

ABA/ NLADA 2006 Equal Justice Conference

The Legal Hotline as an Entry Point for A Brief Services Unit

Alice Morey, Managing Attorney, City Bar Justice Center, New York, NY
amorey@nycbar.org

David L. Gaffner, Director Legal Hotline and Uncontested Matrimonial Project, City Bar
Justice Center, New York, NY

dgaffner@nycbar.org

Jan Allen May, Director AARP Legal Counsel For the Elderly, Washington, D.C.
jmay@aarp.org

Brief Description:

This presentation will explore using a Legal Hotline as the entry point for clients who need some form of “unbundled” legal services or discrete task representation in order to successfully represent themselves. The presenters will lead a discussion on how to identify callers who, because of language barriers, physical or mental disabilities or other limitations, are unable to follow through with advice given to them by the Hotline on their own. The presenters will also explore the expansion of brief services into new areas of the law that reflect the shifting needs of callers to the Legal Hotline and will explore the use of *pro bono* volunteers to serve more callers.

Topical Outline:

- I. **Use of Hotline to Identify and Introduce Clients to Brief Services**
 - A. Use Of City Bar Justice Center Legal Hotline (f/k/a SHIELD)
 - B. Use of AARP Legal Hotline (Contrast with CBJC Legal Hotline)
 - C. Eligibility Criteria
 - D. Screening of Clients by Hotline Counselors
 - E. Determining Appropriate Brief Services
 - F. Areas of Law for Consideration
 - G. Referrals to Other Agencies and Use of LAWHELP

- II. **Types of Brief Services Projects Offered at CBJC**
 - A. Brief Services by the Legal Hotline Counselors
 - B. Uncontested Divorce Project
 - C. Contested Divorce Project
 - D. Chapter 7 Pro Bono Consumer Bankruptcy Project
 - E. Landlord-Tenant Project

- F. Consumer Law Project
- G. Monday Night Law
- H. Thursday Afternoon Law Clinic (TALC)
- I. Moderate Means Panel
- J. New York Seniors Legal Assistance Project
- K. City Bar Tax Clinic
- L. Child Support Project (Planned)

III. Partnerships with Area Law Schools

- A. Columbia Law School Legal Clinic
- B. Fordham University School Of Law
- C. Use Of law Students As Legal Interns/ Hotline Counselors

IV. Use of Volunteers

- A. Leveraging the Private Bar
- B. Use of Legal Scripts and FAQs
- C. Use of Technology for Training and Remote Access
- D. Extending Hotline Hours to Accommodate Volunteer Schedules
- E. CLE Credits as Incentives

V. Partnering With Outside Organizations

- A. Matrimonial Bar
- B. Bankruptcy Bar
- C. Supreme Court Office Of The Self-Represented
- D. Law Day
- E. Office Of Court Administration Web Site
- F. Law Help

VI. Conclusions

- A. Changes since 2004
- B. Need For State Legislation
- C. Difficulty In Satisfying Client Needs
- D. Lack Of Available Services
- E. Funding Needs

Notes:

Bibliography and Website Links:

1. www.citybarjusticecenter.org
2. www.lawhelp.com
3. www.courts.state.ny.us