

How Firms and Legal Services Providers Can Create and Sustain High-Quality Civil Legal Services Projects

A Case Study in NYC

Agenda

- 1. Introductions**
- 2. Overview of Targeted Problem**
- 3. Needs of the LSP**
- 4. Needs of the Firm**
- 5. Structure of Program**
- 6. Sustainability**
- 7. Measuring Success**

Overview of Problem

- **Housing & Evictions in New York City**
- **Limited access to legal services attorneys**

Needs of the LSP

- **Efficiency**
- **Consistency**
- **Competence**
- **Reliability**
- **Staff “gets it”**
- **“Value Added” over time**

Needs of the Firm

- **Skill-building & practical experience**
- **Access to Justice**
- **Support for associates (initial training; ongoing guidance)**
- **Increasing responsibility & control**
- **Consistency, Predictability, Just Say “No”**
- **Staff “gets it”**

Structure of Program

- **“Meeting of the Minds” & “Simple Steps”**
 - LSP trains Firm
 - Observe at Clinics
 - Participate in Clinics
 - Identify potential matters
 - Staff new matters
 - Advocate for Tenants (out of court-Level I)
 - Co-counsel (in court-Level II)

Structure of Program *(con't)*

- **Regular “oil checks” between supervisors to track progress & fine-tune relationship**
- **Train new firm volunteers annually**
- **Gradual increase in responsibility of firm attorneys in matters they are handling**

Sustainability

- **Organizational Commitment**
- **Clear Expectations**
- **Results: Continued Benefit to all Parties**
- **Mutual appreciation**
- **Open lines of communication**
- **Flexibility**

How to Measure Success

- **Client Outcomes**
- **Increased capacity at LSP**
- **Increased skills at Firm**
- **Mutual recognition at LSP and Firm of short and long-term value of partnership**
- **Flexibility**