

# Pre-Volunteer Survey

1L 2L 3L LLM  
(CIRCLE STUDENT STATUS)

PLEASE PRINT YOUR NAME \_\_\_\_\_

PROJECT SITE: THREE RIVERS LEGAL SERVICES, INC.

DATE \_\_\_\_\_

This survey is designed to measure your understanding and perception of public interest law as you begin your work as a TRLS volunteer. You will also be asked to fill out a post-volunteer survey when you complete your service. The pre- and post-volunteer surveys will help us gather useful information about the effectiveness of our volunteer programs. Please note that all survey data will be aggregated across the 10 PBLC volunteer sites and some site data may be reported. If you have any questions or concerns, please feel free to ask your site coordinators, Rhonda Chung-de Cambre or Shelly A. Beach. Thank you for your participation!

PLEASE CHECK THE SUBSTANTIVE LEGAL AREA(S) IN WHICH YOU WOULD LIKE VOLUNTEER:

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> Repossession     | <input type="checkbox"/> Eviction            | <input type="checkbox"/> Expungement     | <input type="checkbox"/> Wills           |
| <input type="checkbox"/> Collection Abuse | <input type="checkbox"/> Foreclosure Defense | <input type="checkbox"/> Probate         | <input type="checkbox"/> Trusts          |
| <input type="checkbox"/> Small Claims     | <input type="checkbox"/> SSI-Disability      | <input type="checkbox"/> Housing         | <input type="checkbox"/> Tax             |
| <input type="checkbox"/> Credit Problems  | <input type="checkbox"/> Domestic Violence   | <input type="checkbox"/> Social Security | <input type="checkbox"/> Elder Law       |
| <input type="checkbox"/> Unfair Sales     | <input type="checkbox"/> Education           | <input type="checkbox"/> Divorce/Custody | <input type="checkbox"/> Insurance       |
| <input type="checkbox"/> Landlord/Tenant  | <input type="checkbox"/> Unemployment        | <input type="checkbox"/> Food Stamps     | <input type="checkbox"/> Public Benefits |

PLEASE CHECK THE TYPE OF VOLUNTEER SERVICE YOU WOULD LIKE TO PROVIDE:

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> Staffing the Housing Clinic | <input type="checkbox"/> Elder Intake        | <input type="checkbox"/> Draft Legal Forms      | <input type="checkbox"/> Translating Materials  |
| <input type="checkbox"/> Telephone Intake            | <input type="checkbox"/> Tabling             | <input type="checkbox"/> Legal Research/Writing | <input type="checkbox"/> Small Claims Intake    |
| <input type="checkbox"/> Family Law Intake           | <input type="checkbox"/> Comm. Ed. Workshops | <input type="checkbox"/> Staff Helpline         | <input type="checkbox"/> Other Self-Help Clinic |
| <input type="checkbox"/> AmeriCorps Atty. Asst.      | <input type="checkbox"/> Staff Atty. Asst.   | <input type="checkbox"/> Design Brochures       | <input type="checkbox"/> _____                  |

PLEASE DESCRIBE ANY PREVIOUS PROFESSIONAL AND/OR VOLUNTEER EXPERIENCE YOU MAY HAVE:

\_\_\_\_\_  
\_\_\_\_\_

HOW MUCH TIME WOULD YOU LIKE TO VOLUNTEER ?  1-3 hrs/wk  3-5 hrs/wk  5-10 hrs/wk  10+ hrs/wk

WHAT LANGUAGES (IN ADDITION TO ENGLISH) DO YOU SPEAK ?  
LEVEL OF FLUENCY: 1 (VERY LITTLE) 2 (CONVERSATIONAL) 3 (INTERMEDIATE) 4 (PROFICIENT) 5 (FLUENT)

HOW DID YOU LEARN ABOUT TRLS VOLUNTEER PROGRAM ?  
 FLALAW  ALL LAW LISTSERVE  CAREER SERVICES  FORMER TRLS VOLUNTEER  
 FACULTY REFERRAL  STUDENT AFFAIRS REFERRAL  OTHER

WHAT TYPE(S) OF LAW DID YOU COME TO LAW SCHOOL TO PRACTICE ?

\_\_\_\_\_  
\_\_\_\_\_

WHY ARE YOU INTERESTED IN BECOMING A TRLS VOLUNTEER ?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**A PART OF THE PRO-BONO LEGAL CORPS MISSION IS TO INCREASE LAW STUDENT AWARENESS OF THE PRESSING SOCIAL JUSTICE ISSUES FACING LOW-INCOME MEMBERS OF OUR COMMUNITIES. WHAT DOES THIS MEAN TO YOU ?**

**PLEASE CIRCLE THE NUMBER WHICH MOST CLOSELY MATCHES YOUR OPINION OF, OR BEST COMPLETES, THE FOLLOWING STATEMENTS:**

**(Scale of 1-5 with 1 being weak and 5 being strong)**

- 1. My understanding of the economic barriers facing under-served communities is:
 

1	2	3	4	5
weak				strong
- 2. My understanding of the cultural barriers facing under-served communities is:
 

1	2	3	4	5
weak				strong
- 3. I am comfortable working around low-income clients.
 

