

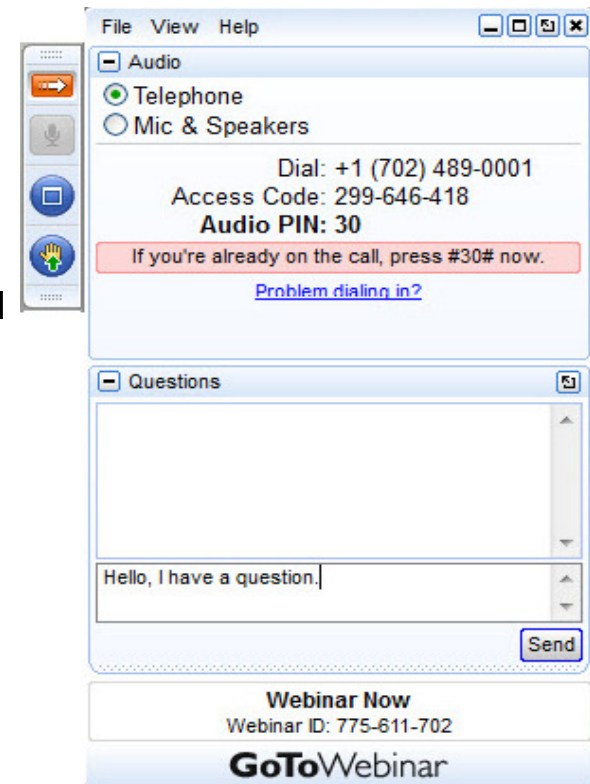
# Welcome to the Webinar!

Maximize/minimize your control panel with the orange arrow.

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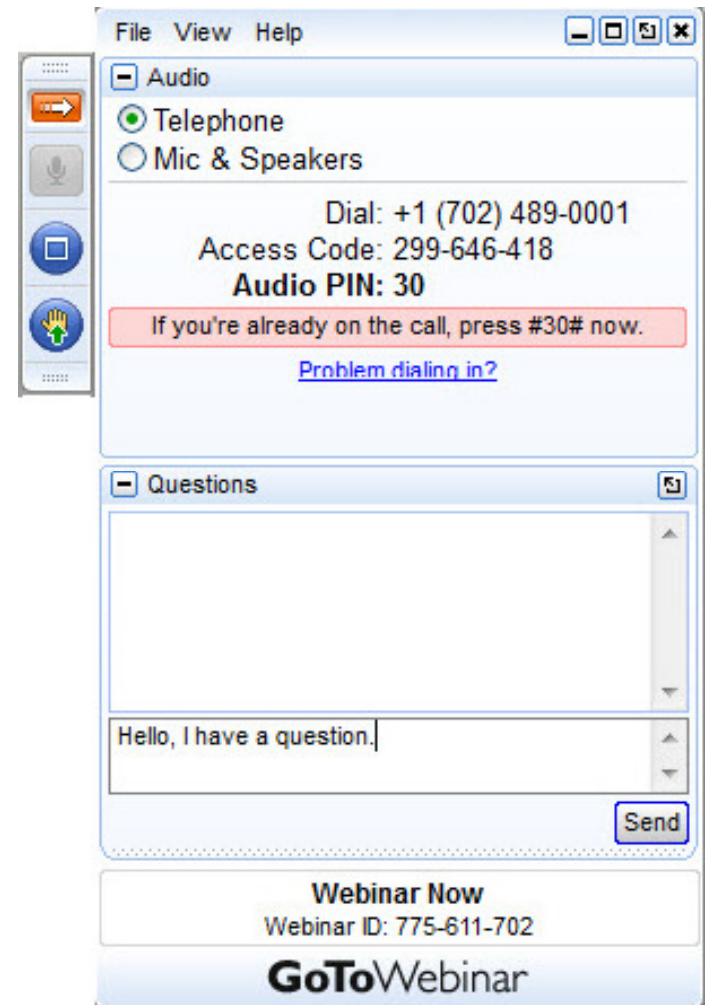
# A few logistics before we start

All attendees are muted, but we want to hear from you!

Ask a question or tell us something in the Questions box.

This webinar is being recorded.

Registered attendees will receive an email with a link to this information once it has been posted.



