

Session Two

9:00 – 10:00 a.m.

"Do Good, Do Well, Do Pro Bono"

Monte T. Mollere

LSBA Access to Justice Director

New Orleans

Rachel M. Mills

LSBA Access to Justice Projects Counsel

New Orleans

Amy E. Duncan

LSBA Access to Justice Training and

Projects Counsel

New Orleans

Monte T. Mollere

Monte T. Mollere, is the Director of the Louisiana State Bar Association's Access to Justice Department. The six-member department supports the LSBA's ongoing efforts to fulfill the goals included in its tag line: "Serving the Profession, Serving the Public." The ATJ Program was established to assist in the development of a strong, integrated, statewide network for the delivery of legal services to the poor. Monte, a native of the New Orleans area (Luling, Louisiana), is an graduate of Louisiana State University where he received his BA in Accounting and a graduate of Loyola University School of Law School in New Orleans, where he received his J.D.

Working with civil legal aid providers, Monte has been instrumental in helping to expand the resources for individual with legal needs in Louisiana. He assisted in the creation of the Louisiana Access to Justice Commission, a Louisiana Supreme Court established entity bringing prominent, experienced individuals together to examine and undertake the task of addressing the challenges of providing justice for all. Monte works with a variety of civil and criminal legal services stakeholder through associated LSBA committees and statewide initiatives.

Prior to joining the LSBA staff as Access to Justice Director, Monte practiced with Southeast Louisiana Legal Services Program in Hammond, Louisiana. His primary practice being in the areas of domestic, bankruptcy and consumer law. Monte is a member of the American Bar Association, National Legal Aid and Defenders Association, and National Association of Pro Bono Professionals. He has been active in various civic and public interest legal organizations.

Rachael Mills

Rachael Mills graduated magna cum laude from George Washington University after which she moved to Louisiana as an AmeriCorps disaster relief volunteer. She completed three terms of service with AmeriCorps before initially joining the LSBA's Access to Justice Department. After a three year hiatus to attend LSU Paul M. Hebert Law Center, Rachael re-joined the Access to Justice Department as ATJ Special Projects Counsel. Currently, she works with the Access to Justice Department to manage, administer and direct various projects of, or facilitated by, the ATJ Program which strengthen relationships and foster coordination among Louisiana's civil justice community members and partners. These duties include administering the online pro bono website, LA.FreeLegalAnswers.org, working with the ATJ Developing Leadership Intern Program, assisting with the LSBA's Legal Services Disaster Response plan, and staffing numerous committees and subcommittees.

Amy Duncan

Amy Duncan is Access to Justice Training and Projects Counsel at the LSBA where she serves as statewide coordinator of legal training for Louisiana legal services providers and directs the Legal Innovators for Tomorrow (LIFT), a statewide legal incubator and accelerator program that provides young attorneys with resources to develop innovative, public interest-focused, solo law firms. She earned her J.D., M.B.A. from Loyola University College of Law in December 2013. While in law school, Amy served as managing editor of the Journal of Public Interest Law and judicial extern to the Honorable Carl J. Barbier. In 2015, Amy was one of six 2015 award recipients of the Louisiana Appleseed Good Apple Award for her work in drafting a white paper addressing ongoing systemic issues related to the debt buying industry in Louisiana. In her current position, she staffs: the Consumer Protection Task Force, focused on identifying systemic issues unrepresented consumers face in debt collection cases; the Modest Means Committee, focused on increasing access to affordable legal representation; and the Building Bridges Committee, focused on reducing barriers to reentry after incarceration.



Do Good.

Do Well.

Do Pro Bono.

LSBA TAGLINE

*Serving the
Public,
Serving the
Profession*



Serving the Public. Serving the Profession.



ATJ Commission Mission

The purpose of the commission is to “assure continuity of policy and purpose in the collaboration between the private bar, the courts, and the civil justice community so as to further the goal of assuring that Louisianans, regardless of their economic circumstance, have access to equal justice under the law.”



Serving the Public. Serving the Profession.



U.S. Poverty Population

86% of the civil legal problems reported by low-income Americans **received inadequate or no legal help.**

71% of low-income households experienced at least one civil legal problem in the last year, including problems with health care, housing conditions, disability access, veterans' benefits, and domestic violence.

In 2017, low-income Americans will approach LSC-funded legal aid organizations for support with **an estimated 1.7 million problems**. They will receive only limited or no legal help for more than half of these problems due to a lack of resources.

Source: Legal Services Corporation "Justice Gap Report"



Louisiana's Population

Population: 4,681,666

Federal Poverty Rate: 20.2%
(945,696 Louisianans in poverty)

Per Capita Income: \$24,981

Statistics via 2016 U.S. Census

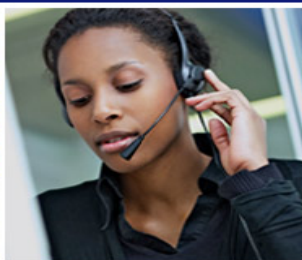


Serving the Public. Serving the Profession.



ALICE[®]

ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED



HOME

OVERVIEW

REPORTS

ABOUT US

HOW TO HELP

IN THE NEWS

- “ALICE” refers to people who are above the poverty threshold but struggle to pay for basic expenses, like housing, child care, food, health care, transportation, and taxes. In to the poverty rate, **23% of Louisiana households, or 723,077 households, are “ALICE.”**

<http://www.unitedwaysela.org/alice-report>.



Louisiana's Legal Service Programs

Two Programs: Acadiana Legal Services (which now encompasses Legal Aid of North Louisiana), and Southeast Louisiana Legal Services

Cases Handled: Divorce (if domestic violence and/or contested custody), successions/wills/POA, landlord/tenant, SSI, unemployment, Child in Need of Care (CINC), foreclosure prevention, disaster-related issues, housing, and more.

