

BEST PRACTICES MANUAL FOR LOCAL PRO BONO COMMITTEES

STANDING COMMITTEE

of the

COURT OF APPEALS OF MARYLAND

on PRO BONO LEGAL SERVICE

Written by Claire A. Smearman, Esquire Edited by Sharon E. Goldsmith, Esquire (Staff Counsel)

To contact the STANDING COMMITTEE please write to Standing Committee c/o Pro Bono Resource Center of Maryland 520 West Fayette Street, Baltimore, MD 21201 410-837-9379 / 800-396-1274 or email to pbrc@probonomd.org

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INTRODUCTION

In 2002, the Court of Appeals of Maryland mandated the creation of a Local Pro Bono Committee in each county of the State to help address the enormous gap between the need for civil legal services and the availability of those services for Maryland's low-income residents. The Local Pro Bono Committees were charged with establishing goals and priorities for pro bono legal services in their counties and devising a Local Pro Bono Action Plan, tailored to the needs of their jurisdiction, which would increase the provision of pro bono legal services to the indigent. The level of activity of the local committees varies and a few have combined to serve a particular region. Since 2002, however, lawyers in Maryland have increased their contribution of pro bono legal services to the poor annually. Each year since 2004 Maryland lawyers have donated over one million hours of free legal services to the state's needy.

Despite this progress, the gap between the need for pro bono legal services and the availability of those services continues to expand. The national recession, the epidemic of mortgage foreclosures and the decline in economic growth in Maryland during the past several years have dramatically increased the need for pro bono legal services in this State. The growing number of attorneys willing to provide pro bono services despite the economic downtown affirms the commitment of Maryland's lawyers to social justice and their strong sense of responsibility for fulfilling their obligation of "pro bono publico," even in a time of financial hardship. Nevertheless, it is imperative that the number of Maryland attorneys performing pro bono legal services keep rising in order to address the increasing need.

To assist the Local Pro Bono Committees in their work, the Court of Appeals' Standing Committee on Pro Bono Legal Service has prepared this *Best Practices Manual for Local Pro Bono Committees*. The *Best Practices Manual* is organized in two parts. Part I, *A Handbook for New Local Pro Bono Committee Members*, maps the history of organized pro bono in Maryland, tracing important events in the development of pro bono from the formation of the Maryland Legal Services Corporation in the 1980's to the current work of the Local Pro Bono Committees. Part I also examines the response to the present economic downturn and crisis in legal services funding and includes a "Maryland Pro Bono Basics" section in Q & A format that outlines the fundamentals of the rules and systems in place for the performance of pro bono service in Maryland.

Part II, *Best Practices for Local Pro Bono Committees*, is a compendium of the most successful methods that Local Pro Bono Committees have implemented to recruit, train, and recognize pro bono attorneys. It sets forth techniques for Local Pro Bono Committees to use to provide support and resources to volunteer attorneys, as well as to collaborate with the judiciary and legal services organizations. Part II addresses the importance of community outreach and includes a section on the special needs of rural counties. It also contains innovative pro bono projects that can

be implemented statewide and addresses issues of Local Pro Bono Committee governance and performance.

This *Best Practices Manual* is intended as a resource for tools and techniques that will enhance the ability of Local Pro Bono Committees to encourage greater involvement of members of the bar, the judiciary, legal services organizations and the community-at-large in pro bono activities. The goal of this *Best Practices Manual* is to help Local Pro Bono Committees harness the positive energy of service among Maryland lawyers and work with them to ensure equal access to justice for all citizens of Maryland.

June 2010

Part I A HANDBOOK FOR NEW LOCAL PRO BONO COMMITTEE MEMBERS

"Only a significant increase in the donation of legal services to the poor will bring about a significant decrease in the number of indigent people who need legal services but do not receive them.

- Maryland Judicial Commission on Pro Bono, March 2000

There is one lawyer for every one hundred sixty-eight (168) people in Maryland, yet there is one legal services lawyer for every nine hundred and seventy (970) indigent Marylanders. Each year, approximately 80% of low-income Marylanders seeking necessary civil legal services are unable to obtain representation. Study after study confirms, however, that having legal representation is often the single most important factor in assuring meaningful access to the justice system. As a result of this gap between the need for legal services and their availability, thousands of Maryland citizens are left without recourse when faced with problems relating to housing, employment, healthcare, consumer, disability and family law issues. ¹

The Court of Appeals created the Local Pro Bono Committees in 2002 to provide organization and structure for pro bono initiatives at the county level. Each Local Committee was entrusted with revitalizing and increasing the involvement of local attorneys in pro bono work in their county. The impetus for a statewide system of local committees came from the work done by the Maryland Judicial Commission on Pro Bono, which in its March 2000 Report and Recommendations found that the civil justice system was not an accessible forum for resolving the legal problems of many Marylanders too poor to afford counsel. This was so despite many earlier years of effort to promote pro bono work by Maryland lawyers to fill the legal services gap.

¹For current statistics on the gap in legal services to the poor from the *Maryland Access to Justice Commission, Interim Report, Fall 2009, see* Appendix A.

Section A: History of Pro Bono in Maryland

1. Early Development of Pro Bono

For over thirty years there have been organized efforts to engage Maryland attorneys in pro bono representation of the poor. In 1973, the Montgomery County Bar Association created the first pro bono referral system in the state. It was not until 1981, however, in the face of state and federal budget cuts for legal services, that a statewide pro bono effort began to take form. In that year, when it appeared that federal funding for legal services would be severely cut or even eliminated, members of the Maryland State Bar Association (MSBA) created the Maryland Volunteer Lawyers Service (MVLS). It was in 1981 also that changes to federal banking laws permitted the creation of the IOLTA (Interest on Lawyers Trust Accounts) Program, and the Maryland General Assembly created the Maryland Legal Services Corporation (MLSC) to administer the state IOLTA Program. Maryland Volunteer Lawyers Service, with funds from the Maryland Legal Services Corporation, was the first statewide organization to refer low-income Marylanders to volunteer lawyers who provided pro bono legal services.

In the years that followed, the organized effort to provide pro bono legal services in Maryland continued to evolve, although the interest of the private bar in providing pro bono legal services sometimes waned. Below is a timeline of the key events in the early development of a statewide delivery system of pro bono legal services.

Timeline of Key Events in the Development of Pro Bono

1988 The Maryland Legal Services Corporation Advisory Council, chaired by then-Congressman Ben Cardin, conducts a legal needs study and issues a report, *Action Plan for Legal Services to Maryland's Poor*, which finds that only 20% of those eligible for civil legal services receive them. The report recommends that, among other activities, the Court of Appeals adopt a mandatory pro bono rule. In place of a mandatory rule, the Maryland State Bar Association (MSBA) pledges to oversee an extensive campaign to increase the level of voluntary pro bono service in Maryland.

1989 The Court of Appeals considers the proposal for a mandatory pro bono rule, but instead adopts the MSBA proposal of a voluntary recruitment plan. The Court mandates that the MSBA "superintend" the effort and report back to the Court regarding its success. The MSBA launches a People's Pro Bono Campaign to spur pro bono service. Chief Judge Robert C. Murphy sends a letter to Maryland

lawyers enclosing a survey on pro bono representation. Sixty percent (60%) of Maryland's lawyers respond, and approximately 80% of those responding say they have done or are willing to do pro bono work. The unprecedented positive response brings national attention to the campaign, earning the MSBA the ABA Harrison Tweed Award.

1990 The MSBA creates the People's Pro Bono Action Center, or PPBAC, as the statewide coordinator and clearinghouse for pro bono civil legal services in Maryland to implement the Court's mandate. The initial mission of PPBAC, which later becomes the Pro Bono Resource Center of Maryland (PBRC), is to support, train and refer volunteer lawyers to legal services providers, assist in the development of pro bono projects, and report on the progress. PPBAC begins referring volunteer lawyers to pro bono referral programs and legal services providers across the state, publicizing the need for pro bono assistance and advertising pro bono opportunities. It also assumes responsibility for tracking and reporting on pro bono services.

1992 The PBRC contracts with John A. Tull and Associates to evaluate the delivery of pro bono legal services in the state. The study surveys several thousand lawyers to learn the motivation for and frequency of pro bono service. The final report, Furthering the Pro Bono Commitment in Maryland: An Assessment of the State's Volunteer Legal Services Delivery System, makes numerous findings, among them that: 1) Maryland has a complex and diverse pro bono system that can be duplicative and is in need of coordination, 2) timely referrals and effective screening of cases is essential to volunteer lawyer satisfaction, 3) there is a crisis in family law that is systemic and beyond the capacity of the pro bono network to address, 4) locally based pro bono programs are essential in rural areas to increase pro bono involvement/participation, and 5) there is a substantial amount of pro bono work already being done throughout the state of Maryland. The Report also finds that lawyers who volunteer do so from a strong sense of professional responsibility, and that most volunteers prefer to handle cases in an area of law in which they practice.

1992 A joint study by the MLSC and the University of Baltimore, *Increasing Access to Justice for Maryland's Families*, finds that only 11% of individuals eligible for family law legal services in Maryland receive them.

1993 The placement of pro bono cases through MLSC legal services providers triples and twice as many lawyers are donating their time. Twenty (20) MLSC funded legal services programs across the state now have a pro bono component.

1994 A national ABA *Legal Needs Study* confirms the findings of the Cardin report in Maryland that only 20% of those in need of civil legal services receive them.

1995 Placement of pro bono cases begins to drop due to funding cuts and increased client demand. Programs have difficulty identifying volunteers willing to accept pro bono cases. As commitment of private attorneys diminishes, so too does the commitment of legal services providers to making pro bono referrals.

1997 The Maryland Coalition for Civil Justice initiative of the MSBA conducts a study and finds that family law is the top area of need and top priority for people eligible for civil legal services, followed by elder law and housing/landlord-tenant issues.

1998 Chief Judge Robert M. Bell establishes the Judicial Commission on Pro Bono Service to "investigate and make findings and recommendations about what role the Judiciary can and should play in expanding pro bono legal services." The Commission conducts a statewide survey of judges, legal services providers, court personnel and individuals turned away from legal services providers.

2000 The Judicial Commission on Pro Bono Service issues its Report and Recommendations. The Commission finds that lawyers in Maryland need greater and more specific guidance about what their professional obligation to render pro bono service entails. The Commission also finds that there is a need for a statewide system for tallying the amount and type of pro bono work rendered each year, and that the role of judiciary is crucial in increasing pro bono and making it more "user friendly" lawyers. The Commission's Report includes Recommendations, including the creation of a statewide oversight committee and local pro bono committees in each jurisdiction charged with formulating a local pro bono action plan. The Recommendations also address the role of judges and court administrators in facilitating pro bono, the need to revise Rule 6.1 of the Maryland Rules of Professional Conduct to emphasize the pro bono obligation, and the need to adopt other new rules to address the issues raised in the Report.

2002 The Court of Appeals adopts MD Rules 16-901 to 16-903, which implement many of the Recommendations of the Commission, including the creation of a statewide Standing Committee and Local Pro Bono Committees in each county. The Court also amends Rule 6.1 of the Rules of Professional Conduct to clarify the definition of and obligation to perform pro bono service.

2. Creation of the Standing Committee and the Local Pro Bono Committees

In February of 2002, the Court of Appeals launched a statewide program to address the shortcomings of the existing pro bono delivery system in Maryland. Rule 16-901 established a Standing Committee on Pro Bono Legal Service, and Rule 16-902 created a Local Pro Bono Committee for each county. Together with Rule 16-903, which required each practicing attorney in Maryland to file an annual report on pro bono legal service, these new rules were adopted to coordinate and revitalize the delivery of pro bono legal services in Maryland. Revisions to Rule 6.1 of the Maryland Rules of Professional Conduct, which clarified the definition of pro bono service and created an aspirational goal of 50 hours of pro bono service annually for attorneys engaged in fulltime practice, aimed to assure that greater numbers of Maryland lawyers would render pro bono services annually. (See Appendix B for the Maryland Pro Bono Rules.)

a. Standing Committee on Pro Bono Legal Service

A principal role of the Standing Committee on Pro Bono Legal Service is to oversee and facilitate the work of the Local Pro Bono Committees in each county. The Standing Committee consists of 13 members, comprised of attorneys from each of the appellate judicial circuits, circuit and district court judges, a representative of a legal services organization, and a member of the general public, as well as consultants appointed to the Committee from time to time. Rule 16-901 sets forth the following duties of the Standing Committee:

- Develop forms for the Local Pro Bono Committees to use in formulating their Local Pro Bono Action Plans and making their annual reports to the Standing Committee.
- Recommend uniform standards for use by Local Pro Bono Committees in assessing legal needs in their counties.
- Review and evaluate the Local Pro Bono Action Plans and annual reports submitted by the Local Pro Bono Committees.
- Collect information about pro bono projects available for implementation by Local Pro Bono Committees.
- Provide guidance to Local Pro Bono Committees about the new pro bono rules.
- File an annual report and recommendations with the Court of Appeals about the implementation and effectiveness of the Local Pro Bono Action Plans.
- Prepare a State Pro Bono Action Plan to promote increased efforts on the part of lawyers to provide pro bono services. The State Action Plan shall:

- Review and assess the results of the Local Pro Bono Action Plans.
- Assess the data generated by the new pro bono reporting requirement under Rule 16-903.
- Gather and consider information regarding the need for pro bono legal services in Maryland.
- Provide the opportunity for one or more public hearings.

In 2005, the Standing Committee submitted its State Action Plan to the Court of Appeals. The State Action Plan included a detailed description of the legal needs of Maryland's poor, the scope and extent of pro bono services in the state, a summary of the Local Pro Bono Action Plans and a series of recommendations for the Standing Committee, the Court of Appeals, the Administrative Office of the Courts, the bar, the bench and the legal services community. The State Action Plan was revised in 2006 to reflect the implementation of several of the recommendations. As a result of the Standing Committee's recommendations, the Court of Appeals revised Rule 16-902 to increase the participation of judges on Local Pro Bono Committees, require submission of annual reports on May 1 of each year, require each Local Committee to establish a procedure for new membership, and allow counties within the same region to join together as a local committee with the approval of each Administrative Judge of the counties involved.

At the request of several Local Committees, the Standing Committee conducted a statewide survey of legal service providers in the state. It asked for county specific data, which it forwarded to each Local Committee. (*See* Appendix C). The Standing Committee also designed a survey of human and social services agencies (Appendix D) and a client survey (Appendix E) for use by Local Committees. The Standing Committee assisted in entering the data into the database system, collating the information and providing analysis for use by the Local Committees.

b. Local Pro Bono Committees

The Local Pro Bono Committees were created by the Court of Appeals to address the lack of access to justice for Maryland's low-income residents at the county level, taking into account the specific needs of the county's population, the availability of legal services and pro bono referral programs in the county, and the degree to which the county bench and bar were involved in the pro bono effort. Pursuant to Rule 16-902, each Local Pro Bono Committee is comprised of a minimum of 11 members, including two representatives nominated by legal services and pro bono referral organizations, a representative of the District Public Defender, members of the local bar, members of the public, and circuit and district court judges. Rule 16-902 requires the County Administrative Judge to assess the

composition of the Committee on an annual basis and take steps to ensure full membership. The duties of a Local Pro Bono Committee include:

- Assessing the needs in the county for pro bono legal service, including the needs of non-English speaking, minority and isolated populations.
- Determining the nature and extent of free or low-cost legal services, whether staffed or volunteer.
- Establishing goals and priorities for pro bono legal services in the county.
- Preparing a Local Pro Bono Action Plan.
- Implementing the Plan in accordance with the Standing Committee's directives.
- Submitting an annual report about the Plan to the Standing Committee.

Under Rule 16-902, Local Pro Bono Action Plans were to address the following matters:

- Screening applicants for pro bono services and referring them to volunteer attorneys.
- Establishing or expanding attorney referral panels.
- Continuing and supporting current services of existing pro bono and legal services organizations.
- Developing a procedure for matching cases with individual attorney expertise, including specialized panels.
- Providing support for volunteer attorneys, including:
 - Litigation resources and out-of-pocket expenses for pro bono cases.
 - Legal malpractice insurance.
 - Education and training for volunteer attorneys in areas of the law relevant to pro bono service, including mentoring with experienced attorneys in those areas of practice.
 - Recommending court scheduling and docketing preferences for pro bono cases.
 - Developing methods of informing lawyers about ways in which they may provide pro bono legal services.

When the Standing Committee submitted its State Action Plan to the Court of Appeals in August of 2005, the Local Pro Bono Committees in eleven of twenty-four counties had submitted their Action Plans. Those counties were: Anne Arundel, Baltimore, Calvert, Carroll, Charles, Harford, Howard, Montgomery, Prince George's, Somerset, and Washington. By December of 2006, an additional eight counties had submitted plans: Allegany, Baltimore City, Caroline, Dorchester, Frederick, Talbot, Wicomico, Worchester. As of the publication of this

Best Practices Manual, Local Pro Bono Committees in all but one county have submitted their Action Plans to the Standing Committee for Pro Bono Legal Service.

c. Local Pro Bono Action Plans

Staffed solely by volunteers and working almost always without budgets, the Local Pro Bono Committees in most Maryland counties did a remarkable job of fulfilling the obligations placed upon them by Rule 16-902. The involvement of local judges was critical in the process. Where judges participated actively, Local Pro Bono Committees were formed and functioning most quickly. In counties that had existing local pro bono providers, such as the Allegany, Hartford, Montgomery and Prince George's County Bar Foundations, those organizations facilitated the work of the Local Committee, which could build upon an already existing structure of pro bono service delivery. Likewise, where the local bar was actively engaged in the work of the Local Committee, the outcome was more successful.

When it became clear that the needs assessment requirement of Rule 16-902(b) was too onerous for most Local Committees, the Standing Committee conducted a statewide survey and provided county-specific information to the Local Committees. Some Local Committees still conducted their own needs assessment; for example, the Caroline County Pro Bono Committee held several town hall meetings to determine the most critical area of legal services needs in the county. Many Local Committees also used the client survey and a survey for human and social services organizations developed by the Standing Committee when formulating their Local Pro Bono Action Plans.

If a Local Committee had difficulty organizing and formulating a Local Pro Bono Action Plan, it often was attributed to the failure of Rule 16-902 as originally drafted to indicate who should take the leadership role in forming the Local Committees. The Rule was amended in 2007 to require the County Administrative Judge to serve as the temporary chair of the Local Committee, to appoint members and convene its first meeting. In those counties in which the process of forming a Local Pro Bono Committed proved difficult, the lack of a pro bono provider or pro bono coordinator in the county was often noted in the Local Action Plan as the biggest obstacle. In some jurisdictions where the local bar was quite small and consisted primarily of government lawyers, it was especially difficult to form a Local Committee. Yet one small rural county, Somerset County, with only sixteen lawyers (four of whom were judges), was one of the first Local Committees to submit its Pro Bono Action Plan.

d. Assessment of Needs and Identification of Obstacles to Pro Bono Service

Across the board, the Local Pro Bono Action Plans identified family law as the area of greatest need for legal services. Many noted the growing number of self-represented family law litigants and the strain they placed on the judicial system. Other areas of high need identified by the Local Committees included housing, landlord/tenant, consumer, elder law, bankruptcy/collections, and public benefits. Counties with large non-English speaking communities listed immigration as an area of high need as well.

The Standing Committee had noted in its State Action Plan that family law cases consistently overwhelm the legal services delivery system in general and pro bono programs in particular. This problem was identified in the Local Pro Bono Action Plans as one of the greatest obstacles to the provision of pro bono services. Other obstacles facing the Local Pro Bono Committees in trying to implement their Action Plans included:

- Lack of knowledge among lawyers of pro bono opportunities and referral programs.
- Lack of knowledge of human services agencies about available legal services and pro bono programs.
- Lack of knowledge among the public of programs such as the courts' family law pro se projects.
- Mismatch between the areas of greatest need for pro bono services and the top areas of practice for private attorneys.
- Economic pressure on attorneys, stress of the practice of law, substantial demands on pro bono attorneys' time, and the work-family conflict.
- Lack of support services for volunteers.
- Attorneys unwilling to take long, time-consuming cases.
- Sense of burn-out by family law practitioners.
- Prohibitions against government attorneys engaging in pro bono work.
- Transportation and language issues.
- Lack of funding for pro bono initiatives.

Despite the many obstacles to the provision of pro bono services identified in the Local Pro Bono Action Plans, the very process of forming the Local Pro Bono Committees, conducting the surveys and formulating the Local Pro Bono Action Plans raised awareness of pro bono legal services among lawyers, human and social services agencies and the public. Typical goals developed in the Action Plans included publicizing the availability of pro bono services, engaging more local lawyers in pro bono work, developing short-term pro bono opportunities,

identifying other ways to engage corporate and transactional attorneys in pro bono service, screening clients for eligibility based on income, coordinating with existing pro bono programs and legal services agencies, and recognizing lawyers for their significant contributions to pro bono legal services.

e. Continuing Work of the Local Pro Bono Committees

Within a year of submitting their Pro Bono Action Plans, many Local Committees had begun to implement their plans and accomplish some of their goals. For example, in Carroll, Charles and Caroline Counties, the Local Pro Bono Committees coordinated the recruitment of volunteer lawyers to staff the family law Self-Help Clinics at the courthouse that were about to lose their funding. The Baltimore County Committee developed free trainings for lawyers who agreed to accept pro bono family law cases. Several counties developed websites and list serves to promote pro bono activities. In Baltimore City, the Committee accomplished its goal of encouraging the Baltimore City Bar Association to establish a pro bono committee, the Pro Bono and Access to Legal Services Committee, which collaborated with the Local Committee in its efforts. In Harford County, Committee members met with the County Executive to discuss transportation and access issues for the rural poor and disadvantaged. The Local Committee in Somerset County, in partnership with the Legal Aid Bureau, developed a weekly pro se clinic to address civil law issues other than family law. Numerous counties around the state worked with the Pro Bono Resource Center to develop a Maryland Lawyers Care Brochure for their community listing all of the local and statewide resources for legal services.

In addition, Local Pro Bono Committees throughout the state have participated in regional meetings hosted by the Standing Committee. In 2005, the Local Committee Chairs of four counties on the Eastern Shore, Caroline, Dorchester, Queen Anne's and Talbot, met for a regional meeting and discussed the possibility of creating a regional pro bono coordinator. In 2006, the Standing Committee convened a meeting with the Central Western counties, Carroll, Frederick and Howard, and in 2007 the Lower Shore counties, Somerset, Wicomico and Worcester, met to discuss regional needs. A regional meeting took place in Southern Maryland in January of 2008 with Calvert, Charles and St. Mary's counties where Local Committee Chairs explored the possibility of initiating joint projects in the region. Prince Georges' County convened a Pro Bono Summit in June of 2009 to bring together all legal services providers in the county to share information and explore possible collaborative efforts to address the increase in the need for legal services caused by the economic decline and demographic changes in the county. At a statewide meeting of the Local and Regional Pro Bono Committee Chairs hosted by the Standing Committee in November of 2009, the Chairs reported on recent pro bono initiatives in their counties and explored ways to address the fallout from the economic downturn. Prior to that meeting, the Local Committee Chairs completed a Best Practices Questionnaire developed by PBRC and used in the preparation of this Best Practices Manual.

Notably, several counties on the Eastern Shore joined forces in 2005 to form a regional committee, the Mid-Shore Pro Bono Committee. Those counties, Caroline, Dorchester, Queen Anne's and Talbot, also established a regional pro bono referral agency, Mid-Shore Pro Bono. The mission of Mid-Shore Pro Bono was to recruit pro bono attorneys, place income-eligible clients with volunteers, and provide support, training and mentoring for volunteers throughout the region. In 2007, Kent County joined the Mid-Shore Pro Bono consortium. Among a number of projects initiated by Mid-Shore Pro Bono, the program has collaborated with the Mid Shore Community Mediation Center and Community Mediation Upper Shore, Inc. to provide mediation and conflict resolution services free of charge. Mid-Shore Pro Bono, under the auspices of the Mid-Shore Pro Bono Committee, also coordinates the volunteer lawyers staffing the Pro Se Family Law Clinics at the Circuit Courts in each of the counties. In several other regions in Maryland, counties have considered forming a Regional Pro Bono Committee on the model of the Mid-Shore Committee.

Section B: Response to the Economic Downturn and Crisis in Legal Services Funding

In October of 2008, the United States experienced its most severe financial crisis since the Great Depression of the 1930's. As a result, in the months that followed, the citizens of Maryland, like Americans across the country, experienced record unemployment, an avalanche of foreclosures and evictions, and a huge surge in the need for public benefits. Given that even in times of economic boom poor people lack access to the courts, it is no surprise that the economic recession has placed enormous strains upon the Maryland legal services delivery system. Requests for representation in matters involving critical legal needs such as housing and employment, child custody, medical care and subsistence benefits have skyrocketed. In the fall of 2009, the Legal Aid Bureau, the largest provider of legal services to the poor in Maryland, saw an increase of 64% in clients served and 73% in people turned away *in one month*.

Exacerbating the problem, the economic decline caused a severe crisis in legal services funding. A primary funding source for legal services providers in Maryland is revenue from IOLTA (Interest on Lawyer Trust Accounts), which has plummeted. Historically low interest rates and shrinking deposits have resulted in a

70% decrease in IOLTA revenue from FY 2008 to FY 2010. The projected \$5 million shortfall in IOLTA revenue caused cuts in grants to the thirty-five non-profit legal services providers funded by the Maryland Legal Services Corporation (MLSC). Such cuts significantly reduce the ability of legal services providers to serve those in need. To make up for the shortfall, the Maryland General Assembly passed a bill to increase the filing fees in Maryland Circuit and District Courts, which are far below the national average, and direct the funds generated to be deposited in the MLSC Fund. Effective July 1, 2010, the surcharge is expected to generate approximately \$6.1 million annually in additional funding. However, a three year sunset provision in the law will eliminate the fee increases on June 30, 2013.

Despite the negative impact of the economic downturn on the practice of law, members of the Maryland bar have stepped up to address the crisis in legal services. In 2008, almost 60% of all lawyers practicing in Maryland engaged in some type of pro bono activity, and the number of pro bono hours contributed by Maryland attorneys increased by over 40,000 hours from the year before. Significantly, just prior to the economic freefall, Chief Judge Robert M. Bell created the Access to Justice Commission to develop and implement policy initiatives to expand access to justice for all citizens in Maryland. The Access to Justice Commission spent its first year focusing on the impact of the financial crisis on the delivery of legal services. In addition, the legal services community created an innovative project addressing one of the most pressing problems caused by the economic crisis: the Foreclosure Prevention Pro Bono Project. Each is described briefly below.

a. Access to Justice Commission

The mission of the Access to Justice Commission, created by Chief Judge Bell in 2008, is to develop and implement policy initiatives that will expand access to justice in civil legal matters for persons who encounter barriers when participating in Maryland's justice system. The Access to Justice Commission is comprised of members of the Maryland Judiciary, legal services organizations, the Maryland State Bar Association, the Governor's Office, the Court's Standing Committee on Pro Bono Legal Service and the executive and legislative branches. In its first year, the Commission created six committees and numerous sub-committees to examine and make recommendations on ways to increase access to justice by: 1) enhancing the safety, accessibility and convenience of the courts and justice system for all, 2) supporting the delivery of legal services 3) assisting self-represented litigants, 4) addressing critical barriers to justice for those with language, literacy, and cultural differences, 5) promoting public information about the civil justice system, 6) articulating what access to justice for all should mean in Maryland and identifying ways to measure the impact of the Commission's work. In its first year, the Access

to Justice Commission held a Statewide Forum, as well as numerous Listening Events to get input from members of the public throughout the state.

In the fall of 2009, the Access to Justice Commission published its Interim Report and Recommendations. The Report addressed in detail the economic recession and the crisis in funding for civil legal services, as well as each of the areas of concern noted above. The Commission made a total of sixty-two Recommendations addressing each of these areas. Notably, thirty-four of the Recommendations focused on the critical barriers that prevent access to the justice system for all citizens. Sixteen additional recommendations addressed issues of safety, accessibility and convenience. The Interim Report highlighted a new initiative by the courts, the District Court Self-Help Center Pilot Project, modeled on the existing Family Law Self-Help Centers in the Circuit Courts. The Pilot Project, launched in the District Court for Anne Arundel County in Glen Burnie, Maryland, provides assistance to self-represented litigants in landlord/tenant matters, small claims, debtor/creditor actions, domestic violence and traffic violations, and is developing best practices and standards to be followed in replicating the Pilot Project in other District Court sites in the state.

b. Foreclosure Prevention Pro Bono Project

In 2008, in the face of an unprecedented number of foreclosures in the state of Maryland, the legislature enacted emergency legislation relating to the foreclosure process to offer greater opportunities for homeowners to preserve their homes. New notice requirements, additional defenses, and modifications to the process itself provide families and individuals a chance either to prevent foreclosure or mitigate their losses. In the spring of 2008, the state Department of Labor, Licensing and Regulation (DLLR) approached the Court to help identify volunteer lawyers to assist distressed homeowners. Chief Judge Robert M. Bell requested PBRC to spearhead a massive recruitment effort that quickly evolved into the Foreclosure Prevention Pro Bono Project. PBRC brought in many partners, including five pro bono referral providers (Allegany Law, Community Legal Services of Prince George's County, Maryland Volunteer Lawyers Service, Mid-Shore Pro Bono and Montgomery County Lawyer Referral Program), Civil Justice, Inc. and other non-profit organizations, as well as the key state agencies, the Department of Housing and Community Development and the Department of Labor, Licensing and Regulation. In July of 2008, Chief Judge Bell launched the Project with a letter to all attorneys licensed in Maryland requesting their assistance in Maryland's foreclosure crisis by participating in the Project.

The Foreclosure Prevention Pro Bono Project provides free training for participating attorneys in Maryland's new foreclosure law and process. Each

attorney who takes the free training pledges to represent at least one distressed homeowner in the foreclosure context. Over 1050 attorneys had been trained in the Project as of June of 2010. The participating volunteer attorneys provide brief one-on-one legal counsel to distressed homeowners at public workshops, directly represent homeowners in negotiations with their lenders, and work with non-profit housing counseling agencies providing foreclosure prevention counseling. The Foreclosure Prevention Pro Bono Project has also been made available to volunteer attorneys statewide through online trainings. Since its inception, the Project has referred more than 900 pro bono cases and counseled over 2200 at-risk homeowners. It is a prime example of the value and importance of the pro bono work done by Maryland lawyers.

Section C: Maryland Pro Bono Basics

In July of 2002, a new era began for pro bono in Maryland when the Court of Appeals amended Rule 6.1 of the Rules of Professional Conduct, changing the definition of pro bono and providing for an aspirational goal of 50 hours of pro bono service annually for lawyers in full time practice. This Rule change, in addition to the creation of the statewide Standing Committee on Pro Bono Service and a Local Pro Bono Committee in each county or region, institutionalized the pro bono effort that had been active in Maryland since the 1980's. With the adoption of a mandatory pro bono reporting requirement pursuant to Rule 16-903, the Court of Appeals made it clear that pro bono service and/or a monetary contribution to legal services organizations was a professional responsibility of each Maryland attorney. (See Appendix B for the Maryland Pro Bono Rules).

The following Q & A outlines the fundamental rules and systems for pro bono and provides a quick guide to the basics of pro bono legal service in Maryland.

a. What constitutes pro bono service?

Many attorneys believe that pro bono service is any charitable legal work performed without compensation. However, Rule 6.1 of the Maryland Rules of Professional Conduct, as amended in 2002, specifically defines pro bono service as *legal* service. It calls for the provision of professional services 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.

Rule 6.1 also provides that pro bono service includes activities for improving the law, the legal system or the legal profession. Attorneys may discharge their pro bono obligation by contributing financial support to organizations that provide legal services to persons of limited means.

b. What are the requirements for pro bono service?

There is no requirement that attorneys licensed in Maryland perform pro bono service, only that they report their pro bono work each year in accordance with Rule 16-903. However, Rule 6.1 establishes an aspirational goal of 50 hours of pro bono service annually for attorneys in full-time practice, and a pro rata number of pro bono hours for part-time attorneys. The aspirational goal applies not only to attorneys in private practice, but also to legal services and public interest lawyers, as well as to most government lawyers.

Some government lawyers are prohibited by constitutional, statutory, rule, or other regulatory restrictions from engaging in representational pro bono service. When those restrictions apply, a government lawyer still may discharge his or her professional responsibility under Rule 6.1 by engaging in non-representational pro bono service activities or making a financial contribution to a legal services organization. Rule 6.1 does not apply to Administrative Law Judges (ALJ's), judges, masters, law clerks and law professors, unless in addition to their duties in those capacities they engage in the practice of law.

c. What are the reporting requirements for pro bono service?

Under Rule 16-903, each attorney authorized to practice law in Maryland must file an annual Pro Bono Service Report stating the number of pro bono hours they rendered and any contributions they made to legal services organizations. The reporting requirement applies to all attorneys who pay dues into the Client Protection Fund. Forms are mailed to attorneys by January 10 of each year and must be filed by February 15. The Report asks each lawyer to state the number of pro bono service hours donated in the previous year, how many of those hours were in matters referred by a pro bono or legal services organization, the areas of

law involved, the number of hours the lawyer devoted to activities to improve the law, the legal system, or the legal profession, and any financial contribution made to one or more organizations that provide legal service to people of limited means. The lawyer must also state his or her area(s) of practice, the type and size of the firm or agency in which he or she practices and whether he or she is retired or working part time.

d. What type of work qualifies as pro bono service?

To qualify as pro bono service, the work must be taken on without fee or expectation of fee, or for a substantially reduced fee. Therefore, pro bono service does not include lost revenue for hours worked due to a client's failure to pay the fee, or "writing-off" hours that were worked from a client's bill. Nor does it include failure to prevail in a contingency fee case. The case must be entered into with the intention of waiving the fee or with an agreement with the client to pay a substantially reduced fee, that is, a fee that is materially and extensively lower than what would normally be charged, such as the \$50-55 per hour panel fees for public defender cases.

The work also must be performed for a person of *limited means*. A person of limited means is an individual who either qualifies for income-based legal services programs or is a person who the lawyer knows cannot afford to pay for legal assistance.

e. Who qualifies for income-based legal services in Maryland?

There are generally two formulas used to determine eligibility for income-based legal services programs. All legal services providers in Maryland funded by the Maryland Legal Services Corporation use the MLSC income guidelines, which require an income of less than 50% of the median Maryland income, based on family size, to qualify. For FY 2009-2010, a family of four must have an annual household income of less than \$48,476 in order to qualify for free or reduced fee services. (For a chart of the current MLSC income eligibility guidelines, *see* Appendix F or visit www.mlsc.org as the guidelines change annually). In contrast, the Legal Aid Bureau is required to apply the federal income guidelines, which use 125% of the federal poverty line as the cut off for services. Under the federal income guidelines, the same family of four would have had to earn less than \$27,563 in 2009 to qualify for Legal Aid services. In limited circumstances, the Legal Aid Bureau can represent individuals who are at 187.5% of the federal poverty line. (For a current chart of the Legal Aid Bureau's guidelines, *see* Appendix G or visit www.mdlab.org/guidelines.)

f. What legal services are available in Maryland?

The Legal Aid Bureau is the largest provider of legal services to the poor in Maryland. It has thirteen offices throughout the state and handles a wide-range of legal matters, including family, housing, wage and hour, consumer rights, government benefits, employment, elder rights and education cases. Each county or region sets priorities for cases accepted in that area. Due to federal funding restrictions, the Legal Aid Bureau is prohibited from handling certain types of cases, including class actions and prisoner litigation, as well as most fee generating cases, and cannot represent immigrants who do not have proper legal status in the United States. Legal Aid currently has funding for 150 staff attorneys, and it is an unfortunate reality that each year the Legal Aid Bureau must turn away many more cases than it can accept.

In addition to the Legal Aid Bureau, there are 35 MLSC-funded legal service organizations in Maryland, some of which have staff attorneys who provide direct representation for eligible clients. Many of these organizations specialize in a particular area of the law or target a particular client population. For instance, the House of Ruth and Heartly House represent victims of domestic violence. The Homeless Persons Representation Project (HPRP) counsels the homeless and those at risk of becoming homeless. The Maryland Disability Law Center is the statewide protection and advocacy program for people with disabilities. CASA of Maryland serves the immigrant and day laborer community. The Public Justice Center engages in systemic litigation and legislative work to ensure protection of the unrepresented, including victims of domestic violence, the disabled, children and migrant workers. Clinical programs at the University of Baltimore and University of Maryland Law Schools also provide free legal assistance in a range of substantive areas. Despite the valiant work of these legal services providers in Maryland, statistics consistently show that only 20-25% of those in need of critical civil legal services receive assistance each year. It is up to pro bono attorneys to help fill this gap. (For an abbreviated directory of legal services programs, see Appendix H.)

g. What pro bono programs are available in Maryland?

A number of the legal services providers described above (excluding the law schools), has a pro bono component in its program. As a condition of federal funding, the Legal Aid Bureau must spend 12.5% of its general revenues on private bar involvement (PBI). A few other organizations have a pro bono manager on staff responsible for placing cases with volunteer attorneys. In addition, there are four local pro bono referral programs located in Allegany, Hartford, Montgomery and Prince George's counties which operate through their county Bar Foundations (namely Allegany Law, Community Legal Services of Prince George's County,

Harford County Lawyer Referral, and Montgomery County Pro Bono Program). Mid-Shore Pro Bono, a regionally based pro bono referral program, covers Caroline, Dorchester, Kent, Queen Anne's and Talbot counties. The Maryland Volunteer Lawyers Service, the largest pro bono referral program in the state, serves all counties in the state but for Allegany, Montgomery and Prince George's counties. (For a guide to pro bono referral programs, *see* Appendix H.)

h. What pro bono opportunities are available for volunteer attorneys?

There is a rich and diverse selection of substantive matters and service opportunities for pro bono lawyers in Maryland. Volunteer lawyers working through pro bono referral programs handle all types of civil legal issues, from family law to consumer credit to bankruptcy to immigration cases. Opportunities are available for non-litigators who can use their skills to assist low-income clients in real estate, tax, community development and other transactional matters. Volunteer lawyers are needed for administrative hearings, criminal record expungements, employment counseling, identity theft, contract disputes, fraudulent lending practices and foreclosure prevention.

Pro bono opportunities are available to any lawyer or group of lawyers interested in doing pro bono in an area of practice with which they are familiar. For example, tax and business attorneys have participated in low-income tax clinics. Government lawyers have worked with hospice patients to provide counseling and prepare documents addressing end-of-life issues. Corporate and real estate lawyers have worked with neighborhood associations to reclaim abandoned properties and eliminate drug houses.

Trainings are available throughout the state for volunteer attorneys to gain knowledge in areas of the law outside their normal practice. As a resource center, PBRC actively coordinates training seminars in a variety of relevant areas of practice for lawyers willing to help pro bono clients. PBRC typically coordinates these training sessions in conjunction with legal services or pro bono providers who express a need for such assistance. Trainings are conducted across the state. As noted, the Foreclosure Prevention Pro Bono Project has trained over 1,000 lawyers to represent distressed homeowners in foreclosure proceedings. Trainings are held regularly in bankruptcy and immigration law. Family law programs train lawyers to serve as guardians ad litem in contested custody cases. The Homeless Persons Representation Project frequently trains lawyers in the process of criminal record expungements. The Maryland Disability Law Center provides training for lawyers to represent students in special education matters and disciplinary hearings. And Maryland Volunteer Lawyers Service conducts trainings for attorneys several times a year in areas such as landlord-tenant disputes, denials of long-term Medicaid, and adult guardianship.