# Helping Patrons Find Legal Assistance in Your Community: Online Referral Tools

**Liz Keith**, Pro Bono Net

**Libby Vazquez**, City Bar Justice Center

**Ken Ramsey**, Immigration Advocates Network

**Peter MacArthur**, Pine Tree Legal Assistance

**Kathleen Caldwell**, Pine Tree Legal Assistance

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# Goals of this Series

- Increase awareness of free, online access to justice resources available to librarians
- Help librarians access and utilize those resources to assist patrons with legal needs
- Showcase models for legal aid-library collaborations to connect people with legal information



LEGAL AID SOCIETY



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# Upcoming Topics

- Developing Legal Aid-Library Collaborations: Models and Replication Resources - Nov. 1

Register at [www.probono.net/librarywebinars](http://www.probono.net/librarywebinars)

View recordings and materials from the first two webinars this series:

- Webinar 1: *Welcoming Librarians to the Access to Justice Movement*
- Webinar 2: *Connecting Library Patrons with Legal Information: Key Resources*



# Today's Presenters



**Liz Keith**

*LawHelp Program Manager  
Pro Bono Net*

**Libby Vazquez**

*Director of the Legal Hotline  
City Bar Justice Center*



**Ken Ramsey**

*Program Coordinator  
Immigration Advocates Network*



# Today's Presenters



**Peter MacArthur**  
*AmeriCorps VISTA*  
*Pine Tree Legal Assistance*

**Kathleen Caldwell**  
*Statewide Website Coordinator*  
*Pine Tree Legal Assistance*



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**A quick poll.  
Tell us how you make  
referrals!**





# Libraries are ideally situated as referral partners

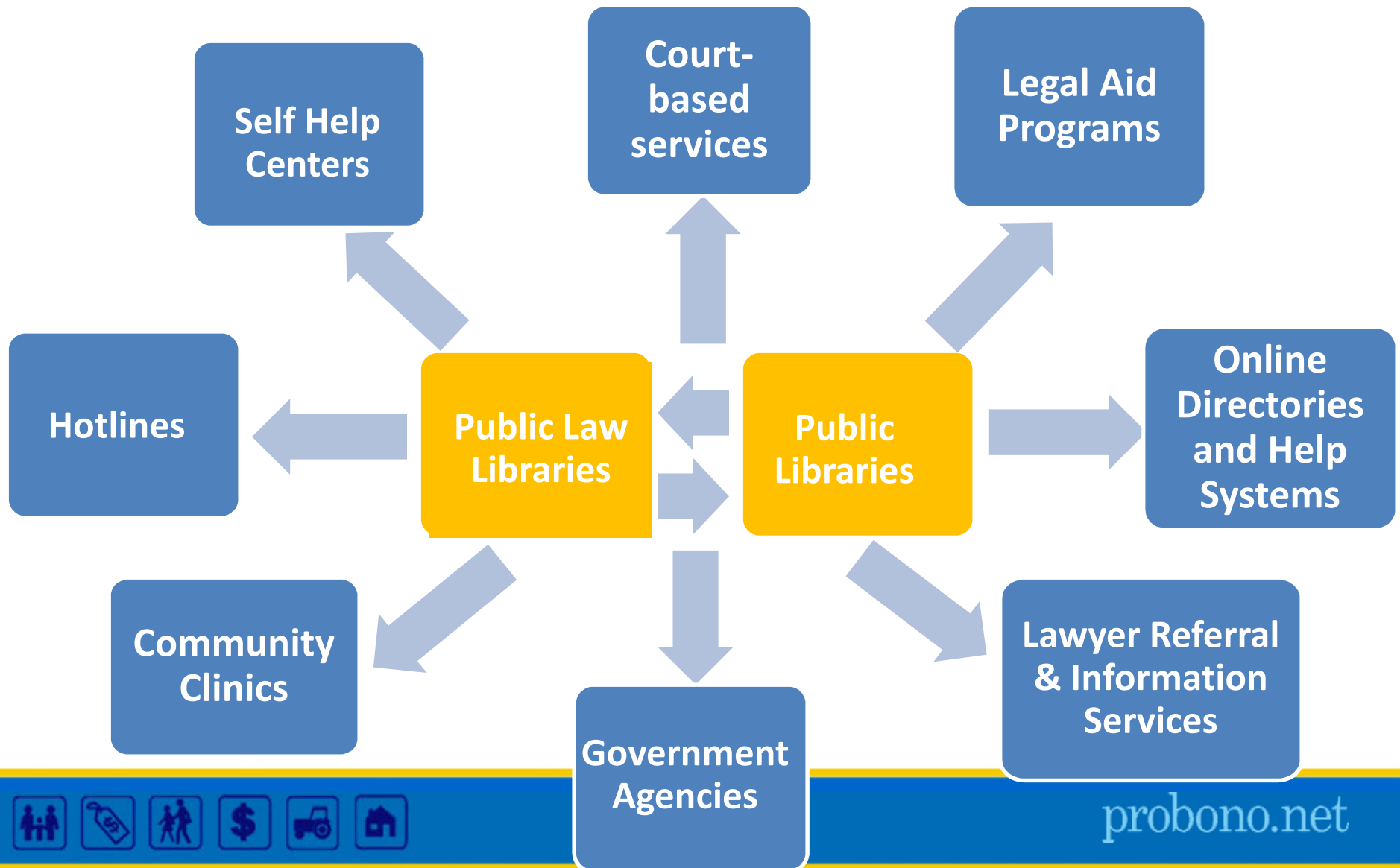
- Many already provide information & referral services
- Libraries serve the entire community
- Librarians understand neutrality
- Librarians are skilled in identifying authoritative information and services
- Librarians are technologically adept
- Libraries provide public access to computing tools



