

LOCAL PRO BONO COMMITTEE RESOURCE MANUAL

Revised July 2003

Prepared by Standing Committee on Pro Bono Legal Service

To Contact, write or email:
Standing Committee on Pro Bono Legal Service
c/o Pro Bono Resource Center of Maryland, Inc.
520 W. Fayette Street
Baltimore, Maryland 21201
800-492-1964 ext. 258; 410-837-9379
email: standingcom@probonomd.org

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ACKNOWLEDGEMENTS

The Maryland Standing Committee on Pro Bono Legal Service gratefully acknowledges the information, materials and assistance received from the following organizations in preparation of this Resource Manual:

Legal Aid Bureau

Maryland Association of Community Mediation Centers

Maryland Judicial Commission on Pro Bono

Maryland Legal Services Corporation

Maryland Legal Assistance Network

Pro Bono Resource Center of Maryland, Inc.

Women's Law Center

A Primer on Legal Services in Maryland

If we are to keep our democracy, there must be one commandment: Thou shalt not ration justice.
- Learned Hand

There are close to a million people in Maryland who are financially eligible for free civil legal assistance. Yet, there are only about 170 paid staff legal services lawyers to answer their plea for fairness within the justice system. Without the active commitment of the private bar and the court system, equal access to the law will remain an elusive dream rather than an achievable goal.

Evidence of the Need for Legal Services

The findings of legal needs studies, empirical reports from legal services professionals and lawyers in private practice, legal services program statistics, and court data on *pro se* litigants all indicate that a significant number of the State's poor lack meaningful access to the civil justice system because they cannot afford to hire a lawyer. Studies have consistently shown that in cases involving low-income litigants, only about 20-25 % of the litigants are able to obtain legal representation.

The MLSC Advisory Council Report

The most comprehensive statewide legal needs assessment was conducted by an Advisory Council of the Maryland Legal Services Corporation (MLSC) in 1987 chaired by Congressman Benjamin Cardin. The Council reviewed filings before federal and state courts and administrative agencies, conducted telephone interviews of nearly 1,000 low-income households, and surveyed judges, bar leaders, legal services program staff, county social services and health department directors, and nonprofit service organization directors, and reviewed other relevant public records. The study identified particular groups with substantial legal needs (e.g., nursing home residents, foster children, mentally ill and retarded persons, disabled veterans, learning disabled persons, prisoners, aliens, migrant farm workers, public housing residents, homeless persons, and spousal abuse victims) and focused on civil legal problems dealing with family, housing, consumer, health, public benefits, employment, and utility issues. The Council's report, *Action Plan for Legal Services to Maryland's Poor*, ultimately concluded that over 80% of Maryland's poor were denied access to necessary civil legal services.

While there have been some refinements in legal needs assessments since the Cardin report, the Council's approach continues to be a sound model for state or county needs assessments, and its methodology and findings provide a useful checklist for consideration.

The Family Legal Needs Report

Another study focusing on the need for assistance in family and domestic law matters was conducted by the University of Baltimore School of Law a few years later. The report from that study issued in 1992, *Increasing Access to Justice for Maryland's Families*, concluded that

“many barriers exist within the court structure which impede the ability of low-income clients to appear *pro se*....” It further found that “many low-income individuals seeking domestic legal representation could not obtain representation from existing legal services providers due to staff shortages and the overwhelming need for these services.” Among the recommendations were a state-wide family court system, increased legal services in child custody cases, simplified domestic relations forms, expanded assisted *pro se* services in uncontested matters, and more formalized mediation opportunities.

The ABA Legal Needs Study

A 1994 nationwide ABA study, *Legal Needs and Civil Justice: A Survey of Americans*, echoed the findings of the Cardin Report. The comprehensive ABA study concluded that approximately half of low to moderate-income households (under federal standards) experienced a civil legal problem each year, but that almost three-quarters (71%) of those problems were not being resolved through the court system. The main reasons that people gave for staying away from the justice system were doubts that it would help, concern about cost, a sense that their problem was not serious enough, or a desire to handle matters on their own.

Maryland Coalition on Civil Justice Findings

In 1995 MLSC and the Maryland State Bar Association (MSBA) established the Maryland Coalition for Civil Justice (MCCJ), composed of bar, judicial, legal aid, and other leaders, to undertake statewide planning to preserve and expand civil legal services. The MCCJ Services Priorities Workgroup contracted with Mason-Dixon Opinion Research, Inc. to determine the types of civil legal problems that members of the low-income community were experiencing. The survey was designed to ascertain the civil legal services that were most necessary to the indigent in a time of declining public funding. Potential clients canvassed in the survey ranked family law (85%), elder law (81%), housing/landlord-tenant (80%), and wills and advanced directives (79%) as their top legal priorities. They also ranked education, small personal injury claims, healthcare, public benefits, real estate, and disability matters as significant. Within the area of family law, the potential clients responded that child custody and domestic violence issues were of highest priority.

Maryland Judicial Commission on Pro Bono Surveys

Similar findings were presented in a report by the Maryland Judicial Commission on Pro Bono in 2000. The Commission’s report cited other legal needs studies, its own survey of judges, legal services providers, and court personnel, and the significant numbers of individuals turned away from legal services programs as evidence of a substantial unmet legal need. Responses to the written survey distributed to all Circuit and District Court judges revealed that the top three areas of the law in which the bench saw a need for *pro bono* representation were family law (overwhelmingly), housing/landlord-tenant cases, and guardianships.

These studies confirm that in Maryland the civil justice system is not an accessible forum for resolving the legal problems of many of the poor. Often, lack of access to the courts is a product of lack of access to a lawyer or lack of awareness of available legal services. Despite the

best efforts of staff legal services lawyers and volunteers, there is a wide gap between the number of poor people in need of lawyers and the number of poor who receive legal services.

Who Qualifies for Legal Services

MLSC income guidelines allow for free or reduced fee services for those below 50% of the median Maryland income. Using those guidelines, a family of four must have an annual household income of less than \$37,403 to qualify. (*For a grid on MLSC income eligibility guidelines, see Appendix A*). The federal income guidelines determined by the Legal Services Corporation and employed by the Legal Aid Bureau are even stricter using 125% of the poverty line as the cut-off for assistance. The same family of four under Legal Aid guidelines would have to earn less than \$33,983 to receive legal help. (*For the Legal Aid income eligibility guidelines and grid, see Appendix B*).

Pro Se Litigants

The percentage of *pro se* litigants in Maryland courts continues to rise substantially, particularly in the family arena. According to the FY 2001 Annual Report for the Circuit Court for Baltimore City's Family Division, in 80% of the cases filed at least one litigant was *pro se*. The Administrative Office of the Courts (AOC) currently funds assisted *pro se* projects in all counties in the State but Garrett County. In FY 2001, 33,187 litigants were served through these projects. While most projects do not use any income guidelines, it appears from the data gleaned to date that a substantial portion of the litigants would qualify for free legal aid. A system for tracking the number of cases in which litigants proceed *pro se* is being developed by MLSC through the Maryland Legal Assistance Network (MLAN). Initial MLAN statistics indicate that out of some 8,000 users of the assisted *pro se* projects, 72% claimed a household income of less than \$30,000 with over one-half earning below \$15,000. (*See Appendix C for Trends in Pro Se Litigation*). In Prince George's County, during the fourth quarter of FY 2001, 67% of the *pro se* litigants assisted were eligible for free legal services.

The Nature and Scope of Legal Services for the Poor

Funding for civil legal services is divided almost equally between services in areas which have been mandated by State law (e.g., termination of parental rights, children in need of assistance proceedings, legal representation to institutionalized mentally ill and retarded persons in certain mandated proceedings, and guardianship proceedings) and all other matters. MLSC has the primary responsibility for funding the remaining legal services (e.g., family law, protection from domestic violence, housing law, consumer protection, bankruptcy, employment disputes, health care, public benefits).

In FY 2002, staff and volunteer lawyers affiliated with the 27 MLSC funded legal services programs handled a combined 109,430 cases for low-income clients throughout the state. The case breakdown was as follows:

- Family/Domestic: 43%
- Housing: 25%

- Consumer: 7%
- Juvenile/CINA: 7%
- Income Maintenance: 2%
- Individual Rights: 2%
- Other: 14% (employment, education, immigration, health, wills, etc.)

The vast majority of clients were female and between the ages of 18 and 59. *(For a listing of the number of cases closed by county through MLSC funded programs from 1998-2002, see **Appendix D**).*

Case Priorities and Restrictions

The nature of the cases handled by staff and volunteer lawyers depends upon several factors, including the volume of requests for assistance, the organization’s explicit priorities, funding restrictions on representation, and an understanding by the public (or lack thereof) of how lawyers can assist people in crisis. The Legal Aid Bureau, as the largest statewide staff legal services program, receives federal funding from the Legal Services Corporation. With federal funding come restrictions on the legal work in which Legal Aid lawyers can engage. For example, Legal Aid lawyers are prohibited from accepting fee generating cases (with certain exceptions), class actions, or prisoner litigation (unless for brief advice and counseling in non-prison related work). They cannot represent immigrants who do not have proper legal status (e.g. permanent residency, refugee or asylum status, etc.) or take on any cases involving redistricting or euthanasia.

The Bureau therefore, maintains specific case acceptance criteria for its twelve offices across the state. The volume of case types may vary somewhat in each jurisdiction and local offices have some discretion with certain categories of cases if circumstances are particularly compelling. For example, public housing is only an issue in certain counties and deemed a “Level 2” service priority. While the local Legal Aid office would not typically offer more than advice or brief service on that issue, evidence of a chronic problem may raise it to the level of requiring full representation. *(For a detailed description of Case Acceptance Criteria for the Legal Aid Bureau, see **Appendix E**).*

MLSC also maintains certain case restrictions for its funded programs (e.g. no class actions, no fee-generating cases, and no criminal matters). As a result, MLSC funded legal service programs and others establish their own case acceptance criteria depending upon the particular restrictions set by their funding sources and their established priorities.

Gaps in Civil Legal Services

Given the various restrictions, diverse program focus, and overall lack of sufficient funding and staff, it is not uncommon for there to be gaps in services for specific issues or populations in any given community. In some instances, pro bono lawyers are the only viable option for providing legal representation. In other cases, new partnerships and resources between the bar, courts, legal services community and local or state government will be

necessary to address the needs. It will be important therefore, for local pro bono committees to understand what the various criteria are for their local programs and identify the gaps in services. By collecting data on case criteria and priorities as well as information on the volume of services rendered, local committees will be in a better position to map out where gaps exist and need to be addressed in the planning process.

The Pro Bono Component of Legal Services

Maryland supports a broad array of legal services programs with a number of “boutique” agencies that specialize in a particular issue or clientele (such as the homeless, the elderly or victims of domestic violence). Most of these programs house pro bono coordinators or refer select cases to volunteer lawyers. Many cover multiple jurisdictions in the state, even if they do not have a physical presence in a county. Four local bar foundations sponsor general pro bono referral programs: Allegany, Harford, Montgomery and Prince George’s counties. The Maryland Volunteer Lawyers Service (MVLS) similarly refers a variety of civil cases to pro bono lawyers in all but Allegany, Montgomery and Prince George’s counties (where services are provided by the local bar programs). As a condition of its federal funding, the Legal Aid Bureau is required to spend a percentage of its resources on private bar involvement. Some of that involvement is accounted for by referrals to MVLS or other local pro bono programs.

It will be helpful for local pro bono committees to become familiar with both the statewide resources as well as their local programs as the statewide specialized programs can offer extensive expertise and technical assistance. (*For an abbreviated directory of legal services programs, see the Resource section of this manual or visit the Pro Bono Resource Center of Maryland’s website at: www.probonomd.org.)*

Types of Pro Bono Cases and Services

There are no comprehensive figures on the types of pro bono cases handled by volunteers. However, in analyzing statistics from five general pro bono referral programs for FY 2002, 63% of the cases on average related to family law (this includes pro se assistance, reduced fee and some in-house advice). Those same programs reported consumer/finance issues as representing the second highest request for assistance constituting an average of close to 12% of the full pro bono caseload. The balance of pro bono assistance was provided in areas such as housing, trusts and estates, employment, immigration, non-profit incorporation and education.

MLSC programs do report on the type of legal assistance rendered in each case. Interestingly, most of the legal service provided by volunteers is in the way of brief advice and counsel. In FY 2002, 79% of the cases consisted of brief advice with litigation and administrative proceedings representing only 11% of the total pro bono caseload reported. (*For a breakdown of the type of service provided by pro bono lawyers through MLSC programs, see **Appendix F***)

The variety of cases and clients seen by the diverse network of legal services programs in the state translates into a rich menu of both substantive issues and alternative service opportunities for pro bono lawyers. Lawyers working through MLSC funded programs handle

all types of civil legal issues. In addition to family and consumer credit or bankruptcy cases, legal services programs throughout the state are identifying an increasing number of real estate, tax, community economic development, and other transactional issues for volunteers. Lawyers are needed for administrative proceedings, criminal record expungements, and employment counseling. Contract disputes, identity theft, fraudulent lending practices and unlawful wage and hour claims all lend themselves to pro bono representation. A few programs work on law reform or become involved in systemic litigation. Others focus on community building and quality of life issues for long-time neighborhood residents.

Projects can also be tailored for almost any lawyer or group of lawyers dedicated to giving back to the community. A successful tax clinic attracts many tax and business lawyers. A new hospice project targets government lawyers to assist clients at nearby hospital. The program works well because of the nature of the cases and ability of the lawyers to meet with their clients quickly. Corporate and real estate lawyers are working closely with neighborhood associations to reclaim abandoned properties and eliminate drug houses. Local pro bono programs in Allegany, Harford, Montgomery and Prince George's counties have also been successful in engaging atypical volunteers in clinics, courthouse projects and other innovative services.

Legal services programs are becoming more attentive to the way in which they use volunteer lawyers. More non-profits, for instance, are seeking volunteers to serve as general counsel. Several legal services programs will team with volunteer lawyers on major impact and civil rights cases. Others are looking for help with legislative advocacy, research and policy development. Programs also request lawyer assistance to train other volunteer lawyers, serve as mentors, or engage in community education and outreach. Pro bono lawyers across the state visit shelters, soup kitchens or community clinics to provide general information and advice, assist the courts with *pro se* projects, and participate in mediation. The challenge for the local pro bono committees is to continue to expand the breadth of opportunities and find innovative ways for all lawyers in a community to provide meaningful and effective pro bono assistance to individuals and organizations in need. (*For a listing of existing options and other ideas for pro bono lawyers, visit the PBRC website at: www.probonomd.org*)

Case Volume

In 1989 when the MSBA in partnership with MLSC engaged in the People's Pro Bono Campaign to recruit volunteer lawyers, less than 1800 pro bono cases were reported closed by MLSC grantees. The People's Pro Bono Action Center (now the Pro Bono Resource Center of Maryland) was created to help integrate the new influx of volunteers from the effective campaign into the legal services delivery system. With increased funding, statewide program support, and continued recruitment of volunteers, by 1993 the number of pro bono cases closed by MLSC programs had more than tripled to 5,897. The number of cases handled continued to rise more slowly after 1993. By the mid-1990's, pro bono case placements declined overall due in part to reduced funding and staff turnover of legal services programs. By 1999, less than 7200 cases were handled. In FY 2002, pro bono lawyers working through MLSC programs closed 8534 cases. (*For a county and program breakdown of cases, see **Appendix F***)

Unreported Pro Bono

MLSC case statistics on pro bono only tell part of the story. It is acknowledged that hundreds of lawyers in the state provide free or substantially reduced fee services to low-income clients, community groups and civic organizations without ever reporting these activities. The new local pro bono committee structure and reporting of pro bono gives lawyers an opportunity to share their experiences and inform the rest of the bar and the public about the good work they do. Pro bono committees can encourage lawyers to follow their interests and passion and design their own pro bono projects where the need is evident.

Funding for Civil Legal Services

The State of Maryland currently allocates \$65,000,000 annually to the Public Defender for criminal defense compared to about \$19,500,000 toward the provision of legal assistance for low-income persons in civil matters.

MLSC relies most heavily on the Interest on Lawyer Trust Accounts or IOLTA for its revenue. Its ability to fund civil justice programs is, therefore, severely compromised when interest rates drop. In FY 1989 when interest rates were high, IOLTA generated \$5.2 million. By FY 2002, the IOLTA revenue had fallen to \$3.8 million. In FY 2003, anticipating a sharp decline in funds, MLSC cut grants by 10-20 % for 19 of its legal services programs. MLSC also receives funds through civil filing fees surcharges and \$500,000 annually from revenues in the State Abandoned Property Fund. In addition, MLSC receives some direct federal funding, about \$3,400,000 annually from the U.S. Legal Services Corporation for the Legal Aid Bureau, and additional private contributions from law firms, bar associations, foundations, and other private contributors. The overall level of funding is still severely inadequate to meet the documented need for civil legal assistance for the poor.

Conclusion

In light of the growing need for legal services among Maryland's poor and the lack of resources available to address those needs, it is incumbent upon every Maryland lawyer to contribute in some way to bridge the gap between justice and injustice in our state.

Under the leadership of the Courts and the commitment of the Bar, Maryland has set the standard for attaining equal access to the law for all of its citizens. Through years of work, we now have a highly responsive and integrated system of legal services providers based on partnerships and effective interagency cooperation. Yet, all the studies indicate that there is still a large unmet need and work remains to be done. The new local pro bono committee structure provides Maryland with an unprecedented opportunity to rethink access to justice on a local level. With renewed dedication and focus of staff legal services programs, volunteer lawyers, and the courts, our goal of equal access is within our grasp. All lawyers can help reach out for it.



