

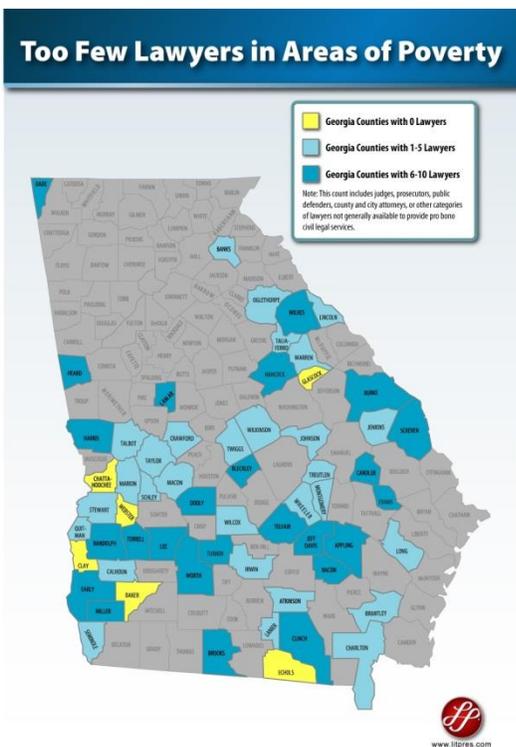


The mission of the Georgia Legal Services Program® is to provide access to justice and opportunities out of poverty for Georgians with low-incomes. Our lawyers, paralegals and volunteers provide the help that reflects your community's values of fairness, equality, and responsibility to assist others in need.

What We Do and Our Service Territory

We are a non-profit law firm serving rural and small town Georgia—all of Georgia except the 5-county metro Atlanta area. That's a service territory of 154 mostly rural counties.

We offer free legal services in civil cases to people who cannot afford to hire a lawyer. We have 11 offices around the state to serve people where they live. Our clients have “high stakes” problems, such as domestic violence, eviction or foreclosure, denial of hard-earned benefits such as unemployment, inability to get critically needed health care or food aid, and many more. Our work is to assure that low income people have access to justice and opportunities out of poverty. When problems occur, we and our volunteers help our clients secure the support they need to get back on their feet — with dignity. When rights are denied, we help our clients seek redress and have those rights assured.



We enlist private attorneys as volunteer lawyers to help provide civil legal services to the poor in our service territory.

We have six counties in Georgia that count no lawyer and an additional 60-plus counties with 15 or fewer lawyers, many of whom are judges, prosecutors, defenders, etc. —lawyers who are unable to provide civil legal services on a pro bono basis. A severe shortage of lawyers in rural areas and small cities in our service area drives us to use lawyers in structured services such as legal clinics and advice provision online or by telephone in addition to the usual pro bono one-on-one lawyer-client relationships that we facilitate.

A Plan for Volunteers and Volunteer Lawyers

The federal Legal Services Corporation, a funder of Georgia Legal Services Program, requires us to develop an annual plan for involving private

attorneys in helping meet the civil legal needs of low-income persons. [45 CFR 1614.4]

The GLSP PAI Plan is developed in the same process as the annual GLSP Goals and Priorities development. Each GLSP field office is encouraged to craft a plan that meets local client legal needs and takes advantage of local attorneys' skills and interests. GLSP focuses on Domestic Violence, Benefits, Access to Health Care, Housing, Consumer, Education, Senior Citizens, Persons with Disabilities and Farmworkers. Our PAI plan addresses these and also gaps in service that GLSP staff attorneys cannot handle and where lawyers in our service area have identified themselves as available to handle the cases, including a broader range of family law (divorce, child custody), Chapter 7 bankruptcies to save the home place, wills and powers of attorneys for the terminally ill, and senior citizens.

Our State Pro Bono Survey

In 2009, the Supreme Court of Georgia Committee on Civil Justice published the results of a statewide Legal Needs Study and an accompanying Pro Bono Attorney Survey.