# Our Doors to Access to Justice



# The Legal Referral Landscape



- Service area
- Eligibility and income guidelines
- Types of help provided
  - Legal representation
  - “Limited scope” or “unbundled”
  - Brief advice
  - Self-help materials
  - Legal clinic
- Intake methods
  - Walk-in
  - Phone
  - Appointment
  - Online application option

**Terms you  
may see  
and hear**



# What can you do with legal referral tools?

- Help patrons learn about and access services
- Add referral links to your websites and online resources
- Incorporate into your digital reference services
- Conduct trainings on referral resources available
  - Local elected officials
- *Other ideas?*



# Key tools in our referral toolkit

## LawHelp.org



Helping people find solutions to their legal problems.

**LawHelp helps low and moderate income people find free legal aid programs in their communities, answers to questions about their legal rights, and find forms to help with their legal problems.**

**Use the state list to the right to find information to help you with problems related to housing, work, family, bankruptcy, disability, immigration and other topics.**

**LawHelp is your gateway to America's nonprofit legal aid providers.**

For free legal aid referrals, information and legal forms, choose your state:

Alabama	Maine	Oklahoma
Alaska	Maryland	Oregon
Arizona	Massachusetts	Pennsylvania
Arkansas	Michigan	Puerto Rico
California	Micronesia	Rhode Island
Colorado	Minnesota	South Carolina
Connecticut	Mississippi	South Dakota
Delaware	Missouri	Tennessee
Florida	Montana	Texas
Georgia	Native Legal Net	Utah
Guam	Nebraska	Vermont
Hawaii	Nevada	Virgin Islands
Idaho	New Hampshire	Virginia
Illinois	New Jersey	Washington
Indiana	New Mexico	Washington D.C.
Iowa	New York	West Virginia
Kansas	North Carolina	Wisconsin
Kentucky	North Dakota	Wyoming
Louisiana	Ohio	

WINNER  
2007  
WEBBY  
AWARDS

NOMINEE  
2008  
WEBBY  
AWARDS

About LawHelp

Admin Login | Disclaimer

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LawHelp.org is supported by:

 **LSC**  **OPEN SOCIETY INSTITUTE**  
& Soros Foundations Network

## LSC/TIG System of Statewide Websites



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# Detailed referral information on legal aid statewide websites

The screenshot shows the TexasLawHelp.org website. The header includes the logo and the tagline "KNOWLEDGE IS POWER". Below the header, there are two main navigation buttons: "Understand your legal issue" and "Find legal help". The "Find legal help" button is selected, leading to the "Legal Aid Directory" page. On the left side of the directory, there is a "VIEW LEGAL DIRECTORY A-Z" section with a list of categories: All, A-C (19), D-F (12), G-I (4), J-L (34), M-O (2), P-R (1), S-U (34), and V-Z (3). Below this is a "VIEW LEGAL DIRECTORY BY SERVICE AREA" section. The main content area lists three legal aid organizations: SMU Dedman School of Law Clinical Program, South Central Pension Rights Project, and Southern Disability Law Center. Each listing includes the organization's name, a brief description, contact information, and a link to the organization's website.