SUMMARY OF PRO BONO RULES

Effective July 1, 2002, the Court of Appeals revised Rule 6.1 of the Maryland Rules of Professional Conduct to recommend that lawyers strive to render 50 hours of pro bono service annually, with a substantial portion of those hours being devoted to representing the poor or organizations that advance the needs of the poor, without expectation of fee or with the expectation of a substantially reduced fee. As revised, the rule states that the responsibility to render pro bono service is not mandatory, and leaves in place a provision permitting lawyers to discharge their pro bono responsibility by making financial donations to legal services organizations of their choosing.

Also effective July 1st, the Court of Appeals adopted three new rules pertaining to pro bono service by lawyers; 16-901, establishing a Standing Committee of the Court of Appeals on Pro Bono Legal Service; 16-902, providing for the creation of local bono Committees and plans in each county; and 16-903, requiring lawyers to report their pro bono activities annually. Rule 16-901 establishes a statewide Standing Committee on Pro Bono Service comprised of eight lawyers, a member of the public defenders office, a circuit court judge, a district court judge, a legal services organization representative, and a member of the public. The Standing Committee will serve as a clearinghouse for pro bono materials, study long-range pro bono issues, receive plans and annual reports from Local Pro Bono Committees and non-confidential data from individual Lawyer Pro Bono Reports, offer guidance to Local Pro Bono Committees, and prepare a State Pro Bono Action Plan for submission to the Court of Appeals by July 2005.

Rule 16-902 creates Local Pro Bono Committees in each county in the State. Comprised of lawyers, legal services representatives, and members of the public, the Local Committees are to survey the need for pro bono service in their counties and the available resources to meet those needs. Based on those findings, the Committees are then to design Action Plans to promote pro bono service to address the unmet need for services. There are no mandatory practices or procedures applicable statewide, but general guidelines on approaching the planning process and components to include in local plans will be available through the Standing Committee. With the approval of the Standing Committee, Local Pro Bono Committees in adjoining counties can work together to develop a single Action Plan.

Finally, Rule 16-903 requires all Maryland licensed attorneys to file annual Pro Bono Legal Service Reports stating the number of hours of pro bono service they rendered

or contributions they made to legal services organizations in the previous year. The reports, which are confidential, will be distributed by early January and due by February 15th. A lawyer who fails to file a Report after receiving notice of default will be decertified and prohibited from practicing law. Filing the delinquent Report can recertify the lawyer. A lawyer cannot be decertified for not performing pro bono service - - *only* for not filing the Pro Bono Legal Service Report. The purpose of required reporting is to obtain accurate information about the amount and nature of pro bono service being rendered by Maryland lawyers, to track the results of the Local Pro Bono Action Plans, and to provide reliable data from which to make decisions regarding the funding and planning of legal services programs and initiatives.

Pro Bono Rules

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Last modified Friday, August 02 2002 11:39



MARYLAND RULES OF PROCEDURE

TITLE 16 - COURTS, JUDGES, AND ATTORNEYS

CHAPTER 900 - PRO BONO LEGAL SERVICE

Rule 16-901. STATE PRO BONO COMMITTEE AND PLAN

(a) Standing Committee on Pro Bono Legal Service

- (1) Creation
- (2) Members
- (3) Terms; Chair
- (4) Consultants

(b) Duties of the Standing Committee

(c) State Pro Bono Action Plan

- (1) Generally
- (2) Contents

(d) Publication

(e) Consideration by the Court of Appeals

Rule 16-902. LOCAL PRO BONO COMMITTEES AND PLANS

(a) Local Pro Bono Committees

- (1) Creation
- (2) Members
- (3) Chair
- (4) Consultants

(b) Duties of the Committee

(c) Local Pro Bono Action Plans

- (1) Generally
- (2) Contents

Rule 16-903. REPORTING PRO BONO LEGAL SERVICE

(a) Required as a Condition of Practice

(b) Designated Employee of the Administrative Office of the Courts

(c) Mailing by the Administrative Office of the Courts

(d) Due Date

(e) Enforcement

(1) Notice of Default

(2) Additional Discretionary Notice of Default

(3) List of Defaulting Lawyers

(4) Certification of Default; Order of Decertification

(5) Mailing of Decertification Order

(6) Rescission

(7) Notices to Clerks

(f) Certain Information Furnished to the Standing Committee on Pro Bono Legal Service

(g) Confidentiality

RULES OF PROFESSIONAL CONDUCT - Rule 6.1 Pro Bono Publico Legal Service

ADD new Rule 16-901, as follows:

Rule 16-901. STATE PRO BONO COMMITTEE AND PLAN

(a) Standing Committee on Pro Bono Legal Service

(1) Creation

There is a Standing Committee of the Court of Appeals on Pro Bono Legal Service.

(2) Members

The Standing Committee consists of 13 members appointed by the Court of Appeals, as follows:

(A) eight members of the Maryland Bar, including one from each appellate judicial circuit and one selected from the State at large;

(B) a circuit court judge selected from among at least three nominees submitted by the Conference of Circuit Judges;

(C) a District Court judge selected from at least three nominees submitted by the Chief Judge of the District Court;

(D) the Public Defender or a designee of the Public Defender;

(E) a representative from a legal services provider organization who does not serve on a Local Pro Bono Committee; and

(F) a member of the general public.

(3) Terms; Chair

The Court of Appeals shall fix the terms of the members and designate one of the members as the chair.

(4) Consultants

The Standing Committee may designate a reasonable number of consultants from among court personnel or representatives of other organizations or agencies concerned with the provision of legal services to persons of limited means.

(b) Duties of the Standing Committee

The Standing Committee shall:

- (1) develop standard forms for use by the Local Pro Bono Committees in developing and articulating the Local Pro Bono Action Plans and making their annual reports;
- (2) recommend uniform standards for use by the Local Pro Bono Committees to assess the need for pro bono legal services in their communities;
- (3) review and evaluate the Local Pro Bono Action Plans and the annual reports of the Local Pro Bono Committees;
- (4) collect and make available to Local Pro Bono Committees information about pro bono projects;
- (5) at the request of a Local Pro Bono Committee, provide guidance about the Rules in this Chapter and Rule 6.1 of the Maryland Lawyers' Rules of Professional Conduct;
- (6) file with the Court of Appeals an annual report and recommendations about the implementation and effectiveness of the Local Pro Bono Action Plans, the Rules in this Chapter, and Rule 6.1 of the Maryland Lawyers' Rules of Professional Conduct; and
- (7) prepare a State Pro Bono Action Plan as provided in section (c) of this Rule.

(c) State Pro Bono Action Plan

(1) Generally

Within three years after the effective date of this Rule, the Standing Committee shall submit to the Court of Appeals a State Pro Bono Action Plan to promote increased efforts on the part of lawyers to provide legal assistance to persons of limited means. In developing the Plan, the Standing Committee shall:

- (A) review and assess the results of the Local Pro Bono Action Plans;
- (B) assess the data generated by the reports required by Rule 16-903;
- (C) gather and consider information pertinent to the existence, nature, and extent of the need for pro bono legal services in Maryland; and
- (D) provide the opportunity for one or more public hearings.

(2) Contents

The State Pro Bono Action Plan may include a recommendation for increasing or decreasing the aspirational goals for pro bono publico legal service set forth in Rule 6.1 of the Maryland Lawyers' Rules of Professional Conduct. The Plan should include suggestions for the kinds of pro bono activities that will be most helpful in meeting the need for pro bono legal service throughout the State and should address long-range pro bono service issues.

Committee note: Examples of long-range issues that may be addressed include opportunities for transactional lawyers, government lawyers, business lawyers, and in-house counsel to render pro bono legal service; opportunities for pro bono legal service by lawyers who are unable to provide direct client representation; "collective responsibility" for pro bono legal service when a law firm designates certain lawyers to handle only pro bono matters; and encouraging pro bono legal service among law students and in the legal academic setting.

(d) Publication

The Clerk of the Court of Appeals shall cause the State Action Plan submitted by the Standing Committee to be published in the Maryland Register and such other publications as the Court directs and shall establish a reasonable period for public comment.

(e) Consideration by the Court of Appeals

After the comment period, the Court of Appeals shall hold a public hearing and take appropriate action on the Plan.

Source: This Rule is new.

ADD new Rule 16-902, as follows:

Rule 16-902. LOCAL PRO BONO COMMITTEES AND PLANS

(a) Local Pro Bono Committees

(1) Creation

There is a Local Pro Bono Committee for each county.

(2) Members

(A) The Local Pro Bono Committee consists of no more than 11 members, as follows:

(i) the District Public Defender for the county or an assistant public defender selected by the District Public Defender;

(ii) at least three but no more than five lawyers, appointed by the president of the county bar association, who practice in the county and at least one of whom is an officer of the county bar association;

(iii) at least two but no more than three representatives nominated by legal services organizations and pro bono referral organizations that provide services in the county and

selected by the County Administrative Judge and the District Administrative Judge; and

(iv) at least one but no more than two persons from the general public, appointed jointly by the County Administrative Judge and the District Administrative Judge.

(3) Chair

The Committee shall elect a member to serve as chair.

(4) Consultants

The Committee may designate a reasonable number of consultants from among court personnel or representatives of other organizations or agencies concerned with the provision of legal services to persons of limited means.

(b) Duties of the Committee

The Local Pro Bono Committee shall:

(1) assess the needs in the county for pro bono legal service, including the needs of non-English speaking, minority, and isolated populations;

(2) determine the nature and extent of existing and proposed free or low-cost legal services, both staff and volunteer, for persons of limited means in the county;

(3) establish goals and priorities for pro bono legal service in the county;

(4) prepare a Local Pro Bono Action Plan as provided in section (c) of this Rule;

(5) in accordance with the policies and directives established by the Standing Committee or the Court of Appeals, implement or monitor the implementation of the Plan; and

(6) submit an annual report about the Plan to the Standing Committee.

(c) Local Pro Bono Action Plans

(1) Generally

The Local Pro Bono Committee shall develop, in coordination with existing legal services organizations and pro bono referral organizations that provide services in the county, a detailed Local Pro Bono Action Plan to promote pro bono legal service to meet the needs of persons of limited means in the county. The Plan shall be submitted to the Standing Committee within one year after creation of the Local Committee. With the approval of the Standing Committee, a single joint Pro Bono Action Plan may be developed for two or more adjoining counties, by collaboration of the Local Pro Bono Committees.

(2) Contents

The Local Pro Bono Action Plan shall address the following matters:

- (A) screening applicants for pro bono representation and referring them to appropriate referral sources or panels of participating attorneys;
- (B) establishing or expanding attorney referral panels;
- (C) continuing and supporting current services provided by existing pro bono and legal services organizations;
- (D) a procedure for matching cases with individual attorney expertise, including specialized panels;
- (E) support for participating attorneys, including
 - (i) providing litigation resources and out-of-pocket expenses for pro bono cases;
 - (ii) providing or supplementing legal malpractice insurance for participating attorneys;
 - (iii) providing legal education and training for participating attorneys in specialized areas of the law relevant to pro bono legal service, including consultation services with attorneys who have expertise in areas of law in which participating attorneys seek to provide pro bono service; and
 - (iv) recommending court scheduling and docketing preferences for pro bono cases;
- (F) methods of informing lawyers about the ways in which they may provide pro bono legal service;

Committee note: Ways in which lawyers may provide pro bono legal service include assisting in the screening and intake process; interviewing prospective clients and providing basic consultation; participating in pro se clinics or other programs in which lawyers provide advice and counsel, assist persons in drafting letters or documents, or assist persons in planning transactions or resolving disputes without the need for litigation; representing clients through case referral; acting as co-counsel with legal service providers or other participating attorneys; providing consultation to legal service providers for case reviews and evaluations; training or consulting with other participating attorneys or staff attorneys affiliated with a legal service provider; engaging in legal research and writing; and, if qualified through training and experience, serving as a mediator, arbitrator, or neutral evaluator.

- (G) coordinating implementation of the Plan with the courts, county bar associations, and other agencies and organizations;
- (H) the number of hours of pro bono legal services needed annually to meet the needs of persons of limited means in the county; and
- (I) programs to recognize lawyers who provide pro bono legal services.

Source: This Rule is new.

ADD new Rule 16-903, as follows:

Rule 16-903. REPORTING PRO BONO LEGAL SERVICE

(a) Required as a Condition of Practice

As a condition precedent to the practice of law, each lawyer authorized to practice law in Maryland shall file annually with the Administrative Office of the Courts a Pro Bono Legal Service Report on a form approved by the Court of Appeals. The form shall not require the identification of pro bono clients.

Committee note: The purpose of pro bono legal service reporting is to document the pro bono legal service performed by lawyers in Maryland and determine the effectiveness of the Local Pro Bono Action Plans, the State Pro Bono Action Plan, the Rules in this Chapter, and Rule 6.1 of the Maryland Lawyers' Rules of Professional Conduct.

(b) Designated Employee of the Administrative Office of the Courts

The Court of Appeals shall designate an employee of the Administrative Office of the Courts to oversee the reporting process set forth in this Rule.

(c) Mailing by the Administrative Office of the Courts

On or before January 10 of each year, the Administrative Office of the Courts shall mail a Pro Bono Legal Service Report form to each lawyer on the list maintained by the Clients' Security Trust Fund. The addresses on that list shall be used for all notices and correspondence pertaining to the reports.

(d) Due Date

Pro Bono Legal Service Reports for a given calendar year shall be filed with the Administrative Office of the Courts on or before February 15 of the following calendar year.

(e) Enforcement

(1) Notice of Default

As soon as practicable after May 1 of each year, the Administrative Office of the Courts shall give notice of the failure to file a report to each defaulting lawyer. The notice shall (A) state that the lawyer has not filed the Pro Bono Legal Service Report for the previous calendar year, (B) state that continued failure to file the Report may result in the entry of an order by the Court of Appeals prohibiting the lawyer from practicing law in the State, and (C) be sent by first class mail. The mailing of the notice of default shall constitute service.

(2) Additional Discretionary Notice of Default

In addition to the mailed notice, the Administrative Office of the Courts may give additional notice to defaulting lawyers by any of the means enumerated in Rule 16-811 g 3.

(3) List of Defaulting Lawyers

As soon as practicable after July 1 of each year but no later than August 1, the Administrative Office of the Courts shall prepare, certify, and file with the Court of Appeals a list that includes the name and address of each lawyer engaged in the practice of law who has failed to file the Pro Bono Legal Service Report for the previous year.

(4) Certification of Default; Order of Decertification

The Administrative Office of the Courts shall submit with the list a proposed Decertification Order stating the names and addresses of those lawyers who have failed to file their Pro Bono Legal Service Reports for the specified calendar year. At the request of the Court of Appeals, the Administrative Office of the Courts also shall furnish additional information from its records or give further notice to the defaulting lawyers. If satisfied that the Administrative Office of the Courts has given the required notice to each lawyer named on the proposed Decertification Order, the Court of Appeals shall enter a Decertification Order prohibiting each of them from practicing law in the State.

(5) Mailing of Decertification Order

The Administrative Office of the Courts shall mail by first class mail a copy of the Decertification Order to each lawyer named in the Order. The mailing of the copy of the Decertification Order shall constitute service.

(6) Rescission

If a lawyer files the outstanding Pro Bono Legal Service Report, the Administrative Office of the Courts shall request the Court of Appeals to enter an order rescinding its Decertification Order as to that lawyer. Upon entry of a Rescission Order, the Administrative Office of the Courts promptly shall furnish confirmation to the lawyer.

(7) Notices to Clerks

The Clerk of the Court of Appeals shall send a copy of each Decertification Order and Rescission Order entered pursuant to this Rule to the Clerk of the Court of Special Appeals, the Clerk of each circuit court, the Chief Clerk of the District Court, and the Register of Wills for each county.

(f) Certain Information Furnished to the Standing Committee on Pro Bono Legal Service

The Administrative Office of the Courts shall submit promptly to the Standing Committee on Pro Bono Legal Service a compilation of non-identifying information and data from the Pro Bono Legal Service Reports.

(g) Confidentiality

Pro Bono Legal Service Reports are confidential and are not subject to inspection or disclosure under Code, State Government Article, §10-615 (2)(iii). The Administrative Office of the Courts shall not release the Reports to any person or agency, except upon order of the Court of Appeals. Non-identifying information and data contained in a lawyer's Pro Bono Legal Service Report are not confidential.

Source: This Rule is new.

MARYLAND RULES OF PROCEDURE
RULES OF PROFESSIONAL CONDUCT
Rule 6.1 Pro Bono Publico Legal Service

AMEND Rule 6.1 to add certain provisions concerning aspirational goals for pro bono publico legal service, to state that the rule is aspirational and not mandatory, to provide that noncompliance with the Rule is not grounds for disciplinary action or other sanctions, to add certain commentary concerning the aspirational goals, and to make certain stylistic changes, as follows:

Rule 6.1. Pro Bono Publico Legal Service

(a) Professional Responsibility

A lawyer **[should render public interest]** has a professional responsibility to render pro bono publico legal service. [A lawyer may discharge this responsibility by providing professional services at no fee or a reduced fee to persons of limited means or to public service or charitable groups or organizations, by service in activities for improving the law, the legal system or the legal profession, or by financial support for organizations that provide legal services to persons of limited means.]