We include here for simplicity's sake this summary report excerpt:

Conclusions from the Pro Bono Attorneys' Telephone Survey

There were a few surprises from the attorneys' surveys, and some conclusions that were expected are worthy of note here:

1. First of all the response rates were surprising. Attorneys responded to the survey at a much higher rate than expected. This was perhaps due to the fact that the cover letter from the CCJ alerted them to the importance of the research. Attorneys called in for appointments to complete their surveys, made return calls and stayed on the line to finish calls. We oversampled as a result, making our results more representative than we had hoped for at the outset.
2. The size of the law firm has an effect on whether the attorney has time to engage in pro bono services. Larger firms seem more able to sustain the time and effort.
3. Although there are a variety of areas of law in which pro bono attorneys practice, family law is one area in which there are significantly different proportions of attorneys practicing pro bono law.
4. Attorneys avoid pro bono work due to concerns about lack of expertise, and concerns about malpractice insurance. There are some concerns about screening for client need, as attorneys comments suggest that some who apply for pro bono appear to be able to afford to pay for services.
5. There is some support for doing shorter term pro bono work, if it could be identified, but attorneys appear to be wary of taking on larger projects.
6. Attorneys express support for referral systems for pro bono work.

7. Attorneys who take on pro bono work are motivated by personal responsibility and needs of the poor; attorneys who do not are concerned about time limitations and family obligations.

8. Overall, support for pro bono is high, even among those who do not engage in it. In many cases, those who do not are looking for opportunities and want to have referral, access to information, training or short term commitments in order to contribute. They do want to be sure that the persons who receive pro bono legal services are screened, and truly eligible for services.

-- Legal Needs Survey Presented to the
Committee on Civil Justice By the A.L. Burruss Institute of Public Service
and Research Kennesaw State University

Legal Needs of Our Clients

GLSP focuses on Domestic Violence, Benefits, Access to Health Care, Housing, Consumer, Education, Senior Citizens, Persons with Disabilities and Farmworker Employment Law. Our PAI plan addresses these case types and also gaps in service that GLSP staff attorneys cannot handle and where lawyers in our service area have identified themselves as available to handle the cases, including a broader range of family law (divorce, child custody), Chapter 7 bankruptcies to save the homeplace, wills and powers of attorneys for the terminally ill, and senior citizens issues.

We posted online in mid-2015 a survey for Georgia lawyers that asked their thoughts about critical legal needs of the poor in their community. We also asked lawyers for information they might have on local legal resources, their thoughts on ways they might participate in pro bono with us, and how their local bar associations might be helpful. Here is a link to the survey results from 2016 for the 2017 PAI Plan:

<https://www.surveymonkey.com/results/SM-R8VXQC82/> .

The survey tells us that you and your fellow lawyers believe the most critical legal needs of the poor in your community (and our service territory) are:

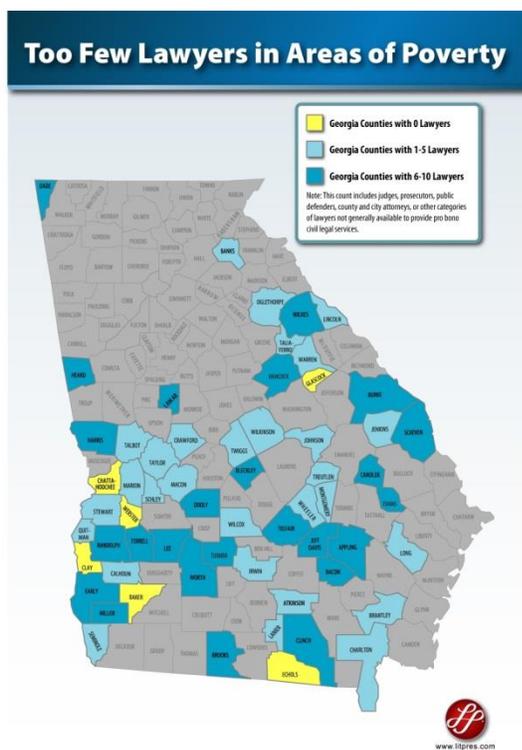
1. A range of family law matters, including family violence, divorce and child support;
2. Consumer law, including debt collection and bankruptcy;
3. Landlord-tenant matters, including evictions, repairs and security deposits;
and
4. Senior citizen (elder) law.

These case types are representative of the kinds of cases handled by GLSP staff attorney. These are also the kinds of cases we would like to place with volunteer lawyers.

