

PBRC HOTLINE ATTORNEY ROADMAP

Please use the categories below to help you answer the various calls you will receive while working on the Hotline.

NON-ENGLISH SPEAKERS: If you need translation services to speak with a caller, you can either:

1. Collect the caller's contact information and send it to your Attorney Supervisor --OR--
2. Use the Language Line's interpreter services and return the phone call.

Please see Language Line Instructions below.

RENTAL ASSISTANCE: Many tenants call the Hotline believing that we can provide monetary rental assistance. When this happens, explain that we offer legal services, not rental assistance.

FOR ALL CALLERS WHEN APPROPRIATE:

1. Give tenant brief advice regarding eviction law in Maryland (i.e., someone cannot be evicted without a court order).
 - If the tenant has already received a judgment, advise them regarding the next step in the eviction process, which is the Warrant of Restitution.
 - Baltimore County is not required to post date of eviction, though most LLs will let the tenant know.
 - City LLs must mail the date of eviction to T 14 days before AND post on door 7 days prior to eviction date (for FTPR only).

REFERRAL FOR REPRESENTATION: (ONLY Baltimore City or County cases).

1. FOR CASES WITH AN UPCOMING COURT DATE:
 - ***FTPR:*** if the case is scheduled during one of our regular clinics, inform tenant that PBRC attorneys will be present day of court and ask them to arrive early so that they have time to speak with an attorney. **THEY MUST BRING THEIR FTPR COMPLAINT (yellow form) TO RECEIVE A REPRESENTATION.**
 - NOTE: in Baltimore City, PJC is present at dockets where PBRC is not. Public Justice Center: (410) 625-9409.
 - ***Rent Escrow / Breach of Lease / Tenant Holding Over / Illegal Eviction:***
 - Fill out the CASE REFERRAL FORM on the Hotline Volunteer Webpage.
 - NOTE: for BOL and THO, if they have only received the notice, advise them to call back when the case has been filed.

- *We cannot guarantee representation. Please advise the caller that you will complete a representation request form and that if we have an attorney available, they will be contacted within 48 hours.*
- 2. We do NOT take Security Deposit Cases.
- 3. If you are unsure whether we take the type of case the caller is asking for, please ask your staff attorney advisor.

REFERRALS TO OTHER LEGAL SERVICES PROVIDERS:

1. Issues that PBRC does not assist with can be referred to another provider. See common referrals at bottom of Roadmap.

CONSUMER DEBT/AFFIDAVIT JUDGMENT CASES:

1. *Note that PBRC only assists defendants with Affidavit Judgment cases in Baltimore City, and some PG County cases.*
2. **Referral to a Consumer Protection Clinic:**
 - ★ **Tuesday (run by MVLS) and Wednesday (PBRC) mornings in Baltimore City**
 - ★ **First three Fridays of the month in Prince George's County (PBRC)**

LEGAL SERVICE PROVIDERS:

- **Civil Justice Network** – (410) 706-0174: LL/T debt collection; Medical debt collection
- **Maryland District Court Help Center** – (410) 260-1392; offers assistance for pro se litigants in drafting motions, etc. They can assist LLs. They can provide brief advice or a referral for most types of civil cases.
- **Public Justice Center** – (410) 625-9409; All types of LL/T cases.
- **Homeless Persons Representation Project** – (410) 685-6589; Veteran's Benefits, Discharge upgrades.
- **Community Legal Services of PG County** – (240) 391-6370; FTPR cases, bankruptcy program, foreclosure prevention and lawyer referral for the county.
- **Legal Aid of Maryland** – (410) 951-7777; Subsidized housing, including Voucher Termination hearings and subsidized housing denials; handles most types of civil cases, including family law, if income eligible. Statewide services. handles most types of civil cases, including family law, if income eligible. Statewide services.
- **Maryland Volunteer Lawyers Service** – (410) 547-6537; Bankruptcy, Security Deposit Return; Family Law (divorce, custody, adoption...).

OTHER SERVICES:

- **Free Mental Health Care:** Pro Bono Counseling Project (410) 825-1001 – They “partner with licensed professionals who volunteer their services..., ensuring that there is equal access to quality mental health care throughout Maryland.”

IMPORTANT CONTACTS:

Baltimore County Constable/Sheriff – (410) 512-2021
Baltimore County Inspector/Code Enforcement – (410) 842-2824
Baltimore City District Court Clerk (Fayette Street) – (410) 878-8900
Towson District Court Rent Clerk – (410) 512-2152
Essex District Court - (410) 512-2300
Catonsville District Court – (410) 512-2500
People's Law Library of Maryland: www.peoples-law.org - has helpful information about a wide variety of legal issues.

CURRENT CLINIC SCHEDULE:

RENT COURT:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
CITY	<i>Morning</i>	<i>Morning</i>	<i>Afternoon</i>	<i>Morning</i>	<i>AM & PM</i>
COUNTY	<i>Essex: AM & PM</i>	<i>Catonsville: AM & PM</i>		<i>Towson: AM *Legal Aid staffs PM Docket</i>	<i>Towson: AM & PM</i>

CPP:

Tuesday and Wednesday mornings in Baltimore City (note, Tuesdays are staffed by MVLS).

Fridays in PG County; also called the Resolution Docket.

PRO BONO RESOURCE CENTER OF MARYLAND

HOW TO ACCESS AN INTERPRETER:

1. **DIAL:** 866-874-3972
2. **PROVIDE:** 506494
3. **INDICATE:** The language you need.
4. **PROVIDE:** Any additional information, if required.
5. **Document the interpreter's name and ID number for your reference. Brief the interpreter and provide any special instructions.**
6. **Email Attorney Supervisor that Language Line was used during your shift.**

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER - At the beginning of the call, interpreters identify themselves by name and ID number. Note this information for reference. Then tell the interpreter the nature of the call. Speak directly to the limited English proficient or Deaf or Hard of Hearing individual, not to the interpreter, pausing at the end of a complete thought. To ensure accuracy, your interpreter may ask for clarification or repetition.

3-WAY CALL – INITIATING/RECEIVING A CALL - Use the conference feature on your phone and follow the instructions provided to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

PHONE INTERPRETING EQUIPMENT - If you have interpreting equipment, use one handset to call into LanguageLine, once connected to the interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE - To provide feedback, commend an interpreter, or report any service concerns, visit www.LanguageLine.com and click on the "Client Resources" tab, scroll to "Voice of the Customer" and complete the form.

LEARN MORE Visit www.LanguageLine.com or call 1-800-752-6096 for more information on our language access solutions.