(b) Discharge of Professional Responsibility

A lawyer in the full-time practice of law should aspire to render at least 50 hours per year of pro bono publico legal service, and a lawyer in part-time practice should aspire to render at least a pro rata number of hours.

(1) Unless a lawyer is prohibited by law from rendering the legal services described below, a substantial portion of the applicable hours should be devoted to rendering legal service, without fee or expectation of fee, or at a substantially reduced fee, to:

(A) people of limited means;

(B) charitable, religious, civic, community, governmental, or educational organizations in matters designed primarily to address the needs of people of limited means;

(C) individuals, groups, or organizations seeking to secure or protect civil rights, civil liberties, or public rights; or

(D) charitable, religious, civic, community, governmental, or educational organizations in matters in furtherance of their organizational purposes when the payment of the standard legal fees would significantly deplete the organization's economic resources or would otherwise be inappropriate.

(2) The remainder of the applicable hours may be devoted to activities for improving the law,

the legal system, or the legal profession.

(3) A lawyer also may discharge the professional responsibility set forth in this Rule by contributing financial support to organizations that provide legal services to persons of limited means.

(c) Effect of Noncompliance

This Rule is aspirational, not mandatory. Noncompliance with this Rule shall not be grounds for disciplinary action or other sanctions.

COMMENT

The ABA House of Delegates has formally acknowledged "the basic responsibility of each lawyer engaged in the practice of law to provide public interest legal services" without fee, or at a substantially reduced fee, in one or more of the following areas: poverty law, civil rights law, public rights law, charitable organization representation, and the administration of justice. This Rule expresses that policy but is not intended to be enforced through the disciplinary process.

The rights and responsibilities of individuals and organizations in the United States are increasingly defined in legal terms. As a consequence, legal assistance in coping with the web of statutes, rules, and regulations is imperative for persons of modest and limited means, as well as for the relatively well-to-do.

The basic responsibility for providing legal services for those unable to pay ultimately rests upon the individual lawyer, and personal involvement in the problems of the disadvantaged can be one of the most rewarding experiences in the life of a lawyer. Every lawyer, regardless of professional prominence or professional workload, should find time to participate in or otherwise support the provision of legal services to the disadvantaged. The provision of free legal services to those unable to pay reasonable fees continues to be an obligation of each lawyer as well as the profession generally, but the efforts of individual lawyers are often not enough to meet the need. Thus, it has been necessary for the profession, the government, and the courts to institute additional programs to provide legal services. Accordingly, legal aid offices, lawyer referral services, and other related programs have been developed, and **[others]** more will be developed by the profession, the government, and the courts. Every lawyer should support all proper efforts to meet this need for legal services.

The goal of 50 hours per year for pro bono legal service established in paragraph (b) of this Rule is aspirational; it is a goal, not a requirement. The number used is intended as an average yearly amount over the course of the lawyer's career.

A lawyer in government service who is prohibited by constitutional, statutory, or regulatory restrictions from performing the pro bono legal services described in paragraph (b)(1) of the Rule may discharge the lawyer's responsibility by participating in activities described in paragraph (b)(2).

Code Comparison.-- There is no counterpart of Rule 6.1 in the Disciplinary Rules of the Code. EC

2-25 states that "The basic responsibility for providing legal services for those unable to pay ultimately rests upon the individual lawyer Every lawyer, regardless of professional prominence or professional workload, should find time to participate in serving the disadvantaged." EC 8-9 states that "The advancement of our legal system is of vital importance in maintaining the rule of law ... and lawyers should encourage, and should aid in making needed changes and improvements." EC 8-3 states that "Those persons unable to pay for legal services should be provided needed services."

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Last modified Friday, August 02 2002 11:39

December 31, 2002

Dear Maryland Lawyer:

The Court of Appeals is interested in determining the amount of pro bono service engaged in by Maryland lawyers. On July 1, 2002 we amended Rule 6.1 of the Rules of Professional Conduct governing the rendering of pro bono legal service by including an “aspirational” or target goal of 50 hours of service for lawyers in the full-time practice of law. The revised Rule defines pro bono service and describes the types of activities that fall within its scope while maintaining a provision for a financial contribution to a legal services organization in lieu of service. The Court also adopted a new rule, 16-903, that *requires* all lawyers licensed in Maryland to report annually their pro bono hours on an approved form. Enclosed is your Pro Bono Legal Service Report form for 2002. **This form must be filed by February 15, 2003.**

Please note that pro bono service is still voluntary--it is only the reporting of the service that is mandatory. Even if you did not provide pro bono legal service in 2002, you must report that. **Failure to report can result in decertification from the practice of law in this state.**

To understand which activities qualify as pro bono service and your reporting obligations, I encourage you to read **Rule 6.1 and Rule 16-903**, copies of which are enclosed. We expect you to use your best professional judgment in answering the questions. If you have additional questions about the reporting form, visit the judiciary’s website at: www.courts.state.md.us, click on Maryland Pro Bono and then Frequently Asked Questions. If you still cannot find the answer to your question, call 1-800-217-5032 or email the Pro Bono Resource Center at: reporting@probonomd.org.

For a sampling of legal services programs, see the enclosed list of Maryland Legal Services Corporation grantees. Suggested pro bono opportunities can also be found at the Pro Bono Resource Center of Maryland’s website at: www.probonomd.org.

Your form can be filed by mailing it to the address listed. You can also file online by visiting: www.anasys-apr.com and, if necessary, obtain additional copies of the form by fax. Details about these options are provided in the enclosed Instructions for Pro Bono Legal Service Report Form.

Thank you for your cooperation.

Very Truly Yours,

Robert M. Bell

Encl.

Instructions for Pro Bono Legal Service Report Form (for January 1 through December 31, 2002)

General

The reporting form follows Rule 6.1 of the Rules of Professional Conduct. Please read the rule before completing the form. If you are licensed to practice in Maryland, you are expected to complete the form. The Court expects you to *use your best professional judgment* in answering the questions. If you do not have a system for tracking pro bono service hours, then estimate the number of hours donated to the best of your ability. If you did not perform any pro bono service in a category, simply write "0" in the blank.

For a list of **Frequently Asked Questions**, visit the judiciary's website at: www.courts.state.md.us under Maryland Pro Bono. The Standing Committee on Pro Bono Legal Service will regularly update the Frequently Asked Questions section.

Filing Online

You may also file your report online. Go to www.anasys-apr.com. Click on **Maryland Pro Bono Study** on the left navigation menu and enter **probono** for the user information and **mdlawyer** for the password. Please note that the user name and password are case sensitive. You are also given the option of downloading an MS Word version of the reporting form for mail-in purposes.

The following are intended to clarify certain provisions of the reporting form:

Question # 1-Definition of Terms

“Without fee or expectation of fee”-The work must be performed with the intent of waiving your fee and making it clear to the client that there is no expectation of a fee. This does not contemplate lost or unrealized revenue due to a client's failure to pay a bill for legal services, or a lawyer who does not prevail on a contingency fee case.

1. a.-“People of limited means”-This includes individuals who either qualify for an income-based legal services program or who the lawyer knows cannot afford to pay for legal assistance.

1. d.-When payment would “significantly deplete the organization's economic resources or would otherwise be inappropriate”-There are occasions when organizations have such limited resources that paying for legal fees would preclude them from providing critical services or jeopardize their existence. In these circumstances, donating legal services may qualify as pro bono.

(over)

Question # 3-Activities for improving the law, the legal system, or the legal profession-

Examples of such activities include: teaching legal education courses without compensation, engaging in public speaking on legal issues, serving as faculty for the MSBA Professionalism Course, or serving on court created committees (such as the Standing Committee on Rules of Practice and Procedure). This list is not exhaustive as there are many other activities that may qualify.

Question # 4-Financial Contributions-The allowance for discharging your professional responsibility by contributing financial support to organizations that provide legal services to persons of limited means has always been a part of Rule 6.1. There are numerous legal services organizations as well as organizations that have a legal services component. Legal services organizations funded by the Maryland Legal Services Corporation provide examples of organizations that utilize income-eligibility guidelines for legal services. These are not, however, the only entities that would qualify under this rule. For a listing or more specific information about these organizations, visit the MLSC website at: www.mlsc.org.

Prohibitions against the outside practice of law-The commentary to Rule 6.1 recognizes that some lawyers are prohibited by constitutional provision, statute, rule or other regulatory restrictions from engaging in representational pro bono service. When those restrictions apply, you may still fulfill your professional responsibility by engaging in non-representational pro bono service activities, or by making a financial contribution to a legal services organization.

Confidentiality-Rule 16-903 specifies that the reporting forms are confidential under the Maryland Public Information Act and may be released only by order of the Court of Appeals. The reports are filed with the Administrative Office of the Courts and will not be disseminated. Non-identifying information and data culled from the reports are not confidential.

Out of State Lawyers-All lawyers licensed to practice in Maryland are required to file reports. Pro bono service rendered out of state counts as pro bono service under Rule 6.1. Therefore, if you are a member of the Maryland bar and practice out of state, the pro bono service you provide elsewhere counts toward the target hours.

Additional Copies of Form- You are also given the option of downloading an MS Word version of the reporting form for mail-in purposes. Click on **Maryland Pro Bono Study** on the left navigation menu and enter **probono** for the user information and **mdlawyer** for the password. Please note that the user name and password need to be lower case letters.

The mail-in address for your completed form is:

Administrative Office of the Courts, P.O. Box 319, Simpsonville, MD 21150-0319.

If you have any further questions regarding the Pro Bono Legal Service Report Form, call 1-800-592-1964 and ask for pro bono or email the Pro Bono Resource Center at reporting@probonomd.org.

**COURT OF APPEALS OF MARYLAND
LAWYER PRO BONO LEGAL SERVICE REPORT**

This is a report of Pro Bono Legal Service under Rule 6.1 of the Maryland Lawyers' Rules of Professional Conduct. **YOUR COMPLETED LAWYER PRO BONO LEGAL SERVICE REPORT MUST BE SUBMITTED TO THE ADMINISTRATIVE OFFICE OF THE COURTS BY FEBRUARY 15, 2003. FAILURE TO DO SO MAY RESULT IN YOUR DECERTIFICATION TO PRACTICE LAW IN MARYLAND, as provided in Rule 16-903.** Your report is confidential under the Maryland Public Information Act, although the non-identifying data in it is not confidential.

THE REPORTING PERIOD IS JANUARY 1, 2002 THROUGH DECEMBER 31, 2002.

Please print or type your responses.

NAME: _____

FIRM OR ORGANIZATION NAME: _____

BUSINESS ADDRESS: _____

TELEPHONE NUMBER: _____

YEAR ADMITTED TO THE MARYLAND BAR: _____

PRIMARY PRACTICE AREA[S]: _____

PRIMARY PRACTICE JURISDICTION[S]: _____

DURING THE REPORTING PERIOD:

1. I rendered the following number of hours of pro bono legal service, without fee or expectation of fee, or at a substantially reduced fee:

a. To people of limited means:

_____ hours, of which _____ hours were in matters that came to me from a pro bono or legal services organization.

b. To charitable, religious, civic, community, governmental, or educational organizations in matters designed primarily to address the needs of people of limited means:

_____ hours, of which _____ hours were in matters that came to me from a pro bono or legal services organization.

c. To individuals, groups, or organizations seeking to secure or protect civil rights, civil liberties, or public rights:

_____ hours, of which _____ hours were in matters that came to me from a pro bono or legal services organization.

d. To charitable, religious, civic, community, governmental, or educational organizations in matters in furtherance of their organizational purposes, when the payment of the standard legal fees would significantly deplete the organization's economic resources or would otherwise be inappropriate:

_____ hours, of which _____ hours were in matters that came to me from a pro bono or legal services organization.

(OVER)

2. The pro bono legal service hours reported above were rendered in the following areas of law:

3. I devoted ____ hours to participating in activities for improving the law, the legal system, or the legal profession.

Please specify: _____

4. I contributed a total of \$ _____ to one or more organizations that provide legal services to people of limited means.

DURING ALL OR PART OF THE REPORTING PERIOD:

5. ____ I was prohibited by statute, ordinance, rule, or regulation from rendering pro bono legal service as described in Rule 6.1(b)(1) of the Maryland Lawyers' Rules of Professional Conduct.

6. ____ I was retired or not actively engaged in the practice of law.

7. ____ I was practicing law part-time.

SIGNATURE OF LAWYER

DATE

RETURN THIS REPORT TO:

ADMINISTRATIVE OFFICE OF THE COURTS

P.O. BOX 319

SIMPSONVILLE, MD 21150-0319

(OVER)

MARYLAND LEGAL SERVICES CORPORATION FUNDED PROVIDERS

The following is a list of legal services programs that receive grants from the Maryland Legal Services Corporation (MLSC), the state's IOLTA program. MLSC requires their grantees to use income-eligibility guidelines for their services. There are a number of additional organizations that provide legal services or have a legal services component which would qualify under Rule 6.1. Lawyers are encouraged to participate in or make a financial contribution to the legal services program of their choosing.

Allegany Law Foundation, Inc.	(301) 722-3390
Alternative Directions, Inc.	(410) 889-5072
American Civil Liberties Union	(410) 889-8556
Associated Catholic Charities Immigration Legal Services	(410) 534-8015
Baltimore Neighborhoods, Inc.	(410) 243-4400
CASA of Maryland Employment Rights Project	(301) 431-4185
Community Law Center	(410) 366-0922
Domestic Violence Center of Howard County Legal Assistance Project	(410) 997-0304
Health Education Resource Organization (HERO) Legal Services Program	(410) 685-1180
Harford County Bar Foundation Pro Bono Project	(410) 836-0123
Heartly House Legal Advocacy Project	(301) 662-8800
Homeless Persons Representation Project	(410) 685-6589
House of Ruth Domestic Violence Legal Clinic	(410) 889-0840
Immigration Legal Services of Catholic Charities of the Washington D.C. Archdiocese	(202) 772-4300
Law Foundation of Prince George's County Pro Bono Project	(301) 864-8354
Legal Aid Bureau, Inc.	(410) 539-5340
Maryland Coalition for Inclusive Education	(410) 859-5400
Maryland Crime Victims Resource Center Legal Advocacy Project, Inc.	(301) 952-0063
Maryland Disability Law Center	(410) 727-6352
Maryland Public Interest Law Project	(410) 706-8393
Maryland Volunteer Lawyers Service	(410) 539-6800
Mid-Shore Council on Family Violence Legal Advocacy Project, Inc.	(410) 479-1149
Montgomery County MD Bar Foundation Pro Bono Project	(301) 424-3453
Pro Bono Resource Center of Maryland, Inc.	(410) 837-9379
Public Justice Center	(410) 625-9409
St. Ambrose Legal Services	(410) 366-8537
University of Maryland Law School HIV Legal Representation Project	(410) 706-8316
Women's Center of Southern Maryland Legal Advocacy Project	(301) 862-3636
Women's Law Center of Maryland, Inc.	(410) 321-8761
YWCA of Annapolis & Anne Arundel County Domestic Violence Legal Services Project	(410) 626-7800

**STANDING COMMITTEE ON PRO BONO LEGAL SERVICE
2002 – 2003**

Committee Member Name	Contact Phone Numbers	Address	Designee Appointment	Term	Email Address
<i>Mr. Ward B. Coe, III, Esq.</i>	410 347-8700 ofc 410 659-6470 fax	Whiteford, Taylor & Preston, 7 St. Paul Street, Suite 1400 Baltimore, Maryland 21202-1626	Committee Chair Sixth Appellate Circuit	3 years	wcoe@wtplaw.com
<i>Mr. Donald Braden, Esq.</i>	410 643-4000 ofc 410 643-6620 fax	Foster, Braden, Thompson & Palmer 102 E. Main Street, Suite 203 Stevensville, Maryland 21666	First Appellate Circuit	2 years	dbraden@fbtplawyers.com
<i>Mr. Stephen J. Nolan, Esq.</i>	410 821-8600 ofc 410 821-8613 fax	Law Offices of Stephen J. Nolan 210 W. Pennsylvania Avenue Suite 350, Court Towers Towson, Maryland 21204-5325	Second Appellate Circuit	2 years	steve@sjnolan.com
<i>Mr. James K. Eagan, III, Esq.</i>	410 992-4545 ofc 410 992-1605 fax	Merrill Lynch Bldg 10320 Little Patuxent Pkwy. Suite 600 Columbia, Maryland 21044-3312	Third Appellate Circuit	2 years	jim@lakeviewtitle.com
<i>Master Cathy Hollenberg Serrette</i>	301 952-4438 ofc 301 952-5838 fax	Circuit Court for Prince George's County 14735 Main Street Room 080M Upper Marlboro, Maryland 20772	Fourth Appellate Circuit	2 years	chserrette@co.pg.md.us
<i>Ms. Paula J. Peters, Esq.</i>	410 266-0626 ofc 410 841-5065 fax	P.O. Box 6635 1919 West Street Annapolis, Maryland 21401	Fifth Appellate Circuit	3 years	ppeters@hyatt.hpwsb.com