**TexasLawHelp.org**  
KNOWLEDGE IS POWER

Helping low-income individuals solve legal problems  
DIY Forms - Interactive | DIY Forms - Printable | About Us

Understand your legal issue | Find legal help

HOME > FIND LEGAL HELP

VIEW LEGAL DIRECTORY A-Z

- All
- A-C (19)
- D-F (12)
- G-I (4)
- J-L (34)
- M-O (2)
- P-R (1)
- S-U (34)
- V-Z (3)

VIEW LEGAL DIRECTORY BY SERVICE AREA

### Legal Aid Directory

**SMU Dedman School of Law Clinical Program**  
Find Legal Assistance  
3315 Daniel Avenue Dallas, TX 75205  
214-768-2562

**South Central Pension Rights Project**  
815 Brazos, Suite 1100 Austin, TX 78701  
800-443-2528  
<http://southcentralpension.org>  
This group does not provide legal representation in court.

**Southern Disability Law Center**  
LSC  
1307 Payne Avenue Austin, TX 78757  
(512) 458-5800  
<http://www.sdlcenter.org>

**South Texas College of Law Civil Practice Clinics**  
Find Legal Assistance  
1303 San Jacinto 10th Floor Houston, TX 77002  
713-646-2990  
[http://www.stcl.edu/clinics/on-site\\_clinics.html](http://www.stcl.edu/clinics/on-site_clinics.html)

The screenshot shows the Lone Star Legal Aid (Texarkana Office) website. The header includes the organization's name, the LSC logo, and social media links for SHARE, EMAIL, and PRINT. Below the header, there is a "Who We Are" section with a paragraph describing the organization's history and services. This is followed by a "How to Get Help" section with a sub-header "You can contact this organization by:". Below this, there is a table with contact information, including Contact Type, Phone Number, Hours, and Area(s). The "Who We Serve" section follows, listing the service areas: Bowie County, Cass County, and Hempstead, Lafayette, Little River, Miller counties in Arkansas. The "When needed" section states "Whenever needed". The "Income Guidelines" section states "You must be at or under 100% of poverty level for divorce, custody, visitation and child support cases."

**Lone Star Legal Aid (Texarkana Office)** LSC  
<http://www.lonestarlegal.org>

SHARE EMAIL PRINT

### Who We Are

Operating for more than 60 years, Lone Star Legal Aid (LSLA) is a non-profit law firm that now serves as the fourth largest legal aid organization of its type in the United States. The firm provides free civil legal help to low-income persons who have immediate needs but cannot afford an attorney. Headquartered in Houston, the organization operates another 12 branch offices and covers one-third of the state, including 72 counties in the eastern and Gulf Coast regions of Texas, and also four counties of southwest Arkansas, and has an eligible client population of almost 1.5 million at 125% of federal poverty guidelines. LSLA is the only full-service civil legal aid provider in the region, and it offers advice/legal counsel, brief services, self-help clinics, community legal education, and referrals, as well as full representation in administrative hearings and county, state, and federal courts. Practice areas include domestic abuse, health care, housing, employment, income maintenance, unlawful trade practices, education, civil rights, and disaster relief. LSLA also manages special projects, such as food stamp outreach, language access, elder law clinics, and a legal help line. Cases are accepted on a priority basis, and current priorities include: (1) enhancing and protecting income/economic stability; (2) preserving housing and related needs; (3) improving child outcomes; (4) seeking and maintaining safety, stability, health and well-being; and (5) assisting populations with special vulnerability, such as those who have disabilities, or who are elder, homeless or have limited English language skills.

### How to Get Help

You can contact this organization by:

Contact Type	Phone
Phone Number	800-568-3857, 903-793-7661 or 903-793-7665
Hours	Monday 2:00-4:00 pm Wednesday 2:00-4:00 pm

### Who We Serve

Area(s)	Bowie County, Cass County
Additional Service Area Info	Hempstead, Lafayette, Little River, Miller counties in Arkansas


Whenever needed

Income Guidelines

You must be at or under 100% of poverty level for divorce, custody, visitation and child support cases.