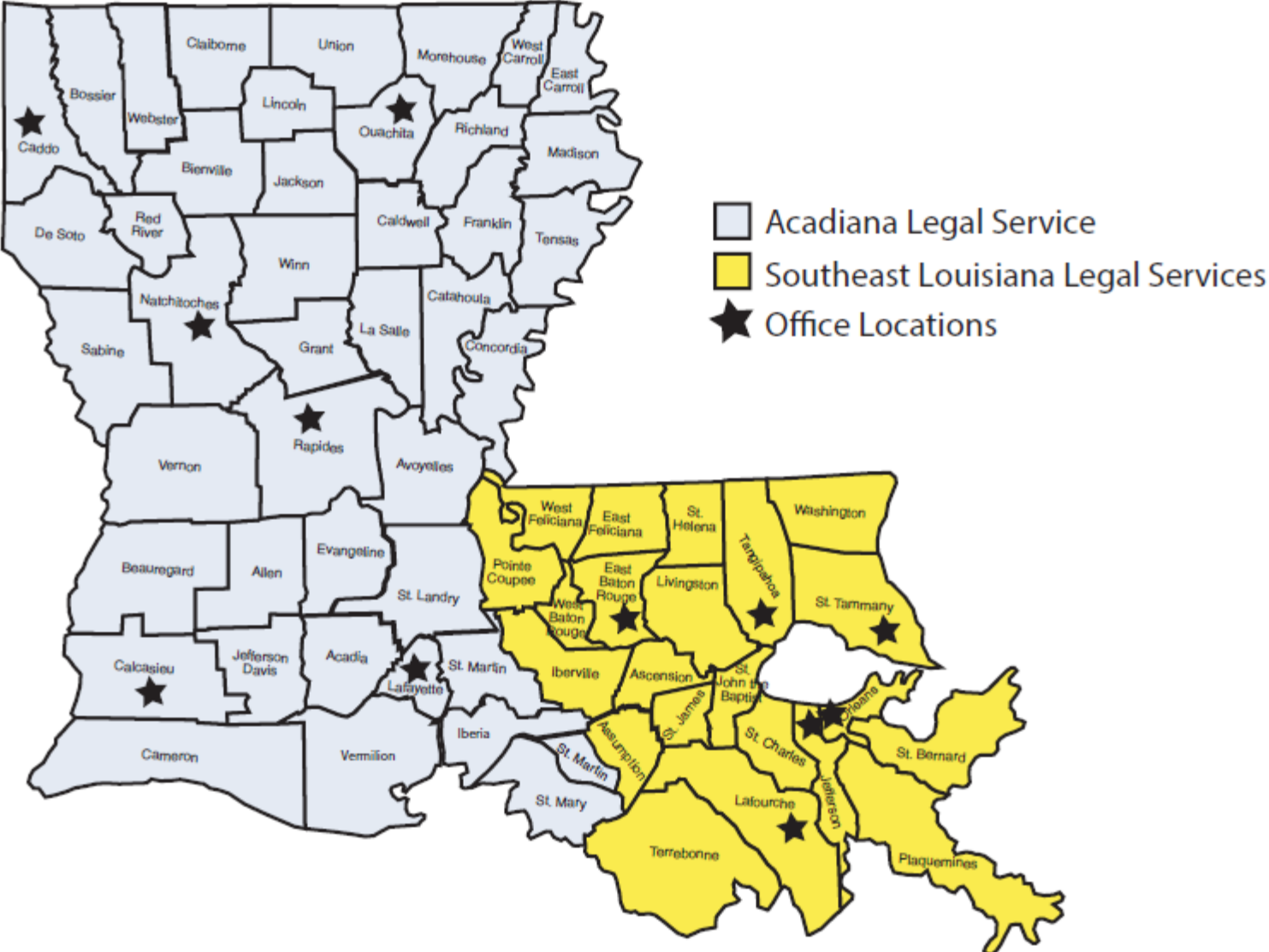
Eligibility:

LSC – Generally 125% of Federal poverty guidelines

# of persons in household	2017 Federal Poverty Level		
	48 States plus D.C.	Alaska	Hawaii
1	\$ 12,060	\$ 15,060	\$ 13,860
2	\$ 16,240	\$ 20,290	\$ 18,670
3	\$ 20,420	\$ 25,520	\$ 23,480
4	\$ 24,600	\$ 30,750	\$ 28,290
5	\$ 28,780	\$ 35,980	\$ 33,100
6	\$ 32,960	\$ 41,210	\$ 37,910
7	\$ 37,140	\$ 46,440	\$ 42,720
8	\$ 41,320	\$ 51,670	\$ 47,530



Louisiana Legal Services Network



What about the free legal aid programs?

- LA legal services programs *can only accept approximately 50% of potential clients* who are financially eligible for services because they lack adequate resources to meet all the need for legal services
- Many parishes **do not have a physical civil legal aid office** (or a pro bono program).
- **Grant restrictions and conflict rules** can prohibit many poor people from qualifying for free legal services
- LA is one of four states in the US **without a legislative appropriation or statewide dedicated filing fee** to support civil legal aid.



Economic Impact Study Results

- The Social Return on Investment Analysis completed for Louisiana's civil legal aid organizations is a measurement of the values delivered during the fiscal year 2016.
- Nearly 40 civil legal aid organizations providing services in Louisiana participated in this analysis.
- The Analysis revealed that **the net economic impact value resulting from Louisiana civil legal activities during the year totaled \$93,977,000.**
- **The total net social return on investment for Louisiana's civil legal aid programs during the 2016 fiscal year was 873%.**
- **Stated differently, for every \$1 invested in Louisiana's civil legal aid services, these programs deliver \$8.73 in immediate and long-term consequential financial benefits.**



What prevents people from accessing legal services?

- Many don't know their rights, how to resolve issues through the legal system or how to access the legal system.
- Remember, the law is complex and involves a great deal of education, experience and a significant commitment of time.



What can we do?

- As poverty levels rise, and budgets for legal service programs are cut, the gap between legal need and legal assistance is widening.
- We can help close this gap by volunteering our time and expertise to help those in need.



What is Pro Bono?

LEGAL services which are provided to **INDIGENT** persons or organizations **WITHOUT EXPECTATION OF PAYMENT**



Serving the Public. Serving the Profession.



What *should* we do?

Rule of Professional Conduct 6.1
says:

Every lawyer should aspire to provide legal services to those unable to pay. A lawyer should aspire to render **at least (50) hours** of pro bono publico legal services per year.



Rule of Professional Conduct 6.1 says we *should*:

(a) provide a substantial majority of the (50) hours of legal services without fee or expectation of fee to:

(1) persons of limited means or

(2) charitable, religious, civic, community, governmental, and educational organizations in matters that are designed primarily to address the needs of persons of limited means; and



What *should* we do?

Rule of Professional Conduct 6.1

(b) provide any **additional** services through:

(1) delivery of legal services at no fee or substantially reduced fee to *individuals, groups, or organizations seeking to protect civil rights, civil liberties and public rights, or charitable, religious, civic, community, governmental and educational organizations in matters in furtherance of their organizational purposes, where the payment of standard legal fees would significantly deplete the organization's economic resources or would otherwise be inappropriate;*



What *should* we do?

Rule of Professional Conduct 6.1

- (b) provide any **additional** services through:
- (2) Delivery of legal services at a *substantially reduced fee* to persons of limited means; or
 - (3) participation in activities for improving the law, legal system, or the legal profession.



Serving the Public. Serving the Profession.



How are we doing?

A look at the numbers:

- The Louisiana Bar has more than 22,000 members.
- 2,002 attorneys (less than 10 %) reported 134,789 pro bono hours during the most recent reporting period, an average of 67 hours per reporting lawyer.



Serving the Public. Serving the Profession.



How are we doing?

A look at the numbers:

- The 134,789 pro bono hours reported statewide average to only **about 6 hours for each member** of the Bar.
- Even assuming some pro bono work goes unreported, this falls far short of the 50-hour goal set by Rule 6.1.
- If EVERY Louisiana attorney (22,000+) provided 50 hours of pro bono, that number would be over **1.2 million hours**



How can we do better?

EACH OF US CAN:

- Take at least one pro bono case a year.
- Volunteer regularly at a help desk or legal clinic.

LAW FIRMS CAN:

- Adopt and promote a pro bono policy within the firm.
- Give “billable time” credit for pro bono work.
- Recognize and reward lawyers who do pro bono work.



Why Do Pro Bono?

- Improve Access to Justice and Uphold Our Profession
- New lawyers can get first-hand experience with clients and litigation
- Lawyers looking for work can bridge the employment gap and build networks
- Practicing lawyers can learn new areas of law and public policy issues



Serving the Public. Serving the Profession.



Pro Bono Service May Help Market Your Practice or Firm:

- Pro bono service is a great way to get your name out in the community
- Judges, colleagues and community members respect your pro bono service
- The legal community takes notice of the lawyers and firms that lead by example



PRO BONO Benefits the community and your career through:

1. Training on legal issues
2. Networking
3. Experienced Mentors
4. Volunteer law clerks and paralegals
5. Direct Client Contact
6. Office resources to meet clients
7. Instruction in Court Protocol
8. Malpractice Insurance
9. CLE on certain legal issues



Serving the Public. Serving the Profession.

