

ABA/ NLADA 2004 Equal Justice Conference

**Locating and Serving Hidden Client Populations
WSR 065**

Pamela D. Robinson
University of South Carolina School of Law Pro Bono Program
1-803-777-3405
Robinson@law.law.sc.edu

Jean McNeil
Nebraska State Bar Association Volunteer Lawyers Project
(402) 475-7091
jmneil@nebar.com

Nancy Cervantes,
Director of Community Education, Neighborhood Legal Services of Los Angeles County
(818) 492 5236
Ncervantes@nls-la.org

Brief Description: Increasingly, the plight of immigrant and other populations not traditionally aware of or served by legal services programs is receiving attention. This session will examine how to identify, locate, conduct outreach to, and serve non-traditional client populations through projects involving pro bono attorneys and other volunteers. Panelists will describe collaborative projects developed to reach out to underserved populations.

The Hispanic community in South Carolina is the fastest growing population and the most underserved. A group of interested students at the University of South Carolina wanted to provide legal assistance to this growing population, and Project Ayuda was created. Due to limitations on the students' abilities to provide services, the students partnered with the Young lawyers Division of the South Carolina Bar, the Appleseed Legal Justice Center, and other organizations to conduct outreach and provide services to the Hispanic population.

The Nebraska State Bar Association's Volunteer Lawyers Project has established legal clinics to clients who have difficulties accessing the legal system to language and cultural barriers. The NSBA is operating VLP-SO clinics at 4 sites. These clinics are intended to serve the Sudanese Communities and the Hispanic Communities in the State.

Topical Outline:

I. South Carolina.

- A. Hispanic Population in SC
 - 1. Census data and recent research
 - 2. Available legal resources
- B. The USC School of Law Pro Bono Program Overview
- C. Project Ayuda: Law Students Helping the Hispanic Community
 - 1. Mission
 - 2. Organization
 - 3. Volunteer profile
 - 4. Project implementation
- D. Project Ayuda partnerships
 - 1. SC Appleseed Legal Justice Center
 - 2. SC Bar
 - 3. SC Centers for Equal Justice
 - 4. Catholic Charities-Immigration Services e. HABLA and HEP- USC School of Social Work
- E. Future
 - 1. Challenges
 - 2. Collaborative Projects
- II. Nebraska.
 - A. Identify the hidden populations
 - 1. Look at the Community
 - 2. Census Statistics
 - 3. Other Legal Services Providers
 - 4. Other Service Providers
 - 5. Court
 - 6. Attorneys
 - B. Identify a Partner (Chicano Awareness Center, Southern Sudanese Community Association, Hispanic Center, and Interfaith Immigration Services)
 - C. Established service providers in the community
 - D. Trusted Provider
 - E. Who can introduce you to a Partner
 - F. What can the partner give you, space, intake, access to community
 - G. Restrictions the partner may have
 - 1. Resources
 - 2. Federal Restrictions

H. Establishing the Service

1. Find out what works for the population
2. Basic education about the culture
3. Bar Leadership support
4. Attorney support
- I. Advertising

J. Interpreters

1. State Statute (NE gives priority to certified interpreters)
2. Is there sufficient number of certified interpreters in state
3. Training
 - a) Untrained vs. trained interpreters
 - b) Ideal interpreters

K. Recruitment of attorneys

1. Bar Support
2. Letters
3. Possibility of Fee Generating Cases
4. Flexibility
5. Scheduling

L. Providing the Service

1. Intake
2. Length of appointments
3. Walk in vs. appointment
4. Follow up
 - a) Frequency of the clinics
 - b) Satisfaction surveys

III. Neighborhood Legal Services (CA)