Volunteer lawyers, like you, are needed for three reasons:

- 1) Legal services can provide life-changing differences in the lives of low-income Georgians who have critical legal needs. [You can make a difference](#), too.
- 2) [Georgia Bar Rule 6.1](#) urges lawyers to provide at least 50 hours per year of pro bono service to low-income Georgians and/or organizations that serve low-income Georgians. Pro bono service supplements the work of legal services lawyers and helps us address the justice gap. Our courts are facing larger and larger numbers of *pro se* litigants. Your service helps both legal services programs and the courts.
- 3) The justice gap is growing. We have a lawyer shortage in Georgia for low-income households. Even where we do have lawyers in sufficient numbers in rural and small-city Georgia, there may not be a lawyer who handles the kind of legal problem a poor person has.

Where the Lawyers Are and Our Activities



We have six counties in Georgia that count no lawyer and an additional 60-plus counties with 15 or fewer lawyers. See “Too Few Lawyers in Areas of Poverty” Map.

We have additional information on lawyers in our service territory who are 65 years of age and older—“Baby Boom” lawyers who, if they have not yet retired, are likely winding down their practices or will not be available to us as volunteers within 3-5 years. Georgia’s *emeritus* practice rule has a high age 70 threshold for *emeritus* status. When the 65-plus data is added into the access to justice equation, the six counties without a lawyer increases to 11 counties. The 29 counties with 5 or fewer lawyers increases to 41 counties with 5 or fewer lawyers. And remember, for purposes of this count, “lawyer” also includes judges, prosecutors, public defenders—lawyers not available to provide free civil legal services to the poor.

So, in those counties on the above Map **shaded in gray, light blue and dark blue**, our local GLSP field offices will continue to recruit and support volunteer lawyers in the following areas:

- 1) Place court and administrative cases with volunteer lawyers on a one-on-one basis in our priority areas:

- A. Family law (with family violence as a priority, as volunteers available otherwise);
- B. Consumer law (collections cases, Chapter 7s to save the home place, improper garnishments);
- C. Housing (Foreclosure prevention, Public housing, Landlord/Tenant);
- D. School tribunal cases (School-to-Prison Pipeline)
- E. Wills and Estates, Powers of Attorney.

2) Host Advice and Brief Services (limited scope work) Clinics on:

- A. General legal advice topics;
- B. Family Law;
- C. Wills and Estates;
- D. Education Law;
- E. Landlord/Tenant Law.

What Can We Do Where There Are No Lawyers?

For the 6 counties shaded in yellow in the “Too Few Lawyers in Areas of Poverty” Map, we will recruit volunteer lawyers in other areas of the state and provide access to these volunteer lawyers via:

- 1) Local Legal Advice Clinics in neighboring counties;
- 2) Virtual Legal Clinics using Skype for Business;
- 3) Our Child Support Calculator Helpline that is a partnership between the State Bar of Georgia Family Law Section and GLSP;
- 4) GeorgiaLegalAnswers.org (to be launched in 2017), a free advice and brief service website; and
- 5) Distance services provided by volunteers lawyers from our structured pro bono program housed in the Georgia Lawyers for Equal Justice “incubator.”

For the public, we post our upcoming pro bono legal clinics online on the home page of GeorgiaLegalAid.org. Volunteers may access the same site, but we also post these clinics for them at www.GeorgiaAdvocates.org/calendar and this same calendar is emailed on a monthly basis to all advocates registered with the advocate website.

Opportunities for Non-lawyers in Our Pro Bono Program

- **Law Students and Law Graduates**

Local GLSP offices use **law student** interns to support volunteer lawyers on a limited basis, usually in the development and referral of PAI cases and for supporting pro bono legal clinics. We will also offer law students the opportunity to develop PAI volunteer support materials and PAI-themed social media outreach opportunities. Our law students also participate in the development and staging of PAI recognition and training events.

GLSP pro bono coordinators and managing attorneys will work to exploit Georgia's new [Law Student Practice Rule](#). The Georgia Office of Bar Admissions' new rule authorizes student practice that is co-extensive with all the work that a licensed attorney can do. A law student "when under the supervision of a member of the State Bar of Georgia, may, as if admitted and licensed to practice law in Georgia, advise, prepare legal instruments, appear before courts and administrative agencies and otherwise take action on behalf of" an eligible client.