Direct representation is not the only form of pro bono work available. Short-term pro bono opportunities exist in courthouse Self-Help Clinics, with hotlines and helplines, as well as in advice and counsel workshops and "ask a lawyer" programs. Volunteer lawyers conduct mediations and settlement conferences in District Courts throughout the state. Increasingly, pro bono attorneys serve as general counsel to non-profits serving people of limited means. There are also opportunities to engage in public education and community outreach, as well as to train other volunteer attorneys. Some pro bono attorneys serve as legislative advocates or assist with policy development for organizations that serve people of limited means. (For a list of short term pro bono opportunities, *see* Appendix I.)

i. What resources and support are available for pro bono attorneys?

The Pro Bono Resource Center is the statewide clearinghouse and coordinator of pro bono services. PBRC works closely with legal services providers and pro bono projects throughout the state not only to help recruit pro bono attorneys, but also to provide support and resources for pro bono attorneys. PBRC coordinates training programs that are free or discounted, in return for a participant's pledge to typically take one pro bono matter. PBRC manages the MLSC Litigation Fund which is available to pro bono and Judicare attorneys to fund such expenses as depositions, document production and other discovery costs, expert fees, and copying and postage. (For the Litigation Fund Request Form, *see* Appendix J). In addition, PBRC offers services to pro bono attorneys such as mentoring, list serves, and online training access.

Individual pro bono programs also offer a wide array of resources. Each MLSC funded pro bono program throughout the state provides malpractice insurance for a pro bono attorney even if he or she has coverage. Pro bono programs provide intake or screening of cases to determine income eligibility of the applicant and the legal merits of their case. In most jurisdictions, advance fee waivers are available automatically to pro bono clients referred through an MLSC-funded program with a simple letter from that program. Many pro bono programs have sample letters of engagement, pleadings, discovery requests, and other court documents available to pro bono attorneys. Programs specializing in a particular substantive area often have research materials available for pro bono attorneys, as well as attorneys on staff to mentor attorneys who are new to the area of law.

j. Do pro bono services rendered independently of a program qualify as pro bono for reporting purposes?

Yes. If a lawyer comes into contact with a person of limited means and performs legal services for that person with no expectation of payment or at a substantially reduced fee, the lawyer is performing pro bono service. The benefit of organized programs is that they assist lawyers who wish to give of their time, but do not know personally people in need of pro bono services. Programs also pre-screen clients for eligibility and legal need, assist volunteer lawyers with litigation costs and support staff, provide training, and offer malpractice insurance. In addition, it benefits the pro bono effort statewide if an attorney who is independently representing a pro bono client has the client register with the local program, as data regarding the client is captured for statistical analysis and funding purposes.

k. What activities constitute improving the law, the legal profession, or the legal system?

Examples of this type of pro bono service include teaching legal education courses, public speaking on legal issues, volunteering as a mediator or settlement facilitator, serving as a faculty member for the MSBA Professionalism Course, serving on court created committees (such as Local Pro Bono Committees), and serving on a board of a legal services organization or other law related entity.

I. Who is doing pro bono service in Maryland?

According to the reporting data for 2008, the most recent statistics available, 59.7% of full-time attorneys practicing in Maryland were engaged in some type of pro bono work in 2008. Among *all* licensed lawyers, 47.2% reported engaging in some type of pro bono activity. Pro bono attorneys provided a total of 1,109,686 hours of pro bono service, a 40,020 increase from the previous year. Among full-time lawyers, 22.4% reported 50 hours or more of pro bono work.

A larger percentage of solo and small firm practitioners engage in pro bono work. In 2008, approximately 77.7% of solo practitioners reported some pro bono service hours while about 71.4% of small firm members (2-5 in size) donated their time. About 69.9% of those in extra large firms, with 50 or more members, reported pro bono service. Medium and large firms had the lowest percentages of pro bono hours, consistent with previous years. Government lawyers overall provided fewer pro bono hours than those in other offices. Approximately 19.1% of the full-time Maryland bar listed "government agency" as their place of business, translating into 4673 lawyers.

The Eastern Shore and Western Maryland had higher proportions of lawyers rendering pro bono services overall than lawyers in other regions. Lawyers in Garrett County reported the highest percentage of lawyers rendering any pro bono service (76.7 %) with Dorchester coming in second (74.2%) followed by Kent (73.2%). The lowest pro bono participation rates were reported in Howard, Anne Arundel, Montgomery, Baltimore City, and Baltimore Counties.

m. What types of pro bono services are being provided?

Tracking Rule 6.1, the breakdown of services provided by lawyers practicing in Maryland in 2008 was as follows:

- 49.5% rendered their services to people of limited means;
- 16.6% assisted organizations serving people of limited means;
- 8.5% worked with entities on civil rights matters; and
- 25.4% gave organizational help to non-profits.

Lawyers generally provided a high percentage of their pro bono service in their primary practice area. Those in certain practice areas tend to proportionately provide more pro bono service hours. The top areas included:

- Family Law 69.7%
- Trusts/Estates/Wills –
 67.3%
 Bankruptcy/
 Elder Law 61.2%
 General Practice 58.7%
 Litigation 58.2%
- Commercial 62.6%
- Personal Injury 61.4%

The largest number of pro bono hours was donated in the family/domestic practice area even though family/domestic law ranked sixth as a primary practice area. Primary practice areas identified by lawyers did not necessarily correspond to the areas in which pro bono services are rendered or needed. (see chart below).

Comparison of Practice Areas from 2008 Reporting Results

RANK	Pro Bono	PRIMARY PRACTICE	MARYLAND OFFICE
	SERVICE AREA	AREA	PRIMARY PRACTICE AREA
1	Family/ domestic	Litigation	Litigation
2	Other	Other	Criminal
3	Corporate/ business	Corporate/ business	Corporate/business
4	Real Estate	Criminal	Other
5	Litigation	Government	Real Estate

n. What is the area of greatest demand for legal services?

The overwhelming need for legal services continues to be in the area of family law. The Maryland Judicial Commission on Pro Bono in its Report and Recommendations in 2000 found that the top area of need for legal services was family law. In 2005, the Standing Committee on Pro Bono Service in its State Action Plan described the "Family Law Dilemma," noting that family law cases consistently overwhelm the legal services system and pro bono programs in Maryland. In its 2006-2008 Needs Assessment Report, the Legal Aid Bureau found in its survey of "judicial stakeholders" (e.g. judges, court employees, legal services providers) that family law issues, including abuse, divorce, custody, visitation, and child support, were those most frequently encountered. Housing and consumer matters were also areas of high demand.

In FY 2009, staff and volunteer attorneys for the 35 MLSC funded legal services programs closed a combined 113,042 cases for low-income clients. The case breakdown was as follows:

•	Family Law	40%
•	Housing	23%
•	Juvenile/CINA	10%
•	Consumer/Finance	7%
•	Immigration	4%
•	Employment	4%
•	Income Maintenance	2%
•	Other	10% (Education, health, individual rights,
		wills and trust and miscellaneous issues.)

100/

o. Why do pro bono?

The most compelling reason to do pro bono work is the tremendous unmet need for legal services among low-income Marylanders and our responsibility, as legal professionals, to help those in need. For many volunteer attorneys, their pro bono work is the most stimulating, challenging and meaningful work they do. Pro bono provides an opportunity to connect with the community and help others who could be harmed by the system or taken advantage of without pro bono representation. Volunteer attorneys frequently say that pro bono work reminds them of why they went to law school in the first place, allowing them to give back to the community by protecting the rights of the disadvantaged.

Pro bono work opens a new world of opportunities by introducing attorneys to people and cases they would never encounter in their normal practices. It challenges attorneys to be creative and stretch their imaginations to help someone in need. Many pro bono attorneys are amazed at the courage and fortitude of their clients in the face of tremendous odds, and feel grateful for the opportunity to have a positive influence on their clients' lives.

Pro bono also has practical benefits, including opportunities for professional development. Frequently, pro bono attorneys learn skills in their pro bono cases that help them in their ordinary practice (e.g. learning how to work with an interpreter). Often they are able to hone their lawyering skills, such as interviewing, negotiation and courtroom advocacy. Numerous short-term pro bono opportunities are available that do not involve direct representation but allow an attorney to have a profound impact on the lives of many individuals. (For a list of short-term pro bono opportunities, *see* Appendix I.)

A recent ABA study found that lawyers do pro bono work at a rate three times that of the general public's volunteer work, 73% to 26.2%. It is not surprising, then, that pro bono attorneys find great personal satisfaction and meaning in doing this important work.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section A Overview

The following Best Practices were compiled from a variety of sources, most importantly from the responses to the *Best* Practices Questionnaire sent to the chairperson of each Local Pro Bono Committee in Maryland in the fall of 2009. The results of the Best Practices Questionnaire were discussed at a joint meeting of the Standing Committee on Pro Bono Services and the Local Pro Bono Committee Chairs held on November 4, 2009 in Annapolis, Maryland. In this Best *Practices Manual*, the Best Practices identified by the Local Pro Bono Committees are organized into ten categories: Volunteer Recruitment, Training Volunteers, Support and Resources for Pro Bono Attorneys, Volunteers Recognition, Collaborating with the Judiciary, Working with Legal Services Providers, Community Outreach, Special Issues for Rural Communities, Innovative Pro Bono Projects, and Committee Membership and Governance. Within each category a number of Best Practices are identified, and each Best Practice is followed by a "What to do" list, Helpful Tips, and Comments. Resource materials, forms, and surveys referenced in the discussion are included in the Appendix whenever possible.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section B Volunteer Recruitment

INTRODUCTION

Recruiting new volunteer attorneys is at the heart of virtually every pro bono initiative a Local Pro Bono Committee can adopt. Fortunately, almost every action a Local Pro Bono Committee takes to improve pro bono services in their county or region functions as a recruitment tool for new pro bono attorneys. Volunteer trainings, recognition events, mentoring initiatives, community outreach efforts, and innovative court projects all provide the legal community with information about pro bono service and can entice uninvolved lawyers to participate as new volunteers. Actively engaging the judiciary and the leadership of local bar associations in the work of the Local Pro Bono Committee also spreads the word about the importance of pro bono service and is a valuable recruitment tool. In addition, targeting overlooked groups such as new admittees, retired attorneys and government attorneys can expand the scope of a Local Committee's recruitment efforts and reach an untapped resource of volunteers to participate in Local Pro Bono Committee initiatives. The Best Practices described in this Volunteer Recruitment section describe some of the many innovative ways a Local Pro Bono Committee can work to attract and recruit new pro bono attorneys.

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #1 LOCAL BAR ASSOCIATIONS

Conduct a pro bono recruitment campaign in partnership with the local bar association.

WHAT TO DO:

- Launch the pro bono recruitment campaign with a letter from the president of the local bar association encouraging all bar members to take a least one or two pro bono cases annually, depending on the scope of the case.
- Include in the mailing descriptions of the types of cases available for pro bono representation and testimonials from pro bono attorneys describing the value of the pro bono experience.
- Include in the mailing information about all of the pro bono programs and legal services organizations in the area, such as the *Maryland Lawyers Care Brochure* prepared by the Pro Bono Resource Center for each county, as well as a Pro Bono Attorney Registration Form.
- Have members of the Local Pro Bono Committee write personal notes or letters to attorneys who are their colleagues and personal acquaintances.
- Give presentations about the pro bono recruitment campaign at bar association meetings, section council meetings, and bar-sponsored social events.
- Plan a celebration event and awards ceremony for the end of the pro bono recruitment campaign. Advertise the event and the award for outstanding pro bono attorney and outstanding pro bono law firm in the mailing materials.

 Write an article for publication in the local bar journal or newsletter describing the pro bono recruitment campaign and the work of the Local Pro Bono Committee.

HELPFUL TIPS:

- The Maryland Lawyers Care Brochures list statewide and county-specific pro bono programs and legal services available to the public. (*See* Appendix K for a sample Maryland Lawyers Care Brochure.) Brochures for each county are available from the Pro Bono Resource Center. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- The Pro Bono Attorney Registration form used by the Pro Bono Resource Center is available at Appendix L.
- At least one pro bono coordinator should be available for new pro bono attorneys recruited during the campaign and should have a supply of cases screened for eligibility and immediately available for placement.
- The ABA Center for Pro Bono recommends holding telethons during which pro bono attorneys call bar members in their personal acquaintance to invite them to participate in the pro bono effort. (Other suggestions for recruitment programs are also available at www.abanet.org/legalservices/probono/recruiting/html.)
- Plan the celebration event and awards ceremony in conjunction with the local bar annual meeting or another bar event.

Comments: Establishing a partnership with the local bar association is a valuable tool for enhancing the effectiveness of the work of the Local Pro Bono Committee. Bar associations, large and small, are uniquely situated to reach the full spectrum of attorneys practicing in the county or region. Engaging the local bar leadership in the pro bono effort energizes the legal community and provides an already existing institutional structure for recruitment efforts.

[Note: Lack of interest in pro bono on the part of the local bar leadership does not prevent the Local Pro Bono Committee from initiating a recruitment campaign in conjunction with the local pro bono service programs and legal services agencies. A letter from the County Administrative Judge rather than the bar president would kick off the campaign quite effectively.]

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #2 NEW AND RETIRED ATTORNEYS

Target new admittees, young lawyers and retired attorneys to volunteer for pro bono service.

- Send a letter to the new admittees each year reminding them of their obligations under Rule 6.1 and the aspirational goal of 50 hours of pro bono service for each attorney.
- Include in the letter information regarding local pro bono programs and the range of pro bono opportunities available in the county or region, as well as a Pro Bono Attorney Registration Form.
- Hold a cocktail hour welcome event for new admittees and young lawyers to introduce them to the Local Pro Bono Committee members and pro bono providers. Co-sponsor the event with the local bar association.
- Send a letter to retired and transitioning attorneys explaining the attorney emeritus rules and pro bono opportunities in the area, including mentoring, training and other short-term pro bono options.
- Create a pro bono project for retired attorneys to work with lowincome senior citizens on issues such as Medicaid, Social Security, wills and advanced directives.
- Create a pro bono project for retired attorneys to work with a targeted population, such as veterans who are homeless or at risk of homelessness.

- The letters to new admittees and retired attorneys will be most effective if sent by the Local Committee jointly with the County Administrative Judge or the local bar association president.
- The Pro Bono Attorney Registration form used by the Pro Bono Resource Center is available at Appendix L.
- The cocktail hour welcome event for new admittees could also function as a fundraiser for a local pro bono program.
- Exceptions to MD Rule 16-811 (Client Protection Fund) and Rule 1-312 (maintaining a law office) permit retired lawyers to perform pro bono service. (For the attorney emeritus Rules provisions, *see* Appendix M).

Comments: Young lawyers and retired lawyers are frequently untapped resources for pro bono service. Particularly during the current economic downturn, when many new admittees and young lawyers are unemployed or underemployed, pro bono work provides them with an opportunity to develop essential lawyering skills and learn substantive areas of law. For those new admittees and young lawyers who are employed, the opportunity to represent a low-income client in a matter of critical importance in their life is often the most interesting and compelling work they do as an associate in a law firm. Pro bono cases give young associates the opportunity to take full responsibility for a matter, conduct discovery and try a case on their own often many years before they do so at their firm.

Many retired attorneys are unaware that the Maryland Rules have been amended to create exceptions to requirements that previously prohibited them from doing pro bono work. Rule 16-811 was amended to waive Client Protection Fund fees for inactive/retired attorneys whose practice of law solely involves work with a legal services program representing clients without compensation. Rule 1-312 was amended to permit an attorney who does not maintain a law office to sign pleadings and papers if the attorney's practice is limited to work with a legal services program. With these restrictions lifted, retired attorneys with their years of experience and knowledge of the law are a wonderful resource for client representation as well as mentoring and training of volunteer lawyers.

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #3 GOVERNMENT LAWYERS

Target government attorneys employed in County Offices of Law, the Public Defender's Office, the State's Attorney's Office, the Maryland Attorney General's Office, and with the Federal Government to volunteer for probono service.

- Create a subcommittee of the Local Committee to identify the appropriate focus of a pro bono initiative targeting government attorneys in your county or region.
- Contact the State's Attorney, the County Attorney, and other chief counsel of local government offices to discuss their existing pro bono policy and the options available for lifting any restrictions on pro bono service.
- Work with the local government offices that prohibit or restrict pro bono to develop a policy that facilitates pro bono service by their attorneys.
- Work with government offices that have adopted a liberal pro bono policy to encourage the performance of pro bono service in their office.
- Develop a presentation for Local Committee members to make to government attorneys explaining the unmet need for legal services, describing the pro bono and legal services programs in their area and introducing them to the many varied pro bono opportunities available to government attorneys.

- The Standing Committee on Pro Bono Legal Service has drafted a Model Pro Bono Policy for Government Attorneys available at Appendix N. For an electronic copy, contact PBRC at 410-837-9379, 800-396-1274 or sgoldsmith@probonomd.org.
- The pro bono policies of State's Attorney and County Law Offices vary from county to county. (For a sample State's Attorney's policy, County Law Office policy, and the Baltimore City Solicitor's policy, see Appendix O).
- The Maryland Attorney General's Office and the Office of the Public Defender have adopted pro bono policies. For copies, contact PBRC at 410-837-9379, 800-396-1274 or sgoldsmith@probonomd.org.
- The United States Department of Justice has a pro bono manager and a pro bono policy that permits federal attorneys to provide pro bono service in a wide variety of matters. (The Justice Department pro bono policy is available at www.justice.gov/jmd/ ethics/docs/probonopol_pol.htm.)

Comments: The most recent Maryland Pro Bono Reporting Results indicated that there are 4,673 lawyers in Maryland who list "government agency" as their place of business. Many government attorneys believe they are prohibited from performing pro bono service, particularly direct representation of clients, even when their employer has a written policy permitting pro bono or has no policy at all. Of those government offices that do permit pro bono, some do not actively encourage pro bono or do not provide their attorney employees with information about pro bono opportunities. Government attorneys are a large untapped resource for pro bono service. Given the unmet need in legal services, the current crisis in funding, the recent creation of the Access to Justice Commission, and the vocal support of the Court of Appeals for pro bono, Local Committees have strong arguments to support their efforts to open local government offices to pro bono and encourage government attorneys to fulfill their obligation under Rule 6.1.

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #4 PROMOTING PRO BONO IN THE MEDIA

Engage local pro bono attorneys, staff from local pro bono programs and legal services organizations, and members of the Local Pro Bono Committee in writing articles about pro bono for the local bar journal or newsletter, as well as local newspapers and magazines.

- Utilize contacts with the local bar association to arrange for the publication of an article, a series of articles or a regular column about pro bono and legal services issues in the local bar journal or newsletter. Editors of bar publications typically are happy to publish articles proposed to them about topics that are relevant and important to the legal community.
- Explore contacts that members of the Local Pro Bono Committee may have with reporters or the editorial staff of the local newspaper, business journal or community newsletters. Approach those contacts with a proposal for an article, a series of articles or column about pro bono and legal services in your community.
- Encourage members of the pro bono and legal services community to write articles about their experiences doing pro bono work.
- Tap the staff of local pro bono programs and legal services providers, who often have stories about pro bono cases and issues that are worthy of publication.

- If a newspaper reporter is interested in personally writing a story about pro bono, contact the local pro bono programs to learn of clients with cases appropriate for news coverage and facilitate the introduction of the reporter to the client and the pro bono attorney. (Note: Confirm with the attorney that there are no confidentiality or attorney-client privilege issues or other risks to the client.)
- The Foreclosure Prevention Pro Bono Project and the Debtor's Assistance Project can provide names of pro bono attorneys in your county or region who have participated in their programs and may have a story worthy of publication. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- Data and statistical analysis regarding the unmet need for legal services for use in news articles are included at Appendix A, and are also available on the Maryland Legal Services Corporation website, www.mlsc.org, and the Maryland Access to Justice Commission website, www.courts. state.md.us/mdatic/.

Comments: The effectiveness of a well-placed newspaper article or newsletter column in advancing the pro bono recruitment effort cannot be overstated. The personal accounts of pro bono clients are frequently astonishing stories of courage and fortitude in the face of great misfortune. Many pro bono cases are cautionary tales about the failings in our justice system that resonate deeply with members of the public and with potential volunteer attorneys. In the current economic recession, many readers are deeply empathetic to the plight of victims of fraudulent lending practices or other economic scams. Disseminating the stories of pro bono clients helps not only to raise awareness of the injustices in our legal and economic systems, but also to motivate members of the legal community to aid the disadvantaged by providing pro bono legal services.

Publishing stories about pro bono cases and initiatives has several other benefits as well. Articles in general circulation newspapers or community newsletters raise public awareness about the availability of pro bono services for those who are eligible. News articles also provide an opportunity to educate the public about the unmet need for civil legal services. Finally, information about pro bono work by attorneys provides the public with a positive image of the lawyers in their community.

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #5 CAMPAIGN FOR "50 HOURS"

Request the County Administrative Judge to send a letter to all local attorneys encouraging them to meet the aspirational goal of 50 pro bono hours annually set forth in Rule 6.1 and informing them of the Local Pro Bono Committees' goal to increase participation in pro bono service by 20% within two years.

- Engage the County Administrative Judge or another appropriate member of the judiciary to participate in the pro bono recruitment campaign.
- Provide a draft letter to the Administrative Judge regarding the pro bono recruitment campaign setting forth the goals of the Local Pro Bono Committee and court's support of those goals.
- Prepare a packet of materials with data and statistical analyses about the unmet need for legal services and the importance of the bar's participation in pro bono service for inclusion with the letter.
- Include in the materials testimonials from pro bono attorneys describing the value of the pro bono experience.
- Enclose with the letter a list of pro bono programs in the county that have cases ready to be placed with new pro bono attorneys, as well as information about short-term pro bono opportunities such as self-help clinics or advice and counsel workshops for attorneys unable or unwilling to provide direct representation.

- The chair of the Local Committee or a judicial member of the Committee should contact the County Administrative Judge if he or she is not already involved in the Local Committee's work to discuss sending the recruitment letter.
- Data and statistical analyses regarding the unmet need for legal services are available at Appendix A, as well as the Maryland Legal Services Corporation website, www.mlsc.org, and the Maryland Access to Justice Commission website, www.courts.state.md.us/mdatic/.
- A sample Maryland Lawyers Care Brochure listing local and statewide pro bono programs and legal services providers is available at Appendix K.

Comments: A letter from the County Administrative Judge is a strong incentive for local attorneys to take seriously their obligation under Rule 6.1 and begin to provide pro bono representation if they have not already done so. Publicizing the Local Committee's goal of achieving 100% participation in pro bono service within two years (or whatever time period deemed appropriate by the Local Committee), is the most effective way to get the word out to the bar about the initiative. And having the County Administrative Judge encourage attorneys to meet the aspirational goal of 50 hours of pro bono annually highlights the importance the judiciary places on the bar's adherence to the intent and spirit of Rule 6.1.

BEST PRACTICES FOR **Volunteer Recruitment**

BEST PRACTICE #6 VOLUNTEER SURVEYS

Send a survey to the attorneys in your county to determine their practice areas, need for pro bono trainings and willingness to take cases in a variety of substantive areas. Collate the information and distribute it to local pro bono programs and legal service organizations.

- Send a detailed survey to all attorneys on the Client Protection Fund list for your county or region listed in the Maryland Lawyer's Manual.
- Request the following information on the survey:
 - Primary practice areas
 - Language fluency
 - Areas in which willing to provide direct pro bono service
 - Areas in which willing to provide pro bono service with training and/or mentor
 - Areas in which need or interested in training
 - Willingness to serve as trainer or mentor
 - Previous difficulties with providing pro bono service in your county
 - Prior experience with screening and referral process
 - Amount of pro bono service performed each year

 Collate the information and prepare a list of attorneys willing to take pro bono cases by substantive area to distribute to pro bono programs and legal services providers.

HELPFUL TIPS:

- The Howard County Pro Bono Committee has developed a seven page survey for attorneys asking the information discussed above and much more. (Survey available at Appendix P).
- The Pro Bono Resource Center is available to provide assistance in drafting surveys and conducting data analysis of the completed surveys. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org).

Comments: The Attorney Survey developed by the Howard County Pro Bono Committee is a detailed and thorough questionnaire that seeks information about a wide range of issues related to pro bono service, including language fluency and experience working with immigrant and non-English speaking communities. The information obtained from the survey enables the Local Committee to develop a list of attorneys willing to take pro bono cases by substantive area that can be distributed to all pro bono programs and legal services providers in the county.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section **C Training Volunteers**

INTRODUCTION

Training programs are one of the most valuable tools available to Local Pro Bono Committees because they serve multiple goals in the effort to increase pro bono participation. Training programs are excellent recruitment tools, particularly when the training is free to attorneys who pledge to take a pro bono case in exchange for the program. Trainings provide an opportunity for volunteer attorneys to take cases outside of their normal practice area by giving them the means to handle the matter competently and confidently. Training programs allow experienced attorneys to perform short-term pro bono service by teaching as faculty in the program. Training programs also provide an opportunity for attorneys to network and become a part of the pro bono service community. And most importantly, the quality of the pro bono legal services rendered to clients is significantly when training enhanced programs available to help attorneys increase their knowledge and skills in a particular substantive area.

BEST PRACTICES FOR **Training Volunteers**

BEST PRACTICE #7 FREE TRAININGS FOR PRO BONO PLEDGES

Coordinate with local pro bono programs and legal services organizations to develop a free volunteer training for attorneys who pledge to take one pro bono case or render a designated number of pro bono hours of service.

- Work with local legal services providers to identify the substantive areas of greatest need for legal representation for low-income residents in your county or region.
- Identify attorneys from the local bar and legal services staff who could serve as faculty to conduct a training or trainings in the substantive areas of greatest need.
- Where appropriate, engage judges, masters and court personnel in the training to discuss best practices and procedures when appearing before the court in the particular types of cases.
- Publicize the training through all possible resources bar publications, e-mail blasts, flyers, announcements at bar meetings, and even personal phone calls in smaller jurisdictions.
- Work with the local pro bono program or legal services provider to ensure that there are screened cases in the appropriate substantive area ready to be placed with the new volunteers at the conclusion of the training.

- The Pro Bono Resource Center conducts regular trainings and can assist in organizing trainings throughout the state. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org).
- Online trainings are available in select areas of the law such as Foreclosure Prevention and Consumer Bankruptcy, which are available via webcast or video replay class with a live Q & A that can be conducted throughout the state. (For information, contact the Pro Bono Resource Center at 410-837-9379, 800-396-1274 or foreclosure@probonomd.org).

Comments: There was unanimous agreement at the Local Pro Bono Committee Chairs Meeting in November of 2009 that offering free training to attorneys in exchange for taking a pro bono case was the best way to recruit new volunteers. Attorneys are especially interested in receiving materials provided at trainings, including form pleadings, procedural guidelines, legal research and synopses of cases, client interview questions and "to do" lists. Particularly in areas of the law dealing with sensitive issues such as domestic violence, or cultural differences such as immigration, trainings can be an excellent forum not only to discuss the relevant law and procedure, but also to explore the challenging social, cultural and political issues raised by matters frequently handled by probono attorneys.

BEST PRACTICES FOR **Training Volunteers**

BEST PRACTICE #8 TRAININGS FOR EXPERIENCED ATTORNEYS

Develop a "Best Practices" training for experienced probono attorneys to address the challenges and nuances of a particular type of case, e.g. child custody, when the poverty of the client significantly impacts the handling of the case.

- Consult with local pro bono programs, legal services providers and experienced pro bono attorneys to identify the types of pro bono cases that pose particular challenges and difficulties for experienced attorneys due to the client's poverty.
- Identify faculty from the staff of legal services providers, local or statewide, with experience addressing the special challenges that arise when representing low-income clients in this area of law.
- Organize the training as a round-table or other informal arrangement to increase comfort levels and encourage freeflowing discussion.
- Determine whether to make the program "invitation only" or open it to any interested attorney experienced in the substantive area.
- Invite local judges and masters to participate in the training to gain their insights on the issue as well as to educate them about the impact of poverty upon litigants in these types of cases.

- The Pro Bono Resource Center has suggestions for faculty who can address the impact of a client's poverty on legal representation in a variety of civil legal matters and could facilitate the discussion. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- Resources on poverty law issues are available from the Sargent Shriver National Center on Poverty Law at www. povertylaw.org.

Comments: Burn out is a serious issue for dedicated pro bono attorneys who regularly work with poor and low-income clients. Providing a forum for discussing the complex problems and challenges these attorneys face (e.g. illiteracy, drug or alcohol addiction), is both an educational tool and a method of support for the attorney. Creating a community of like-minded lawyers who can call upon each other to brainstorm when faced with difficult issues in a pro bono case is another invaluable form of support worth providing to experienced pro bono attorneys. The "Best Practices" training would create such a community by allowing participating attorneys who do not know each other to meet and exchange contact information. Even for attorneys who are acquainted, it would provide an opportunity for open and frank discussion about some of the challenges they face when representing low-income clients.

BEST PRACTICES FOR **Training Volunteers**

BEST PRACTICE #9 TRAININGS FOR NON-LITIGATORS

Develop a training program for non-litigators in areas such as will preparation, criminal record expungements, employment counseling, contract dispute resolution, low-income taxpayer representation or community development.

- Work with local pro bono programs and legal services providers to identify the types of non-litigation cases that are the highest priority for low-income residents in your county or region.
- Identify experienced attorneys from the local bar and legal services staff to serve as faculty to conduct trainings in one or more of those areas.
- Locate a free venue for the training such as an auditorium at a local college or community center.
- Publicize the training through all possible resources bar publications, e-mail blasts, flyers, announcements at bar meetings and relevant bar section meetings.
- Require all participating attorneys to pledge to represent one or two pro bono clients in exchange for attending the training program free of charge.
- Work with the local pro bono programs and legal services providers to ensure that there are screened cases in the appropriate substantive area ready to be placed with the new volunteers at the conclusion of the training.

- The Pro Bono Resource Center can provide logistical support and technical assistance for non-litigation trainings conducted throughout the state, as well as direct the Local Committee to local providers who can provide faculty for non-litigation trainings. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org).
- The Homeless Persons Representation Project can conduct criminal record expungement trainings and veterans' benefits trainings throughout the state. (Contact HPRP at 410-685-6589, ext. 14 or hprpprobono@hprp.org).
- The Maryland Volunteer Lawyers Service conducts trainings on a variety of non-litigation substantive matters, including tax and community development. (Contact MVLS at 410-539-6800 or info@mvlslaw.org).

Comments: Involving non-litigators in pro bono work, and providing the training necessary for them to do so, are crucial elements in the effort to increase pro bono participation. In addition to those substantive matters listed in Best Practices #9, non-litigators can be trained to prepare advanced directives and other end-of-life documents, work with immigrants at green card workshops or help them apply for citizenship, negotiate on behalf of clients in unemployment and Social Security matters, and serve as general counsel to community organizations. Creative thinking is essential in developing plans to engage transactional, corporate and business attorneys in pro bono work and identifying the ways in which their well-developed skills are easily transferred to matters of importance to pro bono clients.

BEST PRACTICES FOR **Training Volunteers**

BEST PRACTICE #10 WORKING WITH IMMIGRANT CLIENTS

Develop a training program or a training module for new pro bono attorneys that addresses the cultural, racial, ethnic, and poverty issues that face attorneys handling a variety of pro bono matters with immigrant clients.

- Consult with local pro bono programs and legal services providers to determine the types of case handled and population of clients most often represented by volunteer attorneys and, therefore, the language, cultural and other challenges most frequently encountered by pro bono attorneys in your county or region.
- Consider the need for training on the use of interpreters in case preparation and in the courtroom.
- Consider the need for training on the religious and cultural practices of a particular immigrant group if there is a large immigrant population from a particular country or region of the world in your county.
- Determine whether the program would be most well received as a stand-alone training or a training module to be included in all substantive trainings.
- Publicize the training through numerous resources bar publications, e-mail blasts, flyers, announcements at bar meetings and relevant bar section meetings.

- Providing guidance to new pro bono attorneys regarding cultural and religious differences before they are encountered in a case can dramatically improve the experience of the pro bono attorney and enhance the outcome of the case.
- The Pro Bono Resource Center can suggest faculty to address the challenges of working with clients who have limited English proficiency and come from countries and cultures unfamiliar to many Maryland attorneys. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- Resources for working with immigrant and non-English speaking clients can be found on the American Immigration Lawyers Association website, www.aila.org and the National Immigration Law Center website, www.nilc.org.

Comments: In some counties in Maryland, the number of immigrants has grown so rapidly that immigrants are now the majority of those eligible for legal services. Language barriers, as well as cultural and religious differences, thus become significant issues in what might appear to be a simple child custody or landlord-tenant case. Lack of understanding of the cultural and religious traditions of a client, many of which revolve around gender, can lead to confusion and undercut the attorney-client relationship. Developing culture literacy thus has become an important skill for pro bono attorneys.

Learning to work with interpreters efficiently and effectively has also become a necessary skill for pro bono attorneys. In addition, many pro bono cases, particularly involving family (and criminal) law, have major immigration consequences that are unknown to many practitioners. Providing pro bono attorneys with the tools necessary to flag such problems and seek expert advice is essential to ensuring that they provide the highest quality legal services to their clients.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section **D**Support and Resources for Pro Bono Attorneys

INTRODUCTION

The greater the array of support and resources available to pro bono attorneys, the more likely it is that their experience will be positive and they will volunteer for additional cases or matters. Support and resources that pro bono attorneys value most include trainings and training materials such as sample forms and pleadings, client intake and screening for income eligibility, mentoring programs, compilations of information regarding the local legal and social services available to indigent clients, and information regarding malpractice insurance and the availability of litigation funds. Even some recruitment methods are support for pro bono attorneys -- for example, social functions which provide opportunities to meet judges, other pro bono attorneys and pro bono and legal services providers create a community of support for volunteer attorneys and enhance their pro bono experience.

BEST PRACTICES FOR **Support** and **Resources**

BEST PRACTICE #11 INTAKE AND ELIGIBILITY SCREENINGS

Provide intake and financial eligibility screening of all clients placed with pro bono attorneys.

- In counties with local pro bono programs, work with your program to ensure that each case placed is sent to the volunteer attorney with all relevant personal and procedural information, a summary of the facts, and a determination of income eligibility.
- In counties where pro bono referrals are made by local legal services providers, work with the pro bono coordinators of those programs to ensure that the information outlined above is included with every case placed with a pro bono attorney.
- In counties where there is no pro bono coordinator, seek funding to engage a coordinator for pro bono services throughout the county or region to be housed with an existing legal services provider.
- In small counties, recruit a volunteer lawyer or lawyers to provide intake and screening on a part-time basis.
- In small counties, establish a contact for the statewide or region pro bono program who is a local attorney or a Local Committee member to serve as a "point person" for referrals in the county.

- The Pro Bono Resource Center can provide intake and income eligibility screening forms from a variety of programs to be used for pro bono cases. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.) A sample intake and income eligibility screening form is available at Appendix Q.
- Income eligibility guidelines for MLSC grantees and for the Legal Aid Bureau are available at Appendix F and Appendix G.
- The MLSC website provides information about their funding process and a grant application packet for use when submitting a grant proposal to fund a pro bono coordinator. (Available at www.mlsc. org/grants/htm.)
- Other sources of funding for pro bono services may be available through the local bar association, local foundations and community organizations and private individuals, including members of the bar.
- Retired attorneys and government attorneys can serve as volunteer pro bono screeners in areas where there is no pro bono coordinator.

Comments: The most frequent request of pro bono attorneys is that all new clients undergo an intake procedure and screening for income eligibility before the lawyer receives the pro bono case. This should be a priority issue for Local Committees in all counties that do not have a pro bono program. Experience has shown that the local presence of a pro bono coordinator is key to the success of a pro bono effort. The information obtained by a trained pro bono coordinator during intake and eligibility screening allows pro bono attorneys to: 1) assess whether the case is an appropriate one for them to accept, and 2) work more efficiently with the client to identify the client's needs and goals. Local Committees should make every effort to assure that intake and screening procedures are in place in their county or region, calling upon volunteers to perform intake and screenings if no funding is available for a paid pro bono coordinator.

BEST PRACTICES FOR **Support** and **Resources**

BEST PRACTICE #12 MENTORING PROGRAMS

Establish a mentoring program for experienced attorneys willing to work with volunteers who take cases in areas outside their normal practice.

- Develop a mentoring program by identifying the substantive areas where there is the greatest need for pro bono attorneys in your county or region and identifying attorneys with more than five/ten years experience in those practice areas.
- Work with the local bar association to co-sponsor the mentoring program and assist in identifying and contacting experienced attorneys to participate.
- Encourage retired attorneys to participate as mentors in the program.
- Provide a list of available mentors and their practice areas to local pro bono programs and legal services providers.
- Make the list available to all pro bono attorneys when they accept a new case or matter.
- Hold a kick-off event to publicize the mentoring program in conjunction with the bar association.
- Target young lawyers and new admittees to invite to the mentoring event.

- The local bar association is an excellent partner for a pro bono mentoring program, as it can provide the necessary infrastructure for managing and publicizing the program, as well as encourage its members to participate.
- Past bar presidents and other well-respected members of the legal community should be sought out to participate and engage in recruiting mentors and publicizing the program.
- PBRC has a mentoring program in conjunction with the Young Lawyers Section of the MSBA. For information, contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.
- The ABA has numerous resources available on line for establishing a mentoring program. They are available at www.abanet.org/ mentoring.
- Providing logistical support for the mentoring program can be a project of the local bar association, the Local Pro Bono Committee, or apportioned between the two.

Comments: Mentoring programs serve four important goals in the delivery of pro bono service. First, they provide volunteer attorneys with critical support when they accept cases outside their normal practice areas. Knowing they have an expert to call upon for advice during their representation of a client in an unfamiliar substantive area allows pro bono attorneys to branch out into new areas with confidence. Second, mentoring programs provide an excellent opportunity for short term, non-representational pro bono service for experienced and retired attorneys. Third, mentoring programs provide a wonderful networking opportunity for young attorneys who are just beginning their legal careers. Fourth, and most importantly, mentoring programs help to assure that pro bono clients receive the highest quality legal services from the volunteer lawyers who represent them.

BEST PRACTICES FOR **Support** and **Resources**

BEST PRACTICE #13 EMAIL DISTRIBUTION LISTS (LIST SERVES)

Participate in the statewide pro bono list serve and/or establish a local list serve that matches local practitioners with available pro bono cases.

- Encourage local volunteer attorneys to join the statewide pro bono list serve and send their names to PBRC to be added to the statewide list serve.
- Determine if it would be useful to establish a local list serve as well.
- Coordinate with the local pro bono programs and legal services providers in your county or region to determine which program will be responsible for managing and distributing the local list serve.
- Develop a system for the submission of case descriptions by providers to the list serve coordinator on a bi-weekly or monthly basis.
- Determine the frequency of the list serve distribution to its members.
- Ensure that all cases submitted to the local list serve are also sent to the statewide list serve for wide circulation.
- Work with the local bar association to co-sponsor the list serve and recruit names of interested attorneys.
- Provide a mechanism for pro bono attorneys working in courthouse self-help clinics to submit information about pro se clients seeking representation to the list serve once screened by a legal services program.