STANDING COMMITTEE ON PRO BONO LEGAL SERVICE
2002 – 2003
page 2

<i>Ms. Jo Benson Fogel, Esq.</i>	301 468-2288 ofc 301 881-9074 fax	5900 Hubbard Drive Rockville, Maryland 20852	Seventh Appellate Circuit	3 years	jfogelpa@aol.com
<i>Honorable Karen Murphy Jensen</i>	410 479-2303 ofc 410 479-4176 fax	Circuit for Caroline County 109 Market St., Room 200 Denton, Maryland 21629	Circuit Court member	1 year	karen.jensen@courts.state.md.us
<i>Honorable Angela M. Eaves</i>	410 836-4510 ofc	District Court Multi-Service Center 2 South Bond Street Bel Air, Maryland 21014-3737	District Court Member	1 year	angela.eaves@courts.state.md.us
<i>Ms. Nancy Forster, Esq.</i>	410 767-8474 ofc 410 333-8496 fax	Deputy Public Defender Office of the Public Defender 6 St. Paul Street, Suite 1400 Baltimore, Maryland 21202	Public Defender Designee	1 year	nforster@mail.opd.state.md.us
<i>Ms. Patricia Chiriboga- Roby, Esq.</i>	410 534-8015 ext. 27 410 675-1451 fax	Associated Catholic Charities of Baltimore 430 South Broadway Baltimore, Maryland 21231	At-Large Member	3 years	probv@catholiccharities-md.org
<i>Ms. Rhonda Lipkin, Esq.</i>	410 539-5340 ofc 410 539-1710 fax	Legal Aid Bureau 500 East Lexington Street Baltimore, Maryland 21201	Legal Services Representative	1 year	rlipkin@mdlabor.org
<i>Rev. Jamal Bryant</i>	410 225-3494 ofc 410 783-5730 fax	Empowerment Temple A.M.E. Church 1505 Eutaw Place Baltimore, Maryland 21217	Public Member	1 year	empowering@aol.com

Standing Committee on Pro Bono Legal Service

MEMBER LIAISON S WITH LOCAL PRO BONO COMMITTEES

Baltimore City

Rev. Jamal Bryant
Ward B. Coe, III
Nancy Forster
Patricia Chiriboga-Roby

Caroline County, Somerset County, Talbot County, and Dorchester County

Judge Karen Jensen

Kent County, Queen Anne's County, Wicomico County, and Worcester County

Donald Braden

Baltimore County

Stephen J. Nolan

Frederick County, Howard County, and Carroll County

James Eagan

Prince George's County, Calvert County, Charles County and St. Mary's County

Master Cathy Serrette

Anne Arundel County

Paula Peters

Montgomery County

Jo Benson Fogel

Harford County and Cecil County

Judge Angela Eaves

Allegany County, Garrett County, and Washington County

Rhonda Lipkin



Contact: Sally W. Rankin/ F Todd Silver
Court Information Office
Robert C. Murphy Courts of Appeal Building
Annapolis, MD
(410) 260-1488

For Immediate Release

Court of Appeals Names New Statewide Committee on Pro Bono

(Annapolis, Md—October 22, 2002) As part of a coordinated effort to increase access to justice for all Maryland residents, the Court of Appeals has appointed a new statewide Standing Committee on Pro Bono Legal Service. The 13-member committee, created through the adoption of a new court rule, Rule 16-901, includes representatives of all seven appellate circuits, and is chaired by attorney Ward B. Coe, III of Baltimore.

The Standing Committee will study long range pro bono issues, serve as a clearinghouse for materials, and develop a State Pro Bono Action Plan to be presented to the Court of Appeals by July 2005. The Committee will also oversee and guide new local pro bono committees in each county. These local committees, created by a separate court rule, Rule 16-902, are charged with assessing the legal needs of those with limited means within their communities, setting priorities, and developing plans to meet those needs. At the request of the Court of Appeals, the Pro Bono Resource Center of Maryland is staffing the Standing Committee and providing technical assistance to the local pro bono committees.

Maryland is at the forefront of the pro bono effort nationwide. Only two other states, Florida and Indiana, have similar programs in terms of a statewide oversight committee and separate local committees.

"The creation of an organized committee structure devoted to pro bono legal service represents the next step in the development of a formalized system to quantify, evaluate and expand our efforts to serve those of limited means," said Maryland Court of Appeals Chief Judge Robert M. Bell. "While the Standing Committee reflects a wide range of interests and perspectives, all of those selected to serve are truly dedicated to the advancement of pro bono legal service in Maryland, and we look forward to their contributions."

Committee members include Caroline County Circuit Court Judge Karen Murphy Jensen; Harford County District Court Judge Angela M. Eaves; Prince George's County Circuit Court Master Cathy Hollenberg Serrette; Nancy Forster, Esq. of the Public Defender's Office; Rhonda Lipkin, Esq. of the Legal Aid Bureau; and Reverend Jamal Bryant of Empowerment Temple A.M.E. Additional lawyer members are Jo Benson Fogel, Esq., Donald Braden, Esq., Stephen J. Nolan, Esq., James K. Eagan III, Esq., Paula Peters, Esq., and Patricia Chiriboga-Roby, Esq.

For more information on the Standing Committee of the Court of Appeals on Pro Bono Legal Service, please contact the Court Information Office at 410/260-1488. For additional information about the new court rules on pro bono, visit the Judiciary's website, www.courts.state.md.us.

#

GENERAL GUIDELINES FOR LOCAL PRO BONO COMMITTEES

The following is a non-comprehensive, generic guide for Local Pro Bono Committees for use as an aid, if useful, in pursuing their charge.

I. Assessing the needs in the county for pro bono legal service, including the needs of non-English speaking, minority, and isolated populations; and determine the nature and extent of existing and proposed free or low-cost legal services, both staff and volunteer, for persons of limited means in the county:

1) Review most recent census information regarding poverty and foreign language populations in your jurisdiction, the data provided in the binder provided to bar presidents, and such data as may be useful from organizations serving the poor, such as United Way;

2) Explore the demand for legal services in your jurisdiction, the categories and quantities of services being provided, the unmet need, and the barriers to meeting those needs, using surveys, invitations to local pro bono committee meetings, site visits, etc:

- Contact all legal services providers and pro se clinics;

- Contact organizations serving the poor, including, among others, organizations serving the homeless, elderly, terminally ill, juveniles, incompetents, domestic violence victims, child support parties, death sentence and other criminal defendants, those with disabilities, students, public benefits recipients, non-English speaking populations, and low income consumers.

- Conduct well-advertised meetings in poor communities;

II. Assessing the barriers to providing legal services to the poor:

1) Identify pro bono attorney resources that are not participating and the reasons for nonparticipation:

- Are there regulations or other policies restricting participation by government attorneys (State's Attorney's Office, County Attorney's Office, etc.)?

- Are there programs to enlist the skills of corporate, transactional, real estate, and other attorneys who do not practice in those areas typically tapped for pro bono services?

- Is lack of malpractice coverage a problem?

- Insufficient litigation support/ expenses/ resources?

- Are there judicial/procedural/Rule changes that would assist pro bono counsel, such as scheduling issues, global fee waivers, etc.?

- Are more educational/ mentor/ co-counsel opportunities needed?
 - Do members of the bar know of the variety of programs in which they can participate and the resources available to assist pro bono counsel?
- 2) Is there sufficient cooperation between programs to ensure that parties are referred to the proper program and/or that conflicts are avoided when both parties are indigent?
- 3) Do the indigent in your community know of legal services available to them?
- Does your jurisdiction have brochures (in various languages) and/or videos in waiting areas of the court? Are there legal services brochures at the clerk's office, public benefits offices, local legal service providers, local organizations serving the poor, churches in poor communities, DSS offices, Public Defender offices, homeless shelters, food kitchens, etc.? Are there Know Your Rights programs, radio public service announcements in English, Spanish and other languages for which there are local radio stations and newspapers?
 - Are there intake, screening, and/or referral problems, due to location, language or areas of need?
- 4) Are there particular problems faced by non-English speaking indigent members of your community?

III. Establishing goals and priorities for pro bono legal service in the county:

1) Consider the extent of the problems, the nature, the severity, and the ability of pro bono counsel to positively address the problems. What are the unmet needs, what are the barriers to addressing those needs, what existing programs should be expanded and how, what new programs are needed, how can more attorneys be engaged in addressing the problems, and how can the target population best be assisted in accessing legal services? What programs and solutions have been adopted by other jurisdictions, and what new solutions should be tried?

IV. Local Pro Bono Action Plan and Report:

Rule 16-902(c)2) sets forth the contents of the Local Pro Bono Action Plan. The Standing Committee is developing a template to assist the Local Pro Bono Committees in structuring their Local Pro Bono Action Plans.

Produced by Standing Committee on Pro Bono-2/03

Proposed First Meeting Agenda Local Pro Bono Committee

- I. Introduction of Committee Members
 - a. Review of Committee Composition pursuant to Rule 16-902
 - b. Recommendations of Public Members and others if necessary
- II. Selection of Chair
- III. Duties of Committee
 - a. Assessment of legal needs for pro bono service (including minority, non-English speaking and isolated populations)
 - b. Determination of existing resources for addressing needs
 - c. Establishment of goals and priorities for service delivery
 - d. Preparation of Local Pro Bono Action Plan-Deadline -One year from initial committee meeting date
 - e. Implementation of Plan
 - f. Submission of Annual Report to statewide Standing Committee on Pro Bono Legal Service
- IV. Role of Standing Committee on Pro Bono Legal Service
 - a. Resources available from Standing Committee-Resource Manual
 - b. Liaison with Standing Committee
 - c. Collection and sharing of information (listserv, websites, resource manuals, etc.)
 - d. Template for Action Plan (Tab 6 of Resource Manual)
 - e. Posting of committee minutes, membership lists and plans
 - f. Technical assistance and support
 - g. Attendance at local committee meetings
 - h. Seed Money
 - i. Assistance with data collection for needs assessment
- V. Conducting a Needs Assessment of the Community
 - a. Review of Rule and Components
 - b. Standing Committee's Survey of Legal Services Providers (Appendix B)
 - c. Recommended Survey of Human/Social Services Agencies (Appendix C)
 - d. Identification of Non-legal Human/Social Services Agencies
 - e. Client surveys
 - f. Resource Listings
 - g. Assignment of Tasks
 - h. Other Needs Assessment Tools-speakers at meetings, focus groups, public hearings etc.

Conducting a Legal Needs Assessment

A “How To” Guide for Local Pro Bono Committees

Introduction

The first charge for the new local pro bono committees, in accordance with Rule 16-902 which creates the committees, is to conduct a legal needs assessment of its county. This is arguably, the most critical step in the process of developing a pro bono plan, as it will influence how the committee sets its priorities and goals and help determine where it should focus its resources to ensure that people of limited means have meaningful access to legal services and the justice system.

The rule also specifies that once the committees assess the needs for pro bono legal services in the county and determine the services currently provided to persons of limited means, that they then establish goals and priorities for pro bono legal services, and develop--in coordination with existing legal services organizations and pro bono referral organizations--a detailed Local Pro Bono Action Plan. The committees are finally required to implement or monitor the implementation of the Action Plan and submit an Annual Report to the Standing Committee on Pro Bono Legal Service.

The key goal of a good needs assessment is to identify what legal needs exist beyond those currently known and/or being addressed. That requires gleaning data and anecdotal information not only from the traditional legal services agencies but from those outside of the legal network. The social and human services agencies, community groups and faith-based organizations are typically good sources of information. A **needs assessment model** is included as **Appendix A**.

Basic needs assessment techniques that may be helpful in assessing the civil legal needs of low-income persons in Maryland jurisdictions include:

- surveying legal services currently provided in the jurisdiction;
- reviewing other legal and social service needs reports or studies;
- collecting statistical and demographic information about low-income residents of the jurisdiction;
- consulting persons knowledgeable in the area being researched;
- issuing questionnaires to social services agency caseworkers, managers, clients and community groups including churches and faith-based organizations
- conducting in-person or telephone interviews;
- sponsoring focus groups; and
- holding public hearings.

The Local Pro Bono Committee will need to decide, based on its own resources, experience and the size of its community, what combination of techniques would be most effective and make most sense. The more information the committee is able to gather from varied sources, the more reflective and comprehensive the assessment will be. Given limited resources, it is anticipated that most of the work will be done by the committee members and legal services providers in the area.

The two other states that have instituted similar local pro bono committee structures and conducted needs assessments are Florida and Indiana. In Florida, the local committees relied heavily on existing surveys of social service agencies (like United Way) and local governments as well as public hearings which they found particularly helpful and interesting. The public hearings, held in community centers or churches, proved to be most effective and enlightening to local committee members. Indiana engaged the local committee members in surveying their local community groups and saw a wide variance in the number and type of surveys conducted.

Sources of Community Needs Information/Possible Outreach

In conducting needs assessments, local committees may find it helpful to consult human services agencies and organizations in their communities. These agencies can provide statistics on the numbers of community residents receiving services, and caseworkers are likely to have anecdotal information on the unmet legal needs of low to moderate income clients. Agencies may also be willing to ask employees to keep a log of legal problems presented by clients for a specified period. This can uncover areas of need not currently being addressed or confirm information that already exists. Suggested agencies/organizations to approach include:

- Department of Social Services -- numbers of residents receiving public assistance, legal needs brought to the attention of caseworkers.
- Offices on Aging/Senior Centers -- information on legal needs of elderly.
- Youth services bureaus or agencies -- numbers of clients served, legal needs presented by clients' families.
- Food pantry or local food distribution programs -- numbers served, legal issues presented by clients in informal discussions or in seeking referrals.
- Local churches, synagogues, temples, or pastoral counseling centers -- anecdotal information on legal needs of clients, how legal referrals are handled.
- Agencies serving non-English speaking populations -- numbers of individuals who do not speak English in community, types of legal needs, how agencies handle referrals. May include representatives of migrant and seasonal farm workers.
- Operators of shelters for the homeless or for battered women -- numbers served, legal needs of clients.

- State legislators and local government officials -- information on unmet legal needs may have been brought to their attention by constituents.
- Housing assistance programs -- data on local residents qualifying for housing aid, legal needs presented and how legal referrals are handled.
- Organizations serving veterans, disabled persons, the mentally ill, or deaf or blind persons -- information relevant to community needs.
- Representatives of inmates in local prisons, or agencies providing drug and alcohol abuse rehabilitation -- information about the legal needs of populations they serve.

For general demographic or census data particular to Maryland and each county, a good source of information is the *Maryland Department of Planning-Maryland State Data Center* found at: www.mdp.state.md.us/msdc. This site offers demographic information about Maryland residents based on a variety of factors, including race, ethnicity, age, socio-economic level, education, and geographic location.

Involvement of Local Legal Services Providers

Rule 16-902 provides that each Local Pro Bono Committee shall include up to three representatives nominated by legal services organizations and pro bono referral organizations that provide services in the county and the District Public Defender.

Representatives of legal services provider organizations, pro bono referral organizations and the public defender's office should be able to bring a wealth of information to the table about legal needs of low to moderate income residents who make up their client base. They can also speak to gaps in legal services and restrictions imposed on the provision of legal aid. Local pro bono committees are also encouraged to consult other providers of legal services. These could include local bar association lawyer information and referral services, which may have documented or could document the types of calls they receive. Court administrators or individual lawyers in the community with experience in providing free or low-cost legal services may also have anecdotal information about community needs.

One of the most difficult components to grasp is the need for legal services from those that these organizations turn away or those that never find their way to a legal services program. To the extent that legal services agencies can gather data about those who do not receive their services and the reasons for the denial of help, that information would be extremely useful. It is anticipated that such information is limited however, and that committees will need to approach other legal and non-legal entities to get a better handle on the unseen needs.

At the request of several local committees, the Standing Committee on Pro Bono Legal Service is surveying the key legal services providers in the state. It is asking for county specific data so it can share that information with each local pro bono committee. Therefore, it will not be necessary for the committee to conduct a similar survey of local legal services programs (unless for some reason you chose to do so). Please contact the Standing Committee to see what information we already have before surveying the local legal services programs. The survey being used by the Standing Committee is included as Appendix B.

Legal Services Programs and Law-related Organizations

Committees will find a list of organizations providing legal services or referrals to law-related organizations in A Guide to Legal Services in Maryland, published by the Pro Bono Resource Center (a copy of which was provided to each local bar association or local pro bono committee). Most of those resources can also be found online at: www.mdjustice.org/referral.htm. Those legal services providers funded by Maryland Legal Services Corporation (MLSC) can be found online at: www.mlsc.org or www.peoples-law.org/core/grantee_website_websites.htm (including websites and more detailed information).

Social/Human Services Agency Resources

Committee members can also visit www.mdjustice.org/referral.htm for non-legal resources. That site includes government and regulatory agency referrals, non-legal providers, and lawyer and mediator referral programs. Other listings of social and human services agencies may also be found by visiting the local Enoch Pratt library's website. Go to Maryland Public Information Network at: www.sailor.lib.md.us. Click on Maryland Public Libraries for information about each county's library system. Click on the appropriate library system for a listing of community and human services organizations within that jurisdiction. For a sample **Client survey, see Appendix D.**

General Tips

Listed below are some general tips for utilizing certain techniques described.

Surveys

In designing telephone/mail surveys be sure to obtain demographic information (i.e. age, gender, race/ethnicity, immigration status, income level, and number in household).

Other questions for clients may include:

- the nature of legal problems
- how long it took to find legal assistance
- who provided the legal assistance
- was the legal assistance satisfactory
- where have you tried to get help before
- did you receive help then or not
- if unable to find legal assistance, why

Questions for agencies/organizations may include:

- What issues/legal needs they serve
- What assistance was given
- How many clients are they able to serve
- If they turn away clients, why
- Where are clients referred to
- What issues/legal needs are they not able to serve
- Where do they see the most need

The Standing Committee on Pro Bono Legal Service has designed a survey of human and social services agencies for use by the local pro bono committees. Should a committee decide to use the survey, the Standing Committee will be able to assist in entering the data into a database system, collate the information, and provide some analysis for the local committee. The sample survey is attached as Appendix C. Contact the Pro Bono Resource Center to obtain an electronic version of the survey. For specific sample questions in substantive areas of the law, please contact the Pro Bono Resource Center of Maryland at: 800-492-1964 x 258; 410-837-9379; or email: standingcom@probonomd.org.