As the new rule has been promulgated to help address a justice gap, an eligible client is now "any person who is unable financially to pay" for legal services and the definition also includes non-profit organizations if their purpose "is to assist low or moderate income persons" as well as "any state, local, or other government unit or agency."

The new rule permits supervision by any "(active, in good standing) member of the State Bar of Georgia." This expansion of the old rule now encourages the use of student lawyers by lawyers in private practice for law firm pro bono work.

GLSP's State Bar Pro Bono Resource Center championed new State Bar of Georgia law school access to justice awards as a means of reaching out to and messaging law students about professionalism and pro bono service. We are using the awards process to identify law school contacts and potential law student pro bono volunteers. Our Savannah, Athens and Piedmont regional offices have been developing law student service models that we will work to expand in our full service territory.

GLSP works with **law graduates** on a case-by-case basis, often placing law graduates in field offices to provide supervised pro bono or pro bono support services under the guidance of a supervising attorney. We frequently host law graduates in-house who provide case support on staff cases and also on pro bono cases with PAI staff supervision.

- **Paralegals**

Our Savannah office also includes students from a local paralegal school in their PAI program to assist in screening and case follow-up. We will reach out to the Georgia Paralegal Association in 2017 to recruit paralegals for PAI support work.

- **Court Reporters**

GLSP has a decades-old Pro Bono Court Reporters Project that provides free take-down and print copies for pro bono depositions and some hearing work in our larger cities. We will continue this project.

Support for Volunteer Lawyers, Law Students, Paralegals and Other Volunteers

LSC regulations require GLSP to provide training and support to its volunteers.

Our main hub for volunteer training and support is our statewide advocate support site, www.GeorgiaAdvocates.org. The site is divided into two main “practice areas”: our Georgia Online Justice Community and our specialized Georgia Military Legal Assistance Program practice area for volunteers helping veterans and active-duty military. We remain fully committed to this site and practice areas will continue adding and updating training and support content on this site and make it available to all of our volunteer types.

GLSP also hosts periodic webinars – many CLE-accredited—as well as podcasts and local bar presentations on pro bono and substantive law for volunteer lawyers. Most of this content is added to GeorgiaAdvocates.org and made available to volunteers on a 24/7 basis.

GLSP employs several “specialist” attorneys in the areas of family law, housing, public benefits and health law. These attorneys are available to our volunteers and connected to them as needed by our local pro bono coordinators. Staff attorneys in our local field offices also help support volunteers in our PAI program through training and on-site legal clinic support.

All of our attorneys create legal content for the web in the form of training manuals, powerpoints and model forms. These materials are made available online to our volunteers.

Our partnership with the State Bar of Georgia will continue. GLSP and the State Bar partner to support the State Bar of Georgia Pro Bono Resource Center, an effort that is almost 35 years old. The Pro Bono Resource Center works closely with our local offices and assists with CLE programming, local bar presentations, online volunteer pledge forms and data, marketing, social media, training materials development and more.

Local GLSP offices host annual open house events to educate local lawyers about legal needs and ways of getting involved with GLSP’s PAI program. We have local pro bono awards and local volunteer recognition events.

We recognize our volunteers through the [State Bar of Georgia Honor Roll](#), the State Bar of Georgia Pro Bono Resource Center [CLE Voucher Rewards Program](#), with certificates, [volunteer stories](#) and local press releases, all of which are managed by GLSP’s State Bar

of Georgia Pro Bono Resource Center. Local offices provide recognition to non-lawyer volunteers through luncheon presentations, nominations for state and local awards and local media.

New Initiatives and Responses

Learning More about Lawyers in Georgia to Improve Pro Bono Participation

In December 2016, our Savannah Regional Office conducted a Pro Bono Climate Survey the results of which are found here: <https://www.surveymonkey.com/results/SM-W9XSTJKP/>. The survey was shared with approximately 600 members of the Savannah Bar Association. Sixty lawyers – about 10% of the bar membership—responded. Those who responded were largely members of the Baby Boomer generation, from solo and small firm backgrounds, all of whom provided some level of pro bono services in the preceding 12 months. The survey respondents indicated the top four issues discouraging them from providing pro bono services are: time limitations, scheduling conflicts, (client meeting) travel expectations and solo/small firm economics. Respondents also indicated that they did not have a pro bono plan in place for their practice.