- Send a letter to all attorneys in the county announcing the list serve and inviting them to join it.
- Publicize the kick-off of the list serve with an article in the local bar association journal or newsletter.

- The Pro Bono Resource Center has a bi-weekly pro bono list serve with information about available pro bono cases, trainings, and events statewide. Local Committees and local legal services providers are encouraged to submit cases to the statewide list serve, on which they can be arranged by county. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- Structure the local list serve so that an interested attorney contacts directly the source of the case information, (e.g. the Legal Aid Bureau), reducing the administrative work for the list serve coordinator.
- An informational list serve can also serve as a forum for pro bono attorneys to discuss issues and challenges that arise in their cases.

Comments: Including specific cases or opportunities on a list serve can help to increase the participation of the local bar in pro bono representation by providing attorneys with a regular opportunity to review the types of pro bono cases available. A local list serve also may reduce the work of the local pro bono coordinator/s by regularly publicizing available pro bono cases. The list serve may be used to distribute information about trainings, social events and career opportunities in the pro bono services community as well. List serves often create a sense of community among the participants, and a local pro bono list serve may become an avenue of communication among pro bono attorneys seeking general advice or information on pro bono matters. Should that occur, guidelines must be issued to assure that no confidential information about clients is revealed in list serve discussions.

BEST PRACTICES FOR **Support** and **Resources**

BEST PRACTICE #14 AVAILABLE RESOURCES

Utilize existing resources and publicize the support available for attorneys in Maryland representing probono clients.

- Distribute the Maryland Lawyers Care Brochure for your county or region to all pro bono attorneys, pro bono programs, legal services providers, courthouse pro se clinics and social service agencies in the area.
- Publicize the comprehensive *Guide to Legal Services in Maryland* and encourage pro bono programs and legal services providers to use the *Guide* as a resource manual.
- Advertise the availability of malpractice insurance for volunteer attorneys accepting pro bono cases from all MLSC funded programs even when the attorney has existing coverage.
- Provide information to the local bar membership about litigation funds available to pro bono attorneys working through a Maryland Legal Services Corporation funded program administered by the Pro Bono Resource Center.
- Publicize the automatic waivers of filing fees and court costs for pro bono clients referred by MLSC funded pro bono programs and legal services providers.
- Advertise the availability of pro bono or discounted process servers, court reporters, paralegals, and investigative services to attorneys representing pro bono clients.

- The Maryland Lawyers Care Brochures list statewide and county-specific pro bono programs and legal services available to the public. (*See* Appendix K for a sample Maryland Lawyers Care Brochure.) Brochures for each county are available from the Pro Bono Resource Center. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org.)
- The *Guide to Legal Services in Maryland* provides information about all legal services providers and resources in the state. The hardcopy of the Guide is currently being updated. However, an online version of the *Guide* is available on line through the Peoples Law Library at www.peoples-law.info.
- PBRC administers litigation funds available to reimburse pro bono attorneys for non-routine case expenditure such as mileage, extensive copying, registered and express mail and some discovery costs, including expert witness fees. Pro bono attorneys should contact PBRC at 410-837-9379 or 800-396-1274 for information about the availability of funds.
- Information regarding malpractice insurance and pro bono process services, court reporters, investigators and paralegals is available from the Pro Bono Resource Center at www.probonomd.org or 410-837-9379 or 800-396-1274.
- Local Committee members should reach out to local process servers, court reports and investigators and encourage them to donate or discount their services for pro bono cases.

Comments: Local Pro Bono Committees can make use of already existing resources to advertise and promote pro bono services, as well as provide individual attorneys, pro bono programs and legal services organizations with readily accessible information about local and statewide services. These readily available resources are powerful recruitment tools for Local Pro Bono Committees as they work to increase pro bono participation.

BEST PRACTICES FOR **Support** and **Resources**

BEST PRACTICE #15 BAR FOUNDATION PROGRAMS

If there is no local or regional pro bono program, establish a bar foundation pro bono program to provide screening and intake of clients, recruit pro bono attorneys, refer cases to volunteer lawyers and hold award ceremonies to recognize outstanding volunteers.

- Explore with local bar association leadership the possibility of establishing a bar foundation pro bono program.
- Meet with the executive director of the county bar foundation in Allegany, Harford, Montgomery or Prince George's County to study their models for a bar foundation pro bono program.
- Research funding sources such as county grants, private endowments and MLSC funding.
- Develop a bar foundation capital campaign to raise start-up funds for the pro bono program.
- Discuss the possibility of collaborating on space and other resources with local legal service providers.
- Seek the support of judiciary and local politicians in establishing the bar foundation pro bono program.
- Form a board of directors of the bar foundation and establish an organizational structure and by-laws.
- Hire a pro bono coordinator and administrative assistant to staff the bar foundation pro bono program.

- The National Conference of Bar Foundations website has a wealth of information on forming a bar foundation, including a *Complete Guide to Bar Foundations* available free with membership at www.ncbf.org/resources.htm.
- The ABA Standing Committee on Pro Bono and Public Service offers advice on establishing a bar foundation pro bono program as well as the manual, *Making Pro Bono a Priority:*A Bar Leaders Handbook, at its website, www.abanet.org/legalservices/probono/bar_associations.html.
- Sample forms available on the ABA Pro Bono website include a memorandum of understanding between the Montgomery County Bar Foundation and the Montgomery County Bar Association, www.abanet.org/barserv/library/f/foundation_association_relationships/1975.pdf, as well as management service agreements and expense sharing agreements from bar foundations around the country. See generally, www.abanet.org/barserv/library/f/foundation_association_relatonships/4185.pdf

Comments: The importance of having a local pro bono program in each county or region cannot be stressed enough. Particularly outside of metropolitan areas, the existence of a pro bono program to serve as a central coordinator to recruit volunteers, provide intake and income eligibility screening, refer cases, and recognize pro bono attorney work is key to sustaining the pro bono effort. Involving the local bar association in forming a bar foundation pro bono program sends the message to the legal community that providing pro bono service to the county's poor is a top priority. The Local Pro Bono Committee can play a pivotal role in launching a campaign to form a bar foundation pro bono program to help fill the gap in the provision of legal services.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section **E Volunteer Recognition**

INTRODUCTION

Volunteer recognition, like volunteer training, serves multiple goals in the pro bono effort and is an essential component of a successful pro bono campaign. Award ceremonies recognize the work of outstanding pro bono attorneys and convey the respect and gratitude of the legal community. Recognition events are good recruitment tools, encouraging other attorneys to take up the pro bono cause as they hear about the positive experiences of their pro bono colleagues and see the valuable publicity they receive. Events honoring pro bono attorneys also provide an opportunity for the staff of legal service organizations and social services agencies to network with local lawyers and share information about projects and areas of need. Finally, volunteer recognition events create a community for pro bono attorneys and help reenergize everyone engaged in the pro bono effort.

BEST PRACTICES FOR **Volunteer Recognition**

BEST PRACTICE #16 ANNUAL AWARDS CEREMONY

Plan an annual pro bono awards ceremony to recognize outstanding pro bono service.

- Determine the best model for an annual pro bono award ceremony in your county or region, for example:
 - ➤ A joint awards ceremony and dinner or luncheon event with one or more pro bono programs and legal services providers.
 - ➤ An awards ceremony held in conjunction with the annual meeting of the local bar association.
 - ➤ An awards ceremony held as part of another type of local bar event, such as a golf outing, bull roast or annual picnic.
- Engage the County Administrative Judge and other local judges to present awards and participate in the program.
- Profile a successful case, matter or project for special recognition during the event.
- Invite a well-known figure in the local bar or in the Maryland legal services community to be the keynote speaker.
- Have a client who has been well served by a pro bono attorney speak about his or her experience.
- Target particular demographics of the volunteer community for awards – solo practitioners, small law firms, large firms, government attorneys and offices or corporate counsel offices.

- In large metropolitan areas, co-sponsoring an award ceremony with the local bar and the various specialty bars can increase participation and provide an opportunity for networking among members of the various bar associations.
- The ABA Center for Pro Bono provides sample award certificates and other documents on its website at www.abanet.org/legal services/probono/recognition.html.
- The awards ceremony program should include a list of all attorneys in the county who have rendered pro bono service during the past year, in addition to listing the award winners.
- Include an award for significant financial contributions to the probono effort by a law firm or individual attorney.

Comments: Holding an awards ceremony, whether as a stand-alone event or in conjunction with a bar association event, is an ideal way to thank exceptional pro bono attorneys and honor them for their hard work and dedication. Recognition events may also be successful fundraisers for a local pro bono program or legal service organization; however, in counties with multiple pro bono programs or legal services organizations, it may be inappropriate for the Local Pro Bono Committee to participate in fundraising for one program or organization and not the others.

BEST PRACTICES FOR **Volunteer Recognition**

BEST PRACTICE #17 PRO BONO HONOR ROLLS

Work with the judiciary to create an Honor Roll of probono attorneys who have met or surpassed the goal of 50 pro bono hours annually.

- Engage the County Administrative Judge and other judges to work with the Local Committee to establish a Pro Bono Honor Roll.
- Create a subcommittee of the Local Committee to identify attorneys in the county or region who have met or surpassed the annual goal of 50 hours by:
 - ➤ Contacting local pro bono programs and legal services providers to obtain names of lawyers who provide substantial pro bono services.
 - ➤ Sending a letter to those attorneys asking them to confirm they have met or surpassed the 50 hour goal of pro bono service.
 - Sending a letter to all county attorneys asking them to identify themselves to the Local Committee if they have met or surpassed the 50 hour goal for pro bono hours volunteered the preceding year.
- Obtain a large plaque to be displayed prominently in the courthouse and/or local bar association headquarters identifying Honor Roll winners for the current year and future years.
- Include Honor Roll winners in the awards ceremony held each year.

 Publish the names of the annual Pro Bono Honor Roll attorneys in an article about pro bono in the bar journal or newsletter or in the local or community newspaper.

HELPFUL TIPS:

- The letter sent to county attorneys should include a form asking qualifying attorneys to identify the referral program from which they received clients, or the Self-Help Clinic or other pro bono program with which they volunteered their time. Attorneys who performed independent pro bono will be limited to identifying the number and types of cases in which they represented pro bono clients to preserve client confidentiality.
- The Honor Roll subcommittee should seek names of attorneys who
 qualify for the Pro Bono Honor Roll not only from local pro bono
 programs and legal service organizations, but also from
 courthouse Self-Help Clinics, "Ask a Lawyer" programs, and other
 initiatives regularly staffed by pro bono attorneys.
- Invite law firms to nominate their attorneys who have met or surpassed the 50 hours goal to the Honor Roll.

Comments: Creating an Honor Roll of attorneys who meet or surpass the goal of 50 hours of pro bono service each year is an important tool for pro bono recognition. With an Honor Roll plaque prominently displayed at the local courthouse and/or bar association headquarters, local attorneys will have a regular reminder about the importance of pro bono service. In addition, publicizing the list in bar and community publications not only pays tribute to the work of dedicated pro bono attorneys, but will encourage and inspire other attorneys to participate in pro bono.

BEST PRACTICES FOR **Volunteer Recognition**

BEST PRACTICE #18 EVENTS WITH A LOCAL FLAVOR

Develop creative forms of volunteer recognition crafted to the interests of the pro bono attorneys in your county or region.

- Conduct a contest for "Pro Bono Attorney of the Year," and work with the judiciary and bar leadership to donate a prize for the volunteer attorney or attorneys with the greatest number of pro bono hours such as:
 - ➤ A day of golf with one or more local judges or bar leaders.
 - ➤ A day of sailing with one or more local judges or bar leaders.
 - ➤ An afternoon of tennis with one or more local judges or bar leaders.
 - ➤ A day of skiing with one or more local judges or bar leaders.
 - ➤ A day of biking and picnicking with one or more local judges or bar leaders.
 - ➤ A day of skeet shooting or hunting with one or more local judges or bar leaders.
 - ➤ A day of museum hopping with one or more local judges or bar leaders.
 - ➤ Lunch or dinner at a local restaurant with one or more local judges or bar leaders.
 - ➤ An evening at the theater with one or more local judges or bar leaders.
 - ➤ An evening of salsa dancing with one or more judges or bar leaders.

- ➤ A day of kayaking or canoeing with one or more judges or bar leaders.
- ➤ A day of fishing with one or more judges or bar leaders.
- ➤ Tickets to an Orioles, Ravens, Nationals or Redskins game with one or more judges or bar leaders.
- Hold a "Best Practices" luncheon with several local judges for the exceptional pro bono attorneys in your county or region to informally discuss court practices and procedures.
- Work with members of the local press to publish a story or series of stories on the work of exceptional pro bono attorneys in your county or region.

Comments: There are endless ways in which the Local Committee, judiciary and bar leadership can express their appreciation to the outstanding pro bono attorneys in your county or region that reflect the local culture, geography and community. Awarding pro bono attorneys with an opportunity to network with judges and the bar leadership gives them an opportunity for development on a professional and personal level. Informal activities such as sports and cultural events provide an atmosphere for warm and collegial interaction and can help pro bono attorneys forge lasting associations with the leaders in their legal community. Likewise, such activities provide judges and bar leaders with the opportunity to hear first hand the challenges and rewards of pro bono work.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section **F**Collaborating with the Judiciary

INTRODUCTION

The participation of the judiciary is an essential ingredient in a successful pro bono campaign. Chief Judge Robert M. Bell and the Court of Appeals of Maryland Standing Committee on Pro Bono have strongly encouraged members of the Maryland Judiciary to participate in pro bono in a variety of ways, including writing letters to attorneys seeking pro bono assistance and appearing at bar meetings and other functions to promote and support pro bono initiatives. MD Rule 16-902 provides that at least one but no more than two trial court judges should serve on each Local Pro Bono Committee. In addition, the participation of the County Administrative Judge in the work of the Local Committee is mandated to the extent that he or she must assess the composition of the Local Committee annually and take steps to ensure full membership. Maryland judges are encouraged to participate in recruiting, training and recognizing pro bono lawyers, and the impact of their involvement cannot be overstated. As the ABA Standing Committee on Pro Bono has noted, "Judicial support of pro can increase lawyer's acceptance of pro bono responsibility and increase the acceptance of pro bono as a necessary component of the delivery of access to justice." Local Pro Bono Committees should make every effort to engage all of the judges in their jurisdiction in pro bono initiatives and activities.

BEST PRACTICES FOR Collaborating with the Judiciary BEST PRACTICE #19 COUNTY ADMINISTRATIVE JUDGES

Engage the County Administrative Judge and other members of the judiciary in the work of the Local Pro Bono Committee.

- Seek out the County Administrative Judge as an ally and a partner in the work of the Local Pro Bono Committee.
- Arrange a meeting between the County Administrative Judge and the Local Pro Bono Committee chairperson and other influential members of the Committee, particularly members of the bench, to explore ways to expand the Judge's involvement in the Committee's work.
- Discuss with the County Administrative Judge any concerns he or she may have about the involvement of judges in pro bono activities such as recruitment, training and recognition.
- Provide the County Administrative Judge and all judges in the jurisdiction with a copy of Maryland Judicial Ethics Opinion #124.
- Provide the County Administrative Judge with materials from the ABA Pro Bono Center website on the value of judicial involvement in pro bono.
- Encourage the County Administrative Judge to set an example by promoting the pro bono service of attorney employees of the Court.
- Identify other members of the Circuit and District Courts who may also serve as leaders in the pro bono effort.

 Seek to establish with the County Administrative Judge the scope of authority for another judge to act on behalf of the bench in pro bono matters.

HELPFUL TIPS:

- Maryland Judicial Ethics Opinion #124 is available at Appendix R, as well as on line at www.courts.state.md.us/probono/pdfs/appendicesrevstateactionplan.pdf.
- The ABA Center for Pro Bono has many materials on its website for judges, including an online Clearinghouse Library with sample recruiting letters, as well as speeches and articles on pro bono, available at www.abanet.org/legalservices/probono/judiciary.html.
- The Pro Bono Resource Center can provide Local Pro Bono Committees with a variety of materials to present to the County Administrative Judge or other members of the local bench (contact PBRC at 410-837-9379, 800-396-1274 or sgoldsmith@probonomd.org). In addition, the Maryland Access to Justice Committee Interim Report for 2009 is available at www.courts.state.md.us/mdatjc/pdfs/interimreport111009.pdf.
- Attorneys who are court employees are covered by Rule 6.1 and can engage in a wide range of pro bono work, including estate planning, benefit counseling, landlord-tenant disputes, and debtorcreditor issues.

Comments: Having the County Administrative Judge as a partner in the probono effort is an extremely valuable tool since other judges, as well as members of the bar, will take seriously any requests from him or her to participate in the pro bono effort. If the County Administrative Judge is unable to participate in the pro bono effort, however, the assistance of any of the judges on the bench boosts participation and morale and enhances all pro bono initiatives. Local efforts spearheaded and promoted by judges have a much greater chance of becoming permanent fixtures in the local legal community, and Local Pro Bono Committees should make every effort to engage as many judges as possible in their initiatives.

BEST PRACTICES FOR Collaborating with the Judiciary BEST PRACTICE #20 JUDGES AND THE LOCAL COMMITTEE

Promote the participation of judges in all aspects of the Local Pro Bono Committees' activities, particularly those involving outreach to the legal community.

- Request the judges of the Circuit Court and District Court to participate in a letter writing campaign to increase the number of attorneys who render pro bono service.
- Engage judges to serve as faculty members at pro bono trainings whenever feasible.
- Enlist the aid of judges to give presentations on the gap in legal services and the need for pro bono service to bar association meetings, bar section meetings and other gatherings of lawyers.
- Invite judges to present awards to outstanding pro bono attorneys at awards ceremonies and recognition programs.
- Create a list of volunteer attorneys from which judges may appoint pro bono attorneys to represent litigants appearing before them.
- Arrange for the County Administrative Judge to send an annual letter to all new admittees encouraging them to meet their pro bono responsibilities under Rule 6.1 and providing information on pro bono opportunities.
- Encourage judges to participate in creative awards for outstanding pro bono service such as sports or cultural outings.
- Request the County Administrative Judge to work with masters and court clerks to identify litigants in need of pro bono service and make referrals to appropriate agencies.

- Encourage judges to write articles for the local bar journals and newspapers on the value of the pro bono service rendered by local attorneys.
- Request the County Administrative Judge to place an ad in the bar newsletter encouraging attorneys to accept pro bono cases.

- Sample letters from judges encouraging pro bono participation are available at www.abanet.org/legalservices/probono/judiciary.html.
- By nominating judges from your county or region for statewide awards for their work on behalf of pro bono, you encourage other judges to participate in the pro bono effort. Available awards include those made by the Pro Bono Resource Center (applications on line at www.probonomd.org/2007_Awards.html), and the Maryland Legal Services Corporation (applications available at www.mlsc.org/awards.html).
- Local pro bono programs and legal services organizations may also have awards for which members of the Local Pro Bono Committee can nominate judges who have assisted in the pro bono effort.

Comments: Each time a judge participates in a pro bono activity it enhances the importance and value of that activity to local attorneys. It is important to note that the Maryland Judicial Ethics Commission has determined that all of the pro bono opportunities for judges outlined above are appropriate and ethical acts on the part of judges. (See, Maryland Judicial Ethics Opinion #124 at Appendix R). By far the most effective pro bono activities by judges are those in which they interact personally with attorneys, such as at recruitment events, trainings and award ceremonies. However, letters to members of the bar as well as articles written by judges for bar newsletters, local newspapers and other publications are also powerful tools for increasing attorney participation in probono service.

BEST PRACTICES FOR **Collaborating** with the **Judiciary**

BEST PRACTICE #21 "RIGHT OF WAY" FOR PRO BONO

Work with the local court to develop liberal continuance and scheduling policies for pro bono attorneys, as well as a "right of way" for docketing pro bono cases.

- Establish a "court liaison" subcommittee of the Local Committee to study the challenges and obstacles facing pro bono attorneys in the local Circuit and District Courts.
- Include as members on the "court liaison" subcommittee the judicial members of the Local Committee.
- Explore ways to address the procedural difficulties facing pro bono attorneys, in particular that:
 - ➤ Pro bono attorneys are often brought into cases just days before trial and may run up against strict postponement and scheduling practices.
 - ➤ Pro bono cases are often placed at the end of the day's docket, forcing pro bono attorneys to spend hours in court waiting for the case to be called.
- Draft a "Pro Bono Attorney Policy" to be submitted to County Administrative Judge addressing the need for a liberal continuance and scheduling policy for pro bono attorneys.
- Include in the "Pro Bono Attorney Policy" provisions for scheduling pro bono cases at a specific time each day or on a particular day of the week to permit volunteer attorneys maximum flexibility in scheduling their pro bono cases.

- Vet the "Pro Bono Attorney Policy" with judges of the Circuit and District Courts and several pro bono attorneys to obtain additional feedback on the workability of the proposals.
- Arrange to meet with the County Administrative Judge to discuss the proposed "Pro Bono Attorney Policy."

- There may be resistance from the bench to some or all of the proposals in the "Pro Bono Attorney Policy." Be prepared to work for incremental changes.
- Docketing policies that place pro bono cases first on the docket have provoked negative reactions from litigation attorneys. It may be best to work for a policy that adopts a designated time each day or a designated day each week for docketing pro bono cases to avoid backlash from the organized bar.

Comments: Prospective pro bono clients frequently wait months on a list before a program is able to place them. Quite often a hearing or trial is scheduled within days of when a pro bono attorney is asked to accept the case. Liberal policies for postponements, continuances and scheduling of pro bono cases would encourage volunteer attorneys to accept those cases despite the imminent trial date. Likewise, volunteer attorneys often spend the better part of a day sitting in court waiting for their pro bono case to be called. A policy docketing pro bono cases at a specific time each day or on a specific day each week would allow pro bono attorneys to maximize the use of their time on pro bono cases. While all litigators must deal with scheduling challenges and long delays in court, flexible policies for pro bono attorneys are one way for the judicial system to recognize and accommodate the work of pro bono attorneys.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section **G Working** with **Legal Services Providers**

INTRODUCTION

Legal services organizations are the closest partners Local Pro Bono Committees have in their efforts to increase pro bono service and expand access to justice for low-income Marylanders. The primary legal services organization in Maryland, the Legal Aid Bureau, has offices in twelve regions and is mandated by federal law to spend 12.5% of its funding on pro bono activities. In addition, many specialized legal services providers throughout the state have a pro bono coordinator or manager to conduct intake and income eligibility assessments and place cases with pro bono attorneys. Local Pro Bono Committees should actively partner with the legal service organizations in their counties and work with them to develop pro bono recruiting, training and recognition programs. In addition, Local Pro Bono Committees should engage with local legal services organizations in order to learn from them what the Local Committee can do to help facilitate their work with pro bono attorneys and support them in their pro bono efforts.

BEST PRACTICES FOR Working with Legal Services Providers

BEST PRACTICE #22 PRO BONO SUMMITS

Conduct a Pro Bono Summit of all legal service providers in the county or region to share information and explore possible collaborations.

- Create a "Pro Bono Summit" subcommittee of the Local Pro Bono Committee to plan the Summit event.
- Meet with the executive directors and/or the pro bono coordinators from each legal services agency in the area to plan the logistics and agenda for the Pro Bono Summit.
- Locate a free venue for the Pro Bono Summit such as the County Bar Library, bar association conference room or community center.
- Work with the Standing Committee on Pro Bono to identify pro bono providers and resources and plan an agenda that includes the following topics:
 - Program, staff and client base of each participating organization.
 - ➤ Pro bono components of each participating organization.
 - ➤ Impact of the economic downturn on legal services in your county or region.
 - ➤ Impact of changing demographics on legal services in your county or region.
 - ➤ Issues regarding representation of non-English speakers and lack of interpreters and translators.
 - Areas of unnecessary duplication of services.

- ➤ Possibilities for collaborations, partnerships and sharing of resources.
- ➤ Areas in which the Local Pro Bono Committee can assist and facilitate continued dialogue.
- Engage a local judge or bar leader to provide the keynote speech.
- End the program with a schedule for future meetings to explore collaborations and sharing of resources.
- In small and rural counties, a meeting of the Local Pro Bono Committee and the executive directors and pro bono coordinators of each legal services provider would provide a forum to address all of the issues identified above.

- The Prince George's County Pro Bono Committee, with the assistance of the Pro Bono Resource Center, conducted a "Pro Bono Summit" in June of 2009. Materials from that program are available at Appendix S).
- The Pro Bono Summit Planning Committee should prepare an outline of topics for each organization to address when describing its program and services and assure that no one organization dominates the program.
- The Pro Bono Summit agenda could allow for break-out groups to facilitate discussion of "special topics" such a domestic violence or immigration.
- Law firms or individual attorneys interested in financially underwriting the Pro Bono Summit should be reminded that such contributions qualify under MD Rule 6-903 as pro bono contributions.
- The Standing Committee on Pro Bono can assist in the planning of a local Pro Bono Summit. (Contact PBRC at 410-837-9379 or 800-396-1274).

Comments: In some counties or regions legal services providers do not communicate regularly, which can result in a duplication of efforts. Providing a forum for legal service providers to share information and explore possible collaborations is an important contribution the Local Committee can make to improve the delivery of legal services.

BEST PRACTICES FOR **Working** with **Legal Services Providers**

BEST PRACTICE #23 SERVING NON-ENGLISH SPEAKING CLIENTS

Appoint consultants to the Local Pro Bono Committee to address methods for increasing access to pro bono services for non-English speaking clients.

- Create a subcommittee of the Local Pro Bono Committee to work with the consultants to study the issue of lack of access of non-English speakers to pro bono services.
- Develop a survey for local pro bono programs and legal services organizations requesting information regarding:
 - ➤ The most prevalent non-English speaking populations in your county or region and the languages they speak.
 - ➤ The range of interpreter and translator services available in your region.
 - ➤ The availability of interpreter and translator services to probono clients.
 - "What happens on the ground?" How pro bono programs and legal services providers work with non-English speaking clients when there are no professional interpreters and translators available.
 - ➤ Suggestions for ways to improve access to interpreters and translators.
- Include at least one judge and clerk of the court on the subcommittee to provide information about the logistics of court interpreter services.
- Prepare a report for the Local Committee based on the survey results.

- Identify areas where the Local Pro Bono Committee can facilitate access, such as serving as a liaison to immigrant organizations that could provide free interpreter services.
- Organize a training for local pro bono attorneys and legal services providers on use of interpreters and challenges of multi-cultural lawyering.

- The Volunteer Lawyers Network has guidelines for pro bono attorneys working with interpreters, available at www.vlpnet.org/resources/topics.2015-materials.
- An article on multi-cultural practice and working with interpreters is available on the State Bar of Wisconsin website at www.wisbar.org/AM/Template.cfm?Section=Home&CONTENTID =83124&TEMPLATE=/CM/ContentDisplay.cfm.
- Nadia Firozvi, Esq., a Maryland attorney with the Asian Pacific American Legal Resource Center, has testified before the U.N. on behalf of the D.C. Language Access Coalition and can provide information on legal challenges to denials of language access as well as resources for Asian language interpretation. She is available at 202-393-3572 x23 or nadia.firozvi@apalrc.org.
- The Pro Bono Resource Center can provide information regarding faculty for trainings on use of interpreters and multicultural lawyering. (Contact PBRC at 410-837-9379, 800-39-1274 or pbrc@probonomd.org).
- The Baltimore County Circuit Court website provides information on requesting interpreters for court proceedings at www.baltimorecountymd.gov/Agencies /circuit/interpreters.html.

Comments: There are myriad difficulties that arise for pro bono attorneys and programs seeking to serve non-English speaking clients. Many pro bono attorneys, as well as pro bono programs and legal services organizations, must rely upon bilingual family members or neighbors in order to provide services to non-English speaking clients, raising issues of client confidentiality, attorney-client privilege and sometimes even client safety. Lack of trained interpreters for uncommon languages can make it virtually impossible to serve certain immigrant populations. Federal law mandates that courts provide interpreters for all litigants appearing in judicial proceedings. The Maryland Court Interpreter Program provides interpretation in a number of languages; however, obtaining those services in rural counties can be difficult and time

consuming. In addition, a court interpreter is an employee of the Court and interprets for the judge only. A pro bono attorney must still bring a private interpreter to court in order to communicate with his or her client during a proceeding. Given the complexity of issues surrounding non-English speaking clients, Local Pro Bono Committees in jurisdictions with large immigrant populations should assess the availability of interpreters and problems with the existing system and work to facilitate improvements that increase access to justice for non-English speaking litigants.

BEST PRACTICES FOR Working with Legal Services Providers

BEST PRACTICE #24 VOLUNTEER INTERESTS SURVEY

Conduct a survey of local attorneys as described in *Best Practice #6* to obtain information regarding each attorney's practice areas, interest in pro bono trainings and the substantive areas in which he or she is willing to perform pro bono service. Compile a list of attorneys willing to take pro bono cases in each substantive area and distribute it to legal services providers and pro bono programs.

- Send a survey to all attorneys on the Client Protection Fund list for your county or region.
- Include a cover letter from the County Administrative Judge or local bar president encouraging attorneys to complete the survey and volunteer for pro bono service.
- Request the following information on the survey:
 - Primary practice areas
 - ➤ Language fluency
 - Areas in which willing to provide pro bono service
 - Areas in which willing to provide pro bono service with training and/or mentor
 - Interest in taking trainings
 - Interest in serving as trainer or mentor

- Previous difficulties with providing pro bono service in your county
- Past experience with screening and referral process
- Amount of pro bono service typically performed each year
- Collate the information and prepare a list of attorneys willing to take pro bono cases by substantive area to distribute to pro bono programs and legal services providers.
- Develop a protocol using the list serve to inform all local service providers when an attorney has taken a pro bono case in order to avoid individual attorneys being flooded with requests from multiple programs.

- The Howard County Pro Bono Committee has developed a seven page survey for attorneys asking the information discussed above and much more. (The survey is available at Appendix P).
- The Pro Bono Resource Center is available to provide assistance in data analysis of completed surveys. (Contact PBRC at 410-837-9379, 800-396-1274 or pbrc@probonomd.org).
- Designate one pro bono coordinator in the county to be responsible for managing the list, or is there is no pro bono coordinator, than one member of the Local Committee.

Comments: The list from the Attorney Survey results developed by the Local Pro Bono Committee should be distributed to all legal services providers and pro bono programs in the area. In small and rural counties with small numbers of attorneys, such a list should be of significant benefit to local legal services providers and pro bono programs. In large counties and metropolitan areas, however, managing such a list is likely to be unwieldy and a task no one pro bono coordinator would be willing to assume.

BEST PRACTICES FOR Working with Legal Services Providers

BEST PRACTICE #25 "How to Get to Court" Brochures

Provide brochures with information (about public transportation routes to the Circuit and District Courts, court commissioner locations, and legal service provider locations) to all legal services offices, the clerk's office of each court, all commissioner's offices, social and human services organizations offices, and police stations. Approach local government officials and urge them to develop reasonable means of transportation to legal services programs, the courts and social services agencies.

- Create a "transportation" subcommittee of the Local Pro Bono Committee to organize the transportation project.
- Explore methodologies for obtaining up-to-date and accurate information about public transportation routes to the county courts, commissioners' offices and legal and social services offices.
- Obtain the pro bono assistance of several real estate, business or transactional attorneys to work on the transportation project.
- Collaborate with the local bar association or a section of the bar association (e.g. young lawyers, real estate, or business section) to fund the preparation and distribution of brochures throughout the county or region.

- Provide clerk's offices, court commissioners, legal services and pro bono programs with an electronic copy of the brochure to allow them to replenish supplies whenever necessary.
- Invite county planning officials to a meeting to explore avenues for increasing access to the courts and social and legal services agencies by public transportation.

- The American Public Transportation Association website has links to public transportation options available in all 24 Maryland counties, found at www.publictransportation.org/systems/state .asp?state=MD#A7.
- The Maryland Transit Administration provides schedules and routes for all MTA commuter services in the Baltimore metropolitan area at mta.maryland.gov/.
- The Washington Metropolitan Area Transit Authority provides schedules and routes for the DC Metro and buses throughout the Maryland DC suburbs at www.wmata.com/.
- Meetings with county planning officials in rural counties may be more fruitful if members of the judiciary or local politicians participate in the discussion.

Comments: Providing legal services organizations with a brochure summarizing all public transportation routes to courts, government agencies and social services organizations in your county or region is an inexpensive yet very helpful way for Local Pro Bono Committees to aid legal service providers and pro bono programs in their work. The transportation project also provides an opportunity for valuable short-term pro bono service by non-litigation lawyers.

In the current economic climate, seeking to expand public transportation options for low-income people is not likely to be a priority of county planning officials. Nevertheless, beginning the process of educating county officials about the need for public transportation to ensure access to justice is a worthy cause.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section H Community Outreach

INTRODUCTION

Local Pro Bono Committees can play a major role in educating the public about the availability of pro bono legal services in their community. Partnering with the local bar association and local legal services organizations, Local Pro Bono Committees can get the word out with minimal expense by organizing an advertising campaign that includes distributing Maryland Lawyers Care Brochures throughout the community and developing public service announcements to reach isolated groups such as immigrants and farm workers. Providing information to local social and human services organizations is also a critical part of that effort, since frequently those who work with low-income families on a daily basis are unaware of the legal services available to them. Educating the public about their legal rights and the substantive legal issues most likely to affect their lives is another way for Local Pro Bono Committees to contribute to the well-being of the community. Partnering to hold events such as legal fairs, legal information seminars, advice and counsel sessions and workshops for the public, Local Pro Bono Committees can play a vital role in assuring that those with the least access to the justice system are given the tools they need to protect their rights. Finally, there is an extra bonus to these events as they enhance the reputation of the local bar and lawyers in general within the community.

BEST PRACTICES FOR **Community Outreach**

BEST PRACTICE #26 COMMUNITY FORUM FOR SOCIAL SERVICE AGENCIES

Host a Community Forum for social and human services organizations to educate their staff about the availability and nature of pro bono and low-bono legal services in your county or region.

- Organize a Community Forum planning committee comprised of members of the Local Pro Bono Committee and representatives of each pro bono and legal services organization in the county or region.
- Identify the agencies and organizations to be included on the invitee list, including:
 - Department of Social Services divisions
 - Office on Aging and senior centers
 - Youth services bureaus and agencies
 - Housing assistance programs
 - Domestic Violence shelters
 - Veterans programs
 - Programs for the disabled
 - ➤ Homeless shelters
 - Drug and alcohol rehabilitation centers
 - Prison and half-way house programs
 - Immigrant and day laborer centers

- Partner with the local bar association or a local law firm to provide funding for invitations, programs and materials.
- Identify a free venue for the program, such as a courthouse meeting space, school auditorium or community center hall.
- Prepare a program of speakers from local and statewide pro bono and legal services organizations to present information about their program and services.
- Draft invitations and send to all invitees include RSVP information.
- Invite a local judge, the local bar president or a local politician to present the keynote speech.
- Collect materials from each participating organization for distribution at the Community Forum.
- Distribute Maryland Lawyers Care Brochures to all participants. (See Appendix K).

- Volunteer attorneys can provide short-term pro bono service by helping to duplicate and organize materials and staffing the event the day of the Community Forum.
- The need to provide lunch options for the participants can be avoided by planning a half-day event.
- Identifying all of the participating agencies and a contact person at the beginning of the program is a good way to facilitate networking.
- Circulating a list for attendees to identify themselves and provide contact information, including email addresses, also is a good way to facilitate networking.

Comments: All too often the staff of social and human services organizations are unaware of the pro bono legal services available to the clients they serve. Holding a Community Forum is an excellent way to educate those who work with low-income clients on a daily basis about the legal services available to their clients. A Community Forum will also provide an opportunity for legal services staff to meet and network with staff from human and social services organizations and spotlight pro bono legal services in your county or region.

BEST PRACTICES FOR **Community Outreach**

BEST PRACTICE #27 EVENTS FOR THE GENERAL PUBLIC

Develop a series of community outreach events to educate the public about the substantive areas of law most likely to impact their lives.

- Establish a "Community Outreach" subcommittee of the Local Pro Bono Committee to plan and organize the community outreach campaign.
- Identify the substantive areas of law most likely to attract the interest of the public and address the needs of the low-income community, such as:
 - Child custody and child support
 - Foreclosure prevention
 - Bankruptcy and consumer rights
 - ➤ Landlord-tenant
 - > Employment
 - > Immigration
- Determine the type or types of programs to be developed in the community outreach campaign. Possible models include:
 - ➤ Speakers Bureau compile a list of attorneys willing to speak on a variety of issues and make it available to community organizations.
 - ➤ Seminars hold monthly or bi-monthly Legal Information Seminars to explain the basics of the substantive areas listed above, rotating the topics throughout the year.

- ➤ Advice and Counsel Workshops provide attorneys for 20-30 minute advice sessions in key substantive areas.
- ➤ Application Workshops: provide hands-on assistance in such areas as Green Card applications or pro se bankruptcy filings.
- Partner with the local bar association to identify speakers and volunteers to participate in the outreach campaign.
- Advertise each program with flyers and email announcements to human and social service agencies, community organizations, libraries, as well as public service announcements in local newspapers and radio stations, including foreign language stations.
- Distribute Maryland Lawyers Care Brochures (see Appendix K) and other materials at each program to provide participants with contact information for pro bono programs and legal services organizations.

- Legal information seminars on specific substantive topics typically draw audiences of 10-20 people and can be held at a variety of small venues, such as the county library, a community center recreation room or a business center conference room.
- Legal services organizations are often excellent venues for legal information seminars and their staff frequently will participate as presenters.
- Community organizations that do not service low-income populations may be interested in engaging the Speakers Bureau, presenting the Local Committee with an opportunity to educate the general public about the gap in legal services and the legal needs of low-income Marylanders.

Comments: Holding regular events to educate low-income individuals about their substantive legal rights is an important service to the community. Creating an infrastructure for these programs with the help of the local bar and legal services organizations increases the likelihood that the programs will become self-sufficient and continue to be held regularly without the Local Committee's management.

BEST PRACTICES FOR **Community Outreach**

BEST PRACTICE #28 ADVERTISING PRO BONO TO THE COMMUNITY

Design an advertising campaign to get the word out about pro bono legal services and other resources available to low-income people in your county that includes widespread distribution of the Maryland Lawyers Care Brochure and public service announcements in local news- papers and on local radio stations.

- Work with the Pro Bono Resource Center to update the Maryland Lawyers Care Brochure for your county (see Appendix K for a sample brochure).
- Obtain the pro bono help of bilingual attorneys to translate the brochures into the language most commonly spoken by immigrants in your community.
- Identify where the updated brochures will be placed in your community, including:
 - Food pantries and soup kitchens
 - ➤ Homeless shelters
 - Churches, synagogues, mosques and temples
 - Immigrant and day-laborer centers
 - > Battered women's shelters
 - > Senior centers
 - Youth centers

- Alcohol and drug rehabilitation centers
- Prisons and half-way houses
- Community centers
- > Child care centers
- Consider forming partnerships with local businesses such as grocery stores and convenience stores in low-income neighborhoods to make the Maryland Lawyers Care Brochures available to their customers.
- Develop a series of public service announcements for local newspapers to advertise the types of legal services available in your county, including pro bono programs, courthouse pro se clinics, workshops and legal information seminars.
- Partner with local radio stations, including foreign language radio stations, to develop public service announcements informing the community about the availability of pro bono programs, courthouse pro se clinics, workshops and legal information seminars.

