

## 2008 PRIVATE ATTORNEY INVOLVEMENT PLAN OF GEORGIA LEGAL SERVICES PROGRAM

### I. INTRODUCTION

#### Organization

The Georgia Legal Services Program will operate its Private Attorney Involvement Program with its traditional management and structure. It will continue to operate from a central administrative office (The Pro Bono Project of the State Bar of Georgia) under the leadership of an experienced attorney, the Pro Bono Director, and an administrative assistant, and through 10 GLSP field offices (Albany, Augusta, Columbus, Dalton, Gainesville/Athens, Macon, Piedmont, Savannah, Valdosta, and Waycross/Brunswick). In each office there is a PAI Team, which usually includes a combination of a managing attorney, office manager, PAI Coordinator, and/or an administrative secretary.

### II. PRIVATE ATTORNEY INVOLVEMENT PLAN

#### PAI Model

##### Mixed Delivery System

The GLSP PAI program is a mixed delivery system. It includes Judicare or contract programs in every office, pro bono programs in various stages of development and experimentation, and lawyer referral programs. The emphasis in 2008 will be on further establishing the PAI program as an integral part of the GLSP legal delivery system, to expand the number and variety of pro bono programs in the GLSP service area, to partner with local bar associations to provide eligible clients with an opportunity to receive quality volunteer legal services, and to enhance technology efforts to support the PAI delivery system.

##### Judicare or Contract Programs

Judicare or contract programs involving individual private attorneys are operated in several dozen counties statewide, except the 5-county metro-Atlanta area (which is not served by GLSP). The rates paid to Judicare attorneys is \$50 per hour, with some maximum set fees, including costs over \$400 requiring approval by the Pro Bono Director. GLSP will use several fund sources to contract with private attorneys, and will focus contract case funds on very rural areas of the state. GLSP offices will work to place 250 Judicare/contract cases in 2008.

### Pro Bono Programs

Since 1990, the Pro Bono Project has strongly encouraged all of the GLSP field offices to increase recruitment and utilization of pro bono attorneys. The Pro Bono Project will review lawyer demographics in Georgia for 2008 and will share that data with GLSP PAI Coordinators and GLSP leadership.

Several GLSP offices will host volunteer recognition events in 2008, conduct recruitment efforts and design and implement local bar association projects. GLSP field offices will work to place 650 pro bono cases in 2008.

The Pro Bono Project will continue to work closely with the State Bar Access to Justice Committee and the A Business Commitment Pro Bono Committee, as well as the Supreme Court Committee on Civil Justice, to develop and implement pro bono policies and initiatives.

### Lawyer Referral and Reduced Fee Programs

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

The Pro Bono Project will continue planning work with GLSP's Savannah Regional Office on specific efforts to revamp that office's lawyer referral service so as to take advantage of new Bar rules that allow referral programs to collect a percentage of the award from referred cases.

## PAI OPERATIONS

### Presentation of the 2008 Plan to Bar Associations

Each year, the Pro Bono Project provides an update on its activities to the Board of Governors of the State Bar of Georgia. The written PAI report is either included within the Board book or is posted to the State Bar of Georgia website. The PAI plan is also posted to our statewide volunteer lawyer and advocate website, [www.GeorgiaAdvocates.org](http://www.GeorgiaAdvocates.org).

### Special Goals and Projects

The Pro Bono Project will work with a GLSP Board Pro Bono Committee to continue implementing recommendations from the ABA Peer Review report prepared for GLSP.

The Pro Bono Project will provide more frequent opportunities for pro bono coordinators and managing attorneys to discuss pro bono issues; downplay annual pro bono conference for coordinators in favor of bar leadership training event(s); provide more local support to recruitment and retention efforts; work with local managers on support for coordinator activities; increase GLSP Board participation in pro bono; work more closely with GLSP Development Director on pro bono messaging and events.

GLSP closed PAI case history indicates that approximately 40% of closed PAI cases are “brief service” cases. The Pro Bono Project will work to see that these brief services are provided in more efficient clinic or advice settings involving volunteer lawyers.

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

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

The Pro Bono Project will: launch a web-based bi-weekly Pro Bono training in 2008 for GLSP volunteer lawyers and staff; webcast a minimum of 10 legal or community education programs, launch podcasting for advocates; begin implementation of regular web conferences for pro bono coordinators; develop pro bono RSS news feeds; and continue work in launching a web-based tool to link GLSP volunteers and staff with law students. Additionally, in 2008, GLSP will begin a special project to offer local

voluntary bar associations with free listservs and listserv support in an effort to build bridges with these local bar associations.

In 2007, the Pro Bono Project received a small increase in funding to lay the foundation for a pro bono training center. Those funds were used to continue web-based training development and tools. In 2008, the Pro Bono Project will seek significant funding from the Georgia Bar Foundation and other sources to launch a staffed training center for civil pro bono. The training center will coordinate, host or co-sponsor advocacy and skills trainings, advocate technology training and program supervision training on a statewide basis.

The Pro Bono Project will continue its ABC pro bono for client community organizations work, and will blend the ABC website into the Advocate site to reduce web work and integrate business law into a fuller menu of available pro bono work.

In addition to the above work, the Pro Bono Project will continue work to integrate technology that supports the delivery of PAI services, and will be actively engaged in the implementation phase of the following tools:

**XML Project** – Integrates GLSP website content with LegalServer case management; and

**Webcasting** - Broadcast live video or create video items for posting; create video content for advocates and for clients.

In addition to implementing the above technology tools, the Pro Bono Project will begin studying the implementation of these tools into our successful statewide advocacy website:

**Survey Tool**- Create surveys online; capture and share the survey link or e-mail the survey; easy-to-use database to review responses and produce reports;

**HotDocs** – Document assembly program on GeorgiaAdvocates.org;

**LiveHelp** -- Pro Bono coordinators chat online with volunteer lawyers on GeorgiaAdvocates.org;

**GeoMapping** – Map client service data and demographic data to study service area needs;

**LawMatch** – GLSP Lawyers and Volunteer Lawyers match up projects with law students on GeorgiaAdvocates.org;

**LSNTAP Online Training**—Register and attend a variety of free technology trainings online from your desktop PC; [www.lsnap.org](http://www.lsnap.org).

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

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

### Project Affiliations

In 2008, as in other years, we expect GLSP's PAI activities to thrive through affiliations with many organizations. The State Bar of Georgia, its leaders, Executive Director, the Access to Justice Committee and the ABC Committee, the Director of Bar Communications, and Bar staff continue to offer support and ideas. The Institute for Continuing Legal Education will continue its partnership with GLSP's Pro Bono Project in 2008 by providing \$30,000 worth of vouchers as well as CLE scholarships for our volunteer lawyers.

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

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

### Awards and Recognition

All private attorneys who participated in GLSP PAI efforts in 2008 will be listed in an Honor Roll publication in the State Bar Journal in 2008. GLSP volunteer lawyers who handle 3 or more PAI cases will receive a \$100 ICLE voucher. GLSP volunteers will be nominated for the State Bar of Georgia Pro Bono Awards. Additionally, volunteer efforts will be recognized on our GLSP websites.

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

### Recruitment and Retention

Ongoing recruitment and retention of private attorneys remains an essential element for the success of the GLSP PAI Program. We will continue to recruit newly-admitted attorneys to the Georgia Bar, at swearing-in ceremonies, at major bar meetings and through solicitations made at local bar meetings and in publications. Information about GLSP's PAI program will be included in the State Bar's new attorney admission packets.

## Summary

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