In Person Interviews

- Can be used in conjunction with telephone/mail surveys as some low-income clients may not have access to telephones or do not maintain permanent addresses where mail can be sent.
- Can include legal services providers, public and private human services agencies, legislators and other public officials, private attorneys, representatives of community groups, and churches or faith-based organizations
- Locations where interviews can be conducted include homeless shelters, domestic violence programs, family services agencies, independent living centers, grocery stores, hospital emergency waiting rooms, libraries and employment and training programs.

Public Hearings

- Schools and community centers are good places to hold hearings as they often have free parking available, security, and a public address system.
- Be sure to have foreign language and deaf interpreters available for participants.
- You may want to reserve a smaller room for those who would prefer to talk one-on-one with a member of the committee
- Issue press releases to the local media announcing the date/time/place of the hearing.
- Have printed questionnaires available for attendees who did not have an opportunity to speak but who wish to contribute their thoughts.

Focus Groups

- Keep number in groups to 8 to 10 per group.
- Divide by target groups i.e. court personnel, attorneys, community/religious leaders, and clients of human services agencies and pro se projects. Discussion should focus on current legal needs, what services currently exist, barriers to accessing legal services, and suggestions for enhancing legal services.

Appendix A

A Needs Assessment Model

There have been numerous statewide legal needs studies conducted, including one in Maryland in 1998 by the Advisory Council to the Maryland Legal Services Corporation (MLSC). On the local level, however, one of the best models used for a local needs assessment was a study conducted by the East King County, Washington, Bar Association (hereinafter EKCBA), a small regional association within the county bar association. The East King County study explored the civil legal needs of low-income residents for advice and representation, and the extent to which those needs were being met by existing programs. Their assessment included a three prong approach: 1) interviews with social services agency executives; 2) self-assessment client surveys for social services agencies; and 3) focus groups.

Committee Research on Demographics

To gather background information, EKCBA researched demographics of the study area. Information on population trends and projections came from the local council of governments; numbers of residents of low income persons or people living in poverty came from census data, department of social services tallies of public assistance recipients and food distribution agency records; and numbers of elderly were gleaned from a county government land development information system planner and from a human services council's task force on aging. EKCBA recommended contacting the United Way as a source for additional data on legal needs.

Agency and Client Surveys

In its assessment of legal needs, EKCBA relied primarily on a mail survey it sent to 91 human services providers and 81 elected officials in the area. The survey was designed to elicit information about legal services currently available to providers' clients, the most serious unmet needs, and ways in which the court system can better address the needs of litigants. EKCBA also asked for descriptions of services providers offered, how the services were delivered, demographics of the clients, types of legal problems clients encountered and availability of legal referrals. (*See appendix for survey instrument with sample questions*).

EKCBA also gave clients of human services organizations a self-administered survey to determine what type of help the clients sought and how effective they found the assistance to be. It was EKCBA's experience that the follow-up with clients was somewhat time-consuming but appeared to mirror the agencies' responses.

Personal Interviews

EKCBA followed up on the survey by personally interviewing service providers at several human services agencies. The interviewers learned about specific legal problems that poor and low-income elderly residents presented to providers, and determined that many of the issues could be resolved with 30-minute to one-hour consultations and minimal legal work. EKCBA was able to determine the legal services currently available to low-income residents and constraints or restrictions under which those services operated.

Telephone Interviews

The EKCBA retained a research company to conduct telephone interviews with social services agencies employees who had the greatest contact with clients in need of legal assistance. Each interview took approximately 20 to 30 minutes. Bar association members helped by drafting questions, handling many of the social services interviews themselves, and compiling the data.

For copies of the Executive Summaries of the EKCBA's Social Services Staff Survey and Client Survey contact the Pro Bono Resource Center.

Focus Groups

EKCBA planned to conduct two to three focus groups to be sure to capture all groups representing those of limited means and access. It was felt that this was the best way to gain the perspective of representatives of non-English speaking clients and other hard to reach populations.

Other Methodologies Used in Legal Needs Assessments

- Maryland Legal Services Corp. assessed legal needs, analyzed provider programs, determined additional resources needed or reallocation of existing resources, and recommended policy changes as a foundation for the 1988 Action Plan for Legal Services to Maryland's Poor. Techniques used included:
 - Telephone interviews of low-income households from across the state, in proportion to the population distribution of low-income individuals.
 - Personal interviews with persons who did not have telephone service conducted by Department of Social Services workers
 - Mail surveys of judges, bar association leaders, human services providers, and managing attorneys of legal services offices, to obtain perspectives on legal needs, legal services delivery and resource approaches.
 - Public records and interviews of public officials to investigate statistical indicators of legal need, including size of low-income populations perceived to have high exposure to civil legal problems.
- Because of the cost of needs assessment studies, some bar associations have relied on extrapolated data. However, a survey commissioned by Rural Legal Services of Tennessee used a short questionnaire and telephone interviews to produce a 95 percent confidence interval, plus or minus five percent, for a population of 100,000 poor people in Eastern Tennessee, according to a report by Terry Roche (Assessing and Meeting the Legal Needs of the Poor, Bar Leaders for the Preservation of Legal Services for the Poor, Vol. 3, No. 1, (Summer, 1988)).
- The Florida Bar Association, which has a rule similar to 16-902, suggested that its circuit committees make an initial calculation of legal needs of the poor in their areas by multiplying unmet legal needs rates from national or other state studies by the number of poor households in the circuit (obtained from census data). The committees were asked to review assessments of the needs of the poor in their communities that had been made by service providers. Committees were asked to use those sources of information to establish priorities for local pro bono programs. The bar association suggested that circuit committees also rely on members' own knowledge and request meetings with other knowledgeable persons in the circuit to gain a more complete picture of the legal needs of low income persons.

Local Pro Bono Committee Needs Assessment

- A task force of the Pennsylvania Bar Association held public hearings across the commonwealth, attracting more than 200 witnesses with first-hand knowledge of the legal needs of the poor. The task force retained an opinion research firm to conduct a telephone survey of poor households, a statewide mail survey of state legislators, court personnel, human services organizations, and legal services programs. The task force mailed questionnaires to legal services programs and to county bar associations. It also reviewed published legal needs assessment reports and action plans from across the country.
- The Indiana Bar Association appointed District Committees to develop pro bono action plans for local communities. Committees used sources of information such as census data to ascertain the numbers of families living in poverty in their areas. Some committees used data from legal services organizations that provide civil legal services to low income persons--including local law school clinics--to determine how many of those in poverty received legal assistance. One committee used a 1999 study by a medical volunteer group as a source of information that suggested the existence of unmet legal needs among moderate income residents. Local legal services programs monitored incoming calls for two-week periods or extracted legal issues from their records to allow District Committees to prioritize legal needs of the poor. One committee began by conducting a district-wide survey of lawyers to find out how many lawyers were providing legal services to the indigent, the nature of those services, and strategies for increasing lawyer participation in pro bono efforts. (For more information about Indiana's Pro Bono Commission visit their website at www.in.gov/judiciary/probono.)

Appendix B

This Survey is being distributed to all Maryland Legal Services Corporation grantees and Administrative Office of the Courts grantees by the Standing Committee on Pro Bono Legal Service on behalf of the Local Pro Bono Committees. YOU NEED NOT DUPLICATE THIS AND SURVEY THE LEGAL SERVICES PROVIDERS AGAIN as we will share all of the information with the local committees. However, you should feel free to use the survey for any other legal services providers in your county who you wish to survey. You will note that we have requested data on a county by county basis.

Standing Committee Survey of Legal Services Providers

Name of Organization: _____

Number of Lawyers in Office: _____

Number of Paralegals in Office: _____

The Standing Committee on Pro Bono Legal Service, a Committee of the Maryland Court of Appeals, is collecting information about existing legal services providers. The information collected will then be used by Local Pro Bono Committees to conduct needs assessments and prepare a Pro Bono Action Plan. In this way, we hope to plan for and better respond to, the future legal needs of the community.

Rather than have each Local Committee ask these questions of each program on a county-by-county basis, the committees thought it would be more efficient and effective to survey the providers once and share the results with each committee. Your help is needed. *Please complete a separate survey for each county in which you have clients or provide direct legal services* and return the survey(s) to the Standing Committee, c/o Pro Bono Resource Center of Maryland no later than June 2, 2003. Please respond to each question as completely and thoroughly as possible. You may find it necessary to consult with others in your organization in order to provide the level of detail required; feel free to do so. We ask for some data for 2001 and 2002. You may use either a calendar year or a fiscal year but whichever you choose should be consistent throughout.

If you have any questions, call Sharon Goldsmith at 800-492-1964 x 258 or 410-837-9379. Thank you in advance for your cooperation and support!

1. In which **jurisdiction** do you have clients or provide legal services for the purpose of this survey?
(Note: If you cannot breakdown the information asked below by county, please indicate that and complete the survey selecting all those counties in which you render direct services.)

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Allegany County | <input type="checkbox"/> Anne Arundel County | <input type="checkbox"/> Baltimore City | <input type="checkbox"/> Baltimore County |
| <input type="checkbox"/> Calvert County | <input type="checkbox"/> Caroline County | <input type="checkbox"/> Carroll County | <input type="checkbox"/> Cecil County |
| <input type="checkbox"/> Charles County | <input type="checkbox"/> Dorchester County | <input type="checkbox"/> Frederick County | <input type="checkbox"/> Garrett Co. |
| <input type="checkbox"/> Harford County | <input type="checkbox"/> Howard County | <input type="checkbox"/> Kent County | <input type="checkbox"/> Montgomery |
| <input type="checkbox"/> Prince George's Co. | <input type="checkbox"/> Queen Anne's County | <input type="checkbox"/> Somerset County | <input type="checkbox"/> St. Mary's Co. |
| <input type="checkbox"/> Talbot County | <input type="checkbox"/> Washington County | <input type="checkbox"/> Wicomico County | <input type="checkbox"/> Worcester County |

*****All of the following questions should be answered for the jurisdiction checked above*****

2. Do you use income-eligibility standards to qualify people for legal help from your program?
Yes _____ No _____ If so, what are they? _____

3. **In this county**, overall, how many legal cases did you handle in 2002 and 2001?
_____ 2002 _____ 2001

Local Pro Bono Committee Needs Assessment

4. **In this county**, do you have pro bono lawyers on your panel? Yes No
5. If yes, how many pro bono lawyers are on your panel?
 1- 4 5-10 11-20 21-50 51-100 101-200 201-500
 More than 500 Other _____
6. During the year **2002**, how many pro bono lawyers on your panel were active, i.e. performed some type of volunteer service or accepted a case?
 1-4 5-10 11-20 21-50 51-100 101-200 201-500
 More than 500 Other _____ All None Not Applicable
7. During the year **2001**, how many pro bono lawyers on your panel were active i.e. performed some type of volunteer service or accepted a case?
 1-4 5-10 11-20 21-50 51-100 101-200 201-500
 More than 500 Other _____ All None Not Applicable
8. During the years 2002 and 2001, how many cases were referred to pro bono lawyers?
_____ 2002 _____ 2001
9. On average, how many hours do you estimate each pro bono lawyer volunteered during **2002**?
 1 hour or less 2 - 4 hours 5 - 7 hours 8 - 10 hours
 11 - 15 hours 16 - 20 hours More than 20
10. On average, how many hours do you estimate each pro bono lawyer volunteered during **2001**?
 1 hour or less 2 - 4 hours 5 - 7 hours 8 - 10 hours
 11 - 15 hours 16 - 20 hours More than 20
11. Do legal needs currently exist that are not being met? ? Yes No Don't Know/Not Applicable

Please list the three most important unmet legal needs in this county today.

12. _____

13. _____

14. _____

15. How do you believe these needs can best be met? _____

16. Have you found obstacles to utilizing pro bono lawyers? Yes No

17. What is the single biggest obstacle to the utilization of pro bono lawyers? *Please be specific.*

18. Under what circumstances are pro bono lawyers most effective? _____

19. What are the three types of cases primarily handled by **pro bono** lawyers? _____

20. How many cases did **staff** lawyers and legal workers handle during **2002**?

- 1-10 11 - 50 51 - 100 101 - 250 More than 250

21. What are the three types of cases primarily handled by **staff** lawyers and legal workers? _____

22. How many cases did **reduced-fee** attorneys handle during 2002?

- 1-10 11 - 50 51 - 100 101 - 250 More than 250

23. What are the three types of cases primarily handled by **reduced-fee** attorneys? _____

What level of legal service is provided to clients? Check the estimated percentage next to each.

24. Brief advice or consultation Less than 25% 25% - 49% 50% 51% - 75% Over 75%

25. Negotiations Less than 25% 25% - 49% 50% 51% - 75% Over 75%

26. Representation in
Administrative Proceedings Less than 25% 25% - 49% 50% 51% - 75% Over 75%

27. Judicial Litigation Less than 25% 25% - 49% 50% 51% - 75% Over 75%

28. Pro se Help (not included above) Less than 25% 25% - 49% 50% 51% - 75% Over 75%

29. Other
(describe) _____ Less than 25% 25% - 49% 50% 51% - 75% Over 75%

30. How many people requested legal assistance in 2002 and 2001? 2002 _____ 2001 _____

31. How many of those actually received assistance? 2002 _____ 2001 _____

32. How many people who requested help were turned away by the program? _____

33. If you have specific information as to why people were turned away, please give the reasons:

- lack of resources emergency nature of case too politically sensitive
 not within priorities of program language barrier difficult client
 over income guidelines no real legal problem other (please specify)

34. How many people were turned away in each category above?

- lack of resources emergency nature of case too politically sensitive
 not within priorities of program language barrier difficult client
 over income guidelines no real legal problem other

35. If people were turned away because of the legal issue they presented, which legal issues were most common? _____

36. Has your office/program begun to work with the local pro bono committee? _____ yes _____ no

37. If yes, do you have any recommendations for making the committee's work more effective?

38. If not, would you like more information about the local pro bono committee in your county and how to get involved?

_____yes _____ no

Please provide the following demographic data for 2002 for this county. If some of this information is not available, please provide your best estimate.

39. What proportion of male and female clients do you serve?

- All/Almost All Male All/Almost All Female Evenly Divided Between Men and Women
 More Men than Women More Women than Men

40. What percent of your clients represent the following racial/ethnic groups?

_____ African-American _____ Asian/Pacific Islander _____ Hispanic/Latino
_____ White, Non-Hispanic _____ Other (*Please identify*) _____

41. Approximately what percentage of your clients fall into each age group?

_____ Less than 18 _____ 18 – 29 Years _____ 30 – 39 Years
_____ 40 – 49 Years _____ 50 – 59 years _____ 60 Years and older

42. What portion of your clientele is able to read and write English above a third grade level?

- All/Almost All Approximately three-fourths About half One-fourth Few/None

43. What percent of your clients speak English as their primary language?

- All/Almost All Approximately three-fourths About half One-fourth Few/None

44. What proportion speaks Spanish as their primary language?

- All/Almost All Approximately three-fourths About half One-fourth Few/None

45. What proportion speaks a primary language other than Spanish and English?

- All/Almost All Approximately three-fourths About half One-fourth Few/None

46. What percentage of the people you serve has completed the following education level?

____Some high school ____ High school ____Some college ____ College ____ Some post-grad ____ Post grad

47. What, if any, primary languages other than English and Spanish are spoken by one-fourth or more of your client population? _____ None

48. Do you have any additional comments regarding the legal needs of this county?

Name of Person Completing Survey: _____

Title: _____

Phone Number: (in case of questions) _____

Thank you very much for your assistance!

Please fold and mail in the enclosed self-addressed envelope to Standing Committee on Pro Bono Legal Service, c/o Pro Bono Resource Center of Maryland, 520 W. Fayette Street, Baltimore, MD 21201, fax: 410-385-2616. If you have any questions, contact Sharon E. Goldsmith, 410-837-9379, or 800-492-1964 x 258 or email: standingcom@probonomd.org. If you would like a copy of the survey electronically, please contact PBRC at the above address.

Appendix C

Instructions on Using the Human/Social Services Agency Legal Needs Assessment Survey

The enclosed survey was designed by the Standing Committee with the assistance of a professional market researcher at Market Insight, specifically for the needs assessments to be conducted by the Local Pro Bono Committees. It can be used to collect information from social and human services agencies, faith-based organizations, community groups and similar non-legal entities. The purpose is to identify and, to some extent, quantify, the various needs for legal assistance, knowledge about existing legal services organizations, and the accessibility of the existing legal services, from professionals who come into contact with people of limited means on a regular basis.

The market researcher has generously offered to enter the data from the completed surveys, collate them and provide the information and analysis to each local committee *if the committee chooses to use the enclosed survey*. It is important to note that the exact survey with the same numbering and formatting needs to be used for her to enter the data and do the compilation. To that end, for questions #2 and #3 where the names of local legal services providers need to be included, you can send a list of those organizations and other initial information to go at the top of the survey, a contact name and deadline, etc. to Market Insight and they can reformat the survey for you. This will save you a significant amount of time and cost.