- Local high school student organizations can distribute the Maryland Lawyers Care Brochures throughout the community on a monthly or bi-monthly basis as a community service project. Seek local attorney-parents to supervise the program.
- If there are no bilingual attorneys available to translate the Maryland Lawyers Care Brochure, seek funding for translations from local businesses catering to the immigrant community.
- Local newspapers and radio stations have a range of policies about public service announcements and advertisements. Engaging the help of a local judge or the local bar association president may help to increase the willingness of the newspaper or radio station to work with Local Committee to develop and run public service announcements.

Comments: Lack of knowledge of available services is one of the greatest barriers preventing low-income people from obtaining access to justice. Local Pro Bono Committees can perform an important service by making the dissemination of information about pro bono and other legal services a top priority.

BEST PRACTICES FOR Community Outreach

BEST PRACTICE #29 LEGAL FAIRS

Spearhead the organization of a Legal Fair to provide substantive legal information sessions on a variety of substantive areas as well as short advice and counsel sessions for individuals with a volunteer attorney.

- Form a "Legal Fair Committee" comprised of members of the Local Pro Bono Committee, local pro bono program and legal services organization staff and volunteer attorneys to begin the initial planning of the Legal Fair.
- Determine whether the Legal Fair should have a target population such as a specific immigrant group or the residents of a particular area of your county or region.
- Seek co-sponsorship from the local bar association, community groups and local businesses.
- Solicit volunteer attorneys to make presentations during the information sessions on such topics as:
 - Family law
 - > Employment
 - Foreclosure prevention
 - Consumer issues and bankruptcy
 - > Elder law
 - Landlord-tenant
 - > Immigration
 - Public benefits

- Solicit volunteer lawyers to meet with clients in individual advice and counseling sessions.
- Determine the number of information sessions and private counseling sessions that will be feasible given the number and type of volunteers.
- Identify a centrally located site accessible by public transportation for the legal fair such as a local social services office with space for individual counseling sessions as well as a large parking lot for outdoor information sessions.
- Reach out to local high school or college student groups to staff the Legal Fair for sign-up, traffic control, etc.
- Advertise the Legal Fair to your targeted group or throughout the community with public service announcements and flyers placed in community centers, places of worship, food pantries, soup kitchens and homeless shelters.
- Schedule a training session for volunteer attorneys one week before the Legal Fair.
- Have copies of the Maryland Lawyers Care Brochure (see Appendix K) for your county available for every participant in the Legal Fair.
- Arrange for translators for non-English speakers and others with disabilities to provide maximum access.
- Contact local media to provide news coverage of the Legal Fair.

- The Bar Association of Baltimore City, in conjunction with a number of organizations, held a Pro Bono Day 2009 Free Legal Clinic at the Legal Aid Bureau in Baltimore. The event included informational sessions and one-on-one meetings with attorneys and received television coverage on WJZ Channel 13 in Baltimore. For information on the program, contact Bobbie Steyer at bsteyer@mdlab.org or 410-951-7737.
- The Maryland Immigrant Rights Coalition (MIRC) has conducted Immigration Legal Fairs in Baltimore City and Prince George's County. A sample flyer and volunteer sign-up sheet are attached at Appendix T. For information about the MIRC Immigration Legal Fairs, contact Maureen Sweeney at 410-707-3922 or msweeney@law.maryland.edu.

- Materials for organizing Law Day events which are helpful for planning a Legal Fair are available on the ABA website, www.abanet.org/publiced/lawday/LD.
- Schedule the Legal Fair from 10:00 a.m. to 2:00 p.m. on a Saturday or immediately after church services on Sunday to maximize attendance.
- Require advanced sign-up for individual counseling sessions the morning of the Legal Fair and have staffers available to keep time for the attorneys and help limit the time to 20-30 minutes per session.

Comments: Legal Fairs reach a large audience that normally has no access to legal information and advice of any kind. Providing a series of substantive information sessions throughout the day serves not only to educate the participants about important legal issues but also provides an activity for those waiting for their individual counseling sessions. Particularly when they target a population such as an immigrant group, Legal Fairs provide a forum and a safe space for individuals to ask questions and receive information and advice about issues relevant to their own needs and circumstances. They also serve as excellent pubic relations tools, enhancing the image of local lawyers in the eyes of the community.

Legal Fairs and similar programs are great recruitment tools for volunteer attorneys as well. Attorneys uncomfortable with taking individual pro bono cases frequently are willing to participate in short-term pro bono events such as legal fairs and "ask a lawyer" programs. Many of them discover the satisfaction of working with low-income clients during the event and later agree to take a case on their own for individual representation. Legal Fairs are also wonderful opportunities for members of the local bar association, pro bono programs and legal services organizations to network and forge positive working relations.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section I **Special Issues** in **Rural Counties**

INTRODUCTION

Local Pro Bono Committees in rural jurisdictions face a host of unique challenges in developing a delivery system for pro bono legal services. Key among them is the fact that there is often a small and limited pool of attorneys practicing in the county. In Somerset County, for example, there were sixteen members of the bar in 2009, only six of whom were in private practice; the remainder were judges or government lawyers in the State's Attorney's or Public Defender's Office. In Garrett, Allegany and Washington counties in Western Maryland, mountains and forests create natural barriers that hinder the delivery of legal services, particular in the winter when roads are impassable due to snow, ice and flooding. Public transportation is frequently non-existent or quite limited in rural communities, whether in the mountains or in the coastal regions of Southern Maryland and the Eastern Shore, and low-income clients frequently live on poorly paved and poorly marked roads. Yet the legal needs of the rural poor are often quite high, and Local Pro Bono Committees must be creative in addressing the challenges that rural communities bring to the delivery of pro bono services.

In 2000, The American Bar Association launched a Rural Pro Bono Delivery Initiative to study the special needs of low-income rural clients and the obstacles faced by the programs that serve them. The goal of the ABA Rural Pro Bono Delivery Initiative was to develop, improve and promote successful models for pro bono delivery to the rural poor. In 2003, the Rural Pro Bono Initiative published a manual, Rural Pro Bono Delivery: A Guide to Pro Bono Legal Services in Rural Areas, as a resource for pro bono programs, legal services providers and bar associations in rural jurisdictions. The ABA manual is an invaluable tool for Local Pro Bono Committees in rural communities and is available on line www.abanet.org/legalservices/probono /rural delivery.html. A Clearinghouse Library on rural pro bono delivery is also available at the same website.

What follows are several Best Practices for rural pro bono programs developed by Maryland Local Pro Bono Committees and suggested in the Best Practices for Local Pro Bono Committees Questionnaire distributed in the fall of 2009. It should be noted that many of the preceding Best Practices are equally effective when adopted by Local Pro Bono Committees in rural jurisdictions as well as in urban areas.

BEST PRACTICES FOR Special Issues in Rural Counties BEST PRACTICE #30 LOCAL PRO BONO COORDINATORS

Establish a local or regionally based pro bono coordinator to screen cases and determine income eligibility, place cases with pro bono attorneys and coordinate trainings for volunteer lawyers.

- Form a subcommittee of the Local Pro Bono Committee to study possible models for creating a pro bono coordinator position in your county or region.
- Explore with local bar association leadership the possibility of establishing a bar foundation pro bono program to house the pro bono coordinator (*see* Best Practices #15).
- If there is no option for establishing a bar foundation pro bono program, identify local legal services organizations, social or human services agencies, community centers, faith-based service programs or other groups in the community which could provide free space to house a pro bono coordinator.
- Research funding sources such as county grants, private endowments and MLSC funding.
- Explore other funding options and determine whether the pro bono coordinator position will be a paid or volunteer position, fulltime or part-time.
- Approach local law firms or satellite offices of large law firms to donate office space and administrative assistance for a pro bono coordinator and/or designate an existing paralegal or associate to serve as the pro bono coordinator for the county (thereby

- providing qualifying pro bono service for purposes of Rule16-903 pro bono reporting).
- Meet with the County Administrative Judge to explore the possibility of housing a volunteer pro bono coordinator at the courthouse, possibly in the existing Family Law Self-Help Clinic.
- Work with the Pro Bono Resource Center to provide support and resources for the new pro bono coordinator.

- Mid-Shore Pro Bono, Inc. was the first regional pro bono referral agency in the state and was formed as the result of a collaboration of the Local Pro Bono Committees from Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties. Information about Mid-Shore Pro Bono is available at 410-690-4890 or www.midshoreprobono.org.
- In St. Mary's County, the Southern Maryland Center for Family Advocacy, a regional domestic violence program, serves as the probono coordinator for the county. Information about the Southern Maryland Center for Family Advocacy, is available at 301-373-4141 or smcfa@md.metrocast.net.
- Maryland Volunteer Lawyers Service operates in all counties in Maryland except Allegany, Prince George's and Montgomery counties. Where it is not possible to create a pro bono coordinator position for your county, consider designating a member of the local bar leadership or a member of the Local Pro Bono Committee as the MVLS liaison who can help to facilitate the placement of cases with local pro bono attorneys. Contact MVLS at info@mvlslaw.org or 410-539-6800.

Comments: The importance of having a local pro bono coordinator in a rural county or region cannot be over-emphasized. Even a part-time, volunteer pro bono coordinator can serve as a central clearinghouse for intake and income eligibility screening and case referral. Studies have shown that pro bono attorneys consider client intake and eligibility screening to be one of the most important supports for their pro bono work. Having a point person to whom clients, attorneys, social service agencies and the courts can turn is critical in the success of a pro bono initiative. In rural counties, working to create a regional pro bono coordinator and/or program with Local Pro Bono Committees in adjacent counties allows for the pooling of resources and may be the best avenue for providing this important service to the pro bono attorneys in your county.

BEST PRACTICES FOR **Special Issues** in **Rural Counties**

BEST PRACTICE #31 REGIONAL PRO BONO COMMITTEES

Create a Regional Pro Bono Committee with the Local Pro Bono Committees in adjacent counties to expand resources, avoid duplication of efforts and improve delivery of pro bono legal services in your county.

- Convene a meeting of the Local Pro Bono Committee Chairs in adjacent counties to explore the ramifications of forming a Regional Pro Bono Committee.
- Consider the number of judges and attorneys in each county and the degree to which attorneys regularly practice in multiple jurisdictions.
- Consider whether existing pro bono programs and legal services organizations regularly handle clients from across counties.
- Determine whether human and social service agencies serve clients across county lines.
- Assess the degree of interaction and collegiality among the local bar associations of each county.
- Assess the impact of creating a Regional Pro Bono Committee on any existing pro bono programs and legal services providers.
- Assess the possibility of joining forces to create a regional pro bono program to coordinate pro bono services in the counties.
- Consider the effect of joining forces for pro bono initiatives such as Legal Fairs, advice and counsel programs, workshops for pro se litigants and trainings for pro bono attorneys.

- Consider the effect of joining forces to organize recognition events and awards ceremonies for pro bono attorneys.
- Seek the approval of the Administrative Judge of each county in accordance with Rule 16-902.

- The Mid-Shore Pro Bono Committee was the first Regional Pro Bono Committee in Maryland and was formed by the Local Pro Bono Committees of Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties. For information about the creation of the Mid-Shore Pro Bono Committee, contact the Pro Bono Resource Center at 410-837-9379 or 800-396-1274.
- MD Rule 16-902(c)(1) specifically authorizes the formation of a Regional Pro Bono Committee with the approval of the Administrative Judges of the counties that wish to collaborate.

Comments: By joining forces with adjacent counties, Local Pro Bono Committees in rural jurisdictions can significantly expand the availability of pro bono services for low-income clients and for the volunteer attorneys who serve them. For example, the Mid-Shore Pro Bono Committee successfully secured funding to form a regional pro bono program, Mid-Shore Pro Bono, Inc., which now coordinates pro bono services throughout the five counties. Local Pro Bono Committee Chairs from Calvert, Charles, and St. Mary's counties met in January 2010 to discuss collaborating on a number of initiatives to streamline services and avoid duplication of efforts, and are exploring the possibility of forming a regional pro bono committee. Recruitment and training of volunteers, client intake and eligibility screening, placement of pro bono cases and recognition and awards ceremonies can all be centralized in rural areas by the formation of a Regional Pro Bono Committee. It can also help to improve the delivery of pro bono services to low-income clients.

BEST PRACTICES FOR **Special Issues** in **Rural Counties**

BEST PRACTICE #32 UTILIZING EXISTING RESOURCES

Tap into already existing resources to provide trainings and other services for pro bono attorneys in your county.

- Contact the Pro Bono Resource Center to arrange for a training for volunteer attorneys in your county or region as part of ongoing pro bono projects in the following substantive areas:
 - > Foreclosure Prevention
 - Consumer Bankruptcy
 - Special Education and School Disciplinary Hearings
- Contact the Pro Bono Resource Center to plan a training program in a variety of substantive areas, including family law, consumer law, elder law, immigration law, tax and employment law.
- Arrange with the Pro Bono Resource Center and your local legal service provider to conduct a free or reduced-fee training in your county in areas such as landlord-tenant disputes, consumer cases, denial of long-term Medicaid, guardian ad litem, bankruptcy, child custody and adult guardianship.
- Send the attorney survey developed by your Local Pro Bono Committee to all lawyers in your county and compile a list of attorneys willing to accept pro bono cases and the types of cases they will accept.
- Distribute the list to all interested persons judges, masters, pro bono coordinators or programs and legal services providers throughout the county.

 Advertise the availability of malpractice insurance, litigations funds, and automatic fee waivers for pro bono attorneys and their clients.

HELPFUL TIPS:

- Pro Bono Resource Center trainings are available free or at a reduced fee to attorneys who agree to accept at least one pro bono case. For more information, contact PBRC at 410-837-9379, 800-837-9379 or pbrc@probonomd.org.
- The Howard County Local Committee developed an Attorney Survey which can be found at Appendix P.
- PBRC administers litigation funds to reimburse pro bono attorneys for expenditures such as mileage, extensive copying, registered and express mail and some discovery costs, including expert witness fees. Pro bono attorneys should contact PBRC at 410-837-9379 or 800-396-1274 for information about the availability of funds.
- Information regarding malpractice insurance and pro bono process services, court reporters, investigators and paralegals is available from the Pro Bono Resource Center at www.probonomd.org or 410-837-9379 or 800-396-1274.
- The automatic fee waiver memorandum used by the Montgomery County Bar Foundation Pro Bono Program is available at Appendix U.

Comments: Local Pro Bono Committees in rural counties should make use of already existing resources to provide trainings for volunteer attorneys. Many training programs can be organized to include local pro bono attorneys and staff attorneys from local legal services programs as faculty in the program. Local Committees in rural areas should also be certain to provide volunteer attorneys with information about and access to the resources and support available to all Maryland attorneys during their representation of pro bono clients. (See Best Practice #14). Making use of these programs and resources will allow Local Pro Bono Committees in rural counties to have a significant impact on the provision of pro bono service without unduly stretching the resources of the Local Pro Bono Committee itself.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section J Innovative Pro Bono Projects

INTRODUCTION

The following pro bono projects are a few examples of the many innovative methods available for engaging volunteer and serving the low-income community. Opportunities abound for non-litigators, government attorneys and lawyers in corporate counsel offices to handle matters that do not involve appearances before the courts. Law firms, large and small, can adopt firm-wide projects that engage their lawyers in an on-going program sponsored by the firm. Court programs such as the Family Law Self-Help Clinics in the circuit courts can be models for similar subject matter clinics such as landlord/tenant clinics, elder law clinics or general civil clinics. Ask a Lawyer programs can become monthly or weekly events, such as the "Ask a Lawyer in the Library" program in Anne Arundel County. Similar advice and counsel programs can be organized on a rotating basis at local soup kitchens, homeless shelters. community health immigrant/day-laborer centers. Opportunities to develop creative projects to engage pro bono attorneys are available to suit the needs of any community and the interests of pro bono lawyers in a wide range of practice areas.

BEST PRACTICES FOR Innovative Pro Bono Projects

BEST PRACTICE #33 Non-Litigators AND Pro Bono

Develop projects for non-litigators such as business, tax, corporate, real estate and transactional attorneys, as well as government attorneys and lawyers in corporate counsel offices.

- Work with the local bar association to organize a senior center/hospice project for the elderly poor.
 - Contact a nursing home or senior center director to explore the options for conducting the project.
 - ➤ Provide a training program for those lawyers unfamiliar with the preparation of wills, powers of attorney, advanced directives and other end of life documents.
 - ➤ Schedule an afternoon workshop for attorneys to meet individually with seniors to discuss their needs.
 - ➤ Have attorneys commit to taking at least two pro bono clients to prepare wills, powers of attorney, advanced directives, etc. and address other legal issues of importance to the seniors they are representing.
 - ➤ Consider providing representation in other matters such as consumer fraud, public benefits and pension disputes.
- Establish a community development project to engage real estate, corporate and tax attorneys in work with community associations in need of assistance to:

- ➤ Prepare Articles of Incorporation and By-Laws.
- \triangleright Obtain 501(c)(3) status.
- Purchase and rehabilitate vacant houses and lots.
- Address zoning disputes.
- ➤ Shut down drug houses and other neighborhood nuisances.
- ➤ Provide legal representation in commercial and corporate governance matters.

- The Bar Association of Baltimore City Legal Services for the Elderly Program is a resource for Local Pro Bono Committees seeking to establish a pro bono program for the elderly. Materials, training programs and other support services are available at 410-396-1322.
- The Legal Aid Bureau conducts a Sixty Plus Legal Program in most Maryland counties that refers eligible seniors to attorneys for representation for a pre-set fee which could be a model for a similar pro bono program. Information is available at www.mdlab.org or 410-951-7777.
- The Community Law Center in Baltimore City provides legal services and technical assistance to community organizations and small businesses in struggling neighborhoods, has a statewide pro bono referral project for community and non-profit organizations, and is an excellent resource for Local Pro Bono Committees. Information about materials and training programs are available at 410-366-0922 ext. 15 or alysonh@communitylaw.org.

Comments: There is no limit to the types of pro bono projects available for non-litigators, government and corporate attorneys. Local Pro Bono Committees should encourage creative thinking about the needs of their communities in devising new pro bono projects that do not involve the representation of clients in court. By meeting with local social and human services organizations, as well community based organizations such as Habitat for Humanity or a local domestic violence shelter, Local Committees can determine the organizations legal needs and develop meaningful pro bono projects.

BEST PRACTICES FOR Innovative Pro Bono Projects

BEST PRACTICE #34 LAW FIRMS AND PRO BONO

Work with law firms, small, medium and large, to develop pro bono projects to be staffed and operated by the members of the firm as their contribution to the pro bono effort.

- Identify local law firms known for their expertise in specific practice areas such as estates and trusts, family law, bankruptcy, immigration, tax or real estate.
- Arrange to meet with a partner of a small firm to discuss possible pro bono projects for the firm to adopt.
 Examples of small firm projects include:
 - ➤ Conducting a monthly roundtable for local pro bono attorneys to provide expert advice and mentoring for volunteer attorneys who take cases in a specific practice area such as family law or immigration.
 - ➤ Staffing a monthly or quarterly "Ask a Lawyer" program, either as a general advice and counsel program or as a program focused on an area of law that is the firm's specialty, such as consumer protection or estates and trusts.
 - ➤ Adopting a local homeless shelter or soup kitchen and providing monthly advice and counsel sessions.
 - ➤ Conducting a bi-monthly self-help consumer bankruptcy or low-income taxpayer seminar.

- Arrange to meet with the managing partner or pro bono coordinator to discuss possible pro bono projects for the firm to adopt. Examples of medium-to-large firm projects include:
 - ➤ Underwriting a Legal Fair and providing attorneys to present information sessions and provide one-on-one advice and counsel sessions for participants.
 - ➤ Committing to provide attorneys to staff the court-sponsored Family Law Self-Help Clinic twice a month.
 - ➤ Underwriting and conducting bi-monthly Green Card and Citizenship workshops for income eligible immigrants.
 - ➤ Adopting a struggling neighborhood and providing a full range of legal services to the community association.

- The ABA Standing Committee on Pro Bono has resources available on line for law firm pro bono initiatives at www.abanet.org/legalservices/probono/law_firms.shtml.
- Maryland Volunteer Lawyers Service holds bi-monthly consumer bankruptcy workshops in Baltimore conducted by attorneys and paralegals from Gordon Feinblatt that may serve as a model for other similar law firm projects. Information is available at www.mvlslaw.org/index.php/about_folder/special_programs/.
- The Pro Bono Institute Law Firm Project encourages major law firms to participate in pro bono and administers the Law Firm Pro Bono ChallengeSM. Information is available at www.probonoinst.org/project.php.

Comments: Engaging local law firms to take on significant pro bono projects is an excellent way to assure staffing of important pro bono initiatives as well as to encourage other lawyers in the community to participate in pro bono service.

BEST PRACTICES FOR Innovative Pro Bono Projects

BEST PRACTICE #35 "WHAT TO EXPECT IN COURT" INFORMATION SHEETS

Work with local judges to create "What to Expect in Court" information sheets for distribution to pro se litigants and pro bono clients in the Circuit Court and District Court.

- Contact the County Administrative Judge to obtain approval of the "What to Expect in Court" project.
- Form a joint committee of local judges, court clerks and members of the Local Committee to develop the "What to Expect in Court" information sheets.
- Identify the types of information sheets to be developed; examples include:
 - ➤ "What to Expect in District Court" a general description of District Court processes and procedures, do's and don'ts for prose litigants, how to behave while in court, etc.
 - "What to Expect in Small Claims Court/Traffic Court/Rent Court" – created as separate forms or included as part of the District Court general information form.
 - ➤ "What to Expect in Domestic Violence Court" one information sheet created to cover both District Court and Circuit Court domestic violence procedures.
 - ➤ "What to Expect in Circuit Court" a general description of Circuit Court processes and procedures, do's and don'ts for pro se litigants, how to behave while in court, etc.

- ➤ "What to Expect in Family Court" focused on the special procedures in divorce, child custody, child support and visitation cases.
- Develop a procedure with Circuit and District Court Clerk's Offices for distributing the information sheets to pro se litigants and pro bono clients at the time of filing initial pleadings.
- Make the information sheets widely available at courthouses, Self-Help Clinics, pro bono programs, legal services organizations, social and human services agencies and county libraries.

- The Eastern Shore Regional Library has developed superb materials on what to expect in District Court proceedings which are available on the Peoples Law Library website at www.peoples-law.org/self_help/district_court/.
- The Peoples Law Library website has many additional materials helpful for the preparation of "What to Expect in Court" information sheets available at www.peoples-law.info/Home/PublicWeb.

Comments: Working with judges and court clerks to develop the "What to Expect in Court" information sheets assures that the process of distributing the information sheets will be incorporated into the daily procedures in the clerk's offices. Topics to be covered on the information sheets may include: locating the court and the clerk's office; filing fees; jurisdictional limits, venue and statutes of limitations; explanations of pleadings and pleadings forms; checklists of necessary documents; tips for preparing witnesses and introducing documents; types of relief available; and enforcing judgments. Educating low-income litigants who are pro se or represented by pro bono attorneys about court proceedings is one way to increase meaningful access to the justice system for the underserved as well as facilitate the efficient running of the courts.

BEST PRACTICES FOR Innovative Pro Bono Projects

BEST PRACTICE #36 "ASK A LAWYER IN THE LIBRARY" PROGRAMS

Establish an "Ask a Lawyer in the Library" program at public libraries throughout your county or region.

- Partner with the chief librarian and county association of librarians to develop a format and schedule for "Ask a Lawyer in the Library" programs at library branches.
- Partner with the local bar association and/or a local law firm to provide volunteer attorneys to staff the program.
- Work with the librarians to create an advertising campaign for the "Ask a Lawyer in the Library" program that reaches library patrons as well as the general public through Internet and traditional methods.
- Distribute flyers about the "Ask a Lawyer in the Library" program to:
 - Courthouse Self-Help Clinics and clerk's offices
 - Pro bono programs and legal services organizations
 - Food pantries and soup kitchens
 - Homeless shelters
 - Churches, synagogues, mosques and temples
 - > Battered women's shelters
 - > Senior centers
 - > Youth centers
 - Alcohol and drug rehabilitation centers
 - > Prisons and half-way houses
 - Community centers

- Child care centers
- Include in the advertising materials guidance for participants such as:
 - Prepare questions to ask the attorney.
 - Bring all paperwork related to the matter.
 - > Prepare a timeline of the relevant facts.
- Limit the advice and counsel sessions to 20 minutes each.
- Determine criteria for use by volunteer attorneys to identify cases that should be referred to the local pro bono program or legal services providers.

- The Anne Arundel County Law Library developed an "Ask a Lawyer in the Law Library" program at the Anne Arundel County Circuit Court that was highly successful and was expanded to county libraries in the Annapolis area. Information about the Anne Arundel County program is available at 410-222-1387 or library@circuitcourt.org.
- Alternatively, the Prince George's County Bar Association conducts regular "Ask a Lawyer" programs not in libraries but at the Bowie Gymnasium and the Takoma Park Community Center. Information is available from Community Legal Services of Prince George's County at (301) 864-8353.

Comments: Public libraries are wonderful venues for "Ask a Lawyer" programs because they are located in the heart of their communities and are welcoming to everyone. Rotating the programs throughout the county assures that low-income residents in all communities have access to the service. In communities with large immigrant populations, volunteer attorneys should be bilingual or have interpreters available for the sessions. Some "Ask a Lawyer" programs limit questions to non-family law civil matters, referring individuals with family law questions to the Court's Self-Help Clinic. Factors to consider in determining the scope of the program include the distance of the public library to the Circuit Court and the availability of public transportation, as well as the availability of bilingual attorneys or interpreters at the court for non-English speakers.

Part II BEST PRACTICES FOR LOCAL PRO BONO COMMITTEES

Section K Local Pro Bono Committee Membership and Governance

INTRODUCTION

Since the creation of Local Pro Bono Committees in 2002, lawyers in Maryland have done a remarkable job of establishing Local Pro Bono Committees in counties and regions around the state, preparing Local Pro Bono Action Plans and working to implement those Plans. Local Pro Bono Committees have worked hard to increase the awareness of pro bono opportunities in their counties and the participation of local attorneys in pro bono service. Many Local Committees have implemented key components of their Local Pro Bono Action Plans and all Local Committees are continuing to work to expand pro bono service in their counties. This is so even though in some counties the Local Pro Bono Committee has been unable to attain full membership or to maintain a Local Committee chairperson on a consistent basis. The final "Best Practice" in this *Best Practices Manual* addresses the issue of Local Committee membership and governance by identifying the mandates of MD Rule 16-902 and suggesting ways for Local Pro Bono Committees to carry out those mandates and the resources available to help support those efforts.

BEST PRACTICES FOR **Local Pro Bono Committee Membership** and **Governance**

BEST PRACTICE #37 RESPONSIBILITIES OF LOCAL COMMITTEES

Strive to comply in full with the mandates of MD Rule 16-902 regarding the composition and responsibilities of the Local Pro Bono Committee.

- Work with the County Administrative Judge and the District Administrative Judge to assure full membership of the Local Pro Bono Committee on an annual basis in accordance with MD Rule 16-902 (a)(5).
- Pursuant to MD Rule 16-902(a)(2), assure that the Local Pro Bono Committee consists of a minimum of 8 members, including:
 - At least 2 representatives of legal services organizations and pro bono programs that provide services in the county.
 - ➤ The District Public Defender or an assistance public defender.
 - At least 3 but no more than 5 county lawyers, one of whom is an officer of the county bar association.
 - ➤ At least 1 but no more than 2 members of the general public.
 - ➤ A least 1 but no more than 2 trial judges.
- Establish term limits for each position on the Local Pro Bono Committee, as well as a procedure for rotating members and obtaining new members.
- Work to implement the Local Committee's Pro Bono Action Plan in partnership with the courts, county bar association, and local pro bono programs and legal services organizations.

- Reach out to your county liaison on the Standing Committee for Pro Bono and invite them, as well as other Standing Committee members, to attend Local Committee meetings and to participate in Local Committee Projects.
- File an *Annual Report* about the ongoing implementation of the Pro Bono Action Plan with the Standing Committee on Pro Bono Service by *May 1* of each year.

- The Standing Committee has developed a form for use by Local Pro Bono Committees in preparing the Annual Local Pro Bono Committee Report. A copy of the form is available at Appendix V. Contact the Pro Bono Resource Center to obtain an electronic copy at 410-837-9379, 800-396-1274 or sgoldsmith@probonomd.org.
- A copy of Rule 16-902 is available at Appendix B.

Comments: Reviewing the membership of the Local Pro Bono Committee with the County Administrative Judge each year assures that he or she is aware of the activities of the Committee and helps to keep the County Administrative Judge engaged in the Local Committee's work. Likewise, maintaining full membership and rotating Committee positions makes it is easier to keep Local Committee members active and involved in the work of the Local Pro Bono Committee. Local Pro Bono Committees are encouraged to use the annual Local Pro Bono Committee Report due on May 1 as a benchmark and a target for implementing the provisions of their Local Pro Bono Plans.

APPENDICIES

TAB	APPENDIX
A.	Statistics - Gap in Legal Services
В.	Maryland Pro Bono Rules
C.	Standing Committee Survey of Legal Services Providers
D.	Standing Committee Survey of Human and Social Service Agencies
E.	Standing Committee Client Survey
F.	MLSC Legal Services Eligibility Guidelines
G.	Legal Aid Bureau Eligibility Guidelines
Н.	Abbreviated Guide to Pro Bono Services in Maryland
I.	Short-Term Pro Bono Opportunities
J.	PBRC Litigation Fund Request Form
К.	Sample Maryland Lawyers Care Brochure
L.	Pro Bono Attorney Registration Form

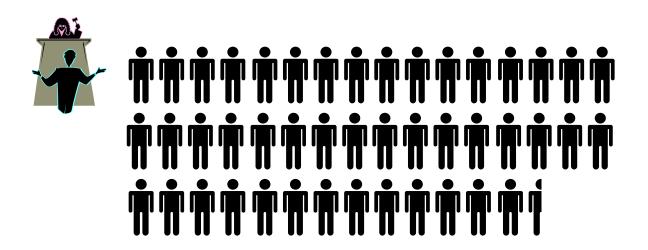
TAB APPENDIX

- M. Attorney Emeritus Rules Exceptions
- N. Model Pro Bono Policy for Government Attorneys
- O. Sample Pro Bono Policies for State's Attorney's and County Law Offices
- **P.** Howard County Local Pro Bono Committee Attorney Survey
- **Q.** Sample Intake and Eligibility Screening Form
- **R.** Maryland Judicial Ethics Opinion #124
- S. Prince George's County Summit Documents
- **T.** Sample MIRC Flyer and Volunteer Registration
- **U.** Automatic Fee Waiver Memorandum
- V. Annual Report of Local Pro Bono Committee Form

Why Is It So Hard for Low-Income Persons to Get Legal Help in Civil Matters When They Need It?



No. of persons per lawyer in Maryland: 162.8



No. of poor persons per legal services lawyer or pro bono equivalent in Maryland: 455.7

Maryland Population (2008 estimate): 5,633,597

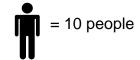
No. of Active Full-Time Lawyers in Maryland: approx. 34,600

Percent of Marylander's below poverty (2007): 8.3%

Percent of Lawyers Employed in Legal Services Positions (2007): 1.5% of all

lawyers (482 lawyers)

FTEs of Pro Bono Hours Provided by MD Lawyers: 534 FTEs



Sources:

Administrative Office of the Courts, Current Status of Pro Bono Service Among Maryland Lawyers, Year 2007 (October 27, 2008).

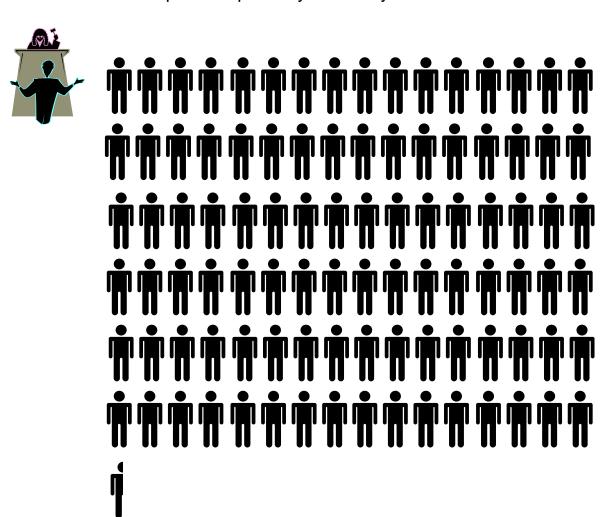
U.S. Census Burea (http://quickfacts.census.gov/qfd/states/24000.html) (last visited: 6/25/09).

CHART 3: Legal Services Attorneys + Pro Bono FTEs

Why Is It So Hard for Low-Income Persons to Get Legal Help in Civil Matters When They Need It?



No. of persons per lawyer in Maryland: 162.8



No. of poor persons per legal services lawyer in Maryland: 970

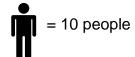
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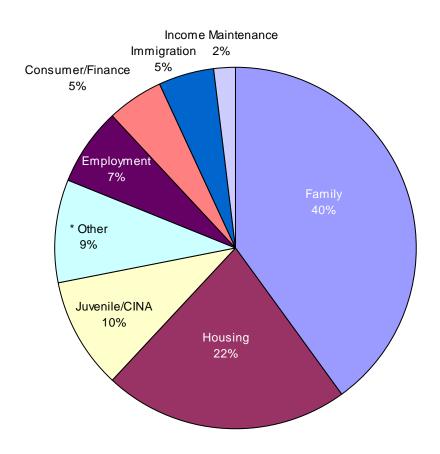
Administrative Office of the Courts, Current Status of Pro Bono Service Among Maryland Lawyers, Year 2007 (October 27, 2008).

U.S. Census Burea (http://quickfacts.census.gov/qfd/states/24000.html) (last visited: 6/25/09).

CHART 3A: Legal Services Attorneys Only

MLSC Funded Legal Services Providers TYPES OF CASES CLOSED

What Types of Cases do Legal Services Clients Need Help With in Maryland?

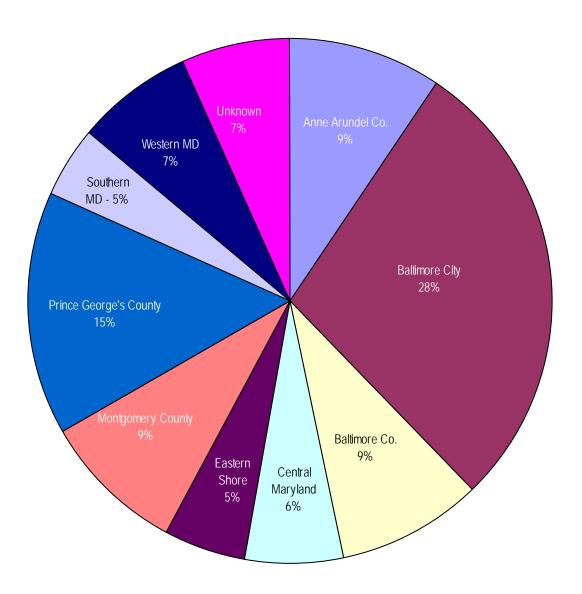


^{*} Education, Health, Individual Rights, Wills and Trusts and Miscellaneous issues.

SOURCE: Maryland Legal Services Corporation, Fiscal Year 2008 Annual Report: July 1, 2007 to June 30, 2008.

MLSC Funded Legal Services Providers RESIDENCE OF CLIENTS SERVED

Where do Legal Services Clients Live in Maryland?



Central Maryland: Carroll, Harford and Howard Counties

Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico and Worcester Counties

Southern Maryland: Calvert, Charles and St. Mary's Counties

Western Maryland: Allegany, Frederick, Garrett and Washington Counties.

SOURCE: Maryland Legal Services Corporation, Fiscal Year 2008 Annual Report: July 1, 2007 to June 30, 2008.

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

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

(2) Members

The Standing Committee consists of the following members appointed by the Court of Appeals:

- (A) eight members of the Maryland Bar, including one from each appellate judicial circuit and one selected from the State at large;
- (B) a maximum of three Circuit Court judges selected from nominees submitted by the Conference of Circuit Judges;
- (C) a maximum of three District Court judges selected from 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 the Legal Aid Bureau, Maryland Volunteer Lawyers Service, Pro Bono Resource Center of Maryland, and one other pro bono referral organization; and
 - (F) a member of the general public.
 - (3) Terms; Chair

The term of each member is three years. A member may be reappointed to serve one or more additional terms. The Court of Appeals shall designate one of the members as 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) Functions of the Standing Committee
 - (1) Required

The Standing Committee shall:

- (A) 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;
- (B) recommend uniform standards for use by the Local Pro Bono Committees to assess the need for pro bono legal services in their committees;
- (C) review and evaluate the Local Pro Bono Action Plans and the annual reports of the Local Pro Bono Committees;
- (D) collect and make available to Local Pro Bono Committees information about pro bono projects;
- (E) 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;
- (F) 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
 - (G) prepare a State Pro Bono Action Plan as provided in section (c) of this Rule.

(2) Permitted

The Standing Committee may make recommendations to the Court of Appeals concerning the appointment and reappointment of its members.

(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 this 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 public 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.

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

The Local Pro Bono Committee consists at least two 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 no more than nine additional members, as follows:

- (A) the District Public Defender for the county or an assistant public defender selected by the District Public Defender;
- (B) 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;
- (C) 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; and
- (D) at least one but no more than two trial court judges, with the selection of any circuit court judge made by the County Administrative Judge and the selection of any District Court judge made by the County Administrative Judge with the concurrence of the Chief Judge of the District Court.

(3) Term

Each Committee shall establish a procedure for new membership, including articulating length of terms, to ensure member rotation and involvement.

(4) Chair

The County Administrative Judge shall appoint a member of the Committee to serve as temporary chair. The temporary chair shall convene a meeting at which the Committee shall elect a member to serve as chair. Each Committee shall establish a procedure by which its chair will be replaced.

(5) Full Membership

On at least an annual basis, the County Administrative Judge shall assess the composition of the Committee and take steps to ensure full membership of the Committee.

(6) 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. Each consultant should be encouraged to attend meetings and participate as a member, providing input and assisting in the development and implementation of the plan, where appropriate, without being a voting member of the Committee.

(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 by May 1.

(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. The Local Pro Bono Committees of two or more adjoining counties may collaborate and form a Regional Pro Bono Committee with approval of the Administrative Judges of the counties that wish to collaborate. 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 probono 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.

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

THE MARYLAND LAWYERS' RULES OF PROFESSIONAL CONDUCT SECTION 6 — PUBLIC SERVICE

Rule 6.1. PRO BONO PUBLICO LEGAL SERVICE

(a) Professional Responsibility

A lawyer has a professional responsibility to render pro bono publico legal service.

(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."

