer lawyers and pro bono programs to the media and to GLSP partners.

Summary

The Pro Bono Project is grateful to the State Bar of Georgia and for its continuing financial support. We also look forward to new collaborations with the State Bar YLD and the Lawyers Foundation of Georgia. The investment of these organizations is crucial to the development of a strong statewide message addressing the legal needs of the poor and to the creation and maintenance of policies and programs to serve poor Georgians in crisis.

III. 2013 PAI ENHANCEMENT PLAN

For 2013, GLSP has identified several activities for its local field offices to enhance the local program or improve some facet of its operations. These activities address local challenges each GLSP office faces and are an addition to the offices' usual pro bono recruitment, retention and recognition efforts. Local PAI Plans area attached.

About Georgia Legal Services Program

The mission of the Georgia Legal Services Program is to provide access to justice and opportunities out of poverty for Georgians with low-incomes.

Our lawyers and paralegals provide the help that reflects your community's values of fairness, equality, and responsibility to assist others in need.

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Appendix: State Bar of Georgia Pro Bono Project Activities

- A joint project of Georgia Legal Services Program and the State Bar

Pro Bono and Legal Aid Program Support

Georgia Legal Services Program

- Oversee activity of 10 field offices
- Legal Services Corporation/federal grant and rules compliance
- Train and support 10 pro bono coordinators
- Monitor monthly pro bono goals progress
- Create message and marketing materials
- Technology and case management support
- State Bar honor roll, certificates and CLE vouchers
- Training and events planning for volunteer CLE and recognition programs
- Prepare grant reports
- Fundraising
- Management training

Metro programs

- LSC compliance training (not oversight)
- Technology training and support
- State Bar honor roll, certificates and CLE vouchers
- Pro Bono court reporters project
- CLE assistance

Bar Association Support

- | | |
|----------|---------------------------------------|
| Rome | pro bono committee, website, listserv |
| Columbus | listserv |
| Savannah | website, listserv, lawyer referral |

State Bar Support

- Referral of callers
- Statewide directory of civil legal aid and pro bono programs
- State Bar pro bono awards, honor roll and pro bono-themed articles for Bar Journal
- Transition into Practice programs
- Access to Justice Committee
- Military and Veterans Pro Bono Committee
- Young Lawyers Division
 - Disaster Legal Services
 - Special pro bono projects
- Bar Sections support for pro bono projects

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Courts

Appalachian Circuit Family Law Info Center
Chattahoochee Circuit Family Law Information Center
Dougherty County Superior Court Law Information Center
Rockdale County Family Law Information Center

Law Schools

Atlanta's John Marshall Law School Client Education Materials Development Project

Technology

Statewide volunteer lawyer support website, www.GeorgiaAdvocates.org
LiveHelp
Podcasts
HotDocs
Statewide client education website, www.legalaid-ga.org
Pro bono-themed Webinars and webcasts
Train web administrators