1	2	3	4	5
weak				strong
- 4. My interest in pursuing public interest law as a career is:
 

1	2	3	4	5
weak				strong
- 5. During law school my exposure to public interest law has been has:
 

1	2	3	4	5
weak				strong
- 6. I feel that I am prepared to practice law:
 

1	2	3	4	5
weak				strong
- 7. To me the value of public interest law is:
 

1	2	3	4	5
weak				strong

**Do you plan to volunteer with TRLS next semester?**

- Yes
- No
- Undecided
- It depends if I like this volunteer experience

**THANK YOU FOR VOLUNTEERING !  
THREE RIVERS LEGAL SERVICES, INC.**

**TRLS Gainesville Office**  
352-372-0519  
1-800-372-0519

**TRLS Lake City Office**  
386-752-5960  
1-866-256-8901

**TRLS Santa Fe  
Community College Office**

**TRLS Jacksonville Office**  
904-384-7450  
1-800-495-0039

# Post-Volunteer Survey

1L 2L 3L LLM

(CIRCLE STUDENT STATUS)

PLEASE PRINT YOUR NAME \_\_\_\_\_

PROJECT SITE: THREE RIVERS LEGAL SERVICES, INC., GAINESVILLE

DATE \_\_\_\_\_

This survey is designed to measure how your understanding and perception of public interest law has changed as a result of your volunteer experience. Your answers will be compared to the ones you gave prior to volunteering, but you will not be identified by name. The pre- and post-volunteer surveys will help us gather useful information about the effectiveness of our volunteer programs. Please note that all survey data will be aggregated across the 10 PBLC volunteer sites and some site data may be reported. If you have any questions or concerns, please feel free to ask your site coordinators, Rhonda Chung-de Cambre or Shelly A. Beach. Thank you for your participation!

## PLEASE CHECK THE AREAS IN WHICH YOU VOLUNTEERED:

- |   |  |   |   |
|---|--|---|---|
| <input type="checkbox"/> Housing Clinic         | <input type="checkbox"/> Elder Outreach Clinic   | <input type="checkbox"/> Draft Legal Forms      | <input type="checkbox"/> Translating Materials  |
| <input type="checkbox"/> AHCD Clinic            | <input type="checkbox"/> Job Corps Clinic        | <input type="checkbox"/> Legal Research/Writing | <input type="checkbox"/> Comm. Ed. Workshops    |
| <input type="checkbox"/> Family Law Clinic      | <input type="checkbox"/> Race & Education Clinic | <input type="checkbox"/> AmeriCorps Atty. Asst  | <input type="checkbox"/> Other Self-Help Clinic |
| <input type="checkbox"/> Medical & Legal Clinic | <input type="checkbox"/> Staff Atty. Asst.       | <input type="checkbox"/> Design Brochures       | <input type="checkbox"/> _____                  |

## HOW MUCH TIME OVERALL DID YOU VOLUNTEER THIS SEMESTER?

- less than 10 hrs.  10-25 hrs.  25-45 hrs.  45+ hrs.

## PLEASE CIRCLE THE NUMBER WHICH MOST CLOSELY MATCHES YOUR OPINION OF THE FOLLOWING STATEMENTS:

1 = STRONGLY DISAGREE    2 = DISAGREE    3 = UNDECIDED    4 = AGREE    5 = STRONGLY AGREE

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. TRLS staff met my expectations in finding a volunteer placement.   | 1 | 2 | 3 | 4 | 5 |
| 2. This volunteer placement required more training than was provided. | 1 | 2 | 3 | 4 | 5 |
| 3. My supervisor provided adequate feedback on my work.               | 1 | 2 | 3 | 4 | 5 |
| 4. I usually had enough work during the hours I volunteered.          | 1 | 2 | 3 | 4 | 5 |
| 5. My skills as a law student were <u>not</u> used effectively.       | 1 | 2 | 3 | 4 | 5 |
| 6. Overall, this was a positive volunteer experience.                 | 1 | 2 | 3 | 4 | 5 |

PLEASE CIRCLE THE NUMBER WHICH MOST CLOSELY MATCHES YOUR OPINION OF, OR BEST COMPLETES, THE FOLLOWING STATEMENTS:

(SCALE OF 1-5 WITH 1 BEING WEAK / STRONGLY DISAGREE AND 5 BEING STRONG / STRONGLY AGREE)