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 suvey 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 Lawvers in Of	fice:		
	Office:		
information about existing leg	on Pro Bono Legal Service, a Co al services providers. The inform assessments and prepare a Pro B eds of the community.	nation collected will then be us	ed by Local Pro Bono
committees thought it would be committee. Your help is need provide direct legal services a Maryland no later than June 2, find it necessary to consult with	cal Committee ask these question be more efficient and effective to ed. <i>Please complete a separate</i> and return the survey(s) to the Sta, 2003. Please respond to each qualith others in your organization in 2001 and 2002. You may use eit troughout.	survey the providers once and survey for each county in white anding Committee, c/o Pro Bonuestion as completely and thorough order to provide the level of de-	share the results with each ch you have clients or to Resource Center of oughly as possible. You may etail required; feel free to do
If you have any questions, your cooperation and support!	call Sharon Goldsmith at 800-4	92-1964 x 258 or 410-837-937	9. Thank you in advance for
(Note:If you cannot break	you have clients or provide legal down the information asked belo s in which you render direct serv	w by county, please indicate the	
□Allegany County □Calvert County □Charles County □Harford County □Prince George's Co. □Talbot County	□ Anne Arundel County □ Caroline County □ Dorchester County □ Howard County □ Queen Anne's County □ Washington County	□Baltimore City □Carroll County □Frederick County □Kent County □Somerset County □Wicomico County	□Baltimore County □Cecil County □Garrett Co. □Montgomery □St. Mary's Co. □Worcester County
All of the following	questions should be answer	ed for the jurisdiction che	cked above
2. Do you use income-eligibi Yes No	lity standards to qualify people f	or legal help from your program	n?
3. In this county, overall, he 200	ow many legal cases did you han 2	dle in 2002 and 2001?	

Local Pro Bono Committee Needs Assessment

4. In this county, do you have pro bono la	wyers on your par	nel? □Yes	□ No	
5. If yes, how many pro bono lawyers are ☐1-4 ☐ 5-10 ☐ 11-20 ☐More than 500 ☐ Other	□ 21-50	□ 51-100 -	□ 101-200	□ 201-500
6. During the year 2002, how many pro bor service or accepted a case?	o lawyers on your	panel were active	e, i.e. performed	some type of volunteer
□1-4 □ 5-10 □ 11-20 □ More than 500 □ Other				
7. During the year 2001 , how many pro bon service or accepted a case?			e i.e. performed s	some type of volunteer
□1-4 □ 5-10 □ 11-20 □ More than 500 □ Other	21-50	□ 51-100 □ All	□ 101-200 □ None	□ 201-500 □ Not Applicable
8. During the years 2002 and 2001, how m	any cases were ref	erred to pro bono 101	lawyers?	
9. On average, how many hours do you est 1 hour or less 11-15 hours 16-20	ours	5 - 7 hour	s 🗓 8 -	?? 10 hours
10. On average, how many hours do you en 11 hour or less 2 - 4 ho	ours	□ 5 - 7 hour	s □ 8-	01? 10 hours
11. Do legal needs currently exist that are n	ot being met?	? Yes 📮 N	lo 🗖 Don't Kn	ow/Not Applicable
Please list the three most important unmet le	egal needs in this c	ounty today.		
12				
13	<u> </u>		·	
14				
15. How do you believe these needs can be	st be met?	·		
16. Have you found obstacles to utilizing pr	o bono lawyers?	☐ Yes	□ No	
17. What is the single biggest obstacle to th	e utilization of pro	bono lawyers?	Please be specific	2.

19.	What are the three types of cases p	rimarily	handled by	pro bono lawy	ers?			
20.	How many cases did staff lawyers □1-10 □ 11 - 50	and lega	l workers h		002 ? □ 101 - 2	250	□ M	fore than 250
21.	What are the three types of cases p	primarily	handled by	staff lawyers	and legal	workers?_		
<u>.</u> 22.	How many cases did reduced-fee □1-10 □ 11 - 50	attorney	s handle du	•	□ 101 - 2	250	—————————————————————————————————————	lore than 250
13.	What are the three types of cases	primarily	handled by	reduced-fee a	ttorneys?			
	at level of legal service is provided Brief advice or consultation			ne estimated per	_			□Over 75%
25.	Negotiations	□Less	than 25%	25% - 49%	6 □ 50%	% □ 51%	6 - 75%	□Over 75%
26.	Representation in Administrative Proceedings	Less	than 25%	□ 25% - 49%	6 □ 50%	% □ 51%	6 - 75%	□Over 75%
7.	Judicial Litigation	Less	than 25%	□ 25% - 49%	6 □ 509	% □ 51%	6 - 75%	□Over 75%
8.	Pro se Help (not included above)	□Less	than 25%	□ 25% - 49%	6 □ 509	% □ 51%	6 - 75%	□Over 75%
	Other scribe)		than 25%	□ 25% - 49%	6 □509	6 □51%	% - 75%	□Over 75%
	How many people requested legal				:	2	001	
31.	How many of those actually recei	ved assis	tance? 2002	2	2001			
32.	How many people who requested	help wer	e turned aw	ay by the prog	ram?			
33.	If you have specific information a □lack of resources □not within priorities of pro □over income guidelines	_	□emerge □langua	ncy nature of	case [ve the rease Itoo politi Idifficult Iother (pl	ically se client	
34.	How many people were turned a clack of resources not within priorities of progrational components of progrations.	-	□emer □langu	ory above? gency nature of lage barrier al legal proble		□too po □difficu □other		sensitive
15	If people were turned away becaus	e of the l	egal issue ti	hev presented.	which leg	al issues w	ere most	common?

37. —	If yes, do you have any recommendations for making the c	committee's work	more effective?	
38.	If not, would you like more information about the local pro	bono committee i	n your county and how	to get involved?
	yesno		n your county and now	to get involved:
	Please provide the following demographic data information is not available, please provide you			ne of this
39.	What proportion of male and female clients do you serve? □ All/Almost All Male □ All/Almost All Female □ More Men than Women		Divided Between Men Women than Men	and Women
40.	What percent of your clients represent the following racial/	ethnic groups?		
	African-American Asian/Pa	acific Islander	Hispanio	:/Latino
	White, Non-Hispanic Other (A	Please identify)		
4 1.	Approximately what percentage of your clients fall into each			
	Less than 1818 - 2	9 Years	30 - 39 Years	
٠.	40 - 49 Years50 - 5	9 years	60 Years and	older
42.	What portion of your clientele is able to read and write Eng ☐ All/Almost All ☐ Approximately three-fourths	lish above a third ☐About half	grade level?	□Few/None
43.	What percent of your clients speak English as their primary ☐ All/Almost All ☐ Approximately three-fourths	language? □About half	☐ One-fourth	□Few/Non
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 Span □ All/Almost All □ Approximately three-fourths	nish and English? About half	☐ One-fourth	□Few/None
46.	What percentage of the people you serve has completed theSome high schoolSome college	e following educateCollege	ion level? Some post-grad	Post grad
47.	What, if any, primary languages other than English and Spa	nish are spoken b	y one-fourth or more of	your client
	population?			□None
48.	Do you have any additional comments regarding the legal n	eeds of this count	y?	
				<u></u>

Name of Person Completing Survey:	
Title:	
Phone Number: (in case of questions)	 ·

Thank you very much for your assistance!

Local Pro Bono Committee Needs Assessment

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.

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 numbers in the brackets ar ring calendar year 2002, did Yes {1} No {2}	e for codi	ng purposes o	only. Please di	sregard in ans	wering the qua	
2. To	which of the following have (List here key legal see each entry)	•		-			
	(e.g. Legal Aid {1}						
	□ Domestic violence	center {2}))				
*How	familiar are you with each o	f the follo	wing legal se	rvices organiza	tions? Circle y	our answer.	
		Very	Somewhat	Neither	Somewhat	Very	
		Familiar	Familiar	Familiar nor Unfamiliar	Unfamiliar	Unfamiliar	
	ere again the key legal serv	ices orgai					_
3.			5 5	4	3 3 3	2 2 2	1
4.				4	3	2	1
5.			5	4	3	2	1
	w do you refer clients? Provide client with agen Clients directed by staff Provide resource list {3} Referrals made through Don't Know {5} Not applicable - we don Other Be specific. {7}	{2} } other ager 't make ref	ncy {4}			••	
7. Hov	v many clients do you serve $\square 1-50 \{1\} \square 51-100 \{2\}$			000 {4}□ mor	e than 1000 {:	5}	
8. On	average, how often do you h less than once per year { 7 - 12 times a year {4}	[1} □ 1 - 3	times a year	(2) □ 4			
9. Ap	proximately how many refer less than one referral/mo 7 - 14 referrals/month{3} 15 - 30 referrals per mod Don't Know/Not Applic	onth {1} 🗖 } nth {4} 📮	1 - 6 referrals	s/month {2}			

10. Which of the following types of legal :	problems did your clients experience during cale	endar year 2002? Check all that amply
□Adoption {1}	□Child Custody/ Visitation {2}	□Child Support {3}
□Consumer Finance/Bankruptcy/	(2)	Cima support (3)
Collection/Loans {4}	☐Consumer Issues/Contracts/Warrant	ties/Scams (5)
□Divorce/Legal Separation {6}	□Domestic Violence/Protect Order{7	3 DEducation (8)
□Estate Planning/Wills/Probate {9}	□Food Stamps{10}	Guardianship {11}
☐Home Ownership {12}	☐Immigration/Naturalization {13}	
□Landlord/Tenant Dispute {15}	☐Medicare/Medicaid {16}	□Involuntary Commitment {14} □Name Change {17}
□Neglected/Abused Child {18}	©Paternity {19}	
□Problem with Driver's License {21	}□Problems with Employer/Job{22}	☐ Physical Disability Rights (20)
□Public Housing/Section 8/) == 100101113 With Employ(1/300{22}	
Subsidized Housing {23}	□Small Claims {24}	Descial Committee (25)
□SSI {26}	☐TANF/Welfare {27}	☐Social Security {25}
☐Truancy {29}	□Unemployment Compensation {30}	Torts {28}
☐ Wage Disputes {32}	☐ Worker's Compensation {33}	
- Wage Disputes (32)	Worker's Compensation (53)	□Other {34}
11. Select the tan three legal issues	Trough alients montion most after City	T
□Adoption {1}	your clients mention most often. Chec □Child Custody/ Visitation {2}	
□Consumer Finance/Bankruptcy/	defind custody/ visitation {2}	□Child Support {3}
Collection/Loans {4}	Congress Issues/Contracts/Wessel	
Divorce/Legal Separation (6)	Consumer Issues/Contracts/Warrant	ies/Scams {5}
DEstate Planning/Wills/Probate {9}	Domestic Violence/Protect Order [7]	
Home Ownership {12}	Dimensionation (12)	Guardianship {11}
□Landlord/Tenant Dispute {15}	□Immigration/Naturalization {13}	□Involuntary Commitment {14}
□Neglected/Abused Child {18}	UMedicare/Medicaid {16}	□Name Change {17}
DProblem with Driverte License (21)	Paternity {19}	□Physical Disability Rights {20}
□Public Housing/Section 8/	Problems with Employer/Job{22}	
Subsidized Housing {23}		
USSI {26}	Small Claims {24}	□Social Security {25}
□Truancy {29}	□TANF/Welfare {27}	☐Torts {28}
□Wage Disputes {32}	Unemployment Compensation (30)	()
Wage Disputes (52)	☐ Worker's Compensation {33}	□Other {34}
12 What local machines are		
12. What legal problems or areas are □Adoption {1}	not currently being met?	
	☐ Child Custody/ Visitation {2}	□Child Support {3}
Collection/Leans (4)	DC 1 (0 000	
Collection/Loans {4}	Consumer Issues/Contracts/Warranti	es/Scams {5}
Divorce/Legal Separation {6}	□Domestic Violence/Protect Order {7}	
☐Estate Planning/Wills/Probate {9}		☐Guardianship {11}
☐Home Ownership {12}	☐Immigration/Naturalization {13}	□Involuntary Commitment {14}
□Landlord/Tenant Dispute {15}	☐Medicare/Medicaid {16}	□Name Change {17}
□Neglected/Abused Child {18}	□Paternity {19}	□Physical Disability Rights {20}
Problem with Driver's License {21	Problems with Employer/Job{22}	,
□Public Housing/Section 8/		
Subsidized Housing {23}	□Small Claims {24}	☐Social Security {25}
□SSI {26}	☐TANF/Welfare {27}	☐Torts {28}
Truancy {29}	☐Unemployment Compensation {30}	□Veteran's Benefits {31}
□Wage Disputes {32}		□Other {34}

13. Does your agency have the informational materials it needs from current legal agencies? Yes {1} 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} ☐ Other {4} ☐ 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} Don't Know/Not Applicable {3}
21. If yes, which segments are not served? Minority/Ethnic Groups {1} specify Children {4} Low Income {2}
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}

Very Satisfied	←									Very Dissatisfied
	10	9	8	7	6	5	4	3	2	1
4. Have you notice ontinue to improve	d any the pro	trends v	which y of lega	ou belie I service	eve loca	il legal s Yes {1}	ervices \[\subseteq \text{N} \]	organiz Io {2}	zations sl Do	hould consider as t on't Know {3}
5. If yes, please exp	olain.									
			-							
6. What improveme	ents ca	n be m	ade to i	etter m	eet the	legal se	zices n	aada of	vov- oli	omto O. D.L
		41 00 111	iaac io i	octure iti	cet me	egar se	VICES II	eeas or	your che	ents? <i>Please be sp</i> e
										-
			·				-	·	<u>,</u>	
								,		
7. Do you have any	additio	onal co	mments	s?						
7. Do you have any lease be sure to type ame of Agency:	additio	onal co	mments	s?	no:					
7. Do you have any lease be sure to type ame of Agency:	additio	onal co	mments	s? followin	ng:					
7. Do you have any lease be sure to type ame of Agency: ame of person com	addition or properties or prop	onal co	mments	followin	ng:					
7. Do you have any lease be sure to type ame of Agency: ame of person com contact phone numl	addition or properties of pleting pleting or (if	onal co	mments wrly the ey and collow-u	followin	ng: ions): _	se retur	n this si	urvey to		at

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 imme ☐ Yes {1} ☐ No {2} (If you answer no or don't kn	ediate family have a non-criminal leg Don't Know {3} ow to this question, please skip to question	
 2. If you answer yes to question 1, v □ Adoption {1} □ Child Custody/Visitation{2} □ Child Support {3} □ Finance, such as bankruptcy/loans {4} □ Consumer Issues such as Contracts, Warranties, Scams {5} □ Divorce or Legal Separation {6} □ Education {7} □ Estate Planning/Wills/Probate {8} □ Food Stamps {9} □ Guardianship {10} 	what type of problem did you have? (Home Ownership (11) Immigration and Naturalization {12} Involuntary Commitment/Mental Health Problems {13} Landlord/Tenant Dispute {14} Medicare/ Medicaid {15} Name Change {16} Neglected/Abused Child {17} Paternity {18} Physically Disabled Rights {19} Problems with Driver's License {20} Problems with Employer/Job {21}	circle all that apply) Public Housing/Section 8/Other Subsidized Housing {22} Small Claims Court {23} Social Security {24} SSI {25} TANF/Welfare {26} Personal Injury {27} Truancy {28} Unemployment Benefits {29} Veteran's Benefits {30} Worker's Compensation/Labor and Industry {31} None of the Above {32}
□ Other {33} Please Specify		
3. How many legal problems did you h ☐ Once {1} ☐ 2-3 times {2}	ave in the last 12 months? $\square 4 - 6 \text{ times } \{3\}$ $\square 7 - 9 \text{ times}$	{4} □ 10 or more times {5}
4. When you experienced a legal probl	em in the past 12 months, did you look i	for help? □ Yes {1} □ No {2}
5. Did you find help?	□ No {2}	
6. If you did not look for or find help, a Afraid/Intimidated/Feared R Didn't believe it was a legal Didn't want it to be made pure Didn't want to be bothered with Didn't know where services Do not speak English {6} No service was available {7} Not eligible (for example: many Thought nothing could be defined to the definition of the matter was Worried about the cost {12} Would have to wait too long Did not know help was available to the cost {15} please specify	etaliation {1} problem {2} blic {3} with it {4} were located {5} ade too much money, wrong kind of case one {9} not worth pursuing {11} to get help {13}	se, didn't live in area) {8}

☐ Private attorney {1} ☐ Legal Aid Office {2}	0?			
☐ Lawyer Referral Service {3}				
□ Non-legal Related Agencies {4}	int			
☐ Other local services programs {5} Li ☐ Other {6} please be specific	SI			
Conter (6) precise be specific				
8. What source did you use to find help?				
☐ Attorney General {1}	□ Lawyer Refe	erral Ser	vice {7}	
☐ Bar Association {2}	■ Newspaper/			
☐ Family Law Hotline {3}	□ Public Defe			
☐ BNI Hotline {4}	☐ Social Servi	ce Agen	cy {10}	
☐ Friend/Family Member {5}	☐ Telephone B	300k {11	}	
☐ Government Agency {6}	☐ Legislator {			
☐ Other {13} please specify	, <u> </u>			
9. How long did it take to find help?			_	
□ less than 1 month {1}	\cup 1 – 3 months {2}	(5)	Ĺ	3 4 − 6 months {3}
☐ 7 - 12 months {4}10. Were they able to help you with the problem			(4)	
10. Were they able to help you with the problem	n? □ Yes {1}	U No :	{2}	
11. Did you get the help you wanted and/or nee	eded?	□ No {	{2}	
12. If no, what other help did you need that you	ı didn't get?			
13. List any other problems you had in looking				- <u>,, </u>
14. In what County/City did you look for help?				
15. Where were you when you received this su **********************************	rvey to complete? ***************	*****	*******	*******
16. How old are you: ☐ less than 18 {1} ☐ 18 - 24 {2} ☐ 45 - 54 {5} ☐ 55 - 64 {6}			□ 35 – 4	4 {4}
17. What is your gender? ☐ Male {1}	☐ Female (2)			
18. What is your race/ethnicity? ☐ African-American {1} ☐ Multi-Racial {4} ☐ White, Non-Hispanic {6}	m/Pacific Islander {2}		□ Native	nic/Latino {3} American/Alaskan {5} {7}
19. How many people are in your household?	□1 {1} □2-3	3 {2}	□ 4 or m	ore {3}
20. What is your total annual family income?	☐ Less than \$10,000 {☐ \$20,000 to \$29,000			00 to \$19,000 {2} 00 or more {4}
21. Are you receiving any type of public assista	ance?	□ Yes	{1}	No {2}
22. Are you a U. S. Citizen?		□ Yes	{1} 0	3 No {2}
23. If not, are you a permanent legal resident (g	green card)?	TYes	{1} 5	No {2}

Thank you!

Comité *Pro Bono* Para Asesar Necesidades Legales Questionario para Clientes

Para poder darle mejor ayuda en el futuro, haga el favor de contestatr las siguientes preguntas. Sus respuestas serán completamente CONFIDENCIAL y sus respuestas individuales no seráan 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 pos su asistencia.

□ Si {1} □ No {2}	. ,	nte el último año?
(Si su respuesta es "no" siga	a la pregunta "Número 16.")	
 2. Si su respuesta es "si" a la pregur □ Adopción {1} □ Custodia de hijos/Visitación{2} □ Mantenimiento de hijos {3} 	uta "Número 1," que tipo de problema to Compra de Casa/vivienda {11} Inmigración y Naturalización {12} Problemas de Salud Mental/	ıvo? (elija cada una que aplica) ☐ Vivienda Publica/"Seccion 8"/Viviend con Subsidio {22}
☐ Asuntos economicos	Internamiento involuntario (13) Asuntos de Arrendador y Arrendatario	☐ Corte de Demandas Pequenas {23}
(Ejemplo: bancarota/préstamo) {4}	("Landlord/Tenant"){14}	☐ "Social Security" (Seguro Social){24} ☐ SSI {25}
☐ Asuntos de consumidor: (Ejemplo: contratos, garantías, fraude){5	☐ Medicare/ Medicaid {15}	☐ TANF/"Welfare" {26}
		D.D., C.,
Divorcio o Separación (6)	Cambio de Nombre {16}	□ Dano Corporal {27}
Asuntos de Educación {7}	Abuso o Descido de Ninos {17}	Ausencia Escolar ("Truancy") {28}
☐ Asuntos de herencia{8} ☐ Estampillas de Alimento	Paternidad {18}	☐ Beneficios de Desempleo {29}
("Food Stamps){9}	Derechos Respecto a Desabilidad Fisica (19)	Beneficios de Veteranos (30)
☐ Curatela {10}	☐ Problemas con Licensia para Conducir{20} ☐Problemas con su Empleo/Empleador {21	e Industrial {31} Ninguno de Estos {32}
☐ Otro {33} Favor de describir		,, <u> </u>
2. Commissional Investment		
3. Cuantos problemas legales tuvo dura ☐ Uno {1} ☐ 2 - 3 veces {2}	nte los ultimos doce meses? $\square 4 - 6$ veces $\{3\}$ $\square 7 - 9$ veces $\{4\}$	10 o mas veces {5}
4. Cuando usted sufrio un problema leg	al durante los ultimos doce meses, trato de	buscar ayuda? □ Si {1} □ No {2}
5. Encontro ayuda? ☐ Si {1}	□ No {2}	
No crei que fuera un problem	dado/Tuve Miedo de Retaliacion {1} a legal {2}	
□ No quise que mi problema se		
□ No quise molestarme en busc		·
□ No sabia donde poder encont	rar servicios de asistencia {5}	
□ No hablo ingles {6}		
☐ Ningun servicio estaba ofreci		
	ganaba mucho dinero, no vivia en la zona,	no daban asistencia para ese tipo de
caso) {8}		
Pense que nada se podia hace	r {9}	
☐ Transportacion {10}		
Me dijeron que no valia la pe		
☐ Me preocupaba el costo {12}		
	ucho tiempo para recibir asistencia {13}	
No sabia que existia asistenci		
☐ Otra {15} haga el favor de es	plicar	

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 específico		
8. A donde fue a buscar ayuda/asistencia? ☐ Fiscal General de Maryland {1} ☐ Associacion de Abogados{2} ☐ Ayuda Telefonica para Asuntos ☐ de Relaciones Familiares{3} ☐ "BNI Hotline" {4} ☐ Amigo/Miembro de Familia {5} ☐ Agencia de Govierno {6} ☐ Otro {13} por favor sea especifico	☐ Servicio para Obtene ☐ Periodico/Television ☐ Defensor Publico {9 ☐ Agencia de Servicios ☐ Guia Telefonica {11} ☐ Legislador {12}	{8} s Sociales {10}
9. Cuanto tiempo le tardo encontrar ayuda/asistencia? □ menos de un mes {1} □ 1 - □ 7 - 12 meses {4} □ mas 10. Pudieron ayudarle con su problema? □ Si {1}	3 meses {2} 3 de 12 meses {5} No {2}	□ 4 – 6 meses {3}
11. Pudo obtener la ayuda que usted buscaba o necesita	aba? 🚨 Si {1}	□ No {2}
12. Si no pudo obtener ayuda, que otro tipo de ayuda q	ue usted nesecitaba fue qu	ne no recibio?
13. Apunte cualquier otro problema que usted tuvo trat 14. En cual Condado/Ciudad estuvo buscando ayuda/a 15. Donde estaba usted cuando recibio este cuestionari ***********************************	sistencia?	
Cuentenos algo de usted		
16. Que edad tiene: ☐ menos de 18 {1} ☐ 18 - 24 {2} ☐ 45 - 54 {5} ☐ 55 - 64 {6}	□ 25 - 34 {3} □ 65 o mas {7}	□ 3544 {4}
17. Es usted? ☐ Masculino {1} ☐ Femenina (2)	
18. Cual es su raza/etnicidad? □ Africano-Americano {1} □ Asiatico/ "H		
☐ Multiracial {4} ☐ Blanco, No-Hispano {6}	Pacific Islander" {2}	☐ Hispano/Latino {3} ☐ Nativo Americano/Alaskan {5} ☐ Otro {7}
☐ Multiracial {4}	Pacific Islander" {2}	□ Nativo Americano/Alaskan {5} □ Otro {7}
☐ Multiracial {4} ☐ Blanco, No-Hispano {6}		□ Nativo Americano/Alaskan {5} □ Otro {7} nas {3} □ \$10,000 to \$19,000 {2}
☐ Multiracial {4} ☐ Blanco, No-Hispano {6} 19. Cuantas personas viven con usted? ☐ 1 {1}	□ 2 - 3 {2} □ 4 o r □ Menos de \$10,000 { □ \$20,000 to \$29,000 {	□ Nativo Americano/Alaskan {5} □ Otro {7} nas {3} □ \$10,000 to \$19,000 {2} 3} □ \$30,000 o mas {4}
☐ Multiracial {4} ☐ Blanco, No-Hispano {6} 19. Cuantas personas viven con usted? ☐ 1 {1} 20. Cual es el ingreso annual total de su familia?	□ 2 - 3 {2} □ 4 o r □ Menos de \$10,000 { □ \$20,000 to \$29,000 {	□ Nativo Americano/Alaskan {5} □ Otro {7} nas {3} □ \$10,000 to \$19,000 {2} 3} □ \$30,000 o mas {4} □ No {2}

Gracias!

Maryland Legal Services Corporation

Client Income Eligibility Guidelines (50% of Maryland Median Income) FY 2011 (July 2010 — June 30, 2011)

The following income levels are based on household income information contained in the *Federal Register*, May 12, 2010, Vol. 75, No. 91, which states that the median income for a Maryland family of four is \$101,413.

The figures below reflect 50% of the median family income for the State of Maryland, and establish maximum income levels for client eligibility. These guidelines are not intended to preclude a program from using lower eligibility levels, *i.e.*, 125% of federal poverty scale, if otherwise necessary for compatibility with other funding requirements or program policies.

Also, grantees may adopt adjunct policies for adjusting for such factors as fixed debts and medical expenses and other factors relevant to the client's ability to pay for legal services. All adjunct policies must be submitted to MLSC for review prior to implementation.

Family Size	Annual Income	Monthly Income	Weekly Income
1	\$26,367	\$2,197	\$507
2	\$34,480	\$2,873	\$663
3	\$42,593	\$3,549	\$819
4	\$50,707	\$4,226	\$975
5	\$58,820	\$4,902	\$1,131
6	\$66,933	\$5,578	\$1,287
7	\$68,454	\$5,704	\$1,316
8	\$69,975	\$5,831	\$1,346
9	\$71,486	\$5,958	\$1,375
10	\$73,017	\$6,085	\$1,404



2009 - Legal Services Corporation's Income Guidelines by Family Size LSC publishes new guidelines a few weeks after HHS publishes the annual poverty income guidelines update (about February of each year); LAB adopts new eligibility guidelines after that.

2009 - LSC's Income Guidelines

TABLE A - 125% of the Federal Poverty Income Guidelines

Family Size	Weekly	Biweekly	Monthly	Yearly
1	\$260	\$521	\$1,128	\$13,538
2	\$350	\$701	\$1,518	\$18,213
3	\$440	\$880	\$1,907	\$22,888
4	\$530	\$1,060	\$2,297	\$27,563
5	\$620	\$1,240	\$2,687	\$32,238
6	\$710	\$1,420	\$3,076	\$36,913
7	\$800	\$1,600	\$3,466	\$41,588
8	\$890	\$1,779	\$3,855	\$46,263
9	\$980	\$1,959	\$4,245	\$50,938
10	\$1,069	\$2,139	\$4,634	\$55,613
for each	additional fa	imily	Add \$4,6	75

TABLE B - 50% of the Maryland Median Income Exception is Granted Based Upon Appropriate Factor

		(S))		
Family Size	Weekly	Biweekly	Monthly	Yearly
1	\$485	\$960	\$2,101	\$25,208
2	\$634	\$1,268	\$2,747	\$32,964
3	\$783	\$1,566	\$3,393	\$40,720
4	\$932	\$1,864	\$4,040	\$48,476
5	\$1,081	\$2,162	\$5,686	\$56,232
6	\$1,231	\$2,462	\$5,332	\$63,988
7	\$1,259	\$2,518	\$5,545	\$65,443
8	\$1,286	\$2,572	\$5,575	\$66,897
9	\$1,314	\$2,628	\$5,696	\$68,351
10	\$1,342	\$2,684	\$5,827	\$69,805

Legal Aid Bureau Inc. 500 East Lexington Street, Baltimore, MD 21202



Maryland Legal Services Pro Bono Programs





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

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, pro bono court reporting services and recognition for pro bono contributions.

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 offer pro bono opportunities through advice clinics, mediation, hotlines, mentoring and training services. **Most programs provide malpractice insurance**.

The support services offered by the Pro Bono Resource Center of Maryland include:

- ★ A Litigation Fund
- ★ An Email Announcement List which details volunteer, employment and training opportunities as well as special events occurring in the legal services community
- **★** Mentors
- ★ A variety of Trainings offered live, on video, or through webcasts
- **★** Technical Assistance

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

410-837-9379 or 800-396-1274. 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:** Yoanna Moisides, Esq., Pro Bono Unit 410-951-7777 or 800-999-8904 www.mdlab.org

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. Also provides self-help materials through partner website www.peoples-law.org.

Maryland Volunteer Lawyers Service

1 North Charles Street, Suite 222, Baltimore, MD 21202 **Contact:** Bonnie Sullivan, Esq., Executive Director 410-547-6537 or 800-510-0050 (clients) 410-539-6800 (administration) www.mvlslaw.org

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:** Laure Ruth, Esq., Legal Projects Manager 410-321-8761 www.wlcmd.org

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

Specialized Statewide Programs

Homeless Persons Representation Project

1800 N. Charles Street, Suite 206 Baltimore, MD 21201 **Contact:** Antonia Fasanelli, Esq., Executive Director 410-685-6589 or 800-773-4340 www.hprplaw.org

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: Dorothy Lennig, Esq. Director Legal Clinic

410-554-8463 or 888-880-7884 (legal office) 410-889-0840 (administration) 410-889-7884 (24-hr

hotline)

www.hruth.org

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

Public Justice Center

1 North Charles Street, Suite 200, Baltimore, MD 21202 **Contact:** John Nethercutt, Esq. Executive Director 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.

CASA de Maryland Legal Services

734 University Blvd. E. Silver Spring, MD 20903

Contact: Kerry O'Brien, Esq. Director Legal Services

301-431-4185

www.casademaryland.org

Assists individuals with completing documents for obtaining citizenship; DED extension for naturalization, and relative petitions. Also provides translation services of various licenses and certificates from Spanish to English. Distributes food twice a month on Saturdays to needy families.

Other Specialized Programs

American Civil Liberties Union of Maryland

3600 Clipper Mill Road, Suite 350, Baltimore, MD 21211 **Contact:** Amy Cruice, Esq., Legal Program Administrator 410-889-8555

443-524-2558 (Complaint Line on Tuesdays and Thursdays, 1pm to 3pm)

Group focuses on civil rights and civil liberties of Maryland residents.

<u>Associated Catholic Charities of Baltimore - Immigration Legal Services - Esperanza</u> Center

430 South Broadway, Baltimore, MD 21231

Contact: Sophia Samuels Ellis, Esq., Pro Bono Managing Attorney

410-534-8015

Program 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 N. Calvert Street, Suite 631, Baltimore, MD 21202 **Contact:** Benjamin Grossman, Esq., Staff Attorney 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.

Community Law Center

3355 Keswick Road, Baltimore, MD 21211 **Contact:** Robin Jacobs, Esq. 410-366-0922 www.communitylaw.org

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.

Other Specialized Programs Cont'd

<u>Civil Justice, Inc.</u> (reduced fee)

520 W. Fayette Street, #410, Baltimore, MD 21201 **Contact:** Philip Robinson, Executive Director

410-706-0174

civiljusticenetwork.org

As a consortium of solo and small firms throughout Maryland, Civil Justice refers cases to its members in a variety of practice areas which include family law, bankruptcy, consumer, tort defense, wills, guardianship, landlord-tenant, real estate, admiralty, intellectual property, criminal, administrative law, government relations, immigration, special education, small business set-up, predatory lending, environmental, disability rights, employment, personal injury, criminal, and national security.

Civil Justice, Inc. - First Time Home Buyer Project assists first time homebuyers in Baltimore City review various documents involved in the purchase of a home, in an effort to protect them against fraud and predatory lending.

Jewish Legal Services Clinic

5750 Park Heights Avenue, Baltimore, MD 21215 **Contact:** Deborah Hamburger 410-843-7305

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

1001 Prince George's Blvd. Suite 750, Upper Marlboro, MD 20774 **Contact:** Russell Butler, Executive Director 301-952-0063 or 1-877-VICTIM-1

Assists victims of crime with information, advice, direct representation and legal referrals. Victim compensation and impact issues.

Maryland Disability Law Center

1800 North Charles Street, Suite 400, Baltimore, MD 21201 **Contact:** Lauren Kallins, Pro Bono Coordinator 410-727-6352 ext. 2503

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 or 800-929-4673 (24-hr hotline)

www.mscfv.org

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.

St. Ambrose Legal Services
321 East 25th Street, Baltimore, MD 21218

Contact: Vickie Gipson, Esq., Director of Foreclosure Prevention Division

410-366-8550 www.stambros.org

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

701 Pennsylvania Avenue, NW, Suite 131, Washington, DC 20004

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

For lawyer Recruitment and Training – c/o National Veterans Legal Services, 1600 K Street, Suite 500,

Washington, DC 20006 **Contact:** Meg Bartley 202-265-8305 ext. 110

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: Barbara Palmer

410-626-7800

www.annapolisywca.org

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 Greene Street. Cumberland, MD 21502 **Contact:** Marcia Conrad, Esq. Executive Director 301-722-3390 alleganylaw@wirefire.com

Direct representation and pro se assistance.

Community Legal Services of Prince George's County

P.O. Box 374, Riverdale, MD 20738 **Contact:** Darielys Pinto 301-864-4902 www.clspgc.org

Legal matters handled include divorce, custody, visitation, guardianship, wills, defense of suits in tort or contract, and some landlord-tenant cases, etc.

Reduced fee referrals for protective orders and domestic cases.

<u> Harford County Bar Foundation – Lawyer Referral Service</u>

18 Office Street, 1st Floor, Bel Air, MD 21014 **Contact:** Cindy Lewis, Executive Director 410-836-0123 or 410-879-3755 (Legal Aid Bureau)

Direct representation and community education.

Mid-Shore Pro Bono Project

Contact: Sandy Brown, Executive Director 216 East Dover Street, Bldg 300 Easton, MD 21601 410-690-8128 www.midshoreprobono.org

Provides pro bono services in Caroline, Dorchester, Kent, Queen Anne's, and Talbot Counties in family law, domestic violence, housing and landlord/tenant matters, wills and related documents, and elder law.

Local Projects

Montgomery County, Maryland Bar Foundation Pro Bono Program

27 West Jefferson Street, Rockville, MD 20850

Contact: Clarice Ewing, Pro Bono Program Coordinator

301-762-5831

clarice@mcbfprobono.org

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

Southern Maryland Center for Family Advocacy

P.O. Box 760, Hollywood, MD 20636

Contact: Laura Joyce, Director; Iris Shedrick, Supervisory Advocate

301-373-4141 www.smcfa.net

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

Whitman-Walker Clinic Legal Services

T701 14th Street, NW, Washington, DC 20009 Contact: Dan Bruner, Esq., Program Director 202-939-7627 www.wwc.org

Provides comprehensive pro bono legal services to persons living with HIV/AIDS who live in the Washington, DC metro area and of Montgomery, Prince George's, Frederick, Charles and Calvert counties.

Staff and volunteers advise and represent people with HIV/AIDS and their families in a variety of civil legal matters.



Pro Bono Resource Center of Maryland, Inc. Free & Reduced Fee Trainings for Pro Bono Attorneys

The Pro Bono Resource Center of Maryland (PBRC) coordinates training programs specifically geared toward pro bono attorneys, sponsoring its own classes and co-sponsoring courses with other providers. Training programs are offered at **no cost** or a **reduced fee** in exchange for a **pro bono commitment** in the topical area. Once an attorney takes a free or reduced fee training course, PBRC refers the attorney to a Maryland pro bono legal referral program for fulfillment of the pro bono commitment.

Training covers a broad range of topics including:

- family law
- housing
- foreclosure prevention
- consumer bankruptcy
- special education
- veterans' benefits
- criminal records expungement

In addition to live training sessions, PBRC also offers **webcast trainings** that can be viewed online at a time and place convenient for attorneys. Thus, attorneys who are interested in a particular training course but who are unable to attend in person can still receive the training and provide pro bono services to those in need. Currently, webcasts are available (or soon to be available) in **consumer bankruptcy**, **criminal records expungement**, **veterans' benefits and foreclosure prevention**.

To register for trainings or for more information, contact:

Pro Bono Resource Center of Maryland 520 West Fayette Street Baltimore, MD 21201 410.837.9379; 800.396.1274 jlarrabee@probonomd.org

Attorney Volunteer Registration Form Pro Bono Resource Center of Maryland, Inc. 520 W. Fayette St., Baltimore, MD 21201 Fax: 410-385-2616; Email: jlarrabee@probonomd.org

Please complete and return this form to us. Thank you!

Name		Today's Date:
Year Admitted to MD Bar:		
Address:		
•		
		FAX:
How did you learn about us?	() website () flyer	() listsery () training () conference
■ I am currently capab	() newspaper () coneague le of providing pro bono legal s	() otherservices in the following areas:
- rum currently cupus	to of providing pro bono legar.	services in the rollowing areas.
 () bankruptcy () child custody () civil rights () consumer () disability () discrimination 	() divorce () elder law () estate plannin () guardianship () immigration () landlord-tena	() tax () other (please specify)
their experience please let us kno () Catholic Charities Imm () Community Legal Serv () Community Law Cent () Homeless Persons Rep () House of Ruth Legal C () Legal Services to the E () Maryland Disability Law	and location. However, if therew. nigration Services vices of Prince George's er Project Clinic Elderly aw Center	() Mid-Shore Pro Bono Project () Montgomery Co. Bar Pro Bono Project () St. Ambrose Housing Aid Center () Women's Law Center () County Pro Bono Program () other (please specify)
() Maryland Volunteer La The following tra	•	 I would like to receive training to provide pro bono services
() bankruptcy() child custody() civil rights() consumer() disability() discrimination	() divorce () elder law () estate plannin () guardianship () immigration () landlord-tena	() tax () other (please specify)
■ I prefer to provi	de pro bono service in the follo	owing area(s):
() be a mentor to pro bon	nsel individuals in shelters o attorneys a pro bono clinic setting	() teach classes to other pro bono attorneys () conduct public education seminars () other (please specify):

If you have any questions, please contact Jennifer Larrabee, Esq. at 800-396-1274 or 410-837-9379 or jlarrabee@probonomd.org.

SHORT-TERM PRO BONO OPPORTUNITIES

HOTLINES:

Family Law Hotline

Experienced family law attorneys staff the hotline to provide brief legal advice and referral information on family-law related issues. Attorneys staff the hotline from their own offices.

Employment Law Hotline

Experienced employment attorneys staff the hotline to provide brief legal advice and referral information to anyone calling with employment issues.

To volunteer for either hotline, contact: The Women's Law Center

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

Contact: Laure Ruth; lruth@wlcmd.org; 410-321-8761

CLINICS:

Jewish Legal Services Clinic

5750 Park Heights Avenue, Baltimore, MD 21215

Contact: Beth Land Hecht; blhecht@jcsbaltimore.org; 410-843-7456

Free brief legal consultation and advice on any non-fee generating legal matter through monthly evening walk-in clinics. Paralegals and law students assist with client intake.

Community Legal Services of Prince George's County

P.O. Box 329, Hyattsville, MD 20781

Contact: Pro Bono Coordinator; 301-864-8354

Free brief legal consultation and advice on family law issues in a walk-in clinic setting.

Montgomery County, Maryland Bar Foundation Pro Bono Program

27 West Jefferson Street, Rockville, MD 20850

Contact: Mary Kay Canarte, Esq.; marykay@mcbfprobono.org; 301-424-2706

Free brief legal consultation and advice at community clinics; and pro se assistance.