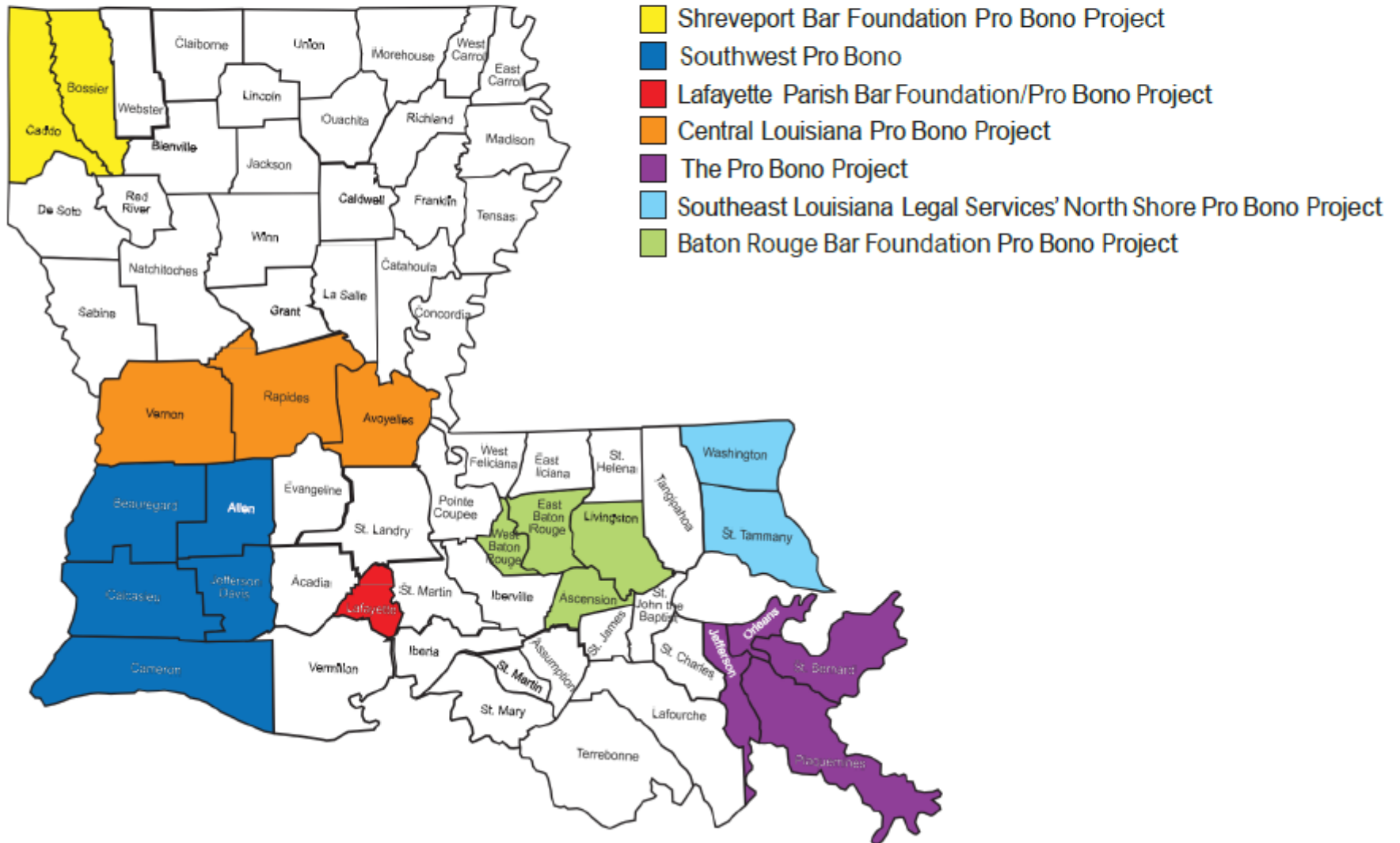


CLE Credit for Pro Bono Work

Regulation 3.21. Credit may also be earned *through providing uncompensated pro bono legal representation to an indigent or near-indigent client or clients, or through other activities* approved by the Committee. To be eligible for credit, *the matter must have been assigned to the Member by a court, a bar association, or a legal services or pro bono organization that has as its primary purpose the furnishing of such pro bono legal services and that has filed a statement with the Louisiana Committee on MCLE. A Member providing such pro bono legal representation shall receive one (1) hour of CLE credit for each five (5) hours of pro bono representation, up to a maximum of three (3) hours of CLE credit for each calendar year. To receive credit, the Member shall submit MCLE Form 6 (“Application for CLE Credit for Pro Bono Services”).*



Pro Bono Coverage – June 2017



Your Local Pro Bono Contacts

- **Baton Rouge Bar Foundation Pro Bono Project**
Ann Gregorie (225) 344-4803
- **Central LA Pro Bono Project, Inc.**
Debbie Smith (318) 449-9778
- **Lafayette Volunteer Lawyers**
Jo Gossen (337) 237-4700
- **Northshore Pro Bono Project**
Cindy Bordonaro (985) 893-0076
- **Shreveport Bar Foundation Pro Bono Project**
Dana Southern (318) 221-8107
- **Southwest Louisiana Bar Foundation**
Leslie Musso (337) 936-1015
- **The Pro Bono Project of New Orleans**
Kathleen Legendre (504) 581-4043



Pro Bono Resources: Providing Justice for All

Pro Bono Attorneys and Legal Services Programs provide access to justice for Louisiana's citizens. The Access to Justice program supports and encourages efforts of dedicated attorneys who do pro bono work. Further, we encourage all Louisiana attorneys to fulfill their professional obligations established by Rule 6.1 of the Rules of Professional Conduct, which set an aspirational goal of 50 hours of pro bono legal services per attorney per year.

Pro Bono Resources

Pro Bono Downloads

- [Louisiana Pro Bono Toolkit](#)

I want to help! Where can I find pro bono volunteer opportunities?

Pro Bono volunteers are an essential element to providing the poor with a full range of quality legal services. In the current economic climate, legal aid organizations are facing increasing demands for their services and pro bono attorneys are an important supplement to these efforts. [Probono.net](#) provides more information about how to get involved and a list of pro bono and legal service organizations searchable by parish.

You can also find organizations looking for volunteers at www.probono.net/la/volunteer/.

I need help. How do I find Pro Bono Legal Services?

If you are looking for pro bono legal advice or guidance, you can find information regarding the programs in your parish on this directory of [Pro Bono Program Listings](#).

For a list of legal services offices in your parish, visit www.lawhelp.org/LA.

Pro Bono Video

Watch our video "Equal Justice Under Law: A Look Inside Louisiana's Justice Community" to learn more about the clients pro bono attorneys and legal services serve. Or [click here](#) to read their stories.

Pro Bono Resources

[Pro Bono Resources Home](#)

[National Pro Bono Celebration](#)

[Pro Bono Voluntary Reporting](#)

[Pro Bono & Children's Law Awards](#)

[Rule 6.1 of the Rules of Professional Conduct](#)

[Model Firm Pro Bono Policy](#)

[Volunteer with a Pro Bono Organization](#)

[Pro Bono CLE Templates](#)



www.lsba.org/probono

Louisiana
ATJ
ACCESS TO JUSTICE COMMISSION
And Justice for ALL



- A standing committee of the LSBA created in conjunction with the Louisiana Supreme Court.
- The mission is “to assure continuity of policy and purpose in the collaboration between the private bar, the courts, and the civil justice community so as to further the goal of assuring that Louisianans, regardless of their economic circumstance, have access to equal justice under the law.”
- Supports the work of the LSBA’s Access to Justice Committee and allows the committee to work in concert promoting effective and economical civil legal service delivery for low and moderate income citizens of Louisiana.

ATJ Commission Committees

Building Bridges Committee Mission: to help connect, develop, and support the crucial ties between the civil and criminal legal aid communities in order to assist Louisiana's most vulnerable citizens and strengthen the state's justice community.