In 2017, we will share this information with all of our regional offices and begin addressing the lawyers' concerns about time, travel and economics. We have always been cognizant of these issues, but we will look for ways to identify even more discrete pro bono opportunities—like clinics, online help and brief services-- in addition to the usual full-on case representation cases we work to place.

Georgia.FreeLegalAnswers.org

We have struggled in identifying rural pro bono opportunities for large law firm lawyers. The time demands of travel through urban and suburban sprawl to distant areas for lawyers tied to a billable hours system has been difficult to overcome. While our Piedmont Regional Office that is located in downtown Atlanta does use a number of large law firm lawyers for “close-in” pro bono, by and large, we do not have the pipeline capacity and support available for other regions.

To help remedy the situation, GLSP and its Pro Bono Resource Center at the State Bar launched www.GeorgiaFreeLegalAnswers.org in December 2016. We are marketing the site only to large law firm lawyers in Atlanta and only to clients we are unable to serve through our usual GLSP intake. So far 124 questions have been posted and 33 large law firm lawyers are participating. [Edited, May 2017- The Atlanta office of Alston & Bird LLP has adopted the management of the site as one of its signature pro bono projects, giving us a large boost in resources and support.]

Upgrading Our Statewide Volunteer Lawyer Support Site

By late summer 2017, GLSP will relaunch GeorgiaAdvocates.org using the newest Probono.net template. We will update all the content for our volunteer lawyers and rebrand the site with graphics and messaging from our Due Justice pro bono campaign.

Disaster Services

In January 2017, sixty-six lawyers responded within 3 days to a call to provide disaster legal services to GLSP clients in south Georgia after a series of tornadoes damaged homes and property in several counties. GLSP staged a day-long CLE program for the new volunteers. The volunteers provided service on the disaster legal services hotline, in help clinics and on individual cases.

Senior/Baby Boomer Pro Bono Project

GLSP's Pro Bono Resource Center and the Bar's Access to Justice Committee will team up in 2017 to pilot a Baby Boomer Pro Bono Project. The Pro Bono Resource Center submitted a successful grant application to the American Bar Endowment to study how we might use retiring lawyers to provide pro bono services as volunteers, pro bono in-house volunteers and courthouse navigators. GLSP already has successful models for using in-house retired lawyers to serve clients.



Due Justice Pro Bono Message Campaign

GLSP's Pro Bono Resource Center housed at the State Bar successfully implemented the Bar's new pro bono message campaign, "**Due Justice. Do 50.**" The campaign soft-launched in January 2017 and will be fully implemented in the spring of 2017. The campaign includes a video that the Bar has ordered be shown before every CLE program offered by ICLE in Georgia, a special website, campaign premiums, a social media aspect and more. You can access the campaign website at www.DueJusticeDo50.org.

State Bar of Georgia Young Lawyers

Division Makes 2017-18 the Year of Pro Bono

The Young Lawyers Division has decided to make pro bono its focus for the 2017-18 State Bar fiscal year. The YLD will support GLSP's www.Georgia.FreeLegalAnswers.org website, recruit its large membership into our Due Justice Do 50 pro bono campaign and beef up its support for its current pro bono programming for GLSP.

Lessons Learned from our Pro Bono Innovations Pro Bono Incubator

GLSP operates the pro bono structure for Georgia's statewide "incubator"—Lawyers for Equal Justice (L4EJ)— www.L4Ej.org. In 2017, the final year of the LSC grant, we will

finalize our pro bono toolkit for new lawyers and distribute the toolkit to lawyers and to GLSP pro bono staff through the State Bar Young Lawyers Division and through L4EJ partners. We will include pro bono best practices for new lawyers, links to pro bono training developed in the incubator and pro bono-themed messages that resonate with new lawyers just starting their practices.

About Our Pro Bono Approach

GLSP has increased its ties to the State Bar's Law Practice Management Program and its Transition into Law Practice Program (TILPP), our mandatory lawyer mentoring Program in Georgia. GLSP PAI staff regularly participate in State Bar mandatory mentoring programs to highlight the need for pro bono service and to describe GLSP's pro bono programming and support. As a result of GLSP's involvement in the development of the Bar's mandatory mentoring program, the topic of pro bono is included in the mandatory mentoring curriculum for all lawyers in Georgia. We also turned attention to how rural and small-city lawyers conduct their business, looking for themes and messages to which they might positively respond relative to pro bono service.