# Key referral tools

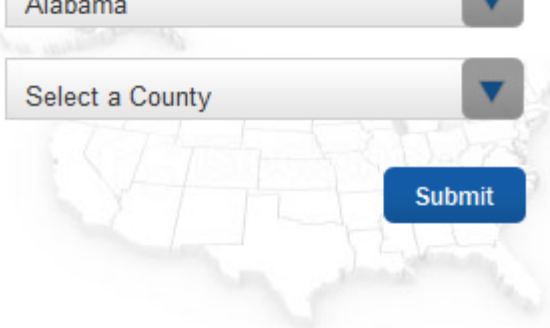
 **FIND LEGAL AID**

**Ayuda en español**

Find information about LSC-funded programs in your area.

▼

▼



**Submit**

lsc.gov



**Arizona**

**Arizona Self-Service Center Locations** . This Web site provides contact information on 13 different Self-Service Centers in Arizona.

**Arizona Supreme Court Self Service Center**. Arizona Supreme Court. Provides information on divorce, child support, family crisis, landlord/tenant, name change, guardianship, and small claims.

**Self-Service Center** Superior Court of Arizona in Maricopa County. Information and court forms, domestic violence, family law, guardianship, estate, dependency, and small claims tax appeal.

**Family Issues and Assistance**. Arizona Judicial Branch - AOC-administered programs and information that addresses family issues and assistance.

**California**

**California Courts Self-Help Center** . Judicial Council of California. This comprehensive statewide self-help Web site provides information legal help, small claims, family law, domestic violence, traffic violations, and much more. Information is also available in different languages.

**Family Court Facilitators** . Judicial Council of California. Locates family law facilitator in each county. A family law facilitator is a lawyer with experience in family law who works for the superior court in your county to help parents and children involved in family law cases with child, spousal, and partner support problems.

## National Center for State Courts Self-Help Programs Directory

[www.ncsc.org/Topics/Access-and-Fairness/Self-Representation/State-Links.aspx](http://www.ncsc.org/Topics/Access-and-Fairness/Self-Representation/State-Links.aspx)



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# Key referral tools

## ABA Consumer Guide to Legal Help

**FINDLEGALHELP.ORG**

**Consumers' Guide to Legal Help**

**Do You Need to Find Legal Help?**  
[ Select a State ] [ Go ]

Although the ABA cannot help you directly, there are many people out there who can. This site will guide you to a list of resources in your state. Most legal issues are regulated by the law in the state where you live, or where the problem occurred.

**Foreclosure Resources and Information**

In response to the increasing number of foreclosures in the nation, the ABA is providing links to local, state and national resources.

- » Please [click here](#) for national resources
- » Click on a state below for local and state listings

Please select a state below to find legal help in that state, or you can select the item from the left menu to learn more about finding legal help:

Map of the United States showing state abbreviations. A red box highlights the state of Alabama (AL).

**FINDLEGALHELP.ORG**

**Consumers' Guide to Legal Help**

**Alabama**

**Find a Lawyer**

For legal advice or representation

- Lawyer Referral**  
Finding a lawyer in your area  
([learn more...](#))
- Other Ways to Find a Lawyer**  
Commercial directories and other sources  
([learn more...](#))
- Free Legal Help**  
Legal aid for low-income people and specialized help for those who qualify  
([learn more...](#))

**Find Legal Information**

For representing yourself or learning about the law

- Foreclosure Information**  
Resources to various local, state, and bar organizations offering foreclosure assistance  
([learn more...](#))
- Legal Information**  
Basic information about the laws in your state and your legal rights  
([learn more...](#))
- Self-Help**  
Handling a legal issue yourself  
([learn more...](#))
- Court Information**  
Guide to your state's court system  
([learn more...](#))

**Using a Lawyer**

For questions about hiring or using a lawyer

- Lawyer Licensing**  
Find out if a person is licensed as a lawyer in your state  
([learn more...](#))
- Trouble with a Lawyer**  
What you can do if you have problems with your lawyer  
([learn more...](#))

[Back to Top](#)

State-specific resources on finding and using a lawyer, and programs offering foreclosure legal assistance



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# Legal Hotlines: How They Work and Hotline Resources