Funding Committee Mission: To promote funding options and increase funding of Louisiana civil legal aid organizations.

IFP Committee Mission: To evaluate the current law and application of the law governing indigency (in forma pauperis) in Louisiana and to recommend appropriate methods of applying the law which consider the interest of all parties involved when a litigant is granted IFP status.



ATJ Commission Committees

Language Access Committee Mission: To further educate the Commission regarding current activities and thoughts on how the Commission might further support work on language access to the courts.

Modest Means Committee Mission: To brainstorm and develop ways to address the legal needs of modest means clients – clients who do not qualify for free legal services from non-profit civil legal service programs, but are unable to afford the average market rate for legal representation.

Self-Represented Litigation Committee Mission: To address the civil legal needs of self-represented litigants who are unable to obtain counsel, and to assist courts and ATJ partners to serve the public more effectively.



ATJ Committee Subcommittees

Disaster Subcommittee: This subcommittee is tasked with the ongoing coordination and implementation of the LSBA's Justice Community disaster response through partnership with ABA-YLD Disaster Liaison, Pro Bono Organizations, Louisiana Appleseed, Louisiana Legal Services Providers, Law Schools, the Louisiana Civil Justice Center and other stakeholders.

Gap Assessment Subcommittee: Examining the legal needs of Louisiana residents and the ability of the legal providers in the Justice Community to meet these needs, this committee will identify those needs which cannot be met through current methods or resources. Working with various community partners, the committee attempts to develop mechanisms for responding to these gaps in justice. Several proposed and ongoing ATJ Program projects are part of the work of this subcommittee.



ATJ Committee Subcommittees

Pro Bono Subcommittee: This subcommittee is tasked with support of activities coordinated through local pro bono entities to engage the private bar and judiciary in pro bono efforts, develop activities which support increased involvement and to recognize those who actively provide volunteer legal services.

Technology Subcommittee (Ad-Hoc): This subcommittee will focus its efforts on technology issues related to providing public interest legal assistance and efficiencies that can be gained to through the use of technology. A separate group steers development of the statewide case management program to benefit the ten partners using the system.



Serving the Public. Serving the Profession.



Access to Justice Projects and Initiatives

LA Free Legal Answers

SRL Projects

Re-Entry Court Program

Modest Means Directory

To learn more, visit:

www.lsba.org/ATJ



LA.FreeLegalAnswers.org

- An **online pro bono program** that allows attorneys to:
 - Login whenever and where they like;
 - **Respond to legal questions anonymously**;
 - Have access to legal resources and training material;
 - And, **choose which question they are most comfortable answering.**
- Attorney volunteers are **covered by malpractice insurance** provided by the ABA.



Get Free Legal Answers.

[Get Started](#)

[Sign In](#)

How it Works.

See if you qualify

Answer a few questions to see if you qualify to use this service.

Ask a question

Ask our volunteer attorneys a specific question about your civil legal issue.

Check your email

You'll receive an email telling you when your question receives a response.

Log back in

See the response to your question; ask more questions.



LA.FreeLegalAnswers.org

Benefits to Users

- Expands access to pro bono legal advice to areas without pro bono organizations, especially rural areas.
- Allows 24/7 access, users can login whenever and wherever

Benefits to Volunteers

- Covered by malpractice insurance provided by the ABA for advice given through the site
- Login whenever and wherever
- Responses are *ANONYMOUS*
- Attorney controls conversation, can close question at any time
- Provides additional volunteer opportunities to attorneys in areas without pro bono programs



Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.

Additional Benefits to Volunteer attorneys

- Training Resources are available through the site
 - Current Available Resources
 - LA Legal Services & Pro Bono Desk Manual
 - Recent Disaster Law Trainings & Updated Attorney Volunteer Disaster Law Manual
- Attorneys can log their pro bono hours within the site



Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.

Screening Potential Clients

- Clients are screened for income eligibility
- Eligibility Requirements
 - 18 or older
 - Not currently in jail or prison
 - Have a household within 250% of the federal poverty guidelines
 - Have less than \$6000 in assets
- If eligible, they will be taken to the LA homepage

New Client Information (required)

How old are you?

Are you currently in a jail or prison?
 Yes No

How many people live in your household?

Enter the total estimated income for yourself and the members of your household

\$.00

How often?

Do you have a checking account? Yes No

Do you have a savings account? Yes No

Do you have any stocks or bonds? Yes No

[Next](#)

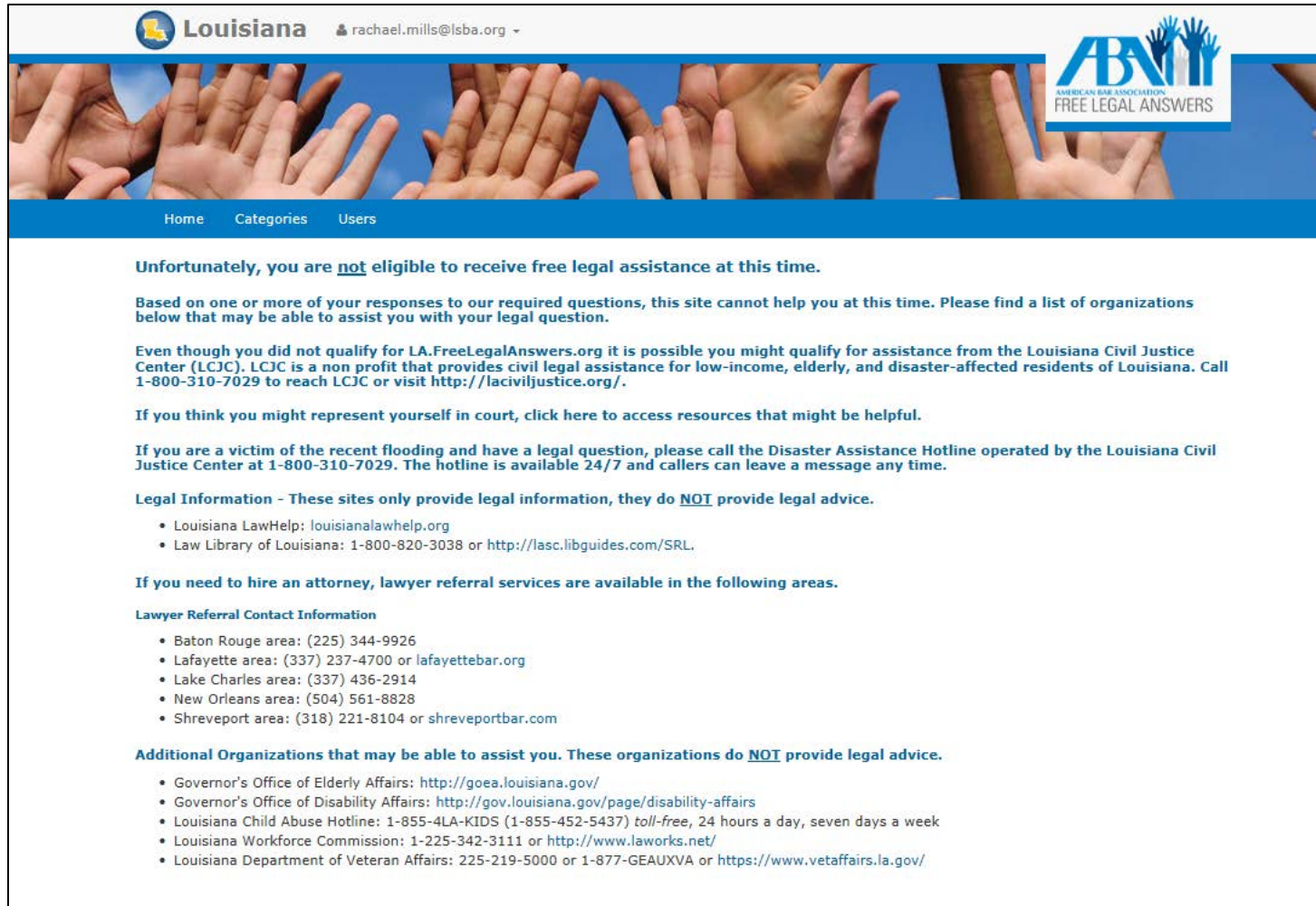


Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.