SHELTER OUTREACH:

Homeless Persons Representation Project

300 Cathedral Street, Suite 204, Baltimore, MD 21201

Contact: Danielle Cover, Esq.; hprpprobono@hprplaw.org; 410-685-6589 or 800-773-4340 Provides legal advice and outreach for homeless individuals and families in a variety of civil matters in shelters and soup kitchens in the Baltimore and surrounding areas.

FORECLOSURE SOLUTIONS WORKSHOPS:

Pro Bono Resource Center of Maryland, Inc.

520 West Fayette Street, Baltimore, MD 21201

Contact: Jennifer Larrabee, Esq.; jlarrabee@probonomd.org; 410-837-9379 or 800-396-1274 Free brief one-on-one legal advice for homeowners regarding their mortgage concerns. Attorneys interested in volunteering for foreclosure solutions workshops must first join Maryland's Foreclosure Prevention Pro Bono Project and take the basic training course. Download a registration form at http://www.probonomd.org/foreclosure-attorney-training.html.

PRO BONO / REDUCED FEE LITIGATION FUND REIMBURSEMENT REQUEST FORM

Sponsoring agency must be funded by Maryland Legal Service Corporation. Reimbursement is subject to available funds at the time of request.

Sponsoring Agency:	
Attorney:	
Firm:	
Address:	
City, State, Zip:	
OFFICE EXPENSE	S.
	miles @ \$.50/mile = \$
Copies:	pages @ \$.10/page = \$
Faxes:	_ pages @ \$1.00/pages = \$
Postage: \$	_
PROCESS SERVIC	TE
	Company:
	Company:
Fee:	Company:
DEPOSITION (prio	r approval is required):
	Company:
EXPERT WITNESS	(prior approval is required):
	Witness:
Total reimbur	rsement: \$

The following expenses are *not covered* by this program:

- ❖ Appellate costs, generally. Call the PBRC office first to discuss the case.
- ❖ Court Costs (should be waived for a case taken through an MLSC funded organization. See Litigation Fund Guidelines)
- * Real estate transfer or recordation fees.
- ❖ Single fees, depositions, witness expenses, etc. in excess of \$1,500.
- ❖ Any *aggregate* request in excess of \$1,500 must be cleared with PBRC in advance and will be allowed only in extraordinary circumstances.
- **&** Bankruptcy filing fees.

Mail this completed form with receipts attached to:

LITIGATION FUND / PRO BONO RESOURCE CENTER OF MARYLAND 520 W. FAYETTE STREET, BALTIMORE, MD 21201

Pro Bono / Judicare Litigation Fund

Administered by:

Pro Bono Resource Center of Maryland, Inc. 520 W. Fayette Street, Baltimore, MD 21201

GUIDELINES GOVERNING REIMBURSEMENT OF EXPENSES

-Funds are available to Judicare and pro bono attorneys handling cases through MLSC funded agencies ONLY-

Note: These guidelines are subject to change. Please contact PBRC with any questions.

1. MAXIMUM ALLOWABLE LIMIT

There is a cap of \$1,500 per case whether single fee or aggregate. The request may be submitted but the maximum eligible reimbursement will not exceed the cap.

2. **AVAILABILITY OF FUNDS**

Reimbursement is subject to the availability of funds and is disbursed on a first come, first served basis.

3. OFFICE EXPENSES

The expenses involved must be non-routine cash expenditures outside the normal scope of office operations. There will be no reimbursement for such items as the value of secretarial time, local phone calls, and minor numbers of copies made on office copiers or postage for routine correspondence. The following is the list of routine reimbursable items:

Mileage: \$.50 per mile

Substantial photocopies: up to \$.10 per page

Faxes: \$1.00 per page

Registered mail will be covered.

Expenditures of \$200 or less:

Non-routine cash expenditures totaling \$200 or less are reimbursable by the PBRC Executive Director on the following basis:

- (a) The attorney must submit a statement itemizing the expenditures, with supporting receipts, invoices, or billings of amounts payable.
- (b) Documentation must be provided for any items covered by Guidelines 4 to 6 below.
- (c) Total expenses under \$10 will not be reimbursed.

Expenditures over \$200:

Non-routine cash expenditures over \$200, including fees for expert witnesses and deposition transcripts, require the same documentation as for smaller expenditures, but reimbursement will be made only upon the approval of the Litigation Fund Review Committee, pending availability of funds. Contact Andy Hagepanos at (410) 837-9379 or (800) 396-1274 to determine fund availability.

4. COURT COSTS

A Circuit Court will waive initial filing fees and costs in the case of a client's indigency in accordance with Rule 1-325(a). If a waiver was granted at the beginning of a domestic relations case, a modified affidavit must be filed at the conclusion of the case to waive final fees and costs, including those of a master or examiner, in accordance with Rule 2-603(e).

At present, bankruptcy filing fees will not be reimbursed.

5. SERVICE OF PROCESS

All legal service programs are encouraged to seek pro bono or discounted services prior to requesting reimbursement. If not feasible, a company may be hired in your area for service of process. These costs may be reimbursed.

6. <u>DEPOSITIONS AND EXPERT WITNESSES</u>

Costs of expert witnesses are reimbursed *only* where the attorney supports the request with a statement that there were no less costly alternatives available that would have been acceptable under general standards of professional practice. Every effort should be made to negotiate a reduced fee from an expert witness.

Also see Item 1: Maximum Allowable Limit.

7. APPEALS

Appellate costs *will not* be reimbursed without prior approval of the expenses by the Fund Review Committee.

8. REAL ESTATE FEES

Reimbursement *will not* be made for real estate transfer or recordation fees.

9. ATTORNEY TIME

Due to the limited nature of the fund, reimbursement will not be made for specialized attorney time.

How to Request Reimbursement from the Litigation Fund

Fill out a Reimbursement Request Form and attach all receipts/documentation of your expenses (as allowed in items 1-8 above), copies are acceptable. You can find this form 1) at the end of this document; 2) at your local MLSC funded pro bono referral program by request; or 3) at the Pro Bono Resource Center by request. Submit your request to A. Hagepanos at the below address.

Pro Bono Resource Center of Maryland

520 West Fayette Street Baltimore, MD 21201

ATTN: Pro Bono / Reduced Fee Litigation Fund

HARFORD COUNTY FREE (PRO BONO) AND REDUCED FEE CIVIL LEGAL SERVICES DIRECTORY

The attorneys servicing Harford County Maryland are working hard to make civil legal services available to all residents, regardless of income.

If you have additional questions, or if your particular legal need was not addressed inside, please contact the Harford County office of the Legal Aid Bureau at the number below.

410-836-8202



Developed by:

The Harford County Pro Bono Committee

The Maryland Court of Appeals' Standing Committee on Pro Bono Legal Services

And



Produced through the generous contribution of:

Administrative Office of the Courts

Bar Association's Insurance Trust Fund

Maryland Bar Foundation

And

Maryland Legal Services Corporation

If you have additional questions, or if your particular legal need was not addressed in side, please contact the Frederick County Lawyer Referral Service at 800-649-1091 (in Maryland) or 410-857-1451 (out of state).

HARFORD COUNTY FREE (PRO BONO) AND REDUCED FEE CIVIL LEGAL SERVICES DIRECTORY



Produced by:

Harford County Pro Bono Committee Court of Appeals' Standing Committee on Pro Bono Legal Services

Pro Bono Resource Center of Maryland, Inc., with generous contributions from:

Administrative Office of the Courts

Bar Association's Insurance Trust

Maryland Bar Foundation

Maryland Legal Services Corporation

LOCAL AND STATEWIDE PROGRAMS WITH COUNTY SERVICES

Most of the following programs have income requirements that must be met in order to be eligible for assistance.



LOCAL RESOURCES

Legal Aid Bureau—Provides Legal services to low income people in civil matters including family/domestic, housing, income maintenance and consumer/finance, 410-836-8202 or 800-444-9529.

Pro Se Forms Assistance Project - Program designed to enable persons to file their own family law cases without an attorney. Harford County Circuit Courthouse, M-F 8:30AM to 4:30 PM. 410-638-4916.

Harford County Bar Foundation—provides placement of financially disadvantaged individuals with volunteer attorneys for pro bono (free) legal services. 410-836-0123.

Sexual Assault/Spouse Abuse Resource Center, Inc. (SARC)—Provides services to survivors of domestic and sexual assault and stalking. 410-836-8431 or 24 hour helpline 410-836-8430.

Office of the Public Defender—Provides legal representation to indigent individuals who are at risk of incarceration, juveniles charged as delinquents, parents facing loss of custody of their children to the Department of Social Services or anyone facing involuntary commitment. 410-836-4880

Harford County Bureau of Support Enforcement — Assistance in securing child support from absent parents. 800-332-6347.

Lawyer Referral Service of Harford County—All civil and criminal cases. No eligibility screening. Fees set by attorney. 410-836-0123.

STATEWIDE RESOURCES

Maryland Volunteer Lawyers Service—General Legal Services 410-547-6537 or 800-510-0050. Intake hours 9AM to 1PM M-TH and 9AM to Noon on Friday.

Family Law Hotline-800-845-8550.

House of Ruth Domestic Violence Legal Clinic—Domestic Violence Victims. 410-889-RUTH.

Maryland Disability Law Center—Legal assistance for problems related to disabilities, except criminal, domestic or employment. 410-727-6352.

CASA of Maryland—Immigration and Employment issues. 301-431-4185

Homeless Persons Representation Project—Services for homeless or at risk of homelessness. 410-685-6589 or 800-773-4340

Baltimore Neighborhoods, Inc. Provides information concerning rights and responsibilities in landlord/tenants disputes. 410-243-6007

Associated Catholic Charities of Baltimore— Immigration Legal Services. Immigration law issues, 410-534-8015.

Alternative Directions—Family Law assistance for incarcerated persons. 410-889-5072.

Sixty Plus Legal Program—Limited legal services for individuals 60 years of age and older. 800-999-8904

Long Term Care Assistance Project—410-296-6705 or 800-367-7563.

Civil Justice—Reduced fee, civil and criminal legal assistance. 410-706-0174.

MD HOPE—Mortgage Foreclosure Assistance. 877-462-7555.

OTHER ASSISTANCE.

American Civil Liberties Union—410-889-8555

Public Justice Center-410-625-9409

Dept. of Human Resources Spanish Hotline—410-767-7986 or 800-732-7850.

Maryland Department of Aging—410-767-1100 or 800-AGE-DIAL.

Maryland Human Relations Commission—410-767-8600 or 800-637-6247.

Pro Se Legal Forms Helpline—800-818-9888.

Peoples-Law.Org—a legal information and self-help website. Information is tailored to Maryland websites and targeted to low and moderate income individuals and families. www.peoples-law.org.



Attorney Volunteer Registration Form

Pro Bono Resource Center of Maryland, Inc. 520 W. Fayette St., Baltimore, MD 21201 Fax: 410-385-2616; Email: jlarrabee@probonomd.org

Please complete and return this form to us. Thank you!

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ar Admitted to MD Bar:						
dress:						
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m/Org.:						
me Phone:	W	ork Phone:			Fax:	_
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() bankruptcy		() divorce			() public benefits	
() child custody		() elder law	~		() real estate	
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VOLUNTEER REGISTRATION FORM

Homeless Persons Representation Project, Inc. 1800 N. Charles Street, Suite 206, Baltimore, MD 21201 410-685-6589 x14 Fax: 410-625-0361 E-mail: hprpprobono@hprplaw.org

Name:			Date	1
Mailing Address:				
City:	State:	Zip Code:	Fax:	
Telephone:	(home)		_ (work)	E-mail:
Name of firm, school	or place of employmen	nt:		11 11 11 11 11 11 11 11 11 11 11 11 11
Your occupation:		Nam	e of Pro Bono Coordi	inator:
Jurisdiction(s) of Bar	Membership:		YearAdmitte	ed to Bar:
Counties(including B	altimore) that you are in	nterested in serving: _		the state of the s
Language(s) Spoken	(please circle): Spanis	h, French, German, R	lussian, Chinese, Kor	ean, other
I currently practice la	w in the following areas	(check all that apply)		
Bankruptcy Business contract Civil Liberties Consumer Law Credit Discrimination Ca Domestic Relatio Law for Senior Ci	ases ns	Employment Expungement Federal Worke Guardianship Immigration Juvenile Landlord/Ten Mental Health	of Criminal Records ers' Comp.	 Public/Subsidized Housing Real Estate Social Security Disability Other Public Benefits Unemployment Compensation Veterans Administration Zoning Probate
I would		helter or soup kitchen	on a monthly basis a	and to do follow up advocacy and
10771 - 4.7 Personal	like to handle cases or			
				areas of law checked below.
	ts, etcEmplets, etcExp Records Fede Guar asesImmins Juver tizensLand	oyment Dispute ungement of Crimi ral Workers' Comp. dianship gration	Mental I nal Probate Real Esta Social Se Other Pt Unemplo	Health Law te curity Disability
1	ATTORNEY VOLUNT hereby certify that I a seedings under Subtit	m in active legal prac		ntly subject to any disciplinary e.
pres	ently a member in go	od standing, and I w	ill immediately notif	court of Appeals of Maryland and am by the Homeless Persons ractice of law in Maryland.
	Date	Signa	ature of Attorney	

PARALEGAL/STUDENT VOLUNTEER REGISTRATION FORM

Homeless Persons Representation Project, Inc. 1800 N. Charles Street, Suite 206 ♦ Baltimore, MD 21201♦ 410-685-6589 x14 Fax: 410-625-0361♦ E-mail: hprpprobono@hprplaw.org

Name:	Date:	
Mailing Address:		
City:State:2	Zip Code: Fax:	
Telephone: (home)	(work) E-mail:	
Name of school	Program:	
Advisor	Telephone:	
Employer:		
Counties(including Baltimore) that you are interest.	erested in serving:	
Special Talents:		
Other prior volunteer work :		1. 2
Language(s) Spoken (please circle) Spanish,		ean, other
I have experience in the following areas of lav Bankruptcy Business contracts, etc. Civil Liberties Consumer Law Credit Discrimination Cases Domestic Relations Law for Senior Citizens	w (check all that apply:) Employment Federal Workers' Comp Guardianship Immigration Juvenile Landlord/Tenant Mental Health Law Prisoner Assistance (Civil)	Probate Public/Subsidized Housing Real Estate Social Security Disability Unemployment Compensation Veterans Administration Zoning
Please check the ty	pe of volunteer activity you a	re interested in below:
I would like to do intake at a <i>sheli</i> representation of homeless I would like to conduct legal rese	earch and other related duties.	d to do follow up advocacy and
Bankruptcy Business contracts, etc. Civil Liberties Consumer Law Credit Discrimination Cases Domestic Relations Law for Senior Citizens	Employment DisputeFederal Workers' CompGuardianshipImmigrationJuvenileLandlord/TenantMental Health LawPrisoner Assistance (Civil)	Probate Public/Subsidized Housing Real Estate Social Security Disability Unemployment Compensation Veterans Administration Zoning

Thanks for applying with us! For any questions, please contact Amelia Lazarus at hprpprobono@hprplaw.org



2201 Argonne Drive Baltimore, Maryland 21218 (410) 889-0840 Administrative Office 24-Hour Hotline (410) 889-RUTH

Today's Date _____

VOLUNTEER APPLICATION

☐ Mr	_		Last name	e:		Fir	st name:	Middle:		
	J.	- 1151								
Address: City:								State/Zip:		
				1						
Home Pl	none:			Alternat	e Phone:	Email:			DOB (MM/D	D/YY):
Employe	er and A	ddress:							Length of Se	ervice:
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What v	olunte	er opport	unities inte	erest you	? (All of the below	opportunities re	quire a minimum s	six month commitm	nent.)*	
	Rut	:h's Closet	: 🗆	Shelte	r/Operations Assist	ant 🗆 Ga	teway Project	□ Office As	sistant	
		ld Care As				peaker's Bureau	□ B-More Ba	ngs 🗆 Other		
*All positi	ons requ	iire a backgr	ound check ob	btained at v	volunteer's own expense.					
Are yo	ou ov	er 16 ye	ears of a	ge? _	Yes	No				
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How	many	/ times	per mon	th?		_				
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Name:						Relationship:		Phone:		
Name:						Relationship: Phone:				
Please	e list	three pe	ersonal c	or profe	essional referen	ces. Please	exclude relative	es.		
Name:						Relationship:		Phone:		
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nvestigation of House of Ruth Signature: Please return 2201 Argonne FICE USE O tended General Control of Con	NLY: ACCEP eral Orientation ram Training (nager via fax: 410-8	389-9347, email: DECLIN te	knewton@hruthn	nd.org or	
House of Ruth Signature: Please return 2201 Argonne FFICE USE O tended Gene	to: Volunteer Ma Drive Baltimore NLY: ACCEP eral Orientation	nager via fax: 410-8 , MD 21218 TED Dat	389-9347, email: DECLIN	knewton@hruthn	nd.org or	mail:
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nvestigation of House of Ruth						
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		•	plication for volu	inteer employmen	it. I agree	
Do you agree	to disclose any f	uture convictions or	violations? Ye	es 🗆 No		
•	been convicted and give dates	of a crime other tha	an a minor traffic	c violation? Ye	s 🗆 No	If yes,
		have worked with p				
What skills, tra	ainina or knowled	dge do you want to	utilize at the Hou	use Of Ruth?		
Do you have possible All answers will be kep		c violence experienc	re? 🗆 Yes 🗆	No If yes, plea	ase descrit	oe
	End date:	Duties:				
Start date:				City:	1	State/Zip:
iddress:					Pho	ne.

Community Legal Services

Volunteer Attorney Form

Please complete this form, listing all of the legal areas in which you are willing to accept an occasional pro bono and/or reduced fee case. Mail or fax this form to Community Legal Services, P.O. Box 329, Hyattsville, Md. 20781. Fax: 301-864-8352

Name:	
Business Address:	
Phone:Fax:	
Email:	
EIN or SSN	
State(s) where licensed, in good standing to pra	ctice law:
I am willing to accept pro bono cases [CLS]	provides liability insurance in pro bono cases.
I will also accept reduced fee cases with the unc	derstanding that for each reduced fee case I must also
	ractice insurance carrier and the amount of insurance
is:	
FAMILY LAW	EDUCATION
Divorce Custody	Assist with applying for and appealing
Property Adoption	Special Education Benefits
Domestic Violence	Suspensions/Expulsions
Pension	TTO 677 671 1 77 6
	HOSPICE/AIDS
ESTATE LAW	Provide legal services to terminally ill clients on s
Will, Power of Attorney, etal.	HOMELESS
	Visit shelters and provide legal service to shelter
ELDER LAW	residents
Guardianship Public Benefits	
LANDLORD TENANT LAW	PRO SE CLINIC
Defend suit for back rent/Security Deposit	Upper Marlboro
	Oxon Hill
EMPLOYMENT	BOMESTIC MOLENCE OF MIC
Worker's Rights Compensation	DOMESTIC VIOLENCE CLINIC Langley Park, MD
	Langley I dik, MD
CONCUMENTANT	HISPANIC OUTREACH CLINIC
CONSUMER LAW Consumer Credit/Debt	Langley Park, MD
Contract	
Contract	MENTOR FOR NEW ATTORNEY
NON-PROFIT	
Zoning Other	OTHER
700 mm = 700	(please specify)
SOCIAL SECURITY	(hrange sheart)
Appeal denial of reconsideration	

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Volunteer Attorney Registration Form

Thank you for your interest in joining Maryland Volunteer Lawyers Service's panel of volunteer attorneys. So that we can find the right volunteer opportunity for you, please complete the following information.

I affirm that I am admitted to practice before the Court of Appeals of MD and am presently a member of the bar in good standing. I have not been disciplined by the Attorney Grievance Commission, nor am I currently the subject of a grievance proceeding. \circ YES \circ NO

I promise to notify MVLS immediately if I am suspended or disbarred from the practice of law in Maryland or any other jurisdiction. • YES \circ NO First Name: Salutation: Middle Name: Last Name: Sex: o Female o Male Firm: **Business Address:** Business City/State/Zip: Work Phone: Cell Phone: Fax Number: Email: **Optional** Home Address: Home City/State/Zip: Home Phone: Personal Email: Date of Admission to Maryland Bar: (mm/dd/yyyy) Please list any languages you speak in addition to English: I prefer to accept cases in the following counties: I am ready to accept a case now. OYES \circ NO <u>I need a mentor</u> in the following area(s):

I am willing to <u>mentor</u> attorneys in the following area(s):

I am	willing to lead a training session for <u>attorneys</u> in	the f	following area(s):
I am	willing to lead a pro se training for low income	clients	s in the following area(s):
I car	n provide representation in the following area(s) (check	c all that apply):
	Administrative Hearings		Adoption
	Adult Guardianship		Back Tax Preparation
	Best Interest/Guardian ad litem		Chapter 7 Bankruptcy
	Chapter 13 Bankruptcy		Child Guardianship
	Consumer Rights		Criminal Record Expungement
	Custody		Debt Collection Defense
	Deed Change		Divorce
	Employment		Identity Theft
	Landlord/Tenant		License (denial or revocation of daycare, nursing or other professional license)
	Mortgage Foreclosure		Mortgage Foreclosure Mediation
	Name change		Power of Attorney/Advance Directives
	Public Benefits		School Suspension
	Tax Disputes		Torts Defense
	Unemployment Benefit Denial		Veterans Benefit Denial
	Wills and Estates		Real Estate
I am	willing to accept a contested family law case for erience and I am willing to accept one pro bono ca	a red	luced-fee. I have at least three years of family law or every paid case that I accept. OYES ONO
I car	n provide representation for Nonprofits in the foll	owing	g area(s) (check all that apply):
	Corporate		Intellectual Property
	Labor & Employment		Real Estate
	Tax		Zoning
	Other:		
Y qv	af "{qw'nkng''vq''dg'kpenwfgf''qp''vjg''OXNU'nknwgtxA ○	YES	o NO

ATTORNEY EMERITUS RULES EXCEPTIONS

MD Rule 16-811. Client Protection Fund of the Bar of Maryland.

- e. Payments to fund .-
- 1. Definition.- In this section, "local bar association" means (A) in Baltimore City, the Bar Association of Baltimore City; or (B) in each county, the bar association with the greatest number of members who are residents of the county and who maintain their principal office for the practice of law in that county.
- 2. Payment required as condition of practice; exception.- Except as otherwise provided in this section, each lawyer admitted to practice before the Court of Appeals or issued a certificate of special authorization under Rule 15 of the Rules Governing Admission to the Bar of Maryland, shall, as a condition precedent to the practice of law (as from time to time defined in Code, Business Occupations and Professions Article) in this State, pay annually to the treasurer of the Fund the sum, including all applicable late charges, the Court may fix. The trustees may provide in their regulations reasonable and uniform deadline dates for receipt of payments of assessments or applications for change to inactive/retired status. A lawyer on inactive/retired status may engage in the practice of law without payment to the Fund if (A) the lawyer is on inactive/retired status solely as a result of having been approved for that status by the trustees and not as a result of any action against the attorney pursuant to Title 16, Chapter 700 of these Rules and (B) the lawyer's practice is limited to representing clients without compensation, other than reimbursement of reasonable and necessary expenses, as part of the lawyer's participation in a legal services or pro bono publico program sponsored or supported by a local bar association, the Maryland State Bar Association, Inc., an affiliated bar foundation, or the Maryland Legal Services Corporation. (Amended Dec. 8, 1992; Sept. 11, 1995, effective Jan. 1, 1996.)

MD Rule 1-312. Requirements of signing attorney.

- (a) General.- In addition to having been admitted to practice law in this State, an attorney signing a pleading or paper in compliance with Rule 1-311 shall comply with one of the following three requirements. The attorney shall:
- (1) maintain an office for the practice of law in the United States;
- (2) be a regular employee of an agency of government or of a business or other nongovernmental

organization or association and be authorized to sign pleadings on behalf of the employer. The attorney shall not sign pleadings and papers on behalf of other clients unless both of the following requirements are met: (A) a substantial portion of the attorney's duties performed for the regular employer in the regular course of employment must constitute the practice of law, and (B) the office address as shown on the pleadings must be located in the United States and a substantial amount of the attorney's time must be spent in that office during ordinary business hours in the traditional work week; or

(3) have a practice limited exclusively to participation in a legal services or pro bono publico program sponsored or supported by a local Bar Association as defined by Rule 16-811 e 1, the Maryland State Bar Association, an affiliated bar foundation, or the Maryland Legal Services Corporation, and the attorney shall include on the pleading or paper the address and telephone number of (A) the legal services or pro bono publico program in which the attorney is practicing, or (B) the attorney's primary residence, which shall be in the United States.

Cross References.

Rule 16-811 e 2.

(b) Definition of "office for the practice of law".- In this Rule, "office for the practice of law" means an office maintained for the practice of law in which a substantial amount of the attorney's time is usually devoted to the practice of law during ordinary business hours in the traditional work week. An attorney is deemed to be "in" such an office even though temporarily absent from it if the duties of law practice are actively conducted by the attorney from that office.

[Amended Apr. 7, 1986, effective July 1, 1986; Sept. 11, 1995, effective Jan. 1, 1996; June 5, 1996, effective Jan. 1, 1997; Dec. 4, 2007, effective Jan. 1, 2008.]

COURT OF APPEALS OF MARYLAND STANDING COMMITTEE ON PRO BONO LEGAL SERVICE

MODEL PRO BONO POLICY FOR GOVERNMENT ATTORNEYS

Introduction

The Court of Appeals of Maryland Standing Committee on Pro Bono Legal Service has prepared this Model Pro Bono Policy for Government Attorneys to facilitate the adoption of pro bono policies that encourage and support the pro bono work of attorneys employed by state, county and municipal governments in Maryland.

In 2002, the Court of Appeals amended Rule 6.1 of the Code of Professional Conduct by changing the definition of pro bono and providing for an aspirational goal of 50 hours of pro bono service annually for lawyers in full time practice. With this Rule change, together with the adoption of a mandatory pro bono reporting requirement pursuant to Rule 16-903, the Court of Appeals made it clear that pro bono service and/or a monetary contribution to legal services organizations was a professional responsibility of each Maryland attorney.

A number of government offices in Maryland have adopted pro bono polices, including the Office of the Attorney General, the Office of the Public Defender, the Baltimore City Solicitor's Office and the Baltimore County Office of Law. For a variety of reasons, however, many government law offices have not permitted their attorneys to engage in pro bono legal service.

In developing this Model Pro Bono Policy, it is the intention of the Standing Committee on Pro Bono Legal Service to assist and encourage government law offices to develop their own pro bono policies that address the particular needs of their offices. *This Model Policy is a template*. It includes provisions covering the key issues that may be included in a pro bono policy and addresses the primary concerns that government law offices may wish to consider as they develop their own pro bono policies. It is the hope of the Standing Committee that this Model Pro Bono Policy will be useful to government law offices throughout the state of Maryland as they develop and implement pro bono policies that encourage pro

bono service by their attorneys.

The Pro Bono Representation Policy

Overview

Rule 6.1 of the Maryland Rules of Professional Conduct addresses the professional obligation of all attorneys to provide *pro bono publico* legal services to people of limited means or agencies that serve people of limited means.

Given the growing need for such services, this Office has adopted this Pro Bono Representation Policy to encourage attorneys in this Office to actively engage in representing pro bono clients. Participation in pro bono service is voluntary and in addition to the official duties of the attorney in meeting the core responsibilities of this Office.

Attorneys are encouraged to volunteer to provide pro bono legal assistance to prescreened clients in addition to their Office duties. The Office will provide central coordination of pro bono services including a conflicts review and a referral process. Reasonable secretarial and other support services are provided so long as the time used for pro bono work is secondary to the time needed to perform the core responsibilities of the Office.

1. The Pro Bono Committee/Coordinator

The Pro Bono Committee (Committee) is chaired by a supervisory attorney and consists of three attorneys from throughout the office. The function of the Committee is to centralize all pro bono services and provide whatever resources, including conflicts screening, which may be needed for attorneys to render necessary and appropriate legal services to pro bono clients.

During the pendency of a pro bono case, the Committee acts as liaison between the referral agency and the pro bono attorney and is a continuing legal resource for the attorney.

Alternate language for small offices: The Pro Bono Coordinator (Coordinator) is responsible for overseeing the pro bono work of attorneys in the Office and will act as a liaison between the referral agency and the pro bono attorney. The Pro Bono Coordinator will supervise conflicts screening within the Office and serve as a resource for attorneys rendering legal service to pro bono clients.

- (a) The Referral Process. The Pro Bono Committee/Coordinator accepts clients from pro bono referral agencies that are funded by the Maryland Legal Services Corporation (MLSC).
- (b) Case Screening. The Pro Bono Committee/Coordinator accepts clients pre-screened for financial eligibility from MLSC agencies. The Committee/Coordinator then screens the case for legal issues that may have policy implications for the Office.
- (c) Conflicts Review. The Pro Bono Committee/Coordinator screens for conflicts by running a conflicts check through the Office case management system as well as emailing Office attorneys regarding each case being considered for pro bono services.
- (1) If no conflict is identified, a case is assigned to an attorney who has volunteered to participate in the Pro Bono Program.
- (2) Where a conflict is identified that cannot be readily and ethically resolved by the Pro Bono Committee/Coordinator, the case is returned to the pro bono referral agency.
- (d) Case Assignment and Completion. Once a case is successfully screened, a case description is sent to the attorneys in the Office and the case is assigned to an attorney on a first come, first serve basis.
- (1) Volunteer attorneys retain the case throughout their tenure in the Office.
- (2) Each attorney has the continuing professional responsibility to identify conflicts and to ensure there is no conflict of interest at the time the case is received or later. If a conflict should arise later, the matter is referred back to the Pro Bono Committee/Coordinator to resolve the issue, or if the conflict cannot be readily and ethically resolved, to return the case to the pro bono referral agency.
- (3) The attorney/client relationship continues if the attorney leaves the Office.

- (4) Once a case is completed, the attorney notifies the Committee/Coordinator that the case is closed, provides the number of pro bono hours spent on the case, and submits a case disposition form to be sent to the pro bono referral agency by the Committee/Coordinator.
- (e) **Pro Bono Leave Bank**. The Committee/Coordinator shall establish a Pro Bono Leave Bank into which all attorneys may contribute usable or unusable leave and compensatory time. When there is time accumulated in the Pro Bono Leave Bank, pro bono attorneys may use time in the Pro Bono Leave Bank for a pro bono case at the discretion of the Committee/Coordinator.

2. Attorney Time

Attorneys are encouraged to provide pro bono legal representation outside normal working hours, not in lieu of Office time. This does not mean that lawyers may not do pro bono work during normal working hours.

- (1) Attorneys are still obliged to work the required hours each week.
- (2) More than two hours of pro bono time during the workday is recorded as leave or compensatory time.
- (3) Where an attorney needs to use extensive Office time within required Office hours to properly represent the client, (i.e. a trial or hearing):
- (a) The Office may allow an exception to the policy requiring the attorney to use leave time but the attorney must make up the lost Office time within a reasonable time thereafter.
- (b) The attorney may request the Committee to permit use of leave time contributed to the Pro Bono Leave Bank.
- (c) The attorney can request a flexible work schedule from a supervisor to make up the time needed for pro bono work.
- (d) Leave and compensatory time may be blended to provide for a flexible work schedule. A supervisor's approval is required for such a flexible work schedule.

- (4) All pro bono work must be recorded by date, case name, and number of hours on the attorney's time sheet.
- (5) To encourage pro bono service, time spent on pro bono work shall be considered in the annual evaluations of all attorneys in the Office.

3. Attorney Capacity

Attorneys have a professional obligation to make clear to third parties, particularly clients, that the attorney is not acting in any official capacity and that legal representation is not by the Office but is pro bono service rendered by the individual attorney.

- (a) Attorneys shall execute a Pro Bono Program Retainer Agreement for signature by the client.
- (b) Office space may not generally be used for meetings with a client or opposing counsel. The attorney may contact the Committee/Coordinator to determine where outside office space exists for their use.
- (c) All correspondence must be on official Pro Bono Program stationery provided by the Committee/Coordinator.

4. Clerical Support

Support staff may provide reasonable time and assistance to pro bono attorneys with the caveat that Office work has priority.

5. Equipment and Office Resources

Attorneys and support staff may use the following for pro bono work:

- (a) Telephone and email for incoming and outgoing calls and correspondence.
 - (b) Lexis, WestLaw, FAX, copiers, computers.
 - (c) De minimus items as paper, electricity, postage, etc.

6. Expenses

Filing fees, out of pocket expenses, transcripts, parking, and the costs of litigation

are not reimbursed by the Office. Requests for payment of such expenses may be made to the pro bono referral agency or to the litigation fund managed by the Pro Bono Resource Center where such costs are not waived by petition to the Court.

7. Trust Fund Transactions

Where a pro bono attorney is required to deposit client funds in a trust account, the Office does not hold the funds. The attorney must make arrangements with the pro bono referral agency to make use of an existing client trust account.

8. Training.

It is the responsibility of the pro bono attorney to obtain any training necessary to assure his or her competent representation of the pro bono client through the pro bono referral agency or other training programs.

9. Professional Liability Insurance.

All attorneys representing clients referred by MLSC funded programs are provided professional liability insurance. No attorney may provide pro bono service of any kind without professional liability insurance.

10. Subject Areas of Law

Rule 6.1 provides a general description of pro bono legal services. In this Office, pro bono legal work may be provided in civil matters, including the areas listed below. Criminal cases are specifically excluded. This list is not exclusive and may be changed at the discretion of the Committee/ Coordinator.

- Advance Directives
- Wills and Estate Planning
- Guardianships
- Bankruptcy
- Social Security
- Divorce
- Child Support
- Child Custody
- Domestic Violence Protective Orders
- CINA and other Child Representation Cases
- Landlord Tenant
- Records Expungement
- Veterans Benefits
- Tax

- Business Law or Incorporation
- Real Estate

Short-Term Pro Bono Service.

In addition to representing individual pro bono clients as discussed above, attorneys are encouraged to participate in short-term pro bono service. Short-term pro bono service includes participation in programs such as "Ask a Lawyer" brief advice and counsel sessions, clinics and workshops for self-represented litigants, hotlines, and community education programs. Short-term pro bono also includes serving as faculty in trainings for pro bono attorneys, mentoring pro bono attorneys and participation in recruiting and other outreach efforts for pro bono programs.

12.	Effective Date.	
This	Pro Bono Representation Policy is adopted by the	Office of Law on
	and is effective immediately.	

BALTIMORE COUNTY OFFICE OF LAW PRIVATE PRACTICE OF LAW AND PRO BONO REPRESENTATION

PRO BONO REPRESENTATION PROGRAM

I. Summary of Program

The Office of Law's Pro Bono Representation Program amends the policy on private practice currently in effect pursuant to the Baltimore County Office of Law Policies and Procedures Memorandum dated February 25, 1995. This program is voluntary, and attorneys may engage in pro bono activity in addition to their official duties. Each attorney will take all necessary steps to differentiate his or her pro bono representation from the work of the office.

In light of the public interest underlying the pro bono program, as reflected in Rule 6.1 of the Maryland Rules of Professional Conduct, and the Program's direct benefits in terms of broadened experience for our attorneys, the Office will support the Program in several ways. First, cases will be referred to our Pro Bono Coordinating Committee (the "Committee") from the Maryland Volunteer Lawyer Service, Inc., ("MVLS") and other approved referral sources. This Committee will then refer the cases to volunteer attorneys.

The Office will provide reasonable secretarial support, so long as the time commitment of the support staff is limited and is secondary to the attorney's and the support staff's performance of primary responsibilities to this Office or to client agencies and departments. The Office will provide centralized coordination for the program, especially to screen potential conflicts of interest. The Office will also coordinate training programs for volunteer attorneys in the areas of representation.

II. Pro Bono Coordinating Committee

The Committee consists of attorneys from units throughout this Office. (See Appendix A). The Committee will serve as the liaison between the organizations that refer cases to the Office and the volunteer attorneys. The Committee is available to assist volunteer attorneys with questions concerning conflicts of interest and will provide other assistance relating to pro bono services.

¹ Members of the Bar of the U.S. District Court for the District of Maryland are now required to renew their membership periodically. The renewal form asks about pro bono preferences. Our lawyers should not check any of the items. Instead, in the space for "reason(s)... which might prevent you for accepting pro bono appointments," they should write something like this: "Because of the potential for conflict of interest with County agency clients, pro bono activity by lawyers in the County Office of Law is limited to specified types of cases previously approved by this Office."

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III. Process

The referring organizations will refer a case or matter directly to the Committee after screening the prospective client for financial eligibility. Every case matter must be reviewed by the Committee <u>before</u> any attorney in the Office may undertake any case or matter. In addition, the Office's Program Coordinator (listed in Appendix C) shall send notice of the potential case or matter throughout the entire Office of Law for a thorough conflict check. If there is no conflict of interest, the Office's Program Coordinator will distribute via e-mail, the case summary information to all Office attorneys who have indicated a willingness to participate in the Program. Any attorney interested in handling the case should promptly contact the Office's Program Coordinator. Assignments will be on a first-to-reply basis. The attorney should consult the Maryland Rules of Professional Conduct, in particular Rules 1.7 and 1.10, to ensure that he or she sees no conflict of interest before proceeding with the case.

If an attorney is contacted directly by a referring organization to handle a case, the attorney may indicate to the organization whether he or she is interested in handling the matter, but <u>must</u> refer the organization to the Committee so that the matter is appropriately screened <u>before</u> the attorney may accept representation.

The referring organization and the Committee will periodically request information from the volunteer attorney concerning the status of the case or matter being handled. The volunteer attorney should contact a Committee member listed on Appendix A if questions concerning conflicts of interest arise.²

When a case has been completed, the volunteer attorney must notify the Committee. Of course, if the volunteer attorney should leave the Office during the pendency of the case, the attorney-client relationship should continue. The attorney should retain the case file. The Committee is available to recommend an appropriate retention period for particular classes of cases.

IV. Cases

Attorneys involved in the Pro Bono Program are encouraged to provide services as set forth in Rule 6.1.

Rule 6.1 provides:

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;

² If an unanticipated conflict of interest later arises that makes further representation or work impossible, the Committee will refer the case or matter back to the referring organization.

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- (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 matter 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.

Subject areas of law in which volunteer service is permitted are*:

a. Business Matters

- (1) Tax advisory and planning and preparation services.
- (2) Organization and incorporation of businesses, drafting or corporate and partnership documents, and business advisory services.
- (3) Preparation of leases, deeds and other real property instruments, excluding documentation related to real property transactions involving Baltimore County.

b. Personal and private individual matters may include:

- (1) Preparation of wills, advance directives, powers of attorney, name change, trusts, private guardianships of adults not involving any County agency, and other estate planning documents.
- (2) Estate planning and advice.
- (3) Preparation of residential leases, deeds and other residential real property instruments and matters.
- (4) Acting as guardian or trustee for an individual or estate.
- (5) Personal bankruptcy cases.
- (6) Tax advisory, planning and preparation services.
- (7) Veterans' benefits appeals.

^{*}This list may be updated or revised on an on-going basis.

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- (8) Social Security cases (not involving disability).
- (9) Divorces involving no custody disputes.
- (10) Child support except cases involving criminal non-support.

Training opportunities, reference materials, and other resources are available from the Pro Bono Resource Center.

The Committee will periodically review the categories of cases encompassed within the Program and decide whether changes should be made.

The attorney and client should execute a retainer agreement provided by the referring organization.

