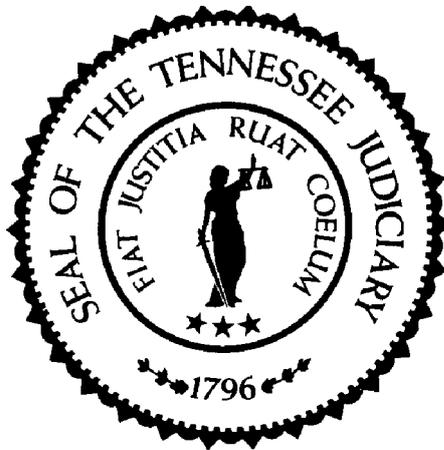


Tennessee  
Access to Justice  
Commission  
**2014**  
**STRATEGIC**  
**PLAN**





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## **I. Introduction**

In August 2008, the Tennessee Supreme Court declared Access to Justice its number-one strategic priority. Later that year, the Court launched its Access to Justice campaign. On April 3, 2009, the Court created the Tennessee Access to Justice Commission and charged it with developing its first strategic plan within the first year and updating the plan every two years thereafter. This 2014 Plan details the progress made in implementing the goals of the Commission's 2012 Strategic Plan and proposes new objectives and benchmarks to address civil legal needs in the upcoming two years.

The Commission's first strategic plan submitted in 2010 outlined how the Supreme Court began its Access to Justice Initiative and the Court's impressive efforts to carry out this initiative. During the past five years, the Court's commitment has never wavered. The Court—as individual justices and as a whole—participates in access to justice events and in meetings of the Commission and its Advisory Committees<sup>1</sup>. The Court also makes prompt decisions to promote Access to Justice, and members of the Court speak locally and nationally on this topic. The leadership and visibility of the Court has inspired not only the Commission, but also the broader access to justice community, the bar and its associations, and the court system as a whole. The accomplishments of the past five years reflect the dedication and support of a broad network of lawyers, law firms, corporate legal departments, bar associations, legal service programs, judges, clerks, law schools, librarians, service providers, nonprofits, faith-based organizations, and a wide variety of other entities to accomplish these goals.<sup>2</sup>

This 2014 Strategic Plan also sets forth additional goals and initiatives to aid and expedite the Supreme Court's dynamic and ongoing Access to Justice campaign. In particular,

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<sup>1</sup> Advisory Committees are broad based and diverse committees in topical areas upon which stakeholders and persons with expertise serve.

<sup>2</sup> The Commission would be remiss if it did not recognize and thank Justice Janice Holder for serving as the Court's liaison to the Commission since its inception.

the 2014 Plan focuses on the Commission's first goal, which is to involve more lawyers and law students in meeting legal needs so that the public is better served. Key to the implementation of this goal is a more comprehensive pro bono delivery system across the state, which has taken shape through the establishment of 1-888-aLEGALz and the publication of the annual pro bono report. This 2014 Plan also addresses the necessity of further public outreach and awareness of existing access to justice resources for self-represented individuals and the community at large. Finally, the 2014 Plan addresses the Commission's commitment to careful measurement of the effectiveness of our collaborative efforts in order to assist stakeholders in directing resources to the programs that most effectively address the critical needs of our citizens.

## **II. Accomplishments and Highlights of the 2012 Strategic Plan.**

At each quarterly meeting, the Commission reviewed the 2012 Plan (Appendix H) and received an update from each Committee chair regarding the Commission's success in accomplishing these goals. The Commission and its collaborative partners have met or exceeded most of the goals set in the 2012 Plan.

**A. Attorneys Performing Pro Bono Legal Services.** One of the overarching goals of the 2012 Plan was to increase the number of attorneys who reside in Tennessee and provide pro bono services. As of the date of this report, this number represents 44.31% of all Tennessee attorneys, an increase of 26.05 % since 2010. The average amount of hours performed by those attorneys is an astounding 74.13 hours per year, far greater than the national average.

**B. The Pro Bono Report.** As the Commission recognized in 2012, a common theme among participants in the national Access to Justice Community is that there is little comprehensive information regarding the pro bono activities in each individual state. The Commission has continued to devote significant resources, primarily staff resources, to create

the Pro Bono report so that the Court, bar associations, law schools, direct service providers, and other stakeholders can use the report as a resource.