Screening Potential Clients

- If a client is *ineligible*, they will be directed to a page that tells them they are not eligible and lists available resources.



The screenshot shows the Louisiana Free Legal Answers website. At the top, there is a navigation bar with the Louisiana state logo, the text "Louisiana", and the email address "rachael.mills@lsba.org". To the right is the logo for the American Bar Association (ABA) with the text "FREE LEGAL ANSWERS". Below the navigation bar is a blue banner with the text "Home Categories Users". The main content area has a white background and contains the following text:

Unfortunately, you are not eligible to receive free legal assistance at this time.

Based on one or more of your responses to our required questions, this site cannot help you at this time. Please find a list of organizations below that may be able to assist you with your legal question.

Even though you did not qualify for LA.FreeLegalAnswers.org it is possible you might qualify for assistance from the Louisiana Civil Justice Center (LCJC). LCJC is a non profit that provides civil legal assistance for low-income, elderly, and disaster-affected residents of Louisiana. Call 1-800-310-7029 to reach LCJC or visit <http://laciviljustice.org/>.

If you think you might represent yourself in court, [click here to access resources that might be helpful.](#)

If you are a victim of the recent flooding and have a legal question, please call the Disaster Assistance Hotline operated by the Louisiana Civil Justice Center at 1-800-310-7029. The hotline is available 24/7 and callers can leave a message any time.

Legal Information - These sites only provide legal information, they do NOT provide legal advice.

- Louisiana LawHelp: louisianalawhelp.org
- Law Library of Louisiana: 1-800-820-3038 or <http://lasc.libguides.com/SRL>.

If you need to hire an attorney, lawyer referral services are available in the following areas.

Lawyer Referral Contact Information

- Baton Rouge area: (225) 344-9926
- Lafayette area: (337) 237-4700 or lafayettebar.org
- Lake Charles area: (337) 436-2914
- New Orleans area: (504) 561-8828
- Shreveport area: (318) 221-8104 or shreveportbar.com

Additional Organizations that may be able to assist you. These organizations do NOT provide legal advice.

- Governor's Office of Elderly Affairs: <http://goea.louisiana.gov/>
- Governor's Office of Disability Affairs: <http://gov.louisiana.gov/page/disability-affairs>
- Louisiana Child Abuse Hotline: 1-855-4LA-KIDS (1-855-452-5437) toll-free, 24 hours a day, seven days a week
- Louisiana Workforce Commission: 1-225-342-3111 or <http://www.laworks.net/>
- Louisiana Department of Veteran Affairs: 225-219-5000 or 1-877-GEAUXVA or <https://www.vetaffairs.la.gov/>

Eligible Clients

- Once eligible, clients can ask up to 3 legal questions a year
- Clients can enter
 - Their question
 - A legal deadline
 - Name of opposing party
 - And upload pictures and documents to the site
- Clients can save their question and submit it at a later time

Ask a question

Kind of Problem
Please Select a Category

What is your question about? (e.g., Subject)

Ask your question here. And tell us any details that would help explain the problem.

File * Edit * Insert * View * Format * Table * Tools *

Paragraph

Words: 0

Enter a court date or legal deadline, if you have one

Tell us who you have a disagreement with
Is your conflict with a person or an organization?

Person
 Organization (Business/Association/Government Agency)

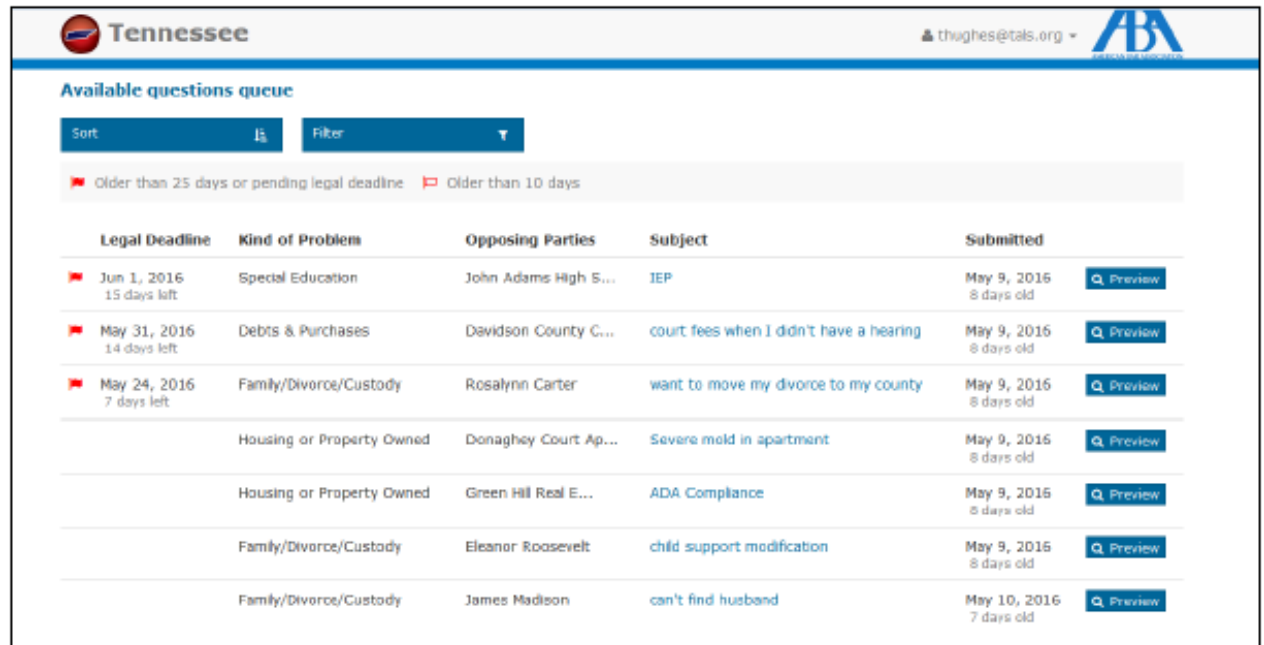
Identify the people and/or organization that you are having a conflict with:

200 words remaining.

Submit your question Save Save & Close

Volunteer Attorneys

- Attorneys login to see available questions
- Can preview questions or read the entire question
- Choose which questions they are comfortable answering



The screenshot shows the Tennessee Attorney Volunteer Homepage. At the top, there is a navigation bar with the Tennessee state logo, the text "Tennessee", the email "thughes@tals.org", and the ABA logo. Below the navigation bar is a section titled "Available questions queue". This section includes a "Sort" dropdown menu, a "Filter" dropdown menu, and two filter options: "Older than 25 days or pending legal deadline" and "Older than 10 days". The main content is a table with the following columns: "Legal Deadline", "Kind of Problem", "Opposing Parties", "Subject", and "Submitted". Each row represents a question and includes a "Preview" button.