V. Lawyers' Time

Volunteer attorneys shall carry out their pro bono responsibilities on their own time. This does not mean that the lawyers may not do pro bono activities during normal working hours. Rather, lawyers must continue to account for at least 35 hours of professional services each week, on behalf of the County plus whatever additional time is needed for the lawyer to provide the kind of lawyering that this Office expects. Pro bono representation is to be undertaken in addition to, not in lieu of, each attorney's core responsibilities to the Office.

A lawyer must continue to work the required 35 hours per week devoted to County activities. If the lawyer worked less than 35 hours in a week for the County as a result of pro bono representation, the lawyer is required to take leave to account for any shortfall in the 35-hour minimum. Although a lawyer need not take leave for small amounts of pro bono time during the work day, significant blocks of time, *i.e.* in excess of one hour spent exclusively on a pro bono matter, should be recorded as leave.³ The attorney shall keep track of and record the amount of the attorney's time on pro bono activity.

In addition, the County Attorney may authorize an exception to the policy requiring the attorney to utilize leave to account for the difference between 35 hours of time devoted to County business and the actual hours worked for the County in any particular week. This situation might arise, for example, when based on the events within the representation, an attorney needs a significant block of time to devote to the pro bono matter during a particular week (a hearing or trial, for example), although the overall amount of time the attorney spends on the representation is reasonable (i.e., does not

³ Both for statistical purposes and County Office of Law personnel requirements, the volunteer attorney must record the type of leave taken for time devoted to pro bono activity.

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normally conflict with the attorney's obligation to work 35 hours a week on County business). An attorney anticipating this situation, may request that the County Attorney allow the attorney to make up the lost County time within a reasonable time following the week of the shortfall.

VI. Support Staff Time

Support staff may assist volunteer attorneys within carefully observed limits. County work-related tasks have priority, but limited typing of short letters or pleadings may be done. More extensive typing that poses the risk of material interference with County activities should be done only with the express approval of the Office's Program Coordinator. Each support staff employee shall keep track of and record the amount of their time (by date and number of hours) spent on each pro bono matter or case. If a volunteer attorney requires the assistance of additional support, he or she should contact the Office's Program Coordinator listed in Appendix C to discuss and attempt to facilitate the assistance needed.

VII. Identification of Attorney's Capacity

Lawyers participating in the Pro Bono Program should make clear to third parties that they are participating in this Program and not acting in an official capacity. The attorney should in no way give the impression that Baltimore County or the County Office of Law is providing the representation.

Volunteer attorneys should make every possible attempt to meet with opposing counsel and clients outside the Office. A list of available locations is listed in Appendix B. If the volunteer attorney cannot locate available meeting space, he or she should contact the members of the Committee listed in Appendix A for assistance.

Volunteer attorneys should write all correspondence on the official pro bono program letterhead, which will be sent to all participating attorneys. Volunteer attorneys should use either their home address or the address listed in Appendix A. Attorneys may place and receive telephone calls and use e-mail from the County offices concerning pro bono activities.

VIII. Insurance

All County attorneys participating in the County Pro Bono Program must be covered by professional liability insurance carried by the Maryland Volunteer Lawyers Service or other referral source. You may contact the Committee members listed in Appendix A for additional information concerning insurance coverage.

IX. Expenses/Funds

Arrangements for the payment of out-of-pocket expenses must be made by the attorney with the referring source. Baltimore County Government cannot be charged for the direct expenses associated with the pro bono representation. The attorney should also make arrangements with the referring agency if the representation requires the attorney to hold client funds in trust and the attorney does not have an existing client trust account.

Policy revised June 10, 2008 Policy effective October 1, 2004

APPENDIX A

Volunteer attorneys may contact the following people for assistance:

Pro Bono Coordinating Committee

John Beverungen **Greg Gaskins** Joyce Stroupe Jim Nolan

Address:

Public Lawyers Pro Bono Program 400 Washington Avenue, 2nd Floor

Towson, Maryland 21204

APPENDIX B

Possible Meeting Locations	For Reservations Call
Baltimore County Bar Association 100 County Courts Building 401 Bosley Avenue Towson, Maryland 21204	410-337-9103
Legal Aid Bureau, Inc. 29 W. Susquehanna Avenue, Suite 305 Towson, Maryland 21204	410-296-6705
Circuit Court Library County Courts Building 401 Bosley Avenue Towson, Maryland 21204	410-887-3086

Private Law Firm Offices

APPENDIX C

Pro Bono Program Coordinator

Angie Kurek (410) 887-4420

Public Lawyers Pro Bono Program 400 Washington Avenue 2nd Floor Towson, Maryland 21204

BALTIMORE CITY LAW DEPARTMENT PRO BONO POLICY

1. SUMMARY OF PROGRAM

The Department of Law strongly encourages its attorneys to provide pro bono legal services. The City Solicitor believes that pro bono participation provides direct experiences to its attorneys who not only help meet a vast public need, but receive significant professional experiences and, hopefully personal satisfaction. The Department's pro bono program is intended to facilitate participation by not unduly regulating that participation. Thus, the Department will support pro bono work to the greatest extent possible while continuing to provide the highest quality legal representation to its clients.

The Department recognizes the public interest underlying the provision of legal services to those who cannot afford representation, as reflected in Rule 6.1 of the Maryland Rules of Professional Conduct. The Department also acknowledges the aspirational goals set forth in Rule 6.1.

The Department's pro bono program is voluntary and is in addition to each attorney's official duties.

II. PROCEDURE AND POLICIES

Referring organizations will refer a case or matter directly to the attorney or the attorney may directly solicit the case or matter from the organization. Before accepting it, a review should be conducted to ensure that the case or matter does not conflict with matters handled within the Law Department, the Mayor and City Council of Baltimore, its client agencies or persons, or any other political entity or agency in the State of Maryland, including the State's client agencies or persons. In conducting the conflicts review, the attorney should consult the Maryland Rules of Professional Conduct, including but not limited to Rules 1.7 and 1.10. Concerns about conflicts should be resolved with the attorney's supervisor or the City Solicitor. Should no conflicts appear, the attorney should forward a memorandum to the City Solicitor briefly indicating his participation, the nature of the matter and the attorney's statement that no conflict exists or is foreseen. The attorney may accept the case upon the earlier of: approval of the City Solicitor or his designee; or five days following delivery of the memorandum. BEFORE ACCEPTING IT, A REVIEW SHOULD BE CONDUCTED TO ENSURE THAT THE CASE OR MATTER DOES NOT CONFLICT WITH MATTERS HANDLED WITHIN THE LAW DEPARTMENT, THE MAYOR AND CITY COUNCIL OF BALTIMORE, THE CLIENT AGENCIES OR PERSONS, OR ANY OTHER POLITICAL ENTITY OR AGENCY IN THE STATE OF MARYLAND,

INCLUDING THE STATE'S CLIENT AGENCIES OR PERSONS, OR IS OTHERWISE PROBHITED BY SECTION III.

Should a conflict of interest later arise, the attorney should refer the matter back to the referring organization and advise the City Solicitor.

Should an attorney leave the Law Department during the pendency of the case, the case continues to be the responsibility of the individual attorney, not the Law Department, and the attorney is to retain the case.

All individuals associated with the case are to be advised as necessary that the attorney is acting as an attorney for the individual and not in any official capacity for the Department of Law or the Mayor and City Council of Baltimore. All communication from the attorney should avoid creating a contrary perception.

The attorney is reminded to execute a retainer agreement in accordance with the Maryland Rules of Professional Conduct.

Pro bono representation is permitted in any area in which conflicts do not exist, as further set forth below.

III. PROHIBITED CASES

Generally, attorneys may accept any matter other than those specified herein:

- 1. Cases in which a conflict exists or may exist with clients or agencies or employees of the Mayor and City Council of Baltimore, of the State of Maryland, other Maryland governmental entities, or the United States government. Cases posing conflicts with the City may not be accepted; potential conflicts with other governmental entities must first be reviewed in accordance with Section II. This includes cases adverse to those clients, agencies or employees whether or not they are parties to the matter.
 - 2. Cases requiring the practice of criminal law.
- 3. Cases in which representation would violate the Maryland Rules of Professional Conduct.

IV. LAWYERS' TIME

Attorneys are encouraged to seek pro bono opportunities which can be conducted outside their normal working hours. As a general rule, pro bono representation is to be undertaken in addition to, not in lieu of, the core responsibilities of their employment with the Department.

By necessity, some activities, like court appearances, occur during the workday. The Department will accommodate those needs when possible. A leave slip should be submitted in the customary manner seeking "permission" leave.

Unless otherwise approved by the City Solicitor, no compensatory time will be permitted attorneys engaged in pro bono representation.

V. SUPPORT STAFF TIME

Pro bono participation is encouraged and is a critical service rendered to the community by the Department. Accordingly, support staff is permitted and expected to provide reasonable secretarial support so long as such support is limited and does not interfere with the performance of services to the Department's clients. Such services may include typing of letters and pleadings, and general logistical support. More extensive assistance may be provided with the express approval of the City Solicitor.

VI. RESOURCES

Attorneys are permitted to utilize the MICPEL Flex Pass program and the Department's electronic legal research systems (e.g. Lexis, Westlaw) to assist in their probono representation.

Attorneys may place and receive telephone calls and use e-mail and their office computer in furtherance of their pro bono representation, subject to the section below requiring that the attorney identify the capacity in which he is working.

Attorneys are reminded to explore the availability of malpractice insurance provided by the referring organization since the Department provides no such insurance. It is the individual attorney's responsibility to arrange for whatever insurance is required.

Referring organizations generally make provision for the payment of expenses incurred by the Attorney and filing fees may be waived for qualifying pro bono cases. The Department of Law will not pay expenses for pro bono cases without the authorization of the City Solicitor.

VII. IDENTIFICATION OF THE ATTORNEY'S CAPACITY

Pro bono attorneys should make clear to their clients and to third parties that they are not acting in an official capacity and that the representation is not being provided by the Department of Law.

Volunteer attorneys should meet with opposing counsel and clients outside the Department's offices. The referring organization can often make meeting space available for this purpose.

Department letterhead and other designations of Department of Law employment may not be used without specific authorization from the City Solicitor.

VIII. TRUST FUND ACCOUNT

Attorneys who need to deposit, hold or withdraw funds are reminded of the requirements imposed by the Maryland Rules of Professional Responsibility and the Annotated Code of Maryland, Business Regulations. The Department will not hold funds required by law to be held in the Attorney's trust fund account.

IX. QUESTIONS

Questions or concerns or suggestions may be addressed to the City Solicitor.



Office of the State's Attorney for Baltimore City

Subject: Pro Bono Representation

I. Purpose

To establish guidelines for pro bono representation by an Office of the State's Attorney for Baltimore City (OSA) employee.

II. Definition

For purposes of this policy, the "private practice of law" is any legal representation other than the normal prosecutorial representation of the State or its officials and agencies undertaken by an Assistant State's Attorney.

III. Policy

- A. This policy applies regardless of whether compensation is expected or received.
- B. Except as set forth in section IV of this policy, an Assistant State's Attorney may not engage in any activities, which constitute the private practice of law outside of the State's Attorney's Office's responsibilities.
- C. Assistant State's Attorneys should avoid in every way creating the appearance that they are engaging in the private practice of law. Active involvement in business ventures, commercial activities or secondary employment should be avoided whenever there is a significant danger that the Assistant State's Attorney's role may be perceived as that of a private attorney rather than that of a principal or investor.
- D. The conflict of interest policy applies to all SAO employees. Any outside activity or employment that may conflict with any investigation and prosecution of criminal and traffic offenses, forfeiture, and/or non-support matters is prohibited. For example, a support staff employee accepting secondary employment in a law firm, which has a criminal practice, would be a conflict of interest. If there are questions as to whether a particular venture, commercial activity, or secondary employment may be a potential conflict, contact the Deputy for Operation.
- E. Persons wishing to participate in any of the limited categories in section IV of this policy should submit a written request to the Deputy State's Attorney for Operation. The Deputy will screen any proposed case for potential conflicts of interest. Any attorney asking to participate has the responsibility of demonstrating that he/she is sufficiently experienced or has taken appropriate steps to acquire training in the subject matter area of the representation.

- F. A Retainer Agreement especially designed for this program shall be used by the attorney and signed by the client. Each volunteer attorney will also be sent a proposed Motion and Order for Waiver of Court Costs that can be tailored to advise his/her particular client.
- G. Assistant State's Attorney's who carry out the pro bono responsibilities on their own time are responsible for their daily State's Attorney's Office assignments, dockets and at least 40 hours per week of professional services to this office. Pro bono work will be in addition to rather than in lieu of State's Attorney Office duties.
- H. The Deputy for Operations must be notified of all outside employment responsibilities.

IV. Permitted Activities

- A. The State's Attorney may authorize certain limited categories of legal activities and practice. Those permitted activities include:
 - Educational Activities. Teaching, lecturing in law, pre-law or paralegal courses, business courses, seminars or programs may be undertaken regardless of whether there is compensation. Such activities should in no way be scheduled or undertaken to interfere with an Assistant State's Attorney's work time and ability to represent the State fully and effectively.
 - 2. Mediation and Arbitration Activities. Service as a mediator or arbitrator in matters where there is no possibility of conflict with the interests of the State or any of its agencies is acceptable. Such activities should in no way be scheduled or undertaken to interfere with an Assistant State's Attorney's work time and ability to represent the State fully and effectively. Therefore, participation in such activities should be done during non-business hours and/or while on personal leave.
 - Pro Bono, Legal Services. The voluntary rendering of pro bono legal services is permitted and encouraged through the following agencies or programs: The Maryland Volunteer Lawyer Services, Inc. (MVLS); The Community Law Center, Inc.; The House of Ruth, neighborhood associations; and non-profit charitable or service organizations.

Howard County Pro Bono Committee

c/o: Robert D. Earle, Esq.
Whiteford, Taylor & Preston L.L.P.
10420 Little Patuxent Parkway, Suite 495
Columbia, MD 21044-3528
Phone (410) 347-8773
Fax: (410) 884-0719
e-mail: rearle@wtplaw.com

Howard County Attorney Survey

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

l. ·	Describ	e your practice (check all that apply):	:	
	D .	Litigation – Civil {1}		
		Litigation – Criminal {2}		
		Litigation – Federal {3}		
		Appellate (state & federal) {4}		
		Non-Litigation {5}		
2.	Describ	pe your practice focus (check all that a	apply):	
		Adoption {1}		Child Custody/ Visitation {2}
		Child Support {3}		Consumer Finance/Bankruptcy/
		••		Collection/Loans {4}
		Consumer Issues/Contracts/		Divorce/Legal Separation {6}
		Warranties/Scams {5}		
		Domestic Violence/Protect Order {7}		Education {8}
		Estate Planning/Wills/Probate {9}		Food Stamps{10}
		Guardianship {11}		Home Ownership {12}
		Immigration/Naturalization {13}		Involuntary Commitment {14}
		Landlord/Tenant Dispute {15}		Medicare/Medicaid {16}
		Name Change {17}		Neglected/Abused Child {18}
		Patermity {19}		Physical Disability Rights {20}
	, a	Problem with Driver's License {21}		Problems with Employer/Job {22}
		Public Housing/Section 8/		Small Claims {24}
		Subsidized Housing {23}	_	
		Elder Law/Social Security {25}		SSI {26}
		TANF/Welfare {27}		Torts {28}
		Truancy {29}	<u>_</u>	Unemployment Compensation {30}
		Veteran's Benefits {31}		Wage Disputes {32}
		Worker's Compensation {33}		Criminal Defense {34}
		Appeals {35}		Other {36}

3.	Are yo	ou fluent in any language other than E	nglish?	
	<u> </u>	No {1} Yes {2}		
	If yes,	what language(s)?		
4.	What ;	percentage (approximately) of your cl	ients ar	e not fluent in English?
•		{{1}}		
	What I	language(s)?		
5.	In wha	at areas would you be interested in pro cunity for training and/or a mentor (ch	oviding eck all	pro bono services if given the that apply)?
		Adoption {1}		Child Custody/ Visitation {2}
	ā	Child Support {3}	0	Consumer Finance/Bankruptcy/ Collection/Loans {4}
		Consumer Issues/Contracts/ Warranties/Scams {5}		Divorce/Legal Separation (6)
		Domestic Violence/Protect Order [7] Estate Planning/Wills/Probate [9] Guardianship [11] Immigration/Naturalization [13] Landlord/Tenant Dispute [15] Name Change [17] Paternity [19] Problem with Driver's License [21] Public Housing/Section 8/ Subsidized Housing [23] Elder Law/Social Security [25] TANF/Welfare [27] Truancy [29] Veteran's Benefits [31] Worker's Compensation [33] Appeals [35]		Education {8} Food Stamps{10} Home Ownership {12} Involuntary Commitment {14} Medicare/Medicaid {16} Neglected/Abused Child {18} Physical Disability Rights {20} Problems with Employer/Job {22} Small Claims {24} SSI {26} Torts {28} Unemployment Compensation {30} Wage Disputes {32} Criminal Defense {34} Other {36}
6.	Are yo	ou willing to take training so that you willing to take training so that you which you do not practice regularly?	may pro	ovide pro bono services in a particular
		Yes (skip to question 8) {1} No {2}		

•	u answered "no" to question 6, please to ssary):	ell us	why (use a continuation sheet if
(Plea	se skip to question 11)		
	hich areas do you need training so that yoular area in which you do not practice		*
	Adoption {1} Child Support {3}	0	Child Custody/ Visitation {2} Consumer Finance/Bankruptcy/ Collection/Loans {4}
	Consumer Issues/Contracts/		Divorce/Legal Separation (6)
	Warranties/Scams {5} Domestic Violence/Protect Order {7} Estate Planning/Wills/Probate {9} Guardianship {11} Immigration/Naturalization {13} Landlord/Tenant Dispute {15} Name Change {17} Paternity {19} Problem with Driver's License {21} Public Housing/Section 8/ Subsidized Housing {23} Elder Law/Social Security {25} TANF/Welfare {27} Truancy {29} Veteran's Benefits {31} Worker's Compensation {33}		Education {8} Food Stamps{10} Home Ownership {12} Involuntary Commitment {14} Medicare/Medicaid {16} Neglected/Abused Child {18} Physical Disability Rights {20} Problems with Employer/Job {22} Small Claims {24} SSI {26} Torts {28} Unemployment Compensation {30} Wage Disputes {32} Criminal Defense {34}
Hov	Worker's Compensation {33} Appeals {35} much training time would you be willi	u u	Other {36}
	services in a particular area in which y	_	• • • •
0000	0-2 hours {1} 2-4 hours {2} 4-6 hours {3} Greater than 6 hours {4}		

·]	How d	o you think this training should be provided?
 		Formal training through 3d parties (e.g., MICPEL) {1} Formal training through the Howard County Bar Association {2} Informal training sessions among peers {3} Other:
. ,	Would	you be willing to provide training or be a mentor to others?
	<u> </u>	Yes {1} No {2}
. '	What a County	re the difficulties you experience in providing pro bono services in Howard (check all that apply):
) ((Your practice/experience does not lend itself to pro bono service {1} There is inadequate training opportunities regarding pro bono service {2} You are not made aware of pro bono opportunities {3} Your own personal and professional time constraints {4} You do not believe you should be required to provide pro bono services {5} Other (use a continuation sheet if necessary): {6}
- -		
1	please _l	checked that "you are not made aware of pro bono opportunities" in question 12, provide any suggestions that you might have to remedy this difficulty (use a ation sheet if necessary):
-		
I I	Do you Howard	think that the current process of screening and referring pro bono cases in l County is working?
C	3	Yes {1} No {2} I have no information regarding the screening/referral process in Ho County{3}

15.	If you	answered "no" in question 14, is it due to (check all that apply):
		Screening {1} Referrals {2} Both screening and referrals {3} The fact that, for all intents and purposes, no real pro bono process exists {4}
16.		would you recommend improving the screening and referral of pro bono cases in rd County?
·	0	Turn over the responsibility to the local bar association and/or bar foundation {1} Other (use a continuation sheet if necessary): {2}
17.	On av	erage, how many potential pro bono clients contact you each year?
		0-5 {1} 6-10 {2} 11-15 {3} More than 15 {4}
18.		erage, of the potential pro bono clients who contact you each year, how many do ctually go on to represent:
	0000	All {1} More than half {2} Less than half {3} None {4}
19.		erage, how many (or what percentage of) pro bono clients end up being regular g clients?
20.	On av	erage, how often has your pro bono clients referred other (non-pro bono) clients to

If yo refer	u are unable to represent a potential pro bono client who contacts you, where them:
	Howard County Bar Association Lawyer Referral Service {1}
	Domestic Violence Center of Howard County Legal Assistance Project {2]
	Family Law Hotline/Women's Law Center/Legal Forms Helpline {3}
	Family Law Reduced Fee Program {4} House of Ruth Domestic Violence Legal Clinic {5}
<u> </u>	Howard County Bar Association Lawyer Referral Service {6}
_	Legal Aid Bureau {7}
	Maryland Volunteer Lawyer Service {8}
	Office of Consumer Affairs {9}
	Office of Human Rights {10}
	Sixty Plus Wills and Legal Screening {11}
<u> </u>	Office of the Public Defender (state or federal) {12}
	Other:
Once you	e you have made a referral of a potential pro bono client, is there any follow-upon the part of the referring agency?
	Yes {1}
ō	No {2}
Pleas pro b	se provide the Committee with any additional comments or suggestions regard cono services in Howard County (use a continuation sheet if necessary)?

25. provid		our option, would you be nally to clients?	willing to si	hare how much pro bono time you, on average,
		No {1} 0 hours {2} 5-10 hours {4} 15-20 hours {6} 25-30 hours {8}	0 0 0	20-25 hours {7}
		35-40 hours {10}		More than 40 hours {11}
26. annua		our option, would you be organizations relating to p No {1} Yes \$		hare how much you, on average, contribute vice?
27.	At yo	our option, you may prov	vide the Con	nmittee with your contact information:

The Howard County Pro Bono Committee greatly appreciates your time and effort.



APPLICATION FOR PRO BONO PLACEMENT - NON-DOMESTIC MATTER

Please read the application requirements below and fill in the attached application and Statement of Financial Eligibility carefully and completely. Failure to do so may delay placement of your case AND/OR prevent MVLS from obtaining a volunteer attorney to represent you.

Application Requirements:

- You must provide all the information requested on this Application Form. If you need additional space, you may attach additional sheets to this form.
- You must submit Proof of Income for all current income of all members of your household with your application, including employment income, state benefits (Disability, Unemployment, Social Security, SSI, TCA, etc.), child support, pension, and any other income.
- You must submit copies of all court or other relevant documents (legal correspondence, leases, IRS correspondence, contracts, etc.) with your application.
- You must read the Terms and Conditions and the Client Certifications on pages 2 and 4 carefully and sign the application before you return it.
- MVLS <u>will not</u> begin searching for a volunteer attorney to represent you until
 your file is complete and all necessary documents have been
 received.
- MVLS <u>cannot</u> begin to look for a volunteer attorney to represent you without a <u>signed</u> application <u>and</u> a signed Statement of Financial Eligibility on file.

Name: _____ Extension: _____
If you have any questions regarding your application or placement, please do not hesitate to contact your paralegal.

Once you have completed this application, please return it with your proof of income and

Maryland Volunteer Lawyer Service One North Charles Street Suite 222

Baltimore, MD 21201-3710

Your case will be handled by the following intake paralegal:

supporting documentation to:



For MVLS	Use Only
Paralegal	
Case#	
Income	
Assets	
# in HH	
Other	

APPLICATION FOR PRO BONO PLACEMENT - NON-DOMESTIC MATTER

A. Client's Name: Last	F	First	Middle
Address: Street:		Home Phone #: ()
City:	County:	State:	Zip:
Employer:		Work Phone No.:	
B. Client Statistics Note: Information in Section B will be used for demoyou with an attorney.	ographic purposes only	and will in no way affec	t whether or not MVLS is able to provide
Sex: □F □M Date of Birth: Dis	sability: □Yes □	No Highest Level	of Education Completed
Race: □White □Black □Hispanic □	□Native American	□Asian American	□Other:
C. How many people live in your household, i	including yourself? N	umber of Children	Number of Adults:
D. Adverse Party (collection agency, creditor, Name:			State:
E. Objective What legal action would you like an attorney's What is the result you are seeking?			
F. Prior Representation List the names of a not provided or continued:	any lawyers who have	e represented you an	d explain why representation was
Attorney Name Date	s of Representation	Re	ason Attorney Withdrew
G. Scheduled Hearings and Court Records	List date and type	of hearing for all scho	eduled court appearances
List dates of any previous court orders related	to the case. Attach of	copies of all court rec	ords.
J. Existing Agreements Have parties signe	ed an agreement? Lis	st dates of existing w	ritten agreements.
Enclose copies of any agreements and or doc	cuments (including lea	se or contract).	
K. Facts of case Briefly explain the situation	on, who is involved, a	nd what has happen	ed up to this point.

CLIENT CERTIFICATION I certify that the information provided in this application is true and exact to the best of my knowledge. I understand that once MVLS refers me to an attorney, the attorney may refuse to accept my case if: • My case has no merit • I am not prepared or able to pay the court costs or other expenses necessary for proper handling of my case • Accepting my case would involve violation of law or Rules of Professional Responsibility. • There is any other good reason I understand that after my attorney accepts my case, my relationship with my attorney will be governed by the agreement between myself and my attorney. I hereby permit and instruct any attorney, law office staff, legal or social services agency to which this matter is referred by MVLS to respond by phone or in writing to requests made by MVLS for information about the facts, progress, or outcome of my case. I understand that MVLS does not guarantee it will find an attorney who will accept my case. I release Maryland Volunteer Lawyers Service and its officers, directors, members, and employees from any and all claims, losses, and liability arising out of any referral made by or through the Pro Bono Placement Program.

Date:_____

Please do not write in the below space - MVLS use only

Client Signature:

Maryland Volunteer Lawyers Service Statement of Financial Eligibility

Client Last Name	Client First Name

MVLS financial eligibility is based on **Household Income** and **Household Size**. MVLS cannot provide a free attorney to any client who exceeds the **Household Income Eligibility Guideline**. Please read the following guidelines to ensure you have accurately identified your **Household**, as failure to provide complete and accurate household information may result in denial of placement services.

- MVLS guidelines define your "household" as all persons sharing both physical and financial living arrangements with the client.
- 2. If you share a residence with another person or persons who is or are solely responsible for paying all the bills associated with the household (rent and utilities), that person(s) and all their dependents **must** be included as part of your household, regardless of their involvement in your legal case. (In other words, if you and your family are staying with a friend or relative who is NOT charging you rent, that friend or relative AND ALL MEMBERS OF THE FRIEND OR RELATIVE'S FAMILY **must** be included in your household).
- 3. Your spouse or domestic partner **must** be included in your household if you share a residence, regardless of your financial arrangement.
- 4. If you sublet a room in a private residence and have a rental agreement, either verbal or written, your household does NOT include your landlord or other tenants of the residence with separate rental agreements.
- 5. If a person not living in your residence is paying your bills, you **must** include that person and all his/her dependents in your household, **or** provide evidence of the type and amount of support provided by that person.
- 6. Every household must provide proof of income, benefits, or means of support. A household with no employment or other cash income must still provide evidence of the household's economic situation (Section 8 voucher, energy assistance, food stamps, evidence of savings, letter from shelter providing housing, etc.).

Household Members					
Household Men					
Full Name	Relationship to client				

MONTHLY HOUSEHOLD INCOME - Please fill in the amount of each type of income for each household member. DO NOT INCLUDE BILLS OR EXPENSES IN THIS CHART							
Household Member Employment SSI/AFDC/ Welfare Unemployment/ Disability Pension/ Retirement VA Benefits Child Support/ Alimony Dividend/ Interest/ Rental Other (Specify)							
Client							
Totals	\$	\$	\$	\$	\$	\$	\$ \$

FINANCIAL ELIGIBILITY STATEMENT CONTINUES ON FOLLOWING PAGE

Assets: Joint or owned by you	J.
My name, and/or the name of a member of my household, is on the deed to my home: □ Yes □ No Name on Deed:	Value of home: \$
	Description of additional properties:
I or a member of my household own additional property (land, rental property, vacation home, time share, etc.): □ Yes □ No	Total value of properties: \$
I have a checking and/or savings account: □ Yes □ No	Total amount in accounts: \$
I have equity in stocks, bonds, certificate of deposit, money market, etc: □ Yes □ No	Total value of accounts: \$
I own other property of value, such as a car, truck, boat, etc. □ Yes □ No Specify:	Total value of property: \$
Total value of my assets	\$

Terms and Conditions

I understand that MVLS may check the accuracy of the information I have provided about my household, assets, and income. I understand that MVLS may close my case at any time upon learning that the information provided is incorrect.

I authorize my attorney to disclose to MVLS any information that my attorney learns about my financial circumstances, notwithstanding the attorney/client privilege.

I hereby permit and instruct any attorney, law office staff, legal or social services agency to whom this matter is referred by MVLS to respond by phone or in writing to requests made by MVLS for information about the facts, progress, or outcome of my case.

I understand that MVLS will seek to place my case with an attorney who will not charge me for representation, and that my attorney will seek waivers of fees and court costs for which I am eligible. I further understand that I am responsible for the payment of any and all non-waivable court costs, advertising fees, paternity tests, or other fees that may arise in association with my case.

I authorize MVLS to release the information provided in this application to persons checking to see that MVLS has complied with the restrictions on its funding.

I understand that MVLS does not guarantee it will find an attorney who will accept my case.

I release Maryland Volunteer Lawyers Service and its officers, directors, members, and employees from any and all claims, losses, and liability arising out of any referral made by or through the Pro Bono Placement Program.

Certification	
I certify that the information I have provided in this application is I certify that I have read and agree with the terms and conditions	
Client Signature:	Date:



APPLICATION FOR DOMESTIC PLACEMENT SERVICES

Please carefully read the requirements below and carefully complete the attached application. Failure to do so may delay placement of your case AND/OR prevent MVLS from obtaining a volunteer attorney to represent you.

Application Requirements:

- Non-Refundable payment of the \$25 Application Fee must be made before your application can be processed. Please enclose a money order for \$25 made payable to Maryland Volunteer Lawyers Service with your application. No other form of payment will be accepted.
- You must provide all the information requested on this Application Form. If you need additional space attach additional sheets to the application.
- You must submit Proof of Income (most recent & consecutive 3 paystubs) for all
 current income of all members of your household with your application. Current
 income includes employment income, state benefits (Disability, Unemployment,
 Social Security, SSI, TCA, Food Stamps, etc.), child support, pension/retirement, and
 any other income.
- You must submit copies of all court or other relevant documents (legal correspondence, court filings, <u>i.e.</u>, complaints, answers, motions, court orders, written agreements and/or contracts, etc.) with your application.
- You must read, sign, and date each section of the application where indicated, including the Terms and Conditions and the Client Certification.
- MVLS <u>will not</u> open your file or begin looking for a volunteer attorney to represent you without your <u>completed & signed</u> application, proof of all household income, and all necessary documents have been received.

Your application will be handled by the following intake paralegal:

Name: <u>Tara Miles</u>	Extension:	4070	_
f you have any questions regarding	ng your applicati	on or placement,	please do not
nesitate to contact your paralegal.	•		

**Once you have completed this application, please return it with your \$25 non-refundable application fee, proof of income, and supporting documentation to:

Maryland Volunteer Lawyer Service One North Charles Street Suite 222 Baltimore, MD 21201-3710



For MVLS	Use Only
Paralegal	TM
Pro Bono	
Judicare	
CCR	
Other:	

APPLICATION FOR PLACEMENT SERVICES - DOMESTIC MATTER

A. Client's Name: Las	t		First		Middle	
Address:			Home Phone #: ()	Cell: ()	
City:		County:	State:	Zi	p:	
Mailing Address, if differer	nt:					
City:		County:	State:	Zi	p:	
Employer:			Work Phor	ne No.: ()	
B. Household Members (including yourself) Number of Children Number of Adults:						
C. Opposing/Other Party		ner party is the p	person arguing <u>against you</u>	such as your s	pouse, former spo	use, child's parent,
person in need of guardian, e Full Name:				Da	ate of Birth:	
Address:						
County:		State:	Zip Code:	Pho	ne No: ()	
Opposing/Other Party's At	torney:					
D. Legal Issue?divor					pension _	alimony
E. Marital Status Were	the parties eve	er married? \	//N Date of marriage:	Pla	ace of marriage:	
Are the parties separated	?	Date of se	paration: Las	st date of mari	tal relations:	
Are the parties divorced?		Date of div	orce:	Place o	f divorce:	
F. Custody, Support, Visitation List all minor children by full name whether or not they are involved in this particular case. (<i>Attach additional sheet(s) if necessary).</i> Include relationship to client, date of birth, current residence, and custody status. If a child was born out of wedlock, indicate if paternity has been established.					•	
Name	Relationship	Date of Birth	Current Residence	e	Custody Status	Paternity (Y/N)

G. Prior Representation List the was not provided or continued:	e names of any lawyers who have repre	sented you. Explain why representation
Attorney Name	Dates of Representation	Reason Attorney Withdrew
involved with any of your children (rtment of Social Services (DSS) or Child even children not involved in this case) regaw & explain that involvement in detail.	
□ Neither DSS nor CPS has ever b	een involved with any of my children.	
□ DSS or CPS have been involved	with my children as follows. (Attach addition	onal sheet(s) with explanation)
	rds List all relevant scheduled court appers against any party involved in the case.	
J. Existing Agreements Have page Enclose copies of any agreemen	arties signed an agreement? List dates of ts and or documents.	existing written agreements.
*THIS SECTION MUST BI additional pages if necessa		ef summary of your legal matter (attach

SECTION K: Maryland Volunteer Lawyers Service Statement of Financial Eligibility

Client Last Name	Client First Name	

MVLS financial eligibility is based on **Household Income** and **Household Size**. MVLS cannot provide a free attorney to any client who exceeds the **Household Income Eligibility Guideline**. Please read the following guidelines to ensure you have accurately identified your **Household**, as failure to provide complete and accurate household information may result in denial of placement services.

- 1. MVLS guidelines define your "household" as all persons sharing both physical and financial living arrangements with the client.
- 2. If you share a residence with another person or persons who is or are solely responsible for paying all the bills associated with the household (rent and utilities), that person(s) and all their dependents **must** be included as part of your household, regardless of their involvement in your legal case. (In other words, if you and your family are staying with a friend or relative who is NOT charging you rent, that friend or relative AND ALL MEMBERS OF THE FRIEND OR RELATIVE'S FAMILY **must** be included in your household).
- 3. Your spouse or domestic partner **must** be included in your household if you share a residence, regardless of your financial arrangement.
- If you sublet a room in a private residence and have a rental agreement, either verbal or written, your household does NOT include your landlord or other tenants of the residence with separate rental agreements.
- 5. If a person not living in your residence is paying your bills, you **must** include that person and all his/her dependents in your household, **or** provide evidence of the type and amount of support provided by that person.
- 6. Every household must provide proof of income, benefits, or means of support. A household with no employment or other cash income must still provide evidence of the household's economic situation (Section 8 voucher, energy assistance, food stamps, evidence of savings, letter from shelter providing housing, etc.).

<u> </u>		
Ho	sehold Members	
Full Name	Relationship to client	
	(SELF)	

									11
MONTHLY (GROSS HOUSE					income for each		ember.	
Household Member	Employment	SSIMEDO	Unemploy- ment/ Disability	Pension/ Retirement	VA Benefits	Child Support/ Alimony	Dividond/	Other (Specify)	
Client									
									٨
Totals	\$	\$	\$	\$	\$	\$	\$	\$	\$

Assets: Joint or owned by you	ı
My name, and/or the name of a member of my household, is on the deed to my home: □Yes □No Name on Deed:	Value of home: \$
	Description of additional properties:
I or a member of my household own additional property (land, rental property, vacation home, time share, etc.): □ Yes □ No	Total value of properties: \$
I have a checking and/or savings account: □ Yes □ No	Total amount in accounts: \$
I have equity in stocks, bonds, certificate of deposit, money market, etc: □Yes □No	Total value of accounts: \$
I own other property of value, such as a car, truck, boat, etc. □Yes □No Specify:	Total value of property: \$
Total value of my assets	\$

SECTION L. TERMS AND CONDITIONS & CLIENT CERTIFICATION

I understand that MVLS may check the accuracy of the information I have provided about my household, assets, and income. I understand that MVLS may close my case at any time upon learning that the information provided is incorrect.

I understand that I must pay a \$25 application fee in the form of a money order and made payable to MVLS. I understand that this application fee is non-refundable.

I understand that MVLS will seek to place my case with an attorney who will not charge me for representation, and that my attorney will seek waivers of fees and court costs for which I am eligible. I further understand that I am responsible for the payment of any and all non-waivable court costs, advertising fees, posting fees, process service fees, paternity tests, or other fees that may arise in association with my case.

I understand that MVLS does not guarantee it will find an attorney who will accept my case.

I understand that once MVLS refers me to an attorney, the attorney may refuse to accept my case if:

- My case has no merit
- I am not prepared or able to pay the court costs or other expenses necessary for proper handling of my case
- Accepting my case would involve violation of law or Rules of Professional Responsibility.
- There is any other good reason

I hereby permit and instruct any attorney, law office staff, legal or social services agency to whom this matter is referred by MVLS to respond by phone or in writing to requests made by MVLS for information about the facts, progress, or outcome of my case.

I understand that after my attorney accepts my case, my relationship with my attorney will be governed by the agreement between myself and my attorney.

I authorize my attorney to disclose to MVLS any information that my attorney learns about my financial circumstances, notwithstanding the attorney/client privilege. I understand that if, after reviewing my financial situation, my attorney feels I am able to pay for legal services he/she may negotiate a fee for me to pay.

I release Maryland Volunteer Lawyers Service and its officers, directors, members, and employees from any and all claims, losses, and liability arising out of any referral made by or through the Placement Program.

I authorize MVLS to release the information provided in this application to persons checking to see that MVLS has complied with the restrictions on its funding.

I certify that the information I have provided in this application, including the information about my income and assets, is true and exact to the best of my knowledge. I certify that I have read and agree with the terms and conditions stated above.

Conditions stated above.	
Client Signature:	Date:

STATEMENT OF FINANC	CIAL ELIGIBILITY
Name:	
Address:	
Number of people living with me:	Phone:
Total (gross) income of people living in my h	home: <u>\$</u>
Yearly	MonthlyWeekly
Source(s) of this income	
List assets you own – bank accounts, stocks,	, rental property, car, home:
	Total value \$
• Attach any additional documents, including to your case.	ing court papers and recent letters, relating
I certify that if I own property, I own o I certify that the information given abo accurate. MVLS may check the accuracy of the to disclose to MVLS any information that my	ove about my income is complete and this information. I authorize my attorney

And, I understand that while MVLS will try to find an attorney for me, it cannot guarantee it will find one who will accept my case.

agency to whom this matter is referred by MVLS, to respond by phone or in writing, to requests made by MVLS for information about the facts, progress or outcome of

enent b bignature Bute	Client's Signature		Date	
------------------------	--------------------	--	------	--

my case.



Do not use this application if you have a short deadline. Instead, please call us at 410-547-6537 or 1-800-510-0050 Monday-Thursday, 9 am - 1 pm. It may take a month or more before we can place eligible clients with a volunteer.