The primary responsibility for your committee would be, therefore, to identify the agencies you wish to survey, distribute the surveys, and be available to respond to any questions the agencies may have. You would then send the completed surveys to Market Insight for collation and analysis. Please note that no local committee is being required to use this survey. However, the Standing Committee is offering the survey and data compilation as a service and would recommend using it for consistency purposes. The other benefit to using the recommended survey is that it will enable us to compare and share data and identify any statewide trends.

The Standing Committee understands that this is not a scientific needs assessment study and that you will not be able to obtain information from all those you survey. However, it is possible to have a manageable process and get a good handle on what others in the community believe about the legal needs. This information will ultimately enable you to develop a plan that is responsive to the community in which you live or work and help you in the planning process.

A few key points to note in utilizing the survey:

1. *Identifying agencies to survey.* The “How To” Guide on Conducting a Legal Needs Assessment provides the names of websites and other sources for identifying social and human services agencies. It is not feasible to survey every possible agency but more important to get a good sampling of agencies serving different populations. For instance, you will want to select key agencies serving non-English speaking persons and isolated populations (as required by Rule 16-902), the elderly, the homeless, victims of domestic violence, those with disabilities, etc.

2. *Notifying people that the survey is coming ahead of time and conducting follow-up.* Market Insight recommends alerting people ahead of time that the survey is coming in order to get the best response. This could mean sending letters or postcards or simply making phone calls to the agency directors. One Maryland county made phone calls to identify the proper person at the agency and let the agency know that the survey was on the way. It then followed up with phone calls after the surveys were mailed to see that they were received and again to encourage responding. The survey response rate has been excellent. Depending on how the local committee divides the task, each committee member could take responsibility for a handful of organizations to conduct the follow-up.

3. *Please keep the exact numbering and format of the survey. **This is important.*** You will notice that there are numbers after each response in brackets. Those numbers should not be confused with the responses but must be kept on the survey as they provide the coding for the data entry. When you enter the names of the legal services organizations in your county (questions #2, #3 and #13), you must assign a number in numerical order after each organization's name (e.g. Legal Aid {1}, Pro Bono Program {2}, etc.) Please list the organizations across alphabetically and number them across and then down. As noted above, you also have the option of simply sending your list of organizations to Market Insight with whatever additional information you need on the survey (e.g. contact person, deadline for response to the survey etc.) and they will format your own survey and get it back to you.

The contact information for Market Insight is:

Anita Daniel
Market Insight
4707 Benson Avenue, Suite 102
Baltimore, MD 21227
410-242-2016
www.Market-Consultants.com
anita@market-consultants.com

4. *It is important to include a cover letter and a paragraph at the top of the survey as to the purpose of the survey.* Again, you can develop the language for Market Insight to include and ask them to redo the survey for you. You should also include the name and number of a contact person in case there are questions in completing the survey.

5. *Give agencies two to four weeks to respond.* Some are of the opinion that a shorter timeframe is better to generate a response. You may want to speak to the heads of the key agencies to get a more realistic sense of what is reasonable.

Appendix C (continued)

This should be accompanied by a cover letter. At the top there should be a brief reiteration of the purpose and what you are requesting along with a name and phone # to call with questions.

Date

Social/Human Services Agency Survey of Legal Needs

The numbers in the brackets are for coding purposes only. Please disregard in answering the questions.

1. During calendar year 2002, did you refer anyone to a civil (non-criminal) legal services organization?
 Yes {1} No {2}

2. To which of the following have you referred clients for legal help in 2002? *Check all that apply.*
 (List here key legal services organizations in your county with a number beside each entry)
 (e.g. Legal Aid {1})
 Domestic violence center {2}

*How familiar are you with each of the following legal services organizations? *Circle your answer.*

	Very Familiar	Somewhat Familiar	Neither Familiar nor Unfamiliar	Somewhat Unfamiliar	Very Unfamiliar
--	---------------	-------------------	---------------------------------	---------------------	-----------------

(List here again the key legal services organizations named above)

3.	5	4	3	2	1
4.	5	4	3	2	1
5.	5	4	3	2	1

6. How do you refer clients?
 Provide client with agency phone numbers {1}
 Clients directed by staff {2}
 Provide resource list {3}
 Referrals made through other agency {4}
 Don't Know {5}
 Not applicable - we don't make referrals {6}
 Other *Be specific.* {7} _____

7. How many clients do you serve each year?
 1-50 {1} 51-100 {2} 101-500 {3} 501-1000 {4} more than 1000 {5}

8. On average, how often do you hear clients mention legal problems?
 less than once per year {1} 1 - 3 times a year {2} 4 - 6 times a year {3}
 7 - 12 times a year {4} More than 12 times a year {5} Don't Know/NA {6}

9. Approximately how many referrals for legal services do you make a month?
 less than one referral/month {1} 1 - 6 referrals/month {2}
 7 - 14 referrals/month {3}
 15 - 30 referrals per month {4} More than 30 referrals/Month {5}
 Don't Know/Not Applicable {6}

10. Which of the following types of legal problems did your clients experience during calendar year 2002? *Check all that apply.*

- | | | |
|---|---|--|
| <input type="checkbox"/> Adoption {1} | <input type="checkbox"/> Child Custody/ Visitation {2} | <input type="checkbox"/> Child Support {3} |
| <input type="checkbox"/> Consumer Finance/Bankruptcy/
Collection/Loans {4} | <input type="checkbox"/> Consumer Issues/Contracts/Warranties/Scams {5} | |
| <input type="checkbox"/> Divorce/Legal Separation {6} | <input type="checkbox"/> Domestic Violence/Protect Order{7} | <input type="checkbox"/> Education {8} |
| <input type="checkbox"/> Estate Planning/Wills/Probate {9} | <input type="checkbox"/> Food Stamps {10} | <input type="checkbox"/> Guardianship {11} |
| <input type="checkbox"/> Home Ownership {12} | <input type="checkbox"/> Immigration/Naturalization {13} | <input type="checkbox"/> Involuntary Commitment {14} |
| <input type="checkbox"/> Landlord/Tenant Dispute {15} | <input type="checkbox"/> Medicare/Medicaid {16} | <input type="checkbox"/> Name Change {17} |
| <input type="checkbox"/> Neglected/Abused Child {18} | <input type="checkbox"/> Paternity {19} | <input type="checkbox"/> Physical Disability Rights {20} |
| <input type="checkbox"/> Problem with Driver's License{21} | <input type="checkbox"/> Problems with Employer/Job{22} | |
| <input type="checkbox"/> Public Housing/Section 8/
Subsidized Housing {23} | <input type="checkbox"/> Small Claims {24} | <input type="checkbox"/> Social Security {25} |
| <input type="checkbox"/> SSI {26} | <input type="checkbox"/> TANF/Welfare {27} | <input type="checkbox"/> Torts {28} |
| <input type="checkbox"/> Truancy {29} | <input type="checkbox"/> Unemployment Compensation {30} | <input type="checkbox"/> Veteran's Benefits {31} |
| <input type="checkbox"/> Wage Disputes {32} | <input type="checkbox"/> Worker's Compensation {33} | <input type="checkbox"/> Other {34} _____ |

11. Select the **top three** legal issues your clients mention most often. *Check no more than three.*

- | | | |
|---|---|---|
| <input type="checkbox"/> Adoption {1} | <input type="checkbox"/> Child Custody/ Visitation {2} | <input type="checkbox"/> Child Support {3} |
| <input type="checkbox"/> Consumer Finance/Bankruptcy/
Collection/Loans {4} | <input type="checkbox"/> Consumer Issues/Contracts/Warranties/Scams {5} | |
| <input type="checkbox"/> Divorce/Legal Separation {6} | <input type="checkbox"/> Domestic Violence/Protect Order{7} | <input type="checkbox"/> Education {8} |
| <input type="checkbox"/> Estate Planning/Wills/Probate {9} | <input type="checkbox"/> Food Stamps {10} | <input type="checkbox"/> Guardianship {11} |
| <input type="checkbox"/> Home Ownership {12} | <input type="checkbox"/> Immigration/Naturalization {13} | <input type="checkbox"/> Involuntary Commitment {14} |
| <input type="checkbox"/> Landlord/Tenant Dispute {15} | <input type="checkbox"/> Medicare/Medicaid {16} | <input type="checkbox"/> Name Change {17} |
| <input type="checkbox"/> Neglected/Abused Child {18} | <input type="checkbox"/> Paternity {19} | <input type="checkbox"/> Physical Disability Rights{20} |
| <input type="checkbox"/> Problem with Driver's License{21} | <input type="checkbox"/> Problems with Employer/Job{22} | |
| <input type="checkbox"/> Public Housing/Section 8/
Subsidized Housing {23} | <input type="checkbox"/> Small Claims {24} | <input type="checkbox"/> Social Security {25} |
| <input type="checkbox"/> SSI {26} | <input type="checkbox"/> TANF/Welfare {27} | <input type="checkbox"/> Torts {28} |
| <input type="checkbox"/> Truancy {29} | <input type="checkbox"/> Unemployment Compensation {30} | <input type="checkbox"/> Veteran's Benefits {31} |
| <input type="checkbox"/> Wage Disputes {32} | <input type="checkbox"/> Worker's Compensation {33} | <input type="checkbox"/> Other {34} _____ |

12. What legal problems or areas are **not** currently being met?

- | | | |
|---|---|---|
| <input type="checkbox"/> Adoption {1} | <input type="checkbox"/> Child Custody/ Visitation {2} | <input type="checkbox"/> Child Support {3} |
| <input type="checkbox"/> Consumer Finance/Bankruptcy/
Collection/Loans {4} | <input type="checkbox"/> Consumer Issues/Contracts/Warranties/Scams {5} | |
| <input type="checkbox"/> Divorce/Legal Separation {6} | <input type="checkbox"/> Domestic Violence/Protect Order{7} | <input type="checkbox"/> Education {8} |
| <input type="checkbox"/> Estate Planning/Wills/Probate {9} | <input type="checkbox"/> Food Stamps {10} | <input type="checkbox"/> Guardianship {11} |
| <input type="checkbox"/> Home Ownership {12} | <input type="checkbox"/> Immigration/Naturalization {13} | <input type="checkbox"/> Involuntary Commitment {14} |
| <input type="checkbox"/> Landlord/Tenant Dispute {15} | <input type="checkbox"/> Medicare/Medicaid {16} | <input type="checkbox"/> Name Change {17} |
| <input type="checkbox"/> Neglected/Abused Child {18} | <input type="checkbox"/> Paternity {19} | <input type="checkbox"/> Physical Disability Rights{20} |
| <input type="checkbox"/> Problem with Driver's License {21} | <input type="checkbox"/> Problems with Employer/Job{22} | |
| <input type="checkbox"/> Public Housing/Section 8/
Subsidized Housing {23} | <input type="checkbox"/> Small Claims {24} | <input type="checkbox"/> Social Security {25} |
| <input type="checkbox"/> SSI {26} | <input type="checkbox"/> TANF/Welfare {27} | <input type="checkbox"/> Torts {28} |
| <input type="checkbox"/> Truancy {29} | <input type="checkbox"/> Unemployment Compensation {30} | <input type="checkbox"/> Veteran's Benefits {31} |
| <input type="checkbox"/> Wage Disputes {32} | <input type="checkbox"/> Worker's Compensation {33} | <input type="checkbox"/> Other {34} _____ |

13. Does your agency have the informational materials it needs from current legal agencies?
 Yes {1} No {2} Don't Know/Not Applicable {3}

14. Which agencies have provided materials? *Check all that apply.*
 (List key legal services providers with #'s beside them-see questions 2 and 3 above)
 Other

15. What barriers do you encounter in referring clients for non-criminal legal help?
 Clients have language barriers and programs have no language interpreting capabilities {1}
 Clients have transportation barriers {2}
 Clients are afraid to seek help {3}
 Don't know where to refer them {4}
 Referred clients and they return saying they were not helped {5}
 Don't know when to refer clients (difficulty in determining a non-criminal matter) {6}
 Don't Know/Not Applicable {7}
 Other {8} _____

16. Once you have referred the client, is there a means of follow-up? Yes {1} No {2}
 Don't Know/Not Applicable {3}

17. If yes, how do you follow-up?
 Phone the client {1} Phone the agency {2} Don't Know/Not Applicable {3}
 Other {4} _____

18. Once you do the follow-up, if the client's issue is not resolved, what happens next?
 Refer client elsewhere {1} Attempt to find a lawyer on our own {2}
 Other {3} *Please specify* _____

19. What are the barriers in the community that prevent clients from receiving civil legal services?
 Income {1} Language {2} Knowledge of available services {3}
 Transportation {4} Don't Know/Not Applicable {5} Other {6} _____

20. Are any segments of the population not currently served with the needed level of legal assistance?
 Yes {1} No {2} Don't Know/Not Applicable {3}

21. If yes, which segments are not served?
 Minority/Ethnic Groups {1} *specify* _____
 Low Income {2} Homeless {3} Children {4}
 Women {5} Senior Citizens {6} Men {7}
 Don't Know/Not Applicable {8} None {9}
 Other {10} _____

22. Overall, are the programs and services currently available meeting the needs of your clients?
 Yes {1} No {2} Don't Know/Not Applicable {3}

23. On a scale of 1 to 10, please rate the provision of legal services in terms of client satisfaction. *Circle your answer.*



24. Have you noticed any trends which you believe local legal services organizations should consider as they continue to improve the provision of legal services? Yes {1} No {2} Don't Know {3}

25. If yes, please explain.

26. What improvements can be made to better meet the legal services needs of your clients? *Please be specific.*

27. Do you have any additional comments?

Please be sure to type or print clearly the following:

Name of Agency: _____

Name of person completing survey and title: _____

Contact phone number (if have follow-up questions): _____

*Thank you for your time and assistance. Please return this survey to _____ at
_____ no later than _____.*

Thanks again!

Pro Bono Committee Legal Needs Assessment Client Survey

To help us better assist you in the future, please answer the following questions. Your response is completely **CONFIDENTIAL** and individual responses will not be identified. Ignore the number in parentheses after each optional answer; it is for data entry purposes only. Please do not sign your name. Thank you for your help.

1. Did you or someone in your immediate family have a non-criminal legal problem within the past year?

- Yes {1} No {2} Don't Know {3}

(If you answer no or don't know to this question, please skip to question #16.)

2. If you answer yes to question 1, what type of problem did you have? (circle all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Adoption {1} | <input type="checkbox"/> Home Ownership {11} | <input type="checkbox"/> Public Housing/Section 8/Other Subsidized Housing {22} |
| <input type="checkbox"/> Child Custody/Visitation{2} | <input type="checkbox"/> Immigration and Naturalization {12} | <input type="checkbox"/> Small Claims Court {23} |
| <input type="checkbox"/> Child Support {3} | <input type="checkbox"/> Involuntary Commitment/Mental Health Problems {13} | <input type="checkbox"/> Social Security {24} |
| <input type="checkbox"/> Finance, such as bankruptcy/loans {4} | <input type="checkbox"/> Landlord/Tenant Dispute {14} | <input type="checkbox"/> SSI {25} |
| <input type="checkbox"/> Consumer Issues such as Contracts, Warranties, Scams {5} | <input type="checkbox"/> Medicare/ Medicaid {15} | <input type="checkbox"/> TANF/Welfare {26} |
| <input type="checkbox"/> Divorce or Legal Separation {6} | <input type="checkbox"/> Name Change {16} | <input type="checkbox"/> Personal Injury {27} |
| <input type="checkbox"/> Education {7} | <input type="checkbox"/> Neglected/Abused Child {17} | <input type="checkbox"/> Truancy {28} |
| <input type="checkbox"/> Estate Planning/Wills/Probate {8} | <input type="checkbox"/> Paternity {18} | <input type="checkbox"/> Unemployment Benefits {29} |
| <input type="checkbox"/> Food Stamps {9} | <input type="checkbox"/> Physically Disabled Rights {19} | <input type="checkbox"/> Veteran's Benefits {30} |
| <input type="checkbox"/> Guardianship {10} | <input type="checkbox"/> Problems with Driver's License {20} | <input type="checkbox"/> Worker's Compensation/Labor and Industry {31} |
| | <input type="checkbox"/> Problems with Employer/Job {21} | <input type="checkbox"/> None of the Above {32} |

Other {33} Please Specify _____

3. How many legal problems did you have in the last 12 months?

- Once {1} 2 – 3 times {2} 4 – 6 times {3} 7 – 9 times {4} 10 or more times {5}

4. When you experienced a legal problem in the past 12 months, did you look for help? Yes {1} No {2}

5. Did you find help? Yes {1} No {2}

6. If you did not look for or find help, what problems did you have?

- Afraid/Intimidated/Feared Retaliation {1}
- Didn't believe it was a legal problem {2}
- Didn't want it to be made public {3}
- Didn't want to be bothered with it {4}
- Didn't know where services were located {5}
- Do not speak English {6}
- No service was available {7}
- Not eligible (for example: made too much money, wrong kind of case, didn't live in area) {8}
- Thought nothing could be done {9}
- Transportation {10}
- Was advised the matter was not worth pursuing {11}
- Worried about the cost {12}
- Would have to wait too long to get help {13}
- Did not know help was available {14}
- Other (15) please specify _____

7. If you looked for help, where did you first go?

- Private attorney {1}
- Legal Aid Office {2}
- Lawyer Referral Service {3}
- Non-legal Related Agencies {4}
- Other local services programs {5} List _____
- Other {6} please be specific _____

8. What source did you use to find help?

- Attorney General {1}
- Bar Association {2}
- Family Law Hotline {3}
- BNI Hotline {4}
- Friend/Family Member {5}
- Government Agency {6}
- Other {13} please specify _____
- Lawyer Referral Service {7}
- Newspaper/Television {8}
- Public Defender {9}
- Social Service Agency {10}
- Telephone Book {11}
- Legislator {12}

9. How long did it take to find help?

- less than 1 month {1}
- 1 – 3 months {2}
- 4 – 6 months {3}
- 7 – 12 months {4}
- more than 12 months {5}

10. Were they able to help you with the problem? Yes {1} No {2}

11. Did you get the help you wanted and/or needed? Yes {1} No {2}

12. If no, what other help did you need that you didn't get? _____

13. List any other problems you had in looking for and finding help. _____

14. In what County/City did you look for help? _____

15. Where were you when you received this survey to complete? _____

Tell us about yourself...