Legal Deadline	Kind of Problem	Opposing Parties	Subject	Submitted
Jun 1, 2016 15 days left	Special Education	John Adams High S...	IEP	May 9, 2016 8 days old
May 31, 2016 14 days left	Debts & Purchases	Davidson County C...	court fees when I didn't have a hearing	May 9, 2016 8 days old
May 24, 2016 7 days left	Family/Divorce/Custody	Rosalynn Carter	want to move my divorce to my county	May 9, 2016 8 days old
	Housing or Property Owned	Donaghey Court Ap...	Severe mold in apartment	May 9, 2016 8 days old
	Housing or Property Owned	Green Hill Real E...	ADA Compliance	May 9, 2016 8 days old
	Family/Divorce/Custody	Eleanor Roosevelt	child support modification	May 9, 2016 8 days old
	Family/Divorce/Custody	James Madison	can't find husband	May 10, 2016 7 days old

(Sample Attorney Volunteer Homepage – NOT real questions submitted to the site)

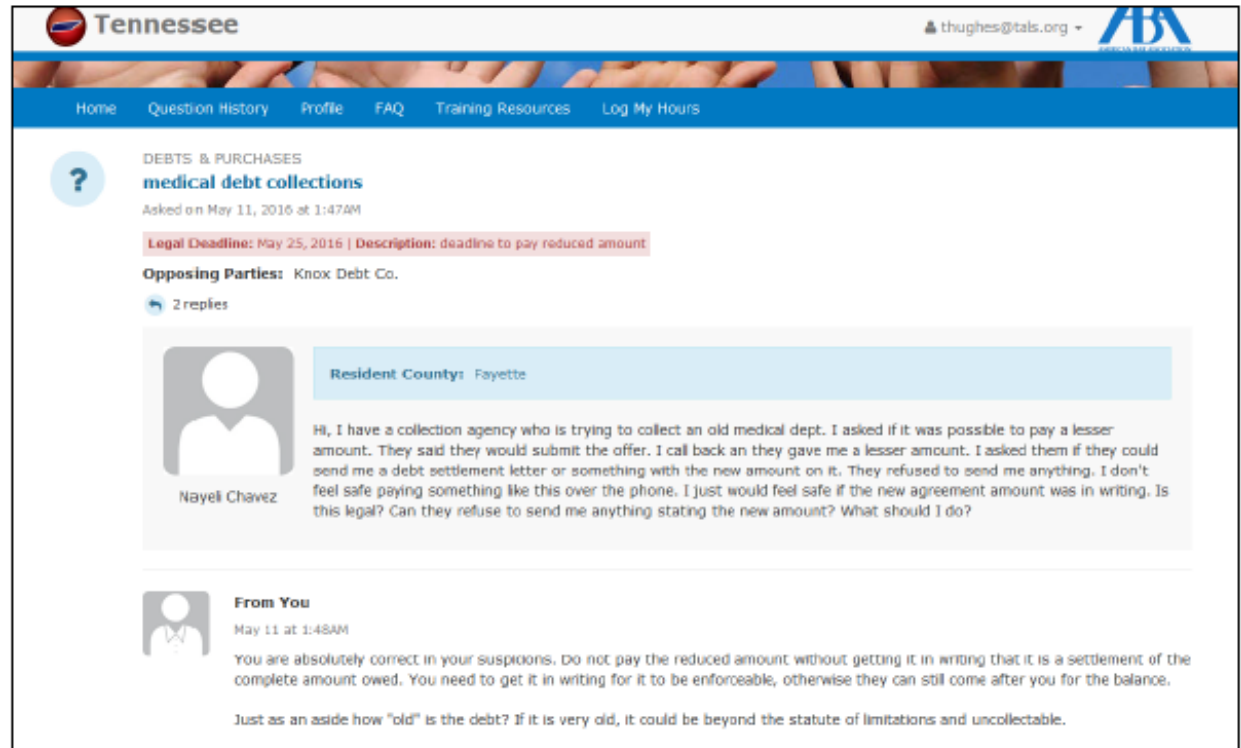


Louisiana
State Bar
Association

Serving the Public. Serving the Profession.

Attorney Response Page

- When an attorney answers a question, the attorney decides whether to leave the question open for additional responses or close the conversation.
- Similar to an email conversation.

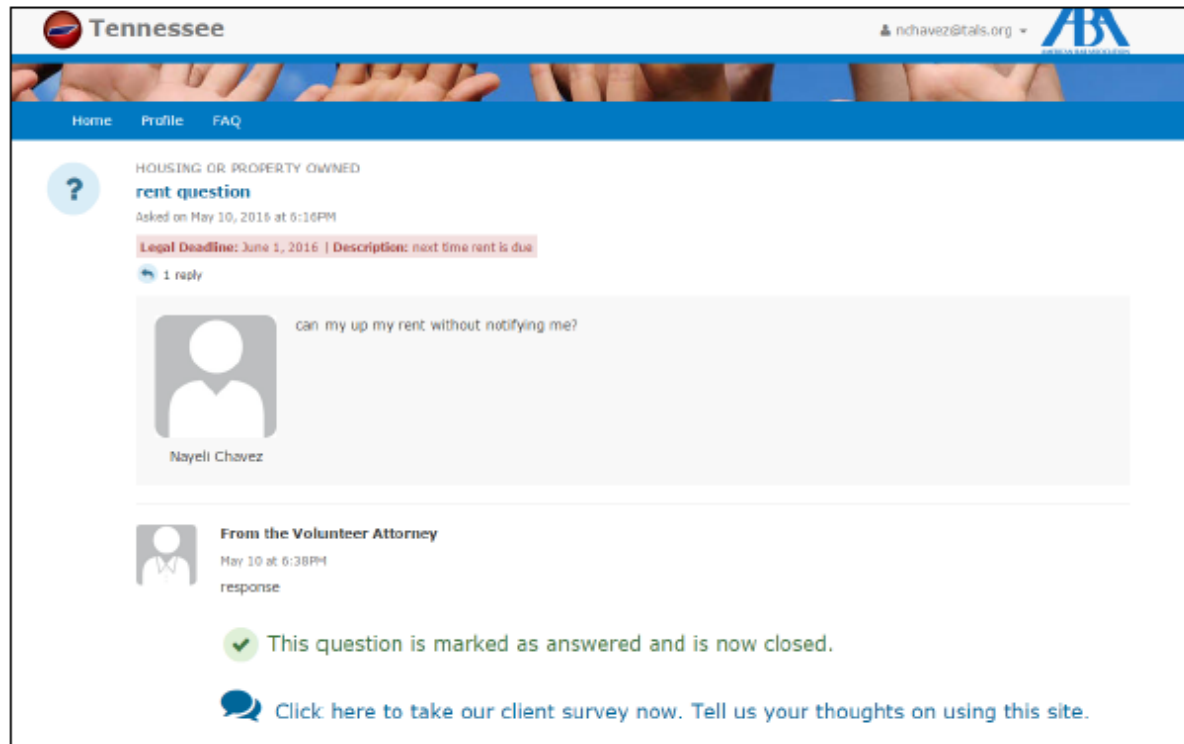


The screenshot shows a web page from Tennessee. The header includes the Tennessee state logo, the email address thughes@tals.org, and the ABA logo. The navigation bar contains links for Home, Question History, Profile, FAQ, Training Resources, and Log My Hours. The main content area is titled "DEBTS & PURCHASES" and "medical debt collections". It shows a question asked on May 11, 2016, at 1:47AM. A red box highlights the "Legal Deadline: May 25, 2016 | Description: deadline to pay reduced amount". The "Opposing Parties" are listed as Knox Debt Co. There are 2 replies. The first reply is from Nayeli Chavez, a resident of Fayette County. Her question is: "Hi, I have a collection agency who is trying to collect an old medical dept. I asked if it was possible to pay a lesser amount. They said they would submit the offer. I call back an they gave me a lesser amount. I asked them if they could send me a debt settlement letter or something with the new amount on it. They refused to send me anything. I don't feel safe paying something like this over the phone. I just would feel safe if the new agreement amount was in writing. Is this legal? Can they refuse to send me anything stating the new amount? What should I do?". The second reply is from "From You" on May 11 at 1:48AM. The response is: "You are absolutely correct in your suspicions. Do not pay the reduced amount without getting it in writing that it is a settlement of the complete amount owed. You need to get it in writing for it to be enforceable, otherwise they can still come after you for the balance. Just as an aside how "old" is the debt? If it is very old, it could be beyond the statute of limitations and uncollectable."