By using this form, you are asking for legal help in Maryland. Maryland Volunteer Lawyers Service staff will use the information you enter to see if you qualify for our program. Please note that we cannot accept every case. You do not become a client unless we give you notice in writing that we can accept your case.

Please understand that your information may not reach us. Problems such as computer malfunctions or Internet service disruptions could keep us from receiving it. Maryland Volunteer Lawyers Service is not responsible for these errors.

If you enter your email address, we will send you an email to let you know we have received your application.

Maryland Volunteer Lawyers Service is a nonprofit that matches low to moderate income people with volunteer lawyers to help with civil legal matters. We <u>are not</u> able to help with the following types of cases: DWI, class action, fee-generating (SSI, SSDI, or employment), child or spousal abuse, paternity, child support, contempt, or criminal matters (except for criminal record expungement).

I have read the information above and agree to the terms described.

- -- I agree
- -- I do not agree



Maryland Volunteer Lawyers Service Online Application Form

Complete the application to the best of your ability. All information you provide in this application is strictly confidential.

1. APPLICANT INFORMATION	
First Name:	Middle Name:
Last Name:	
Date of Birth:	Age:
Sex: ☐ Male ☐ Female	□ Transgender
Race:	
My email address is:	
Street Address (including apartment #):	
City: State:	Zip:
Mailing Address:	
Home Phone:	Cell Phone:
Work Phone:	Other Phone:
The best phone number to reach me on is at n	ny:
The best time to reach me is between the hour	rs of:
Is it safe to contact you using the phone numb	er(s)/address above? □ Yes □ No
If no, please list an alternate address/phone no	umber:
Do you speak a language other than English?	□ Yes □ No
If yes, please indicate what language:	

How did you hear about MVLS

2. OTHER PARTY INFORMATI	ON			
Please provide the following inforcase. For example, if you need a your spouse. If you are being su	assistance with a	divorce matte	r, you would	list the full name of
Full name of Person, Agency or I	Business:			
Address of Person, Agency or Bu	usiness:			
3. YOUR HOUSEHOLD				
How many adults (age 18 and ov	ver) live in your ho	ouse:		
How many children (under age 1	8) live in your hou	use:		
, , ,	, ,			
4. BENEFITS AND INCOME ((*check all that ap	pply)		
☐ Food Stamps ☐ SSI	!	□ SSDI		☐ TCA (temp cash
☐ Alimony ☐ Wor	·kman's Comp	□ Social Se	curity	assistance) □ Disability
□ Employment □ Chil	d Support	□ Pension		□ Unemployment
☐ Veteran's Benefit ☐ Spo	· · · · · · · · · · · · · · · · · · ·	☐ Emergend	•	□ Savings
☐ Other:				
5. ADULT HOUSEHOLD MEME	BERS			
Please enter the name, gross moyour household (household mean	_		• •	ome for each adult in
Cull Name of Adult	Amount of Mor			e of Income or
Full Name of Adult	(gross amount l	perore taxes)	Ве	enefit Name:

6	CHII	DHC	NISEH	ם וחו	MEMBERS
u.	CITIL	-טווע	JUSEI	ULD	INITIAIDEUS

Please enter the name, gross monthly income before taxes, and type of income for each child in your household (household means every person living with you).

Full Name of Child	Amount of Monthly Income	Type of Income or Benefit Name	Date of Birth (mm/dd/yyyy)

7. ASSETS	
Do you have any assets other than your home an IRAs, Pensions, CDs, additional vehicles, boat, mother checking or savings account)?	· ·
□ Yes □ No	
If yes, please list:	
Amount	Type of Asset
\$	
\$	
\$	
\$	

8. HEARINGS AND DEADLINES	
MVLS may not be able to assist you if you have Please contact your local courthouse for proced	
Have you been served with court documents?	□ Yes □ No

	If yes, what date were you served with pa	pers	s?		
Are	e there any deadlines that you know of?		Yes		No
ls t	here a hearing scheduled?		Yes		No
	If yes, what is the date and time of the he	arin	j ?		
Му	court case number is:				
Му	case will be heard in the following county in I	Mary	rland:		
9.	SPECIFIC LEGAL PROBLEM (*check only	one	per ap	plica	ation)
	Adoption				
	Bankruptcy- Chapter 7 Only				
	Criminal Record Expungement				
	Custody (unmarried biological parents) Is there an existing custody agreement esta order?	blish	ned thro	ough	a court □ Yes □ No
	Denied Food Stamps or Medical Assistance Please note: MVLS does not handle deni Disability benefits. Please contact the Le	al of			
	Divorce ☐ Contested ☐ Uncontested				
	Employer owes back wages				
	Foreclosure				
	Guardianship □ Adult □ Child				
	License Revocation ☐ Nursing ☐ Childcare				

	Name Change
	Power of Attorney
	School Discipline- Child suspended or expelled
	Small Estate Administration
	Tax problem with the IRS and/or State of Maryland.
	Tenant/Landlord Dispute
	Uninsured Motorist- Auto Accident
	Will Preparation
Ple	ase describe your legal problem and tell us what MVLS can do for you:

Service staff will use the information you enter to see if you qualify for our program.

Please note that we cannot accept every case. You do not become a client unless we give you notice in writing that we can accept your case.

Please understand that your information may not reach us. Problems such as computer malfunctions or Internet service disruptions could keep us from receiving it. Maryland Volunteer Lawyers Service is not responsible for these errors.

You are about to submit this form. When you do, the information will be sent to MVLS. It may take up to 5 days to process your information and to get back to you. A copy of this application will be emailed to you if you have provided an email address.



Community Development Project Application for Pro Bono Legal Services

The MVLS Community Development Project provides free legal assistance to community-based nonprofits who are working to revitalize low- to moderate-income communities in Maryland. Examples of non-profits who qualify include those that build affordable housing, revitalize depressed neighborhoods, create jobs and train people for them, offer health care, provide drug treatment to low-income individuals, shelter the homeless, and mentor youth.

Name of Organization		
	Neighborhood (if applicable)	
Telephone		
Email		
Name and Title of Cor	act Person	
Additional Contact Per	son for information, Name and Title	
Additional Contact Per	son for information, Name and Title	
	son for information, Name and Titleyour organization?	

ATTACH ADDITIONAL SHEETS WHEREVER NEEDED

	t are the neighborhoods your organization serves? If you serve an ent ty or several counties, state the county/counties.
Plea	se specify how this is defined for your organization
Plea Size	se specify how this is defined for your organization of Organization
Plea	s your organization primarily serve a low-to moderate-income communise specify how this is defined for your organization of Organization Number of Paid Staff Unpaid Staff If Membership Organization, number and type of members
Plea Size a.	of Organization Number of Paid Staff Unpaid Staff
Plea Size a. b.	of Organization Number of Paid Staff Unpaid Staff
Plea Size a. b.	of Organization Number of Paid Staff Unpaid Staff If Membership Organization, number and type of members
Size a. b.	of Organization Number of Paid Staff Unpaid Staff If Membership Organization, number and type of members cture of Organization Date formed/established
Size a. b. Struct	of Organization Number of Paid Staff Unpaid Staff If Membership Organization, number and type of members

		g documents to your application. If a requested item is ate below.
<u>Included</u> :	Not ava	<u>ilable</u> :
		Copies of articles of incorporation and by-laws
		Most recent year end financial statement and/or IRS Form 990
		Application for tax exemption and/or IRS determination letter
		List of Officers/Directors, including addresses and phone numbers
		Sample grant proposal (optional)
		Brochures, flyers, newsletters (optional)
		Other materials describing your goals and activities (optional)
		ne type of legal assistance your organization is seeking. stions/issues you would like addressed.

Lis	t names and addresses of other entities involved with the matter.
plea	there any attorneys providing legal assistance to your organization? If yes, use list their names, the type of legal work they have done for you, whether the tionship is ongoing and whether the services were pro bono or for a fee.
How	did you hear about the Community Development Project?
Add	litional comments:

PLEASE RETURN COMPLETED APPLICATION AND ATTACHMENTS TO:

Richard Reitzel Chambers, Esq.
Maryland Volunteer Lawyers Service
One North Charles Street, Suite 222
Baltimore, MD 21201
Attn: Community Development Project Application

Tel: 443-451-4064 • Fax: 443-451-4081

Email: richard@mvlslaw.org • Website: www.mvlslaw.org

Maryland Volunteer Lawyers Service

COMMUNITY DEVELOPMENT PROJECT

Consent for Disclosure of Case Information

Your organization has requested pro bono legal services from Maryland Volunteer Lawyers Service.

While Maryland Volunteer Lawyers Service will make every effort to preserve the confidential nature of your organization's legal problems, in seeking pro bono legal services we will need to disclose some of the descriptive material which you have provided us in order to match your organization with a law firm.

In addition, as we receive support from foundations and other grantors, the name of your organization and a brief description of the legal matters handled may be disclosed in fundraising materials, reports to donors and annual reports.

By signing this Consent, it is our understanding that you have granted us permission to make such disclosure, as we deem necessary.

Name		
Title		
Organization		

Return to:

Richard Reitzel Chambers, Esq. Maryland Volunteer Lawyers Service One North Charles Street, Suite 222 Baltimore, MD 21201

Daitimore, MD 2 1201

Attn: Community Development Project Application

Fax: 443-451-4081

MARYLAND STATE BAR ASSOCIATION, INC.

COMMITTEE ON ETHICS

ETHICS DOCKET 00-22

Conflict of Interest Referral – Pro Se Assistance Services

You have asked about possible conflicts of interest you may have as a managing attorney of several public welfare projects providing reduced fee legal services in various Maryland counties. The services are provided in the fields of family law and domestic violence. Your role to be one of reviewing intake forms for compliance with your internal financial guidelines, avoidance of conflict of interest, and review of other statistical information.

For purposes of answering your questions, several assumptions must be made:

- a. Attorneys to whom you refer cases are not employees of your organization, and you and they are not disclosing confidential information to the opposite side of a dispute.
- b. Your review of the intake forms and communication with these attorneys providing services does not amount to "legal representation."
- c. The parties have actually disclosed confidential information on the basic intake sheet and you are in a position to actually communicate this information to someone representing one of the parties.

Assuming all of the above to be present, then your situation would appear to be governed by two of the Maryland Rules of Professional Conduct, Rules 1.6 and 1.7. Rule 1.6 prohibits a lawyer from revealing information regarding a client unless the client consents after consultation, except for disclosures that are impliedly authorized in order to carry out the representation. However, you have not indicated if you reveal any information to anyone, rather you receive information which appears to be impliedly authorized by your supervisory capacity.

Rule 1.7 prohibits representation of a client which is directly adverse to another client unless the lawyer believes the representation will not adversely affect the relationship with another client. It does not appear that you as a supervisor are actually representing a client, but rather overseeing other attorneys who engage in giving legal advice.

In conclusion, the Committee does not feel that your involvement with these projects poses a real ethical problem. However, in order to avoid a technical conflict of interest, we recommend inserting an additional sentence to the application form or intake sheet which would provide the client's consent to administrative review of the client's information.

MARYLAND STATE BAR ASSOCIATION, INC.

COMMITTEE ON ETHICS

ETHICS DOCKET 94-2

Conflicts – Partner of Lawyer representing wife in a divorce is on the board of public interest law firm which represents the husband

In your letter you stated that Attorney A is providing pro bono legal services for your organization by representing a Wife in a divorce matter. You note that Attorney A originally began representing the Wife while working for one law firm, and continued this representation after moving to another, smaller firm. At this new firm, Attorney A has a law partner, Attorney B, who sits on the Board of an agency which is providing a staff attorney to represent Husband in Attorney A's case.

You ask if this situation poses a conflict of interest. You further ask if such a conflict might be alleviated if the agency provided the Husband with a <u>pro bono</u> attorney, rather than with one of its own staff attorneys.

Under Rule 1.10 (a) of the Maryland Rules of Professional Conduct, "While lawyers are associated in a firm, none of them shall knowingly represent a client when any one of them practicing alone would be prohibiting from doing so by Rules 1.7, 1.8 (c), 1.9 or 2.2." For purposes of your inquiry, 1.8 (c), 1.9 and 2.2 are not applicable.

Rule 1.7 (b), however, provides

A lawyer shall not represent a client if the representation of that client may be materially limited by the lawyer's responsibilities to another client or to a third person, or by the lawyer's own interests, unless:

- (1) the lawyer reasonably believes the representation will not be adversely affected; and
- (2) the client consents after consultation.

Rule 1.10 (a) imputes any conflict that Attorney B would have to her law partner, Attorney A. If Attorney B could not represent Wife, then that disqualification would be imputed to law partners of Attorney B, including Attorney A.

Nevertheless, the Committee notes that Rule 6.3 provides:

A lawyer may serve as a director, officer, or member of a legal services organization, apart from the law firm in which the lawyer practices, notwithstanding that the

organization serves persons having interests adverse to a client of the lawyer. The lawyer shall not knowingly participate in a decision or action of the organization.

- (a) if participating in the decision would be incompatible with the lawyer's obligations to a client under Rule 1.7; or
- (b) where the decision could have a material adverse effect on the representation of a client of the organization whose interests are adverse to a client of the lawyers.

The Comments to Rule 6.3 note that Attorney B does not by virtue of her position on the Board of an agency, have an attorney-client relationship with the clients served by the organization. The Comments further state that there a potential conflict between the interests of such persons—i.e. Attorney B, Board member—and the interests of the lawyer's clients—i.e., law partner Attorney A's client. Attorney B's own interests by virtue of her board membership and her duties and obligations to the organization in some circumstances could be in conflict with the interest of the client represented by her partner, Attorney A. If existing, this conflict would be imputed to Attorney "A" under Rules 1.10 (a) and 1.7 (b) as stated above.

The Committee believes that the possibility of conflict must be dealt with on a case by case basis. Attorney A could ethically continue her representation of the Wife, provided that Attorney B obeys the prohibitions of 6.3 regarding 'knowing participation' in the agency's representation of the Husband. (For example, the approval or denial of funds necessary for Husband's litigation in a situation where the Board must approve the funds)

The Committee would note that under Rule 1.7, Attorney A should also reasonably believe that her representation of Wife is not adversely affected and her client should be consulted and consent to continued representation.

The Committee's opinion would not change if the agency provided a <u>pro bono</u> attorney.



PRINCE GEORGE'S PRO BONO COMMITTEE

"Fostering equal access to justice" (240) 462-0662

May 20, 2009

Kim Propeak, Esquire CASA de Maryland 310 Tulip Avenue Takoma Park, MD 20912

Re: Pro Bono Summit

Dear Ms. Propeak:

The Local Prince George's Pro Bono Committee (the "Committee") with assistance from the Pro Bono Resource Center will convene a Pro Bono Summit on July 8, 2009 at 4:00 PM at the Prince George's Circuit Court for all legal services providers in Prince George's County. The Committee hereby extends its invitation to your organization to participate in this important event. Because of the current economic downturn and the resulting loss of funding for providers, the Committee decided that a meeting of all providers is necessary to explore solutions that will help ensure the continued delivery of probono legal services. Your insights and input on how we can collectively expand pro bono legal services for low-income individuals and communities by promoting efficiencies and focusing resources where they are most needed are important.

The Committee understands that providers may be unaware of the mission of other providers and the resources available for tackling common problems. The summit is envisioned as a forum to introduce the providers to one another and to the Committee. Under Rule 16-901, the Committee assessed the legal needs of the county three years ago, developed an action plan and implemented the plan. The economic downturn and demographic changes in the county warrant a review of the demand fro pro bono legal services and a new action plan for the Committee. These objectives can best be accomplished through the active participation of all legal service providers.

It is the hope of the Committee that at the conclusion of the summit, you will have a better sense of the varied need for pro bono legal services in Prince George's County and a greater understanding as to how you can facilitate greater involvement in current pro bono initiatives and partnering with other providers. The Committee strongly encourages your organization to participate in this summit. We want your pro bono legal services project ideas and your input for improving delivery of legal services to your clients.

Please contact Sharon Goldsmith, staff counsel to the Standing Committee and Executive Director of PBRC, at (410) 837-9379 to confirm the attendance of your organization at the summit.

Very truly yours,

Manuel R. Geraldo, Chair Prince George's County Local Pro Bono Committee



PRINCE GEORGE'S PRO BONO COMMITTEE

"Fostering equal access to justice" (240) 462-0662

May 29, 2009

Hon. William D. Missouri County Administrative Judge Circuit Court for Prince George's County 14735 Main Street Upper Marlboro, MD 20772

Re: Pro Bono Summit

Dear Judge Missouri:

This is to supplement the telephone conversations and email exchanges I have been having with you and your staff regarding the Local Committee's need to use the training room at the courthouse.

As I explained the Local Committee of Maryland is hosting a Pro Bono Summit of the Legal Service Providers in the County on July 8, 2009 between the hours of 4:00 pm to 7:00 pm. The Committee believes a meeting of the providers is needed because of their proposed funding cutbacks of 25% or more. The committee and the Pro Bono Resource Center, who has agreed to facilitate the meeting with the local committee, would like to host the meeting in the training room of the courthouse. John Fredrickson of O'Malley Miles has offered to supply the refreshments for the attendees. I am attaching a sample of the letter of invite that PBRC mailed to the providers on behalf of the Local Committee.

If there are any matters you believe should be addressed at the summit, please let me know and I will incorporate those matters into the agenda. The Local Committee welcomes your participation and attendance at the summit given your long standing commitment to equal access to justice.

Very truly yours,

Manuel R. Geraldo

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IMMIGRATION POLVORCE EMPLOYMENT.

CRIMINAL CHARGES

PLICE CONSUMER PROBLEMS

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MARYLAND IMMIGRANT RIGHTS COALITION (MIRC) 2009 LEGAL FAIR

MAY 9, 2009 10:30-2 GOOD SHEPHERD EPISCOPAL CHURCH 818 University Blvd W., Silver Spring, MD 20901

VOLUNTEER FORM

Thank you for your interest in volunteering for the May 9th, 2009 legal fair. Please provide MIRC this information (which will remain confidential) for our records.

NAME:				
I am: an attorney	·	a law studen	t	other
I can help (please specify)	: 🗆 10:30 am to	o 2:00 pm	□ other_	
I work/study at:				
My contact information is Address:	:			
I prefer to be contacted by	:	email at phone (daytim		
Phone:		phone (daytim	e or evening	
My level of Spanish fluence	ev is:			
none	•	fluent		proficient
My level of fluency in	lan	guage is:		
none		fluent		proficient
FOR ATTORNEYS:				
I have expertise in the foll	owing areas of lav	w:		
Immigration			1/tenant	
Family law	Employment	Consur	ner	
Other areas of expe	rtise:			
I am willing to assist in:	Providing legal co	ensults]	Interpret	As neede
Please specify MIRC T-s	hirt size: <u>XS</u>	<u>s</u> <u>m</u>	<u>L</u> <u>X</u>	L XXL

Please fill out this questionnaire and fax it or email it to:
IMA BASSEY, intern
WORLD RELIEF BALTIMORE IMMIGRATION LEGAL CLINIC
410-244-0122 immigration@wr.org



MEMORANDUM

Sound Selli

TO:

Our Valued Volunteer Attorneys

FROM:

Bonnie A. Sullivan

Executive Director

RE:

Refusal of Intake Clerks to Accept the MVLS Waiver Memorandum as Proof of

Indigency

Clients eligible for MVLS' services are automatically entitled to a waiver of filing fees upon the demonstration of certain facts. Md. Cts. & Jud. Proc. Code Ann. §§ 7-201 and 7-202. For this reason, included in your packet are Memoranda to the Clerks of the Circuit and District Courts dated August 19, 2008, and signed by me, which you should complete and submit to the clerk along with your client's Complaint. As provided in the referenced statutes, this Memorandum (when completed by you) should be sufficient to prove your client's entitlement to the waiver.

Unfortunately, over the past few months, a number of volunteers have informed us that clerks in certain Circuit Courts (principally Baltimore City) have been refusing to accept the Waiver Memorandum as proof of indigency, despite the statutory mandate. Instead, they are requiring the client to file a motion for waiver pursuant to Maryland Rule 1-325, the rule that applies when the party does not qualify for services through a legal services provider such as MVLS.

Because this seems to be a recurring problem, we have included in your packet forms that you can use in the event you are required to file a motion for waiver in Circuit Court.

If you have any questions regarding these additional materials, or any other aspect of your representation, please do not hesitate to call our Director of Pro Bono Programs, Candie Deming, at 443-451-4061.

Thank you again for your generosity in helping MVLS make pro bono count.



MEMORANDUM

TO:	Clerk of the Circuit Court	·						
FROM:	Bonnie A. Sullivan Executive Director							
DATE:	August 29, 2008							
RE:	Waiver of Filing Fees and Costs for Pro B	ono Client						
Based on the Maryland Legal Services Corporation's eligibility criteria (income below 50% of the Maryland median), Maryland Volunteer Lawyers Service has found the above-named client to be entitled to <i>pro bono</i> legal representation and has arranged for Attorney								
Section III (B Proceedings A	(1)(J) of the notes to Section 7-202 (Court Fourticle states:	ees) of the Courts and Judicial						
the plaintiff of services prog program provi client(s), and	I not collect a filing fee or other court co or petitioner is represented by counsel reta- ram that is recognized by the Maryland Le ides the clerk with a memorandum that names that specifies that representation is being prov- bility criteria of the Corporation" (emphasi	ined through a pro bono or legal egal Services Corporation, if the s the program, attorney(s), and vided for client(s) meeting the						
Maryland Volunteer Lawyers Service is "a pro bono or legal services program that is recognized by the Maryland Legal Services Corporation" and this Memorandum "names the program, attorney(s) and client(s) and specifies that representation is being provided for [a] client [] meeting the financial eligibility criteria of the [Maryland Legal Services] Corporation."								
Pro bono clier requirements a	and is entitled to a waiver of costs and fees.	has complied with the statutory						



MEMORANDUM

TO:	Clerk of the District Court								
FROM:	Bonnie A. Sullivan Executive Director								
DATE:	August 29, 2008 Down Sound Stell								
RE:	Waiver of Filing Fees and Costs for Pro Bono Client								
the Maryland	Maryland Legal Services Corporation's eligibility criteria (income below 50% of median), Maryland Volunteer Lawyers Service has found the above-named client to <i>pro bono</i> legal representation and has arranged for Attorney to provide that representation.								
Section 7-301 (Court costs) of the Courts and Judicial Proceedings Article states: "(c) Civil Case - (3) The Court of Appeals may provide by rule for waiver of prepayment of filing fees and other costs in cases of indigency."									
Other Charge	Section 7-301 contain the "District Court of Maryland Civil Cost Schedule and s." "District Court Administrative Regulation XIX – Civil Costs" is contained vil Cost Schedule and provides:								
"(2) Advance payment of costs shall not be required in a case in which the plaintiff/petitioner is represented by counsel retained through a pro bono or legal services program that is recognized by the Maryland Legal Services Corporation if the program provides the clerk with a memorandum that names the program, attorney(s), and client(s), and that specifies that representation is being provided for client(s) meeting the financial eligibility criteria of the Corporation" (emphasis added).									
by the Maryla attorney(s) an	unteer Lawyers Service is "a pro bono or legal services program that is recognized nd Legal Services Corporation" and this Memorandum "names the program, d client(s) and specifies that representation is being provided for [a] client[] nancial eligibility criteria of the [Maryland Legal Services] Corporation."								
Pro bono clier	has complied with the statutory and is entitled to a waiver of costs and fees.								
requirements	and is chance to a waiver of costs and ices.								

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	Plair	tiff				*	CIR	CUIT (COUR'	T FOR		
v.						*						
			,			*						
	Defe	ndant				*	Case	e No.:			_	
*	*	*	*	*	*	*	*	*	*	*	*	*
	MOTI	ON FO	R WA	IVER	OF PR	EPAYN	MENT	OF CO	URT (COSTS	AND F	<u>EES</u>
	Plain	tiff,			by and	through	h attorn	ey,			_ respec	etfully
move	es this h	onorabl	e Cour	t for an	Order v	waiving	the pre	paymen	t of co	urt costs	s in this	action,
and f	or reaso	ons state	s:									
	1.	Plaint	iff file	d a Cor	nplaint	for	("	Compla	int") in	the Ci	rcuit Co	urt for
	on _		20	<u>.</u> .								
	2.	Attac	hed to	the Cor	mplaint	is an A	ugust 19	9, 2008	Memor	randum	from B	onnie A.
Sulli	van, Ex	ecutive 1	Directo	or of the	e Maryl	and Vol	lunteer l	Lawyers	s Servic	e (MV	LS), sta	ting that
"base	ed on th	e Maryl	and Le	gal Ser	vices C	orporati	ion's eli	gibility	criteria	ı (incon	ne belov	v 50% of
the M	1arylano	d media	n), Maı	ryland `	Volunte	er Lawy	yers Ser	vice has	s found	the abo	ove-nam	ned client
to be	entitled	l to pro	ono le	egal rep	resenta	tion" an	ıd identi	ifying u	ndersig	ned cou	ınsel as	the pro
bono	attorne	y. Mem	orandı	ım atta	ched as	Exhibit	1.					
	3.	On _		20,	Plainti	ff's atto	rney rec	ceived a	telepho	one call	from th	ne
	C	lerk's O	ffice in	ıformin	g	that to c	qualify t	for a wa	iver of	costs a	nd fees,	it would
be ne		to file a					-					
	4.				and un	able to 1	pay the	court co	osts ass	ociated	with the	ese
						-						

proceedings. Affidavit of Indigency attached at Exhibit 2.

	5.	MVLS referred Plaintiff to undersigned counsel to handle this case on a <i>pro bono</i>							
basis.									
	6.	Undersigned counsel hereby certifies that Plaintiff's Complaint for is							
merito	rious.								
	WHER	REFORE, Plaintiff respectfully moves this honorable Court to:							
	A	. waive prepayment of all costs associated with these proceedings; and							
	B. award such other and further relief as the nature of cause may require.								
	A Men	norandum in Support of this Motion is attached hereto and incorporated herewith.							
		Respectfully submitted,							
		Attorney for Plaintiff							

			,			*	IN T	HE					
Plaintiff						*	CIRCUIT COURT FOR						
v.						*							
						*							
	Defe	endant				*	Case	No.:			-		
*	*	*	*	*	*	*	*	*	*	*	*	*	
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	Plair	ntiff,		, t	y and th	hrough	attorney,	·			, submi	ts this	
Mem	orandu	m in Su	pport o	of	_ Motio	n for W	aiver of	Prepay	ment of	Court (Costs.		
	Secti	ion 7-20	1 (Cou	rt Cost	s) of the	Courts	and Jud	icial Pr	oceedir	igs Arti	cle of th	ne	
Anno	otated C	Code of I	Maryla	nd state	es: "the	Circuit	Court sh	all pass	an ord	er waiv	ing the	payment	
in ad	vance [of court	costs]	if: (1) l	Upon pe	etition f	or waive	r, it is s	atisfied	that the	e petitio	ner is	
unab	le by re	ason of	povert	y to ma	ke the p	ayment	t; and (2)	The pe	etitione	r's attor	ney, if a	any,	

Section III (B)(1)(J) of the notes to Section 7-202 (Court Fees) of the Courts and Judicial Proceedings Article states that the court clerk shall not collect surcharges or other filing fees in a case "in which the plaintiff or petitioner is represented by counsel retained through a *pro bono* or legal services program that is recognized by the Maryland Legal Services Corporation, if the program provides the clerk with a memorandum that names the program, attorney(s), and client(s), and that specifies that representation is being provided for client(s) meeting the financial eligibility criteria of the Corporation...." Notes to Section 7-202 attached as Exhibit 3.

certifies that the suit, appeal or writ is meritorious." Md. Cts. & Jud. Proc. Code Ann.

§§ 7-201(b)(1) and (2) (2002).

Pursuant to the Maryland Legal Services Corporation (MLSC) income eligibility

guidelines, Plaintiff	is entitled to free l	egal representation b	ecause	income is no
greater than \$	per month. Gu	idelines attached as E	Exhibit 4. In	fact, Plaintiff's income is
only \$ per mor	nth and Plaintiff has	s submitted an affida	vit to that effe	ect. See Exhibit 2.
NOTE: IF YOUR	CLIENT LOST A	JOB FOR SOME	REASON RI	ELATED TO THE
CASE AND/OR IS	S UNDEREMPLO	YED, STATE THA	T HERE. F	OR EXAMPLE:
"Plaintiff's income	e is so low because	she recently lost he	r job. Her lo	oss of employment is
directly attributab	ole to the Defendar	nt, her husband, wh	o, on two occ	casions, sought
protective orders a	ngainst Plaintiff. A	Although both were	denied as be	eing without merit,
Plaintiff was requi	ired to miss work	to attend the hearin	gs and was t	erminated."
In addition,	Exhibit 1, the Men	norandum from the E	xecutive Dire	ector of Maryland
Volunteer Lawyers	Service (MVLS), s	states that the client is	s eligible for	MVLS' services. The
Maryland Legal Ser	rvices Corporation	recognizes MVLS as	a pro bono le	egal services provider.
Finally, as required	under the statute, I	Exhibit 1 identifies th	e attorney an	d the client.
Accordingly, Plaint	iff has complied w	ith the statutory requi	irements and	is entitled to a waiver of
costs and fees.				
For all of the	ese reasons, Plainti	ff respectfully reques	sts that the pro	epayment of court costs
and fees be waived.				
		Respec	etfully submit	tted,
		Attorne	ey for Plaintin	ff

			,			*	IN T	HE						
	Plai	ntiff				*	CIRCUIT COURT FOR							
v.						*								
			,			*								
	Defe	endant				*	Case	No.:			_			
	*	*	*	*	*	*	*	*	*	*	*	*		
				A	FFIDA	VIT OF	INDIC	GENCY	7					
	1.	I am	over 1	8 and co	ompeter	nt to test	ify to th	e facts	contair	ned here	in.			
	2.	I am	indige	nt and c	annot p	ay the c	ourt cos	ts assoc	ciated v	vith this	action.			
	2.	My l	last em _]	ployme	nt was v	with	fr	om	tł	nrough _		_•		
	3.	The	only in	come I	receive	is from _	i	n the an	nount c	of \$	_ per mo	onth.		
	4.	My a	assets a	re:										
				k Accoi		\$	_							
					nd savii									
			Oth	niture er		\$ \$	_							
	5. N	My outs	tanding	g bills aı	re:									
			Ren	t		\$								
			Ren Tele			\$ \$								
			Tele	t ephone ities		\$ \$ \$								
	6.	My	Tele Util	ephone ities	ses are:	\$ \$								
	6.	My	Tele Util monthly	ephone ities		\$ \$	 \$							
	6.	My	Tele Util monthly Ren Util	ephone ities y expen nt/Mortg lities		\$ \$	\$							
	6.	Му	Tele Util monthly Rer Util Pho	ephone ities y expen nt/Mortg ities one		\$ \$	\$ \$							
	6.	My	Tele Util monthly Ren Util Pho Foo	ephone ities y expen nt/Mortg ities one	gage	\$ \$	\$							

proce	eedings.
I,	, the undersigned Plaintiff, do hereby affirm under the penalties of perjury that
the above st	atements are true and correct.
	Plaintiff

					*	IN T	THE				
	Plaintiff				*	CIR	CUIT (COUR	ΓFOR		
v.					*						
		,			*						
	Defendant				*	Case					
*	* *	*	*	*	*	*	*	*	*	*	*
					ORI	DER					
	Upon consideral 202 of and 7-202 of yland, it is this, ORDERED	the Co	urts and day of _	Judicia	al Proce	edings A	Article (of the A _, by th	nnotate	d Code it Cour	of t for
					JUE	OGE	Cir	rcuit Co	ourt		
Cop	ies to:										
Atto	rney for Plainti	ff			Atto	orney for	r Defend	lant			

			,			*	IN T	THE				
	Plai	ntiff				*	CIR	CUIT (COUR	ΓFOR		
v.						*						
			,			*						
	Defe	endant				*	Case	e No.:			-	
*	*	*	*	*	*	*	*	*	*	*	*	*
]	REQUE	EST FO	R HEA	RING				
	Plair	ntiff,	,	by and	through	h	a	ttorney,		, res	pectfull	ly requests
a hea	ring or	ı	M	lotion fo	or Waiv	er of Pr	epayme	nt of C	ourt Co	sts.		
							Resp	ectfull	y submi	tted,		
							Atto	rney fo	r Plainti	iff		

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on this	day of	, 20	, the undersigned sent the
following to		_, via firs	t class mail, postage pre-paid
 Motion for Waiver of Prepaymen Memorandum in Support Affidavit of Indigency Request for Hearing Proposed Order 	nt of Court C	osts	
	-	Attorney f	or Plaintiff

			,			*	IN T	THE					
	Plain	tiff				*	CIR	CUIT (COURT FOR				
v.						*							
			,			*							
	Defe	ndant				*	Case	e No.:			_		
*	*	*	*	*	*	*	*	*	*	*	*	*	
	<u>R</u>]	EQUES	ST FOI	R WAI	IVER O	F COU	RT CC	OSTS A	ND MA	ASTER	'S FEE	<u>.</u>	
	Pursu	ant to I	Marylaı	nd Rule	e 2-603,	Client _					he	rein	
Req	uests wa	iver of 1	the outs	standin	g court	costs and	d Maste	er's fee	in this r	natter. A	At the t	ime suit	
was	filed,					V	vas elig	gible for	legal re	epresen	tation t	hrough	
Mar	yland Vo	olunteer	Lawye	ers Ser	vice and	was ref	erred to	unders	igned c	ounsel	on a <i>pr</i>	o bono	
basi	s.												
	As su	ıch, and	l pursua	int to S	Sections	7-201 (F	Paymen	nt and w	aiver of	costs)	and 7-2	202 (Court	
fees) of the (Courts a	and Jud	icial Pı	roceedin	gs Artic	le of th	e Annot	ated Co	ode of N	/Iarylan	d, Plaintiff	
was	granted	an exce	ption to	the re	equireme	ent of pa	ying ac	lvance f	iling fe	es.			
						rem	ains un	able to	pay the	costs n	ecessar	y to	
Con	nplete th	is case.	Affida	vit in S	upport o	of Waive	er of Co	ourt Cos	ts and N	Master's	s Fees a	ttached as	
Exh	ibit 1. Fo	or this re	eason, _						seeks a	waiver	of cour	t costs and	
the l	Master's	fee in t	his mat	ter.									
							Resp	pectfully	submi	tted,			
							——Atto	rney for	Plainti	ff		_	

			,			*	IN T	ГНЕ	HE						
Plaintiff				* CI				CIRCUIT COURT FOR							
v.						*									
			 ,			*									
	Def	endant				*	Cas	e No.:			_				
*	*	*	*	*	*	*	*	*	*	*	*	*			
	<u>AFFI</u>	<u>DAVIT</u>	<u> IN SU</u>	PPOR'	T OF R		ST FO		VER O	F COU	RT CC	<u>OSTS</u>			
	1.	I am	over 18	3 and co	ompeten	t to tes	tify to tl	he facts	contain	ed herei	in.				
	2.	I wa then	-	ed a wai	iver of a	dvance	e court c	costs bas	ed upoi	n my ina	ability t	o pay			
	3.	I remain unable to pay these costs.													
	4.	I am also unable to pay the Master's fee.													
	I,							do here	by affir	m unde	r the pe	nalties of			
perj	ury that	the abo	ove state	ements a	are true a	and co	rrect.								
								[Clie	ent's sig	gnature]					
20	Swo	orn and s	subscrib	ed to b	efore me	e this_				_day of	· 	······································			
								Nota	ry Pub	lic					
	My	commis	ssion ex	pires:						_					

			,			*	IN T	ГНЕ					
Plaintiff						*	CIR	CIRCUIT COUR			RT FOR		
v.						*							
			,			*							
	Def	endant				*	Case No.:				_		
*	*	*	*	*	*	*	*	*	*	*	*	*	
						ORI	DER						
	Upo	n consi	deration	of							's Req	uest for	
Waiv	ver of C	Court Co	osts and	Master	's Fee a	and purs	suant to	Section	ns 7-201	and 7-	202 of t	he Courts	
and J	Judicial	l Procee	edings A	article o	f the A	nnotated	d Code	of Mary	land, it	is this_		day	
of			, 20), b	y the C	ircuit C	Court for	•				,	
waiv		ered tha	t the co	sts and	Master [:]	's fee in	this ma	atter be,	and the	same l	nereby a	re,	
							JUD				_Circuit	Court	
Copi	es to:												
Atto	rney fo	r Plainti	iff										

Attorney for Defendant

CERTIFICATE OF SERVICE

I HER	EBY CERTIFY that on this	day of	, 20, the
undersigned s	ent the following to		, via first class
mail, postage	pre-paid.		
•	Request for Waiver of Court Costs and Affidavit in Support Proposed Order	l Master's Fee	
		Attorney for Plaintiff	

Annual Local Pro Bono Committee Report Due May 1

3. What outreach efforts have be English speaking, minority as who conducted the recruitment efforts who conducted the recruitment efforts. 5. What type of training was present the speaking of training was present to the speaking of training was present to the speaking of training was present to the speaking of th	 mplementation of Plan What has the Committee done within the last 12 months to implement the Loc Pro Bono Plan? Specifically include what legal needs have been addressed as how. 							
3. What outreach efforts have be English speaking, minority and the Who conducted the recruitment efforts who conducted the recruitment efforts the speaking of the speaking o								
3. What outreach efforts have be English speaking, minority as who conducted the recruitment efforts who conducted the recruitment efforts. 5. What type of training was present the speaking of the speakin								
4. What type of recruitment eff Who conducted the recruitment of the whole of training was presented by the second of the second	Plan have you made within the last 12 months and anges in needs assessments, goals and priorities,							
4. What type of recruitment eff Who conducted the recruitment of the conducted th								
4. What type of recruitment eff Who conducted the recruitment of the conducted the conducted the recruitment of the conducted the recruitment of the conducted the cond								
4. What type of recruitment eff Who conducted the recruitment of the conducted the conducted the recruitment of the conducted the recruitment of the conducted the cond								
Who conducted the recruitment of the second	been made to the community, including the non- and isolated members of the community?							
Who conducted the recruitment of the second								
Who conducted the recruitment of the second								
Who conducted the recruitment of the second								
	forts were made to engage more pro bono lawyers ent and how? How effective were those efforts?							
	······································							
	rovided for volunteer lawyers? Who coordinated? How many lawyers participated?							
	- ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							

Desci	ribe the level and type of support the local committee has had from:
	 the judiciary and the courts;
	local or state government;
	social or human services agencies; and
	other agencies or entities.
What Plan?	difficulties have you encountered in attempting to implement your local
How	have you addressed those difficulties?

II.

- Committee Composition and Structure

 1. Please attach a list all current Committee members, their affiliations, and contact information.
- 2. Please attach a list all current consultants to the Committee, their affiliations, and contact information.

	3.	List the dates the Committee met within the last 12 months (i.e., since the last report).
III.	Sto sig	ories: Please include two or three examples of individuals or groups who were nificantly helped through local pro bono efforts.
IV.	1.	Is there anything the Standing Committee on Pro Bono Legal Service can do to help you with your local pro bono committee effort?
• •		
Name of S	Perso ubmi:	n Completing Report:

Please return the Annual Report by May 1 to:

Standing Committee on Pro Bono Legal Service c/o Pro Bono Resource Center of Maryland 520 W. Fayette Street Baltimore, MD 21201

Phone: (800)396-1274 or (410) 837-9379; or fax (410) 385-2616 Email: reporting@probonomd.org