- 7. My understanding of the economic barriers facing under-served communities is: 1 2 3 4 5
- 8. My understanding of the cultural barriers facing under-served communities is: 1 2 3 4 5
- 9. I am comfortable working around low-income clients. 1 2 3 4 5
- 10. My interest in pursuing public interest law as a career is: 1 2 3 4 5
- 11. During law school my exposure to public interest law has been: 1 2 3 4 5
- 12. I feel that I am prepared to practice law: 1 2 3 4 5
- 13. To me the value of public interest law is: 1 2 3 4 5
- 14. I am interested in pursuing a career in public interest law. 1 2 3 4 5
- 15. I am more likely than I was before I volunteered at TRLS to pursue a career in public interest law. 1 2 3 4 5
- 16. Even if I do not make public interest law the main focus of my law career, I am committed to donating my time and / or resources to legal services. 1 2 3 4 5

DO YOU PLAN TO VOLUNTEER WITH TRLS NEXT SEMESTER?

YES  NO  UNDECIDED

WHY OR WHY NOT?

---



---



---



---

WHAT WAS YOUR FAVORITE ASPECT OF YOUR VOLUNTEER EXPERIENCE?

---



---



**Feedback Questionnaire**  
(Check all that apply)

- I have a better understanding of my ethical obligation to perform pro bono work after graduation.
- I am more likely to do public service work when I am a lawyer.
- I remain committed to doing public service work when I am a lawyer.
- I am less likely to do public service work when I am a lawyer.
- I learned substantive law.
- I improved my legal skills (e.g., research, writing, interviewing, negotiating).
- I learned practical aspects of legal practice.
- I provided legal services to an underserved population.
- I was able to explore alternative career paths.
- I learned valuable non-legal skills.
- I learned about difficult policy issues and the realities that shape the legal system's and society's response to those issues.
- I was able to continue to pursue an interest that I had before entering law school.
- I was able to explore an interest that I did not have before entering law school.
- The stress of my law school experience was somewhat relieved.
- The stress of my law school experience was somewhat increased.

Would you recommend this public service experience to other law students?

- Yes
- No

**THANK YOU FOR VOLUNTEERING!**  
**THREE RIVERS LEGAL SERVICES, INC.**

TRLS Gainesville Office  
352-372-0519  
1-800-372-0519

TRLS Lake City Office  
386-752-5960  
1-866-256-8901

TRLS Santa Fe  
Community College Office  
352-395-4134

TRLS Jacksonville Office  
904-384-7450  
1-800-495-0039

# THREE RIVERS LEGAL SERVICES

## VOLUNTEER CONFIDENTIALITY AGREEMENT

I, \_\_\_\_\_, acknowledge that the unauthorized disclosure of any information designated as confidential violates clients' right to privacy and the attorney-client privilege. As a volunteer, I recognize that Three Rivers Legal Services, Inc. (TRLS) has a duty to maintain attorney-client confidentiality and my responsibility to hold client information in strict confidence. The violation of confidence may cause my immediate termination as a volunteer at TRLS. The violation of confidence may cause legal action against me.

I hereby acknowledge the above as a binding agreement between myself and TRLS to maintain client confidentiality. I have carefully read this agreement and fully understand its contents. I sign this agreement freely and voluntarily.

\_\_\_\_\_  
TRLS Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Rhonda Chung-de Cambre or  
Shelly Beach  
AmeriCorps Attorneys  
Three Rivers Legal Services, Inc.

\_\_\_\_\_  
Date

THREE RIVERS LEGAL SERVICES, INC.  
Volunteer Enrollment

Name \_\_\_\_\_ Phone \_\_\_\_\_

e-mail \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Local Emergency Contact Person \_\_\_\_\_

Year in School \_\_\_\_\_

If not a student, outside employment? \_\_\_\_\_

Career Interests \_\_\_\_\_

Volunteer Interests \_\_\_\_\_

How did you find out about volunteer opportunities at Three Rivers Legal Services?

\_\_\_\_\_  
\_\_\_\_\_

**General Information**

Three Rivers Legal Services, Inc. (TRLS) will be running seven separate volunteer programs for law students during the Spring 2005 semester: Housing, Job Corps, Pro Se Family Law, Elder Law, Social Security, Medical-Legal, and Advanced Health Care Directives. Volunteers are supervised by licensed attorneys.

Volunteers may sign up for more than one program, but must rank their selections in order of preference. Based upon clinic availability, students will be allowed to participate in multiple clinics. Returning volunteers are given registration preference. All student volunteers, including returning volunteers, must be able to attend the entire training session. All student volunteers must be in their 2nd semester of law school to be eligible to participate.

**Did You Know?**  
In 2004 more than 100 UF law students volunteered in this program and provided legal assistance to over 600 clients.