(Sample Attorney Response Page – NOT real response from the site)

Closed Questions

- When an attorney closes a question, the user is notified that a question has been closed and is prompted to take a survey.
- Users who received responses from attorneys will also be prompted to complete another survey 30 days after their question is closed to help find results about the outcome of their legal issue.



(Sample Closed Question Page – NOT real response from the site)



- A partnership of the LSBA, Law Library of Louisiana, LSU Law Library, and Louisiana public libraries
- Legal assistance via public libraries
- Specialized resources and training provided to all LA public libraries.
- Supplemented by “Lawyers in Libraries” pro bono events statewide



Lawyers in Libraries Events

- Partnerships between ATJ partners and Louisiana public libraries continue to grow via the LEAP program.
- The 2017 “Lawyers in Libraries” event was the most successful to date, with *142 attorneys leading 76 events in nearly every parish*. Legal aid programs, and individual attorneys in areas without an official pro bono organization, continue to schedule additional local events throughout the year.
- The Law Library of Louisiana continues to partner with LSBA staff to lead regional training sessions for public library staff, and LEAP partners have been invited to present on public library partnerships at the American Association of Law Libraries 2018 conference.
- LCJC now runs several “virtual” help desks with access points at rural public libraries.



Self Help Desk Services

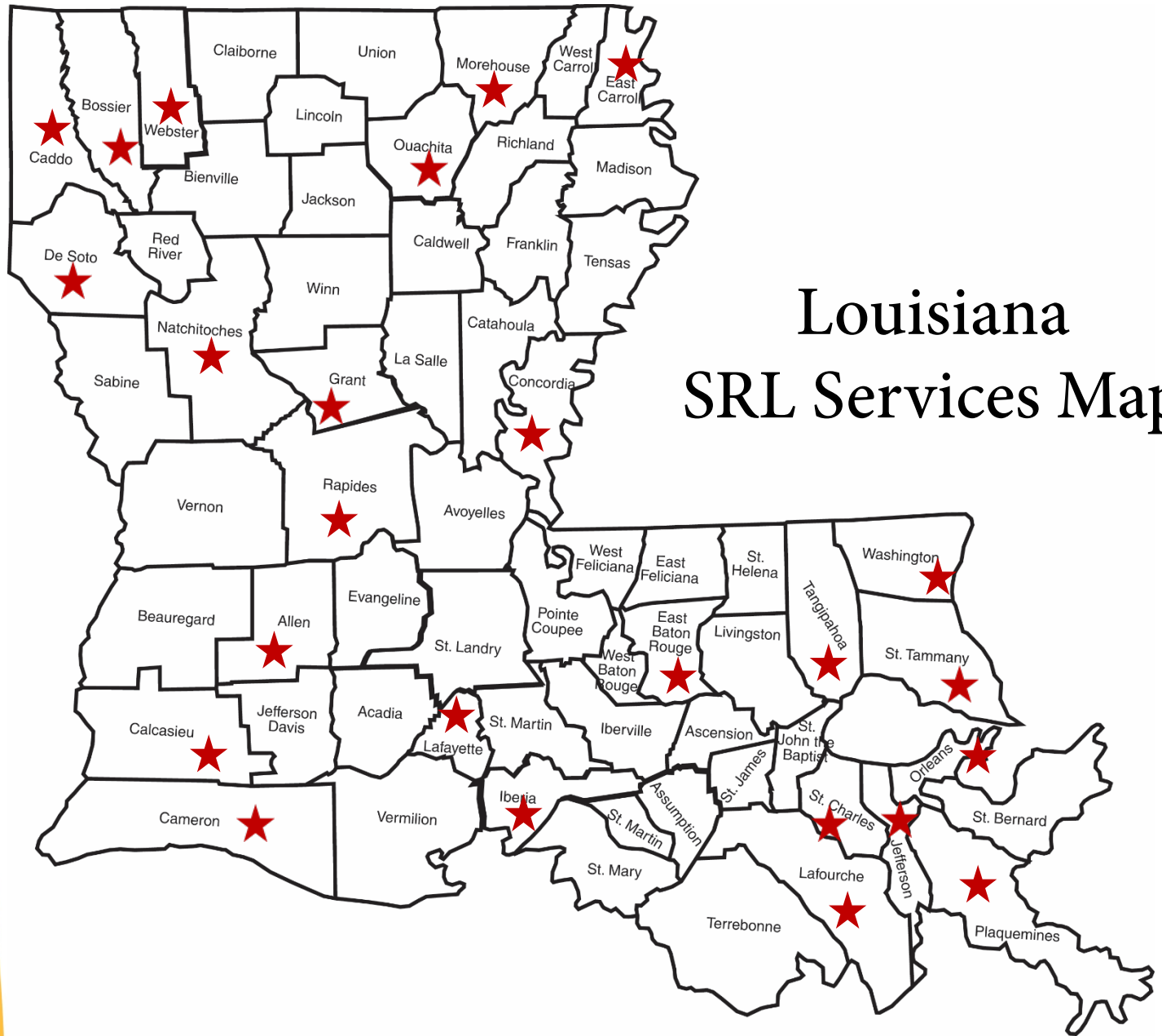
- Legal Information
- Self-Help Forms
- Referrals
- Notary Services



Serving the Public. Serving the Profession.



Louisiana SRL Services Map



Re-Entry Court Pro Bono Project

- Works with civil legal aid, pro bono organizations, and local bar associations to develop programs providing free legal assistance for Re-Entry Court program participants with minor civil legal issues. Project led by **Southeast Louisiana Legal Services, Justice and Accountability Center, and Northshore Pro Bono Project.**
- **Activities**
 - Develop resources and materials to assist educating members about the program and train volunteer attorneys for civil legal issues, such as:
 - Driver's License Reinstatements
 - Child Support Arrearages
 - Municipal Attachments
 - Assist organizations with recruitment efforts bringing in volunteer attorneys to address need
 - Support civil legal aid entities secure funding for developing and sustaining project models throughout the state



LSBA Online Modest Means Legal Directory



Serving the Public. Serving the Profession.

Modest Means Online Legal Directory

Welcome!

The Access to Justice Commission's Modest Means Committee of the Louisiana Supreme Court and Louisiana State Bar Association has created this directory aimed at providing Louisianans with a listing of attorneys who offer legal services at rates affordable to people who don't qualify for free legal services, but cannot access traditional services at the market rate.

This directory connects Louisianans with attorneys who offer services at a reduced rate maybe on a sliding scale, for a flat fee, or for limited scope representation, in which the attorney represents the client for just part of the case and not all of it.

To use this list, you must be income eligible and agree to the terms of use. The directory provides the name of the attorney, contact information, location(s) where their services are available, and practice areas of each attorney.

This is NOT a referral service. To seek services from an attorney on the list, you must contact him or her directly.