We learned that solo and small firm lawyers appreciate the concept of GLSP acting as the hub for their pro bono activity, allowing them to create a relationship with us in which they actively manage pro bono by sending their low-income clients to us for screening and then back to them as a pro bono client. We now urge lawyers to think strategically about pro bono and to include pro bono in their annual business plans. We ask lawyers to contact us and tell us exactly how many cases they would like to receive from us in the upcoming year, they type of case, and how frequently we should send a case to them. A Powerpoint slide show we use in local bar presentations describes this recruitment approach. The slides are in .PDF format and found in the materials Appendix.

We also increased our pro bono legal clinics activity to afford solo and small firm lawyers the ability to engage in "bite-size" pro bono. This is an effort to better balance the need for legal clinic advice and brief services against the need for full, in-court representation. Many of our clients do not need full-on legal representation and clinics fulfill the need for advice and brief service. For the public, we post our upcoming pro bono legal clinics online on the home page of GeorgiaLegalAid.org. Volunteers may access the same site, but we also post these clinics for them at www.GeorgiaAdvocates.org/calendar and this same calendar is emailed on a monthly basis to all advocates registered with the advocate website.

How Our Pro Bono Referrals Work

In General

First, our volunteer pledge form is found online on several websites. The Online pledge form recruits volunteer lawyers to handle specific cases types and also invites them to participate in legal clinics. [You can view the Pledge Form here](#). We add all of our

volunteers to our case management system, LegalServer. Our local pro bono coordinators can search for a potential volunteer by county and LSC problem code type, clinic interest and more.

The screenshot shows the Georgia Legal Services Program (GLSP) website interface. The main navigation bar includes links for Clinics, Home, Cases, Calendar, Contacts, Timekeeping, Organizations, Users, Funding Codes, Reports, Other Matters, Help, and Admin. The current page is titled "Recommended / Other Users" and shows a search for "Delete Zdelete (06-0339022)".

Referral Attempts

| Attorney | User | Date | Contact Method | Outcome | Notes | Reset |
|----------------|--------------------|------------|----------------|---------|-------|-------------|
| Willie XNelson | Michael L. Monahan | 09/21/2011 | Phone | Accept | N/A | Edit Delete |
| Willie XNelson | Michael L. Monahan | 09/21/2011 | Phone | Accept | N/A | Edit Delete |

Probono Users

| Probono Attorney Name | Outreaches | Office | Subjects | Counties | Languages | # of Open Cases | Organization County | Total Number of Cases | Recommend Pro Bono Attorney Notes | Start Date of Last Assignment | Organization | Actions | Is Interested | Referral Attempts | Reset A to Z Show Filters |
|-----------------------|------------|-----------|--------------------|--------------|-----------|-----------------|---------------------|-----------------------|-----------------------------------|-------------------------------|-----------------------------------|---------|---------------|-------------------|---------------------------|
| Gregory Dobson | N/A | MACON (8) | Problem Code Match | County Match | N/A | 0 | N/A | 0 (0) | N/A | N/A | N/A | Assign | N/A | 0 | Attempt Call |
| Gregory Dobson | N/A | MACON (8) | Problem Code Match | County Match | N/A | 0 | N/A | 1 (0) | N/A | 03/06/2003 | N/A | Assign | N/A | 0 | Attempt Call |
| Tangela King | N/A | MACON (8) | Problem Code Match | County Match | N/A | 0 | Bibb | 1 (1) | N/A | 06/30/2004 | Buafo and Associates | Assign | N/A | 0 | Attempt Call |
| Scott Spivey | N/A | MACON (8) | Problem Code Match | County Match | N/A | 0 | Bibb | 1 (1) | N/A | 07/26/2004 | JAMES, BATES, POPE & SPIVEY, LLP | Assign | N/A | 0 | Attempt Call |
| James Wootan | N/A | MACON (8) | Problem Code Match | County Match | N/A | 0 | Bibb | 3 (1) | N/A | 04/24/2007 | O'Neal, Brown, Sizemore, PC | Assign | N/A | 0 | Attempt Call |
| Jennifer N Haskins | N/A | MACON (8) | Problem Code Match | County Match | English | 1 | Bibb | 8 (0) | N/A | 04/06/2016 | Jennifer Haskins, Attorney at Law | Assign | N/A | 0 | Attempt Call |
| Michael L Monahan | N/A | MACON (8) | Problem Code Match | County Match | N/A | 2 | * | 4 (4) | N/A | 10/20/2014 | Monahan and Monahan LLP | Assign | N/A | 0 | Attempt Call |