**C. Creation of 1-888-aLEGALz.** Another important goal in the 2012 Plan was the establishment of a statewide pro bono referral network. At the time of the 2012 Plan, Online Tennessee Justice, the nation's first interactive pro bono website, was already in service. This website provides limited scope advice to eligible clients across Tennessee and provides lawyers with the opportunity to provide pro bono services whenever and wherever they can access a computer or mobile device. The Commission learned early in 2012 that other states had successfully launched statewide toll-free numbers to answer legal questions from clients and to connect available resources with clients who needed help.

With a grant from the Court (from CLE late fees paid by lawyers to the Commission on Continuing Legal Education and a \$75,000 grant from International Paper Corporation), 1-888-aLEGALz was launched in collaboration with the Tennessee Alliance for Legal Services. This is Tennessee's first statewide, toll-free, legal-resource helpline. The hotline is staffed by Tim Hughes, an alumnus of Memphis Area Legal Services, and is housed at the Tennessee Alliance for Legal Services offices. This helpline can provide basic legal advice to callers or when more than basic or limited scope advice is needed, Tim Hughes can direct the client to available resources. The launch of 1-888-aLEGALz is another important and meaningful stride towards establishing a statewide referral network for pro bono services in Tennessee. Together, Online Tennessee Justice and aLEGALz provide important access to legal information and legal advice for all Tennesseans. The latest periodic reports for 1-888-aLEGALz and Online Tennessee Justice are attached hereto as Appendix J.

**D. Education of Volunteer Lawyers and Self-Represented Litigants.** The 2012 Plan recognized that education for self-represented litigants as well as for attorneys willing to provide pro bono services is a critical element if Tennessee is to succeed in

involving more lawyers and providing more services where the needs are the greatest. To that end, the Commission developed an online curriculum in high-needs areas of the law beginning with family law. The Commission also assisted in coordinating development of pro bono initiatives in law schools and involved the judiciary by asking judges to participate in online webcasts.

**E. Marketing and Public Relations.** Pursuant to the 2012 Plan, the Commission recommended that the Court establish a Supreme Court recognition program. This Court-recognition initiative began in the first quarter of 2014 and honors lawyers who perform 50 hours of pro bono work per year. Law students who perform 50 hours of pro bono work while in law school will be honored as Volunteers for Justice upon graduation. Law offices that average 50 hours of pro bono work per lawyer will be recognized also. The Court has created and registered a trademarked seal for use by law students and lawyers on résumés, website listings, and other materials disseminated to the public relating to those lawyers or law offices. An image of the seal is attached as Appendix K. The Court will hold a series of regional events beginning in July 2014 to honor these lawyers, law students, and law offices.

**F. The Pillar Law Firm Initiative.** Building on the partnership model established by Nashville law firms and the Legal Aid Society of Middle Tennessee and the Cumberlands, the Commission facilitated the launch of Pillar Law Firm programs in Memphis, Knoxville, and Chattanooga. Pursuant to the Pillar Law Firm model, firms with strong commitments to pro bono educate their attorneys on substantive areas of the law and take more pro bono cases in those substantive areas. This model allows the firms to develop special expertise across levels of seniority, organize groups topically within their firms, and create client teams to work on their pro bono assignments.

**G. Faith-Based Initiatives and Facilitating the Creation of New Pro Bono Clinics.** In February 2013, the Court and Commission launched the Tennessee Faith &

Justice Alliance ("TFJA"), an alliance of faith-based groups in Tennessee created to align needs seen at the local church level with possible legal resources that are nearby, perhaps in the same congregation, and committed to providing legal resources to their congregations and communities. The notion is to connect with people in need in a place where they already go to seek help with a problem, which is quite often their place of worship. The TFJA also provides opportunities to help to attorneys who have not otherwise participated in organized pro bono but are motivated to serve their church through a pro bono program. The Commission has partnered with the Tennessee Alliance for Legal Services to provide malpractice insurance to participating attorneys.

The Tennessee Conference of the United Methodist Church ("UMC") served as the location of the initiative's pilot project, which was designed to pair an attorney with a place of worship. When a leader or clergy member of that congregation learns of a member's legal need, that leader can refer the person to a local attorney who has volunteered to serve as a resource for that congregation. That attorney in turn will provide the legal advice needed or make connections with other resources that can provide necessary services.

The UMC model is just one way to offer services. The flexibility of the TFJA program allows communities to design programs to meet their local needs. For example, Cross Point Church in Nashville organized legal teams that partner with addiction rehabilitation organizations. The legal teams work with program graduates to deal with outstanding legal issues that may impede the graduates' success after their rehabilitation. The legal teams are composed of church member attorneys and law students. The law students complete client intake, conduct legal research, and draft motions, while the attorneys oversee their work. If a court appearance is required to remedy the situation, the attorneys represent the client in court.