16. How old are you:

- less than 18 {1}
- 18 – 24 {2}
- 25 – 34 {3}
- 35 – 44 {4}
- 45 – 54 {5}
- 55 – 64 {6}
- 65 or older {7}

17. What is your gender? Male {1} Female {2}

18. What is your race/ethnicity?

- African-American {1}
- Asian/Pacific Islander {2}
- Hispanic/Latino {3}
- Multi-Racial {4} _____
- Native American/Alaskan {5}
- White, Non-Hispanic {6}
- Other {7} _____

19. How many people are in your household? 1 {1} 2 – 3 {2} 4 or more {3}

20. What is your total annual family income? Less than \$10,000 {1} \$10,000 to \$19,000 {2}

\$20,000 to \$29,000 {3} \$30,000 or more {4}

21. Are you receiving any type of public assistance? Yes {1} No {2}

22. Are you a U. S. Citizen? Yes {1} No {2}

23. If not, are you a permanent legal resident (green card)? Yes {1} No {2}

Thank you!

List of Legal Services Programs in Maryland Surveyed by Standing Committee on Pro Bono Legal Service

Note: Surveys were distributed in early June, 2003. Not all of the organizations responded to the survey.

Allegheny Law Foundation, Inc.
Alternative Directions, Inc.
American Civil Liberties Union
Associated Catholic Charities Immigration Legal Services
Baltimore Neighborhoods, Inc.
CASA of Maryland Employment Rights Project
Civil Justice, Inc.
Community Law Center
Domestic Violence Center of Howard County Legal Assistance Project
Health Education Resource Organization (HERO) Legal Services Program
Harford County Bar Foundation Pro Bono Project
Heartly House Legal Advocacy Project
Homeless Persons Representation Project
House of Mercy Legal Services
House of Ruth Domestic Violence Legal Clinic
**Immigration Legal Services of Catholic Charities of the Washington D.C.
Archdiocese**
Jewish Legal Services
Law Foundation of Prince George's County Pro Bono Project
Legal Aid Bureau, Inc.
Legal Services to the Elderly (Baltimore City)
Life Crisis Center, Inc.
Maryland Association of Non-Profits (MANO)
Maryland Coalition Against Sexual Assault
Maryland Coalition for Inclusive Education
Maryland Crime Victims Resource Center Legal Advocacy Project, Inc.
Maryland Disability Law Center
Maryland Public Interest Law Project
Maryland Volunteer Lawyers Service
Mid-Shore Council on Family Violence Legal Advocacy Project, Inc.
Montgomery County, Maryland Bar Foundation Pro Bono Project
Public Justice Center
St. Ambrose Legal Services
University of Maryland Law School HIV Legal Representation Project
Veterans' Consortium
Women's Center of Southern Maryland Legal Advocacy Project
Women's Law Center of Maryland, Inc.
**YWCA of Annapolis & Anne Arundel County Domestic Violence Legal Services
Project**

Comité *Pro Bono* Para Asesar Necesidades Legales

Questionario para Clientes

Para poder darle mejor ayuda en el futuro, haga el favor de contestar las siguientes preguntas. Sus respuestas serán completamente **CONFIDENCIAL** y sus respuestas individuales no serán identificadas. No preste atención al los números en parentesis, son solamente para tabular sus respuestas. Por favor no ponga su nombre en el formulario. Gracias por su asistencia.

1. Tuvo usted o alguien en su familia algun problema legal (no penal) durante el último año?

- Si {1} No {2} No se {3}

(Si su respuesta es “no” siga a la pregunta “Número 16.”)

2. Si su respuesta es “si” a la pregunta “Número 1,” que tipo de problema tuvo? (elija cada una que aplica)

- | | | |
|--|--|--|
| <input type="checkbox"/> Adopción {1} | <input type="checkbox"/> Compra de Casa/vivienda {11} | <input type="checkbox"/> Vivienda Publica/“Seccion 8”/Vivienda con Subsidio {22} |
| <input type="checkbox"/> Custodia de hijos/Visitación {2} | <input type="checkbox"/> Inmigración y Naturalización {12} | |
| <input type="checkbox"/> Mantenimiento de hijos {3} | <input type="checkbox"/> Problemas de Salud Mental/ Internamiento involuntario {13} | <input type="checkbox"/> Corte de Demandas Pequeñas {23} |
| <input type="checkbox"/> Asuntos economicos
(Ejemplo: bancarota/préstamo) {4} | <input type="checkbox"/> Asuntos de Arrendador y Arrendatario (“Landlord/Tenant”) {14} | <input type="checkbox"/> “Social Security” (Seguro Social) {24} |
| | | <input type="checkbox"/> SSI {25} |
| <input type="checkbox"/> Asuntos de consumidor:
(Ejemplo: contratos, garantías, fraude) {5} | <input type="checkbox"/> Medicare/ Medicaid {15} | <input type="checkbox"/> TANF/“Welfare” {26} |
| <input type="checkbox"/> Divorcio o Separación {6} | <input type="checkbox"/> Cambio de Nombre {16} | <input type="checkbox"/> Dano Corporal {27} |
| <input type="checkbox"/> Asuntos de Educación {7} | <input type="checkbox"/> Abuso o Descuido de Niños {17} | <input type="checkbox"/> Ausencia Escolar (“Truancy”) {28} |
| <input type="checkbox"/> Asuntos de herencia {8} | <input type="checkbox"/> Paternidad {18} | <input type="checkbox"/> Beneficios de Desempleo {29} |
| <input type="checkbox"/> Estampillas de Alimento (“Food Stamps”) {9} | <input type="checkbox"/> Derechos Respecto a Desabilidad Fisica {19} | <input type="checkbox"/> Beneficios de Veteranos {30} |
| <input type="checkbox"/> Curatela {10} | <input type="checkbox"/> Problemas con Licencia para Conducir {20} | <input type="checkbox"/> Worker’s Compensation/Laboral e Industrial {31} |
| | <input type="checkbox"/> Problemas con su Empleo/Empleador {21} | <input type="checkbox"/> Ninguno de Estos {32} |

Otro {33} Favor de describir _____

3. Cuantos problemas legales tuvo durante los ultimos doce meses?

- Uno {1} 2 – 3 veces {2} 4 – 6 veces {3} 7 – 9 veces {4} 10 o mas veces {5}

4. Cuando usted sufrio un problema legal durante los ultimos doce meses, trato de buscar ayuda? Si {1} No {2}

5. Encontro ayuda? Si {1} No {2}

6. Si usted no busco ayuda o no pudo encontrar asistencia, que problema tuvo?

- Tuve miedo/Me Senti Intimidado/Tuve Miedo de Retaliacion {1}
- No crei que fuera un problema legal {2}
- No quise que mi problema se haga publico {3}
- No quise molestar en buscar una solucion {4}
- No sabia donde poder encontrar servicios de asistencia {5}
- No hablo ingles {6}
- Ningun servicio estaba ofrecido {7}
- No era eligible (por ejemplo: ganaba mucho dinero, no vivia en la zona, no daban asistencia para ese tipo de caso) {8}
- Pense que nada se podia hacer {9}
- Transportacion {10}
- Me dijeron que no valia la pena buscar una solucion {11}
- Me preocupaba el costo {12}
- Hubiera tenido que esperar mucho tiempo para recibir asistencia {13}
- No sabia que existia asistencia {14}
- Otra {15} haga el favor de explicar _____
-

7. Si usted trato de buscar ayuda, a donde fue primero?
- Abogado privado {1}
 - Oficina de Asistencia Legal {2}
 - Servicio para Obtener Abogado {3}
 - Agencia Relacionada (no de leyes) {4}
 - Otro programa local de servicios {5} *Apunte* _____
 - Otro {6} *por favor sea especifico* _____

8. A donde fue a buscar ayuda/asistencia?
- Fiscal General de Maryland {1}
 - Asociacion de Abogados {2}
 - Ayuda Telefonica para Asuntos de Relaciones Familiares {3}
 - "BNI Hotline" {4}
 - Amigo/Miembro de Familia {5}
 - Agencia de Gobierno {6}
 - Otro {13} *por favor sea especifico* _____
 - Servicio para Obtener Abogado {7}
 - Periodico/Television {8}
 - Defensor Publico {9}
 - Agencia de Servicios Sociales {10}
 - Guia Telefonica {11}
 - Legislador {12}

9. Cuanto tiempo le tardo encontrar ayuda/asistencia?
- menos de un mes {1}
 - 1 – 3 meses {2}
 - 4 – 6 meses {3}
 - 7 – 12 meses {4}
 - mas de 12 meses {5}

10. Pudieron ayudarle con su problema? Si {1} No {2}

11. Pudo obtener la ayuda que usted buscaba o necesitaba? Si {1} No {2}

12. Si no pudo obtener ayuda, que otro tipo de ayuda que usted nesecitaba fue que no recibio? _____

13. Apunte cualquier otro problema que usted tuvo tratando de encontrar ayuda o alguien que lo ayude. -
- _____
- _____

14. En cual Condado/Ciudad estuvo buscando ayuda/asistencia? _____

15. Donde estaba usted cuando recibio este cuestionario? _____

Cuentenos algo de usted...

16. Que edad tiene:
- menos de 18 {1}
 - 18 – 24 {2}
 - 25 – 34 {3}
 - 35 – 44 {4}
 - 45 – 54 {5}
 - 55 – 64 {6}
 - 65 o mas {7}

17. Es usted? Masculino {1} Femenina {2}

18. Cual es su raza/etnicidad?
- Africano-Americano {1}
 - Asiatico/ "Pacific Islander" {2}
 - Hispano/Latino {3}
 - Multiracial {4} _____
 - Nativo Americano/Alaskan {5}
 - Blanco, No-Hispano {6}
 - Otro {7} _____

19. Cuantas personas viven con usted? 1 {1} 2 – 3 {2} 4 o mas {3}

20. Cual es el ingreso anual total de su familia?
- Menos de \$10,000 {1}
 - \$10,000 to \$19,000 {2}
 - \$20,000 to \$29,000 {3}
 - \$30,000 o mas {4}

21. Esta usted recibiendo algun tipo de asistencia publica? Si {1} No {2}

22. Es usted ciudadano de los Estados Unidos? Si {1} No {2}

23. Si no lo es, es usted un residente permanente legal ("green card")? Si {1} No {2}

Gracias!

Template for Local Pro Bono Action Plan

Produced by the Standing Committee on Pro Bono Legal Service

Introduction to Plan

The following is the Pro Bono Action Plan for _____ County. The purpose of this plan is to promote pro bono legal services to meet the needs of persons of limited means in the county. This plan assesses the county's needs, describes the legal resources that currently exist to meet those needs, and sets forth an action plan for engaging lawyers throughout the county to address the unmet needs. The Committee hopes that its plan will be enthusiastically accepted and supported by lawyers in the county and that, with their support, we will substantially increase access to the justice system for the under-represented.

I. Committee Composition

- a. Describe the selection process used for appointing members of the local committee
- b. Include a list of the committee members and their designation pursuant to Rule 16-902 (a)(2)(A)
- c. Date of first local pro bono committee meeting

II. Needs Assessment

- a. Describe in detail how you conducted your legal needs assessment, i.e., what process or methodologies did you use (e.g. surveys to social service agencies, focus groups, town meetings, interviews with local officials, meetings with legal services providers, etc.)
- b. Did you use the Standing Committee's survey for social and human services agencies? If so, how many were distributed? To whom? What was the response rate? Do you have any recommendations about the survey or process to improve the needs assessment analysis in the future? Attach a list of the agencies and/or individuals surveyed.
- c. If you did not use the Standing Committee's survey, how many organizations or individuals did you contact and what was the response? Include a list of organizations and/or individuals who were included in the needs assessment. What recommendations would you make for

conducting an effective needs assessment in the future? Include a copy of the survey you used.

- d. Did you obtain direct client input at any point in your needs assessment? If so, how did you accomplish that? How effective was it?
- e. Was the information provided by the Standing Committee from the survey of the legal services providers helpful? Did you need to supplement that information with research of your own? If so, what did you do? How effective was it? What changes, if any, would you recommend for future attempts to obtain similar data about existing legal services in the state?
- f. How did you specifically assess the legal needs of non-English speaking, minority and isolated populations (as prescribed in Rule 16-902 (b)(1))?
- g. Were there any significant obstacles or limitations to conducting the needs assessment? If so, how would you propose conducting a needs assessment in the future to make it more effective and useful?
- h. Describe in detail the legal needs identified by your needs assessment process.**

III. Nature and Extent of Existing Legal Resources

- a. Describe the legal services network and delivery system in your county prior to the local pro bono committee work. Include specifics such as the names of organizations and the types of cases they handle or services they provide.
- b. Describe how pro bono services are being provided, if applicable. Are there organized programs or mechanisms to recruit lawyers to accept pro bono cases? How does the process work? Who is responsible for placing the cases and following up on the case placements? How is that coordinated with other legal services programs serving the county? Are the courts involved in the process? Are other social or human services agencies, local governments or businesses involved?
- c. How many volunteer lawyers are directly involved in delivering pro bono services to persons or communities of limited means per year in the county? How many hours of this type of pro bono legal services are provided each year in the county?
- d. What is the level of free or reduced fee legal service currently being provided? Include the number of cases handled per year by subject matter if possible.

- e. What are the obstacles or limitations to utilizing pro bono lawyers to address the needs of people of limited means in your community?

IV. Goals and Priorities

- a. Delineate the committee's goals and priorities for pro bono legal services, including:
 - Specific legal issues or areas to be addressed;
 - Number of clients or matters to be handled (individual representation and/or broader systemic work);
 - Number of volunteer lawyers to be involved;
 - Which entities will be involved in various aspects of the goals, and;
 - Significant legal needs that the committee is unable to address and why.
- b. Set forth the timeframe in which the goals and priorities will be accomplished within the next three (3) years.
- c. How did you determine your priorities?
- d. How will the various entities involved ensure that they adhere to those priorities?

V. Monitoring the Effectiveness of the Plan Implementation

- a. How will you evaluate the effectiveness of your Plan and the activities proposed in it to address the priority legal needs?
- b. Who will conduct the evaluation?
- c. At what stages will the evaluation be done?
- d. What mechanism will be used to integrate the results of the evaluation into the planning process for the future?
- e. How will you measure the impact of your plan on the low-income community you are attempting to serve?

VI. The Plan

Describe your Plan for promoting pro bono legal service to meet the needs of persons of limited means in your county. Please indicate if the Plan is for more than one county (*note that a single joint Action Plan may be developed*)

for two or more adjoining counties by collaboration of the Local Pro Bono Committees **with the approval of the Standing Committee**, 16-902 (c)(1)).

The elements of your Plan should be provided in detail so as to adequately describe who is doing which activities, what the timeline for the activities is, and what methods are being used to accomplish the tasks. The following questions track the elements of the Plan as articulated in Rule 16-902 (c)(2) and should be answered in your Action Plan.

- a. What is the *current* mechanism for screening applicants for pro bono representation and referring them to appropriate referral sources or panels of participating attorneys?
- b. What is your *proposed* mechanism for screening applicants for pro bono representation and referring them to appropriate referral sources or panels of participating attorneys?
- c. What is the *current* practice of establishing or expanding attorney referral panels?
- d. What is your *proposed* practice of establishing or expanding attorney referral panels?
- e. How do you *currently* encourage lawyers to become involved in pro bono work and/or contribute to legal services organizations?
- f. How do you *propose* to encourage more lawyers to become involved in pro bono work and/or contribute to legal services organizations?
- g. What is *currently* being done by the bar to support services provided by pro bono and existing legal services organizations?
- h. How are you *proposing* to increase support for the current services provided by pro bono and existing legal services organizations?
- i. What procedure *exists* for matching cases with individual attorney expertise, including specialized panels?
- j. What is being *proposed* for matching cases with individual attorney expertise, including specialized panels?
- k. What type of support is provided *currently* for participating attorneys, including:
 - the provision of litigation resources and out-of-pocket expenses for pro bono cases;

- the provision or supplementation of legal malpractice insurance for participating attorneys;
 - the provision of legal education and training for participating attorneys in specialized areas of the law relevant to pro bono legal service, including consultation services with attorneys who have expertise in areas of law in which participating attorneys seek to provide pro bono service; and
 - the recommendation of court scheduling and docketing preferences for pro bono cases?
- l. What type of support is *proposed* for participating attorneys, including:
- the provision of litigation resources and out-of-pocket expenses for pro bono cases;
 - the provision or supplementation of legal malpractice insurance for participating attorneys;
 - the provision of legal education and training for participating attorneys in specialized areas of the law relevant to pro bono legal service, including consultation services with attorneys who have expertise in areas of law in which participating attorneys seek to provide pro bono service; and
 - the recommendation of court scheduling and docketing preferences for pro bono cases?
- m. What methods are *currently* used to inform lawyers about the ways in which they may provide pro bono legal service?
- n. What methods are being *proposed* to inform lawyers about the ways in which they may provide pro bono legal service?
- o. How will the committee coordinate implementation of the Plan with the courts, county bar associations, and other agencies and organizations?
- p. What is the anticipated number of hours of pro bono legal services needed annually to meet the needs of persons of limited means in the county?
- q. What programs are *currently* in place to recognize lawyers who provide pro bono legal services?
- r. What programs are *proposed* to recognize lawyers who provide pro bono legal services?
- s. How do you plan to overcome the chief obstacles or limitations to utilizing pro bono lawyers in your community?