**Libby Vazquez**

Director of the Legal Hotline  
City Bar Justice Center



[probono.net](http://probono.net)

# What is a legal hotline?

- Stand alone models
- Advice and intake lines for one or more full service programs
- ABA Standards for Hotlines



# The City Bar Justice Center's Hotline

Referral resources we use:



- LawHelp.org/NY
  - Available in many states via [www.lawhelp.org](http://www.lawhelp.org)
- Community connections to legal service organizations
- New York Uniformed Court website
  - <http://www.courts.state.ny.us>
- General court info
  - e- court case lookup
  - DIY forms
  - Using your state's court website



# The City Bar Justice Center's Hotline

Referral resources we use:

- Private Bar Referrals
- ABA Standards for Lawyer Referral Services



ABA Lawyer Referral Directory

<http://apps.americanbar.org/legalservices/lris/directory>



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# Sample listings in ABA Lawyer Referral Directory

 Standing Committee on Lawyer Referral & Information Service	 Standing Committee on Lawyer Referral & Information Service
<p>Lawyer Referral Directory <a href="#">Back to map</a> New York</p>	<p>Division for Legal Services Lawyer Referral Directory <a href="#">Back to map</a> Texas</p>
<p><b><a href="#">Brooklyn Bar Association LRS</a></b> Brooklyn, NY Phone: 718-624-0843 or *718-624-0675 *Disabled or outside of NY Counties Served: Kings, Manhattan, Queens, Brooklyn, Bronx, Staten Island, Nassau, Suffolk, Westchester, Rockland</p>	<p><b><a href="#">Dallas Bar Association LRS</a></b> Dallas, TX Phone: 214-220-7444 Counties Served: Dallas, Collin</p>
<p><b><a href="#">Erie County Bar Association LRIS</a></b> Buffalo, NY Phone: 716-852-3100 Counties Served: Erie</p>	<p><b><a href="#">Houston Lawyer Referral Service, Inc.</a></b> Houston, TX Phone: 713-237-9429 Counties Served: Harris, Montgomery, Fort Bend, Galveston, Brazoria</p>
<p><b><a href="#">New York City Bar Association LRS</a></b> New York, NY Phone: 212-626-7373 Counties Served: New York, Kings, Queens, Bronx, Staten Island</p>	<p><b><a href="#">LRS of Central Texas</a></b> Austin, TX Phone: 512-472-8303 Toll free: 866-303-8303 Counties Served: Travis, Williamson, Hays, Bastrop</p>
<p><b><a href="#">New York State Bar Association LRIS</a></b> Albany, NY Phone: 518-487-5709 Toll free: 800-342-3661 (Nationwide and Canada) Counties Served: Statewide</p>	<p><b><a href="#">Tarrant County Bar Association LRS</a></b> Fort Worth, TX Phone: 817-336-4101 Counties Served: Tarrant, Johnson, Wise, Parker, Denton, Hood</p>
<p><b><a href="#">Onondaga County Bar Association LRS</a></b> Syracuse, NY Phone: 315-471-2690 Counties Served: Onondaga</p>	<p><b><a href="#">Corpus Christi Bar Association LRS</a></b> Corpus Christi, TX Phone: 361-883-3971 Counties Served: Nueces, Bee, San Patricio, Jim Wells, Kenedy, Kleberg</p>

ABA Lawyer Referral Directory  
<http://apps.americanbar.org/legalservices/lris/directory>



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# Types of Hotlines

- Target population, i.e. Senior Hotlines
  - <http://www.legalhotlines.org/seniorlegalhotlines.php>
- Specific topics
  - i.e. NYC - LIFT hotline for family law questions, Legal Aid Society has a health law hotline





# Types of Hotlines

Find Legal Help

Senior Legal Aid (III-B)

Senior Legal Hotlines

Legal Aid Websites

Legal Aid Programs

Legal Hotlines

Resources

Hotline Toolkit

Reports and Statistics

Webinars and Presentations

Upcoming Trainings

## Legal Hotlines Directory

**Canada**

- [Alberta](#)

### Legal Helpline For Older Kentuckians

Program Name:	Access to Justice Foundation
Address:	535 West Second Street Lexington, KY 40508
Toll-Free Client #:	800-200-3633
Website:	<a href="http://www.ajfky.org">www.ajfky.org</a>
Email:	
Service Area:	Statewide
Hotline Profile:	Stand Alone
Hours of Operation:	9 a.m. – 5 p.m., Monday – Friday
Number of FTE Screeners:	
Number of FTE Advocates:	1