[Join the Directory](#)[View the Directory](#)

Defining Modest Means

DO NOT QUALIFY FOR **FREE** LEGAL SERVICE BECAUSE OF:

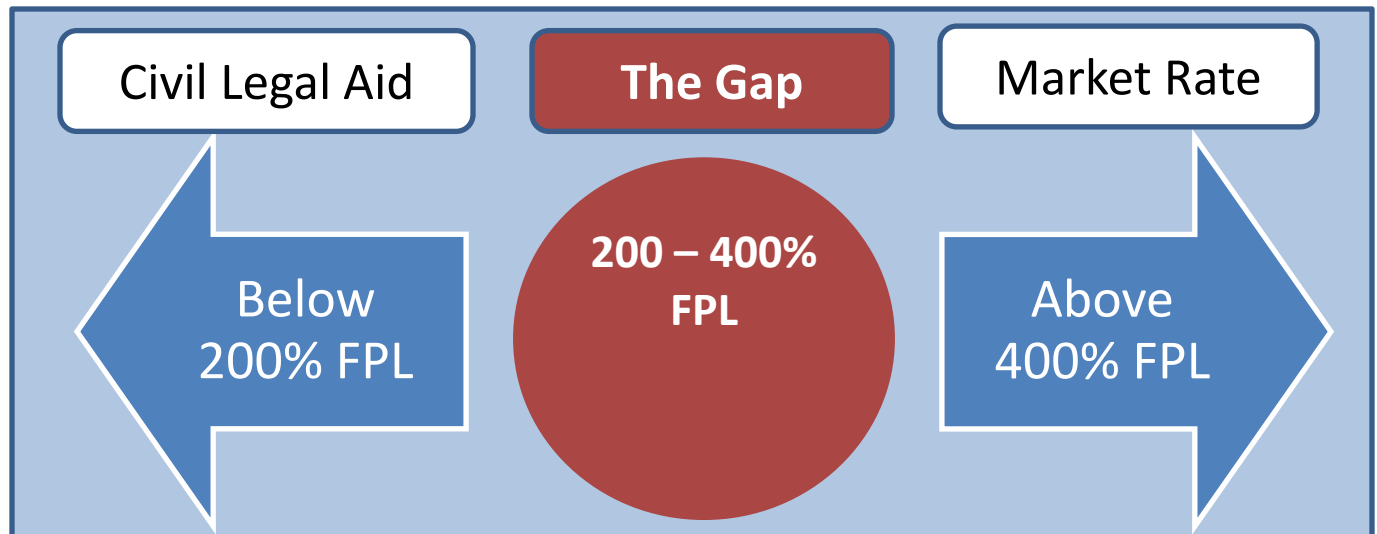
- Conflicts of Interest
- Capacity of legal aid org.
- Income Eligibility

Household/ Family Size	200%	250%	300%	400%
1	24,120	30,150	36,180	48,240
2	32,480	40,600	48,720	64,960
3	40,840	51,050	61,260	81,680
4	49,200	61,500	73,800	98,400
5	57,560	71,950	86,340	115,120
6	65,920	82,400	98,880	131,840
7	74,280	92,850	111,420	148,560
8	82,640	103,300	123,960	165,280

2017 federal poverty level chart is for 48 contiguous states and the District of Columbia,

Income and Poverty in LA

- **20%** of households in LA are **below FPL**
- **Median income** per household is **\$45,047**
- **23%** of households **earning above FPL but cannot afford basic expenses**
- **723,077** struggling households in LA



Source: U.S. Census Bureau, Louisiana and Orleans Quickfacts (2016, 2011-2015, respectively);
United Way ALICE Report for Louisiana, 2016 Update

The Online Modest Means
Directory and Your
Responsibilities as a Listed
Attorney



Serving the Public. Serving the Profession.

Online Modest Means Directory

www.lsba.org/ATJCommission/ModestMeans.aspx

- Determine whether a prospective client falls below 400% FPL
- Run a Conflicts Check
- Maintain license in good standing
- Agree to carry malpractice insurance
- Understand that engagement creates attorney-client relationship solely between the participating attorney and the client

View by Parish

View by Practice

Jefferson Parish

John L. Doe

John L. Doe Law LLC
504-111-2222
John@Doe.com
www.JohnDoe.com

Practice Areas:

Business, Consumer, Criminal, Family, Housing, Successions and Estate Planning

Affordable legal services offered:

Sliding Scale based on Client Income, Discounted Hourly Rate, Limited Scope Representation, Flat Fee Rate

John L. Doe

John L. Doe Law LLC
504-111-2222
John@Doe.com
www.JohnDoe.com

Practice Areas:

Business, Consumer, Criminal, Family, Housing, Successions and Estate Planning

Affordable legal services offered:

Sliding Scale based on Client Income, Discounted Hourly Rate, Limited Scope Representation, Flat Fee Rate

Name

Contact Info

Practice Areas

Types of Fee Arrangements

Orleans Parish



Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.

Additional Resources for LSBA Members

- 2017 Practice Aid Guide
 - <https://www.lsba.org/practiceaidguide/>
- LSBA Tech Center
 - <https://www.lsba.org/PracticeManagement/TechCenter.aspx>
- Lending Library
 - <https://www.lsba.org/Members/LegalLibrary.aspx>
- Fee Dispute Resolution Program
 - <https://www.lsba.org/Public/FeeDisputeResolution.aspx>

LIFT Incubator & Accelerator

Two Problems:

1) Lack of affordable legal services for low and middle income households

AND

2) Lack of employment opportunities for new law graduates

One Solution: LIFT Incubator & Accelerator

Legal Innovators For Tomorrow (LIFT), a legal incubator and accelerator program provides new attorneys with resources and trainings they need to build solo and small law firms that offer affordable legal services to those with unmet legal needs



Serving the Public. Serving the Profession.

Legal Innovators For Tomorrow (LIFT) Incubator & Accelerator

- **Program Models (Decentralized):**
 - *Accelerator Program* – Provides legal research resources, free CLEs, practice management training, pro bono opportunities, technology training, in-person and online networking, and referrals
 - *Incubator Program* – Collaborations formed with nonprofit agencies to focus on specific unmet legal need. Participants receive accelerator resources, subsidized office space, and on-site mentorship and case referrals
 - Domestic Violence Project (New Orleans) – New Orleans Family Justice Center of Louisiana, Southeast Louisiana Legal Services
 - Re-Entry Court Collaborative Lawyering Project (New Orleans & Jefferson) – Justice and Accountability Center of Louisiana (JAC)
 - Expungement Project (Shreveport and New Orleans) – JAC

LIFT Objectives

Innovate. Collaborate. Serve

Program Objectives	
INNOVATE	Assist new attorneys develop NEW models and INNOVATIVE ways to provide affordable legal services to low and moderate income individuals
COLLABORATE	FOSTER collaboration among public interest-oriented attorneys by providing <i>office space, training, and resources</i> to ensure their solo practices can SUSTAINABLY serve modest means clients
SERVE	EXPAND ACCESS to affordable legal services for low and moderate income individuals in the Greater New Orleans area and statewide

What We Look for in a Participant

- Member of the Louisiana Bar in good standing
- 0 to 5 years practice experience
- Started or plans to start a:
 - Solo law firm
 - Small law firm
 - Non-profit
- Focused on serving the unmet legal needs of *modest mean clients or specific underrepresented population*
- Incorporated or plans to incorporate innovative ways of delivering legal services



Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.

Program Model

18-Month Program Model

Phase I (0-6 months):

- Basic Training
- Networking
- Pro Bono Work
- Free Resources
- Free CLE events
- Low-cost Office Space



Phase II (6-12 months):

- Substantive Training
- Procedural Training
- Business Development
- One-on-one mentoring
- Low-cost Office Space



Phase III (12-18 months):

- Transition Planning
- L-T Business Planning
- Mentoring new LIFT participants
- Low-cost Office Space

Resources: Case Management Software, LexisNexis, Technology Plan, Virtual Law Platform, PLI Access, Training, Mentorship, and Online Forums



Louisiana[®]
State Bar
Association

Serving the Public. Serving the Profession.