-- SAMPLE Volunteer Search (using "dummy" case/client)

Intake

GLSP allows a potential applicant to apply by phone and soon, initially online. Staff dedicated to screening applicants for financial eligibility take calls from 9:00 a.m. to 5:00 p.m. Monday through Friday. Questions about family size, current and potential income and assets, citizenship status and other eligibility factors are used in determining initial eligibility. To be eligible for pro bono services, the applicant must have household income at or below 125 percent of the Federal Poverty level.

In addition, GLSP Board of Directors has determined, by legal problem type, the matters that can qualify for representation by GLSP. The limited resources available to meet the needs of low income Georgians make this type of prioritization necessary. Some types of legal problems can only be accepted if a pro bono attorney is willing to accept the case.

After an applicant has been determined to be eligible for GLSP services, the case is reviewed in the local office covering the applicant's county. The applicant is contacted and more information about their situation and their legal need is obtained.

Information about upcoming court deadlines, etc. are key to determining if a case is appropriate for pro bono referral. The length of time it takes to place a case with a volunteer attorney eliminates cases with rapidly approaching deadlines. The applicant's access to reliable transportation is another factor considered. With knowledge of all relevant factors, the managing attorney of the office makes the decision that a case is appropriate for placement with a volunteer attorney.

Once a case has been designated for placement with a volunteer attorney, the list of volunteer attorneys is reviewed. In making determinations about which lawyers to contact, the various staff making contacts with attorneys take into consideration the geographic location, substantive areas of the law and when the attorney last took a pro bono case. Attempts to place cases are made by telephone and email contact. Following referral of a case, GLSP staff regularly follow-up on the case to determine the status of representation. The follow-up is done until the attorney notifies GLSP that the case is concluded. Assistance can be provided to the attorney throughout the case by GLSP staff, unless the case referred represents a conflict of interest for GLSP.

GLSP is aware that some volunteer attorneys are not regularly referred a case, despite their willingness to accept cases. The match between case type and the location of the volunteer attorney sometimes makes a match difficult. GLSP continues to work to utilize all volunteer attorneys to meet the needs of eligible clients.

Components of the PAI "Pro Bono" Program:

GLSP provides the following opportunities for private attorneys to be involved in meeting the civil legal needs of low income Georgians.

a) Direct services to clients referred from GLSP

The pro bono coordinator in each of the nine GLSP offices is aware of attorneys who are willing to consider referrals of persons to be provided legal services on a pro bono basis. Contact with attorneys is made by phone or email. GLSP continues to monitor these cases and requires notice when the work for the client is complete.

While the majority of the requests for legal services are in the family law area, cases are also available in housing, mortgage foreclosure, consumer matters and a wide range of other legal areas. Attorneys can specify the types of cases they are willing to consider. Attorneys are always contacted by GLSP staff prior to the client receiving the attorney's contact information.

In addition, GLSP communicates with volunteer attorneys monthly via an email newsletter. This newsletter shares information about events and lists possible pro bono cases currently available for placement in the attorney's preferred geographic area.

Each GLSP office may recruit one or more attorneys to participate in a Judicare Contract Program, through which referred cases are accepted by the attorney for participation on a reduced fee basis. For accepted participants with incomes under 125 percent of poverty, GLSP will pay the retainer contract attorney an hourly or flat fee for the representation. These attorneys are generally located in places where the expense of travel for GLSP staff attorneys is the greatest.

b) Projects requiring a limited or predictable time commitment

GLSP understands that one of the barriers for attorneys in accepting pro bono work is the unpredictable nature of the time commitment. A “simple” case can become complicated, where the attorney spends more hours than expected. Two volunteer options are designed to provide attorneys with volunteer opportunities with a limited and predictable time commitment.