<b>Types of Clients Served</b>	<b>Funding Sources</b>
<ul style="list-style-type: none"><li>• age 60 and over</li></ul>	<ul style="list-style-type: none"><li>• State Unit on Aging</li><li>• AoA Model Approaches Grant</li></ul>

Directory for hotlines in your state:  
[www.legalhotlines.org/legalhotlines.php](http://www.legalhotlines.org/legalhotlines.php)  
and LawHelp - [www.lawhelp.org](http://www.lawhelp.org)





# Victims of Domestic Violence and Rape

- National Domestic Violence Hotline
- 24 hours a day, 7 days a week
- 1-800-799-7233
- 1-800-787-3224 (TTY)
- TheHotline.org



**What are your “go to”  
referral resources?  
Let us know! We’ll post  
them to the resource page  
for this webinar.**



# ImmigrationLawHelp.org: Referrals for Low-Income Immigrants Seeking Legal Help

**Ken Ramsey**

Program Coordinator  
Immigration Advocates Network



probono.net

# ImmigrationLawHelp.org

Helping low-income immigrants find legal help

- A national directory of more than 960 nonprofit immigration legal services providers
- Accurate, easily updatable resource that surpasses printed directories that are rarely updated and become obsolete quickly
- Facilitates referrals, illustrates capacity, links providers across the country
- *And it's easy to use!*



probono.net

## What it features

- *Over 50 points of data collected for each organization including:*
- Contact info
- Service area
- Areas and types of immigration legal assistance
- Other legal and non-legal services
- Capacity – populations served, languages spoken



# What you can do

- Search organizations by state, county or detention facility
- Filter by types and areas of immigration legal services, other service areas, populations served, languages spoken, zip code, and text
- Download, print, or email results
- Map a search result or an individual organization
- Provide feedback and updates
- View in multiple languages



## Eligible Organizations

- Must provide immigration legal services
- Attorneys on staff; or
- BIA-accredited representatives on staff; or
- Are a BIA-recognized organization



# Ineligible Organizations

- Organizations not providing immigration legal services
- Private attorneys or law firms
- Organizations that exclusively use private attorneys or offer referrals only
- Organizations that have a closed referral process
- Organizations not authorized to practice law





StatesideLegal.org:  
Legal Help for Military Members, Veterans and  
their Families

**Peter MacArthur & Kathleen Caldwell**  
Pine Tree Legal Assistance



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# STATESIDELEGAL

Legal help for military members, veterans and their families



## Finding Direct Legal Services:

What is out there and how do we find it?



## Military Legal Assistance Services:

- JAG offices or civilian legal assistance officers for any branch of the service anywhere in the continental U.S.
- Specialize in deployment-related issues.
- Can help with only certain legal issues and only people in certain categories of current military service.



## General Civil Legal Aid Help:

- Every state has one or more organizations that provide free legal services for people with low incomes.
- They generally limit their services to people with household incomes below 200% of the federal poverty guidelines.



## Civil or Criminal Legal Services for Veterans:

- Each Department of Veterans Affairs Medical Center has a Veterans Justice Outreach Specialist who works with the court system and local law enforcement to assist justice-involved veterans.



For VA-related issues:

- [Veterans Service Organizations](#) and [State Veteran's Affairs offices](#) focus on benefits available through the Veterans Administration.
- These offices have non-lawyer advocates who help with disability and other VA-related claims.



What other content can you find on  
Stateside Legal?



Questions?



Comments?

Thoughts?



## Additional Resources

Linked from <http://www.probono.net/librarywebinars>:

- Materials from the 2010 Public Libraries and Access to Justice Conference
- PLA and AALL workshop materials
- Journal articles
- Networking listserv
- List of Statewide Collaborative Law Library, Court, Bar Association, Legal Aid Workgroups and Task Forces
- Have other suggestions? Let us know!



**Thank you for attending today!**

Please take our short survey:

<http://www.surveymonkey.com/s/LibrariesA2J>

***Last up:***

*Developing Legal Aid-Library Collaborations: Models  
and Replication Resources*

November 1



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