VII. Timeline for Implementing and Evaluating Plan Activities

It is important to set out a proposed timeline for implementing and evaluating the activities incorporated in the Plan. Please set forth a proposed timeline for implementing and evaluating the activities incorporated in the plan, including certain milestones and the dates they are expected to be initiated and completed.

VIII. Identification of New Projects, Partnerships or Initiatives Undertaken to Address Unmet Legal Needs

One of the anticipated goals of the Plan is to explore new ways to address unmet legal needs that have been identified in the county. The committee has a unique opportunity to think creatively about how the delivery of legal services can be enhanced in its community and develop solutions to existing and new problems. Any new partnerships, methods of service delivery, or other new initiatives should be described in detail.

IX. Description of Public Outreach or Education about Availability of Legal Services to People of Limited Means

One of the issues raised in public surveys as to the need for legal services is the lack of awareness of the existing legal services available or how to access them. To the extent applicable, describe how programs or the bar currently conduct outreach to the public to inform them about the legal services available in the county. Does the committee propose to expand upon those efforts or start new public education initiatives to educate the public? If so, please describe how the committee proposes to accomplish that.

This plan is submitted by: _____

Signature: _____

Date: _____

LOCAL PRO BONO COMMITTEE REIMBURSEMENT INSTRUCTIONS

*FUNDING FOR THE LOCAL PRO BONO COMMITTEES
WAS MADE POSSIBLE BY THE GENEROUS CONTRIBUTION OF THE
MARYLAND BAR FOUNDATION*

For reimbursement not to exceed \$400.00 per committee, please fill out the attached request form and expenditure report detailing how the money was spent, (*e.g. notebooks for committee, postage and printing for needs assessment survey, etc...*) Please attach all paid invoices and/or receipts to your form and send it to:

Sharon E. Goldsmith, Esq.
c/o Standing Committee on Pro Bono Legal Services
520 West Fayette Street
Baltimore, Maryland 21201

If you would like the reimbursement request form in electronic format, please contact Precious Ratliff at (410) 837-9379 ext. 257 or email her at pyratliff@probonomd.org. Should you have any questions, please contact Sharon E. Goldsmith, Esq. at (410) 837-9379 ext. 258.

EXPENDITURE REPORT

Local Pro Bono Committee: _____

Please detail how your funds were distributed. Please be specific (*i.e. notebooks for committee members, postage and printing for needs assessment survey, etc...*).

**LOCAL PRO BONO COMMITTEE
REIMBURSEMENT REQUEST FORM**

Date: _____

Name of Local Pro Bono Committee: _____

Name of Contact Person: _____

Contact Person's Phone: _____

Name and address of person/firm to remit reimbursement:

EXPENSES

Printing/Copying: \$ _____

Telephone \$ _____

Supplies \$ _____

Postage/Stamps \$ _____

Contract Service \$ _____

Equipment Rental \$ _____

Other (specify) _____ \$ _____

TOTAL \$ _____

TOTAL AMOUNT REQUESTED TO DATE: _____

TOTAL AMOUNT RECEIVED TO DATE: _____

ONLINE RESOURCES
recommended by the
STANDING COMMITTEE ON PRO BONO LEGAL SERVICES

Maryland Pro Bono Resources

(To go directly to a website, hit control and click on the site's address)

Maryland Judiciary

www.courts.state.md.us

Click on Maryland Pro Bono for information about the history of the Judicial Commission on Pro Bono, the Standing Committee on Pro Bono Legal Service, Frequently Asked Questions, a summary of the Pro Bono rules, and links to other organizations and resources focusing on pro bono opportunities.

Pro Bono Resource Center of Maryland

www.probonomd.org

This site features pro bono opportunities for lawyers, upcoming trainings, information about legal services providers, and local and national pro bono programs. Join PBRC's new listserv by clicking on the Envelope icon and keep up to date on what's happening in the pro bono community.

American Bar Association Center for Pro Bono

www.abanet.org/legalservices/probono/home

This site serves as a clearinghouse for information on pro bono activities nationwide. It includes sections on technical assistance, resources, programs from around the country, web links, a library, and up to the minute news.

Indiana Pro Bono Commission

www.in.gov/judiciary/probono

This site provides information about Indiana's statewide Commission and its 14 pro bono district committees. Included are sample pro bono plans and reports, forms, contact information, and links to other relevant websites.

Maryland Legal Services Providers

Peoples Law

www.peoples-law.org/core/grantee_website/grantee_websites.htm

Those legal services providers funded by Maryland Legal Services Corporation (MLSC) can be found online at www.mlsc.org or the website address listed above with more detailed information, including their own websites.

MD Justice

H:\HTMLASST\Pro Bono\8-03\Online Resources.doc – Revised 7-14-03

www.mdjustice.org/referral.htm

Committees will find a list of law-related organizations providing legal services or referrals in *A Guide to Legal Services in Maryland*, published by the Pro Bono Resource Center of Maryland (a copy of which was provided to each local bar association or local pro bono committee). Most of those resources can also be found online at the website listed above.

Maryland Data

Maryland Department of Planning
Maryland State Data Center
www.mdp.state.md.us/msdc

This site offers demographic information about Maryland residents based on a variety of factors, including race, ethnicity, age, socio-economic level, education, and geographic location.

MD Justice
www.mdjustice.org/referral.htm

This site includes a listing of non-legal services resources that can be surveyed for the local needs assessments conducted by the committees.

Maryland Public Information Network
www.sailor.lib.md.us

Other listings of social and human services agencies can be found here. Click on Maryland Public Libraries for information about each county's library system. Click on the appropriate library system for a listing of community and human services organizations within that jurisdiction.

Legal Needs

These sites provide information and guidance on conducting legal needs assessments and include sample studies and survey instruments from around the country.

Legal Services Corporation Resource Library
www.lri.lsc.gov

For materials on Legal Needs Studies, click on Innovative Practice Area, then from the pull down menu click on Management Planning.

National Legal Aid and Defender Association
www.nlada.org

For materials on Legal Needs Assessments, click on Civil Resources, then click on SPAN Access to Justice Partnerships, then click on SPAN Access to Justice Library.

Maryland Legal Services Pro Bono Programs



Pro Bono Resource
Center of Maryland
An MSBA/Legal Services Partnership

Produced by the Pro Bono Resource Center of Maryland, Inc.

410.837.9379

800.492.1964

www.probonomd.org

The Pro Bono Resource Center of Maryland, Inc. (PBRC) is the statewide clearinghouse and coordinator of pro bono legal services. The Center's mission is to promote equal access to justice by coordinating and supporting volunteer civil legal services, providing resources and support for legal advocates for the poor, and promoting cooperation within the legal community.

As a separate non-profit organization which supports the Maryland State Bar Association, the Center works closely with legal services providers and local bar association pro bono projects throughout the state to help recruit pro bono attorneys. Volunteers are referred to pro bono programs according to the providers' needs and attorneys' interest and expertise. The Center also provides support services to volunteers and programs in the way of free or discounted training (including MICPEL courses), pro bono court reporting services and free LEXIS/NEXIS research.

We have compiled a list of pro bono programs offering a wide range of opportunities for attorneys interested in providing free civil legal services to the disadvantaged. In addition to direct client representation, several programs operate advice clinics and mentoring and training opportunities for volunteer lawyers. Most programs provide malpractice insurance.

For more specific information on these pro bono programs and others, or to volunteer please contact the Pro Bono Resource Center of Maryland, Inc. at

**410-837-9379 or 800-492-1964 ext. 257.
pbrc@probonomd.org**



JOIN THE CORPS OF VOLUNTEERS HELPING MARYLAND'S POOR

General Statewide Programs

Legal Aid Bureau

500 E. Lexington Street, Baltimore, MD 21202

Contact: Wilhelm H. Joseph, Jr. Executive Director
410-539-5340

Works closely with Maryland Volunteer Lawyers Service and other local bar affiliated projects by referring low-income clients to the programs as well as making direct referrals to attorneys.

Maryland Volunteer Lawyers Service

16 South Calvert Street, Suite 700, Baltimore, MD 21202

Contact: Winifred Borden, Executive Director
410-547-6537 or 800-510-0050 (clients) 410-539-6800 (administration)

Refers cases in the areas of family law, bankruptcy, consumer, tort defense, wills, guardianship, landlord-tenant, deed change, name change, tax disputes and tax returns to attorneys in all jurisdictions of the state **except, Allegany County, Montgomery County, and Prince George's County.** The program also operates reduced fee programs and *pro se* clinics for divorce and bankruptcy.

Women's Law Center

305 W. Chesapeake Avenue, Suite 201, Towson, MD 21204

Contact: L. Tracy Brown, Executive Director
410-321-8761

Experienced family law attorneys staff the Family Law Hotline to provide free advice and counsel to weekly callers.

Specialized Statewide Programs

Homeless Persons Representation Project

300 Cathedral Street, Suite 204, Baltimore, MD 21201

Contact: Dianne Pasternack, Deputy Director
410-685-6589 or 800-773-4340

Provides legal advice and/or direct representation for homeless individuals and families in shelters and soup kitchens in a variety of civil matters. Also operates a referral program for case representation.

House of Ruth Domestic Violence Legal Clinic

2201 Argonne Drive, Baltimore, MD 21218

Contact: Bobbie Steyer, Pro Bono Coordinator
410-554-8463

Provides counseling and direct representation to battered spouses in civil protection order proceedings and divorce and child custody cases.

The Lawyers Clearinghouse

190 West Ostend Street, Suite 201, Baltimore, MD 21230

Contact: Peter Berns, Executive Director
410-837-0755 or 410-837-0756

Works with non-profit organizations that are MANO members on legal issues.

Specialized Statewide Programs Cont'd

Public Justice Center

500 East Lexington Street, Baltimore, MD 21202

Contact: Francine Hahn

410-625-9409

Engages in systemic litigation and legislative work to correct abuses and ensure protection of the unrepresented, including victims of domestic violence, the disabled, children and migrant workers.

Other Specialized Programs

Alternative Directions

2505 North Charles Street, Baltimore, MD 21218

Contact: Mary Joel Davis, Executive Director

410-889-5072

Assists families separated due to incarceration deal with domestic relations, housing and other issues. Provides educational seminars in prisons and jails and refers cases to pro bono counsel.

American Civil Liberties Union of Maryland

2219 St. Paul Street, Baltimore, MD 21218

Contact: Sonia Kumar, Pro Bono Coordinator

410-889-8555

Eastern Shore Office - 100 North Liberty Street, Centreville, MD 21617

Contact: Deborah Jeon, Managing Attorney

410-758-1975

Focuses on civil rights and civil liberties of Maryland residents.

Associated Catholic Charities of Baltimore - Immigration Legal Services

430 South Broadway, Baltimore, MD 21231

Contact: Patricia Chiriboga-Roby, Esq.

410-534-8015

Provides counseling and legal representation for low-income persons with immigration-related problems (i.e. deportation, naturalization, green cards, and visas).

Bar Association of Baltimore City Legal Services to the Elderly Program

111 North Calvert Street, Suite 631, Baltimore, MD 21202

Contact: Tracey Harvin, Esq. Program Coordinator

410-396-1322

Program staff and volunteer attorneys provide advice and consultation, direct representation and education/outreach services. Volunteers speak to senior groups about legal topics affecting the elderly. Program staff and volunteers handle pro bono, non-fee generating civil cases, involving public benefits and pensions as well as consumer, health care, housing, guardianship and credit-related problems.

Other Specialized Programs Cont'd

Community Law Center

2500 Maryland Avenue, Baltimore, MD 21218

Contact: Barbara Breslau, Director of the Pro Bono Project
410-366-0922

Works with community organizations to improve the economic viability and quality of life in their neighborhoods. Matches attorneys from the private bar with neighborhood organizations needing a variety of services including real estate transactions, tax sale foreclosure, economic development, zoning, liquor board appeals, drug nuisance abatement, and governance and compliance.

Civil Justice, Inc. - First Time Home Buyer Project

520 West Fayette Street, Baltimore, MD 21201

Contact: Dennis Murphy, Director
410-706-0174 civiljusticenet@yahoo.com

Assists first time homebuyers in Baltimore City in reviewing various documents involved in the purchase of a home, in an effort to protect them against fraud and predatory lending.

Health Education Resource Organization (HERO)

1734 Maryland Avenue, 2nd floor, Baltimore, MD 21201

Contact: Kathleen Buckley, Managing Attorney
410-685-1180 ext. 261

Assists those infected with HIV virus or AIDS with Social Security and SSI disability appeals and other Social Security issues. Also assist estate-planning, permanency planning for children, debtor/creditor bankruptcy, and domestic and discrimination issues.

Jewish Legal Services Clinic

5750 Park Heights Avenue, Baltimore, MD 21215

Contact: Melissa Tillett
410-542-6300 ext. 200 (voice mail)

Provides free brief legal consultation and advice on any non-fee generating legal matter through an evening walk-in clinic. May refer clients to attorneys for further representation. Russian translators available.

Maryland Crime Victims Resource Center

14750 Main Street 1B, Upper Marlboro, MD 20772

Contact: Roberta Roper
301-952-0063 or 1-877-VICTIM-1

Maryland Disability Law Center

1800 North Charles Street, Suite 400, Baltimore, MD 21201

Contact: Lauren Kallins, Pro Bono Coordinator
410-727-6352 ext. 238

Uses volunteers to represent children in special education cases and in school disciplinary proceedings. Also assists persons with developmental disabilities, mental illness and ADA compliance issues.

Other Specialized Programs Cont'd

Mid-Shore Council on Family Violence

P.O. Box 5, Denton, MD 21629

Contact: Jeanne Yeager, Executive Director
410-479-1149

Provides assistance to victims of domestic violence, primarily with ex parte protective orders/peace orders. Refers clients to receive legal representation through a panel of reduced fee attorneys.

Assists Maryland crime victims with protection, compensation, victims' rights, and general advice and support through the criminal justice process.

Saint Ambrose Legal Services

321 East 25th Street, Baltimore, MD 21218

Contact: Sharon Potocki, Pro Bono Coordinator
410-366-8537

Handles cases involving improper predatory refinancing of home loans; fraudulent flipping of homes; home improvement fraud; and land installment agreements contracted fraudulently.

The Veterans Consortium Pro Bono Program

601 Indiana Avenue, Suite 1010, Washington, DC 20009

Contact: Brian Robertson
202-628-8164 or 888-838-7727

For lawyer Recruitment and Training - 2001 S Street, N.W. Suite 610, Washington, DC 20009

Contact: David Addestone
202-265-8305 ext. 109

Matches low-income veterans who need legal representation before the Court of Veterans Appeals on benefit issues.

YWCA of Annapolis and Anne Arundel County Legal Services

1517 Ritchie Highway, Arnold, MD 21012

Contact: Marcia Conrad 410-626-7800

Provides counseling and direct representation to battered spouses in civil protection order proceedings and divorce and child custody project. Also places contested custody cases for low-income clients with private attorneys in reduced-fee program.

Local Projects

The following counties operate local bar-affiliated projects or a specialized pro bono program for that county. Most of the projects handle numerous civil legal issues including divorce, bankruptcy, wills, tort defense, debt collection, landlord/tenant, taxes, guardianships and income maintenance. A number of programs utilize volunteers for *pro se* assistance and/or staff community clinics that target underrepresented populations.

Allegany Law

110 Green Street. Cumberland, MD 21502

Contact: Kathleen Callan

301-722-3390

Direct representation and *pro se* assistance.

Charles County Volunteer Legal Services Program

c/o Legal Aid Bureau, Inc.

P.O. Box 249, Hughesville, MD 20637

Contact: Seri Wilpone, Chief Attorney

301-932-6661

Direct representation and community education.

Harford County Bar Foundation – Lawyer Referral Service

5 North Main Street, Bel Air, MD 21014

Contact: Sharon E. Hill, Executive Director

410-836-0123 or 410-879-3755 (Legal Aid Bureau)

Direct representation and community education.

Montgomery County, Maryland Bar Foundation Pro Bono Program

27 West Jefferson Street, Rockville, MD 20850

Contact: Beverly Mondin

301-424-7651

Direct representation; brief advice and counsel at community clinics; and *pro se* assistance.

The Law Foundation of Prince George's County

P.O. Box 329, Hyattsville, MD 20781

Contact: Karren Jo Pope-Onwuwke, Managing Attorney

301-864-8354

Direct representation; brief advice and counsel at homeless shelters; community education; and *pro se* assistance.

Women's Center of Southern Maryland

20945 Great Mills Road, Suite N, Lexington Park, MD 20653

Contact: Robin Brown

301-862-3636

Reduced fee referrals for protective orders and domestic cases.