Under Georgia Bar Rule 1.2, attorneys may now limit the terms of their representation of a client. GLSP has embraced the option of limiting the scope of representation and encourages volunteer attorneys to do so when appropriate. One example would be an attorney who accepts referrals of clients who have created their own divorce documents using our standard court forms. The attorney would meet with the client, review their situation and the forms they have prepared. By discussing topics like court jurisdiction and service, the attorney can greatly improve the likelihood the client will be successful in self-representation. When the attorney has reviewed the forms and explained to the client what will happen at the final hearing, the attorney has completed their obligation to that client. If the attorney prefers, this entire consultation can occur by phone. GLSP refers cases through this program where it is unlikely a response will be filed by the Respondent. However, even if a response is filed, the attorney has completed all the work to which they agreed (via limited scope representation agreement) and has no obligation to do more with that case.

Another option for predictable time commitment involves assisting with those clients who need legal advice about their situation. By volunteering to come to a GLSP office or clinic on a regular schedule at least four times a year for a three hour time slot, an attorney can meet this crucial need for legal advice. Support from GLSP staff can allow the attorney to feel confident about a variety of legal matters.

c) Assistance at special outreach events and with special projects

1 . Child Support Helpline

GLSP and the Pro Bono Committee of the State Bar of Georgia Family Law Section have launched a rural pro bono Child Support Worksheet Helpline.

Georgia’s Child Support Worksheets provide the framework for determining the appropriate amount of child support under Georgia law. The child support calculator is

used to enter the financial information of both parents to calculate the appropriate amount of child support according to Georgia's statutory Child Support Guidelines.

Volunteer lawyers from the State Bar of Georgia Family Law Section will assist callers with the calculator and preparing the required Child Support Worksheets. Unrepresented litigants needing help with the child support calculator can call (404) 526-8609. A volunteer lawyer will then work with the caller to prepare Child Support Worksheets for his or her case. The Child Support Worksheets will be emailed or mailed to the caller.

The Family Law Section of the State Bar of Georgia has over 1,500 members and seeks to educate its members through continuing education and monitoring and reporting on legislation. The Child Support Helpline is an opportunity for the Section members to give back to Georgians in need of legal services who cannot afford it. Georgia Legal Services Program, which serves 154 mostly rural counties outside metro Atlanta, is partnering with the Section to launch the pilot project. GLSP receives many calls daily from people looking for legal help in connection with child support. The legal aid program refers many of those callers to the new Child Support Helpline.

2. Volunteer Lawyers for Veterans and Military

We continue to explore the best ways to provide targeted legal services to Servicemembers and Veterans. We will continue to maintain our statewide support website for volunteers who are helping veterans and active military personnel—www.GeorgiaAdvocates.org/GAMLAP . We regularly provide volunteer lawyers at VA benefits fairs and “standdown” events. We will continue to publish and market our Military & Veterans Pro Bono Toolkit for Local Bar Associations.

Social Media and Marketing of Pro Bono Service

GLSP and its State Bar of Georgia Pro Bono Resource Center employ [Twitter](#) and [Facebook](#) to publicize pro bono events like clinics and volunteer trainings, highlight volunteer efforts and educate the public and volunteers about pro bono and access to justice issues. Our main website, [GLSP.org](http://www.gls.org), also is used for these purposes. We have web pages devoted to PAI (“pro bono”) at <http://www.gls.org/get-involved-with-gls/pro-bono/> and on our State Bar of Georgia Pro Bono Resource Center page here: <https://www.gabar.org/publicservice/volunteer.cfm> . Our volunteer pledge forms are online on [GLSP.org](http://www.gls.org) and the State Bar website

Feedback on this Plan

The federal Legal Services Corporation, a funder of Georgia Legal Services Program, requires us to develop an annual plan for involving private attorneys in helping meet the civil legal needs of low-income persons. [45 CFR 1614.4] GLSP is currently seeking

comments on this proposed plan. Please provide comments to Mike Monahan, GLSP Pro Bono Director, 104 Marietta St. NW, Suite 250, Atlanta, GA 30303 or email mmonahan@glsp.org.

A copy of this plan is posted on a [State Bar of Georgia website page](#) and provided to local offices for sharing with local bar associations.