

Directions for completing this form: Place the title of your workshop in the space indicated, followed by the name and contact information for the presenters. Provide a brief description by placing the cursor on the line below “Brief Description” and commence typing. To complete the “Topical Outline”, place cursor next to each Roman numeral and begin typing. Then place the cursor next to the “a.” to begin listing sub-topics. To list more than one sub-topic, push “Enter” and “b.” should appear on the next line, and so on. Place the cursor on the line under “Notes” to begin providing your notes. To list bibliographic information, place the cursor next to “1.” and start typing. Push “Enter” to move on to “2.” and etc.

ABA/ NLADA 2007 Equal Justice Conference

Developing and Maintaining Access to Legal Services for the Limited English Speaker Through Legal Hotlines

Michael Congiardo, Legal Services of Alabama, Montgomery, AL

Candee Goodman, Lindquist & Vennum, Minneapolis, MN

Debra Hansen, Legal Services of Alabama, Montgomery, AL

Claudia C. Johnson, Legal Advice Line/Bay Area Legal Aid, San Francisco, CA

David Mandel, California Senior Legal Hotline/Legal Services of Northern California, Sacramento, CA

Pamela J. Wandzel, Fredrikson & Byron, Minneapolis, MN

Brief Description:

Legal hotlines have been launched all over the country and are providing a multitude of services to people with limited – or no - English skills and who are in need of legal assistance. The four presenting organizations will provide short, general overviews of how their hotlines work, with each one focusing on a unique aspect of the models developed. Presenters from the legal services organizations will discuss ways to develop resources despite a bare-bones budget; the design of a multilingual/multicultural hotline; partnering with a state bar association to further develop hotline capacity in the wake of a natural disaster; and, from the private bar, developing a collaboration utilizing local private bar volunteers, legal services and social services organizations. There will be something for everyone who is interested in hotline development and management.

Topical Outline:

- I. Private Bar Hotlines for Spanish Speakers (Goodman/Wandzel) 10 minutes
 - a. Background of Linea Legal Latina (Spanish Hotline & Brief Advice Clinic)
 - b. Volunteers
 - c. Collaborative Project
 - d. Telephone Hotline
 - e. Ongoing Funding
 - f. Growth
- II. Building a Hotline from Disaster Recovery; Partnering with the State Bar (Hansen/Congiardo) 10 minutes

- a. Katrina spawns a hotline network
 - b. Call Centers and Structure
 - c. Other hotlines are added
 - d. External Relationships: Beginning of the Spanish Hotline
 - e. Internal Changes: LSA and LEP
- III. Cultural Competence in a Hotline (Johnson) 10 minutes
- a. Characteristics
 - b. Tips
 - c. Outreach
 - d. Institutionalizing Competency
- IV. Delivering Legal Services Despite a Bare-Bones Budget (Mandel) 10 minutes
- a. Devising a delivery system consistent with standard practices
 - b. Creating relationships with staff and managers at local agencies
 - c. Recruiting volunteers
 - d. Training
 - e. Outreach
- V. Open Question & Answer Time (15-20 minutes)
- a.

Notes: Each presenter will speak for 10 minutes with 5 minutes of questions following. This will leave 15-20 minutes at the end for open question time.

Bibliography & Website Links:

- 1.
- 2.