**Registration Details**

Please email your registration requests to [pb1c@trls.org](mailto:pb1c@trls.org). Your request should include your name, volunteer program requests in your order of preference, email address, mailing address, phone number, year/semester in law school and any additional information that may be necessary.

Failure to register properly may result in the denial of a volunteer placement, so please read and follow all directions carefully.

**Registration opens**

**January 7, 2005.**

**Registration closes**

**January 13, 2005 at 5pm.**

Placements will be emailed out on January 14, 2005.



An Equal Justice Works/AmeriCorps Program

Spring 2005

**Volunteer Programs**  
for University of Florida  
Levin College of Law  
Students

**Three Rivers**  
**Legal Services, Inc.**  
901 NW 8th Avenue, Suite D-5  
Gainesville, Florida 32601  
Phone (352) 372-0519  
Fax (352) 375-1631  
Email: [pb1c@trls.org](mailto:pb1c@trls.org)

**Attorneys**  
**Rhonda Chung-de Cambre**  
**Shelly A. Beach**

**Housing Clinic**

Volunteers will conduct client interviews and draft memos and letters on housing matters such as evictions and mortgage foreclosures. The Housing Clinic will be held on Wednesday evenings.

**Housing A**

**Training:** Wednesday 1/19, 5-7pm.

**Dates:** 1/26, 2/2, 2/9, 2/16, and 2/23 from 4:45-8pm.

**Housing B**

**Training:** Monday 3/7, 5-7pm.  
**Dates:** 3/9, 3/16, 3/23, 3/30, and 4/6 from 4:45-8pm.

**Family Law Clinic**

Volunteers will assist domestic violence victims with completing divorce petitions and paternity actions.

**Training:** Thurs, 1/20, 5-7pm.

**Dates:** Fridays, 1/21, 2/18, 3/11, and 4/8, from 10am-12pm.

**Elder Law Clinic**

Volunteers will travel in pairs to rural senior sites to conduct interviews and give general legal presentations. Volunteers will also draft memos and letters. TRLS will reimburse for mileage costs.

**Training:** Tues, 1/25, 5-7pm.

**Dates:** Scheduled according to student availability.

**Social Security Clinic**

Volunteers will assist clients with filing social security appeals. Location: TRLS Lake City and Gainesville offices.

**Training:** Thurs, 2/17 from 5-7pm.

**Dates:** 2/22 and 3/24, 3-5pm.

**Medical/Legal Clinic**

Student volunteers from UF schools of Medicine, Dentistry, Pharmacy, Health Professions, and Law will participate in the delivery of supervised health care, legal advice, and social services through community education to the homeless and poor in Alachua County. Clinics are held in community sites. Volunteers will conduct interviews and draft memos and letters.

**Training:** Mon, 1/24, 5-7pm.

**Dates:** Scheduled according to student availability and community events.

**Advanced Health Care**

**Directives Clinic**

Volunteers travel to senior sites to conduct interviews, give general legal presentations, and draft memos and letters. TRLS will reimburse for mileage cost

**Training:** Tues, 1/25, 5-7pm.

**Dates:** Scheduled according to student availability.

**Job Corps Clinic**

Volunteers will conduct client interviews at Gainesville Job Corps, give general legal presentations and draft memos and letters.

**Training:** Tues 1/18, 10-12pm.

**Dates:** Intake on Tuesdays, 1/25, 2/15, 3/15, and 4/12, 10am-12pm. Additional dates for presentations will be scheduled based on student availability.

# **Three Rivers Legal Services, Inc.**

## **Law Student Volunteer Training Manual**

### **Table of Contents:**

#### **Introduction:**

- Welcome letter from Clinic Directors
- The Benefits of Pro Bono Volunteering for Law Student Volunteers
- Three Rivers Legal Services, Inc. Organizational History
- Three Rivers Legal Services, Inc. Statement of Priorities
- General Guidelines for Interaction with Clients
- Guidelines for Law Students
- Working with Clients
- Clinic Overview
- Absentee Policy and Bar Referrals
- Student Job Description
- 

#### **Section One: The Law**

- Overview of the Substantive Legal Area
- Relevant Statutes, Pamphlets and Brochures

#### **Section Two: Pre-Screening/Intake Process**

- General Overview of the Screening Process
- Sample intake form
- Eligibility standards

#### **Section Three: The Interview**

- Interview Guidelines
- Sample Questionnaires
- Hypotheticals
- Limitations on Student Assistance

#### **Section Four: After the Interview**

- Referral List
- Sample Interview Memos
- Sample Advice Letters

#### **Section Five: Volunteer Management Forms**

- Volunteer Contact Sheet
- Time Sheet
- Confidentiality Agreement
- Pro-Bono Certificate Forms
- Pre-Volunteer Survey