The clinic started at Lipscomb University, a Christian institution, is another example.

The Lipscomb Institute for Law, Justice & Society recruited alumni attorneys to serve at bi-monthly, free, walk-in legal clinics.

**H. Assistance to Self-Represented Litigants.** The Commission has produced a series of educational videos for self-represented litigants. It has developed and recommended plain-language forms for self-represented litigants and has expanded the available divorce forms to include forms for the uncontested divorce of parties with minor children. It has also developed plain-language resources regarding child support guidelines.

Working with the General Sessions Judges Conference, the Commission has examined and made recommendations to increase attorney involvement in helping otherwise self-represented individuals through Attorney-of-the-Day programs and other limited-scope representation initiatives in the General Sessions courts.

Also, in collaboration with the Tennessee General Sessions Judges Conference, a General Sessions court pro se bench book, “Meeting the Challenges of Self-Represented Litigants,” has been created and circulated and is now being used as a model for the creation of a Circuit and Chancery Court Pro Se Bench Book.<sup>3</sup> Supplemental Guidelines for self-represented litigants were also created in conjunction with the Bench Book.

In collaboration with the Board of Professional Responsibility, the Commission recommended and the Court adopted a policy distinguishing between legal information and legal advice that continues to provide guidance to court staff, clerks, and attorneys.

The Commission has developed plain-language signage for courthouses and distributed it to courts across the state.

The Court has also made the Access to Justice website and the Supplemental Guidelines referenced above available in Spanish.

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<sup>3</sup> The Commission wishes to thank the Honorable Dwight Stokes and all the members of the General Sessions Judges Conference for their great work in this area.

### **I. Recruitment of Additional Lawyers and Law Students for Pro Bono**

**Work.** The 2012 Plan included a goal of increasing the number of law firms and legal departments with formal pro bono policies. The Commission, through its pro bono committee and in collaboration with the Tennessee Bar Association, has surpassed its goal of increasing by 15 the number of law firms and legal departments that have adopted pro bono policies. Seventeen additional law firms and legal departments have adopted formal pro bono policies.

The Commission convened a telephone conference of law school deans and law school pro bono directors in the fall of 2012 and participated in statewide law school conferences in January and September of 2013 to increase pro bono participation among law students and law faculty. Members of the Court attended all three events. The Commission has also convened four quarterly telephone conferences with legal services entities and non-legal services direct providers to discuss issues affecting the legal services community and to coordinate the Commission's efforts with these providers.

### **III. The Commission's Strategic Vision.**

At this point in the Commission's history, the Court, the Commission, and all of the collaborative partners in the access to justice community can be rightfully proud of what has been accomplished in these past five years<sup>4</sup>. State and local bar associations, legal service providers, non-legal service providers, law schools, faith-based organizations, libraries, and persons and entities too numerous to name have established an extensive mosaic of resources that serves as a strong foundation from which to build. The Commission's challenge and the challenge of the cause of equal access to justice generally, are to create and improve upon programs and processes that will allow Tennessee to sustain its momentum.

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<sup>4</sup> The National Center for Access to Justice at Cardozo Law School's Justice Index, found at <http://www.justiceindex.org>, is a model for improving the quality of justice through the use of performance measurement. The web-based system gathers and presents data showing the extent to which each of our 50-state justice systems succeeds in assuring access to all. Tennessee scored in the top 10.

To that end, our overarching strategic goal remains to increase access to justice for all citizens of Tennessee by engaging more Tennessee lawyers in the provision of pro bono services. With a growing population in poverty and shrinking financial resources, however, our goals must now involve measurement of the effectiveness of our efforts.

The Commission is no longer satisfied simply to propose new rules or to launch new programs. The Commission commits to measure the impact that our work is having on the lives of Tennesseans. This disciplined approach will allow us to place emphasis on the programs that have been the most effective, to discontinue spending resources on programs that have not been effective, and to use new technologies and the new information that we gather to leverage existing programs and launch new programs where the need is the greatest. In the Commission's judgment, the next stage in the evolution of the Court's work, and in fact, the cause of equal justice in general, is to strive toward making the most profound difference possible in the lives of Tennesseans with the human, financial, and technological resources available to us.

The Commission also recognizes there will continue to be instances when a person cannot afford the cost of a traditional lawyer, does not have access to pro bono resources, and will be required to represent themselves in court. The Commission commits to developing additional resources directed towards low-income Tennesseans who must navigate the court system without the benefit of counsel. In addition, existing resources available for self-represented litigants will be a component of the Commission's public-awareness efforts going forward.

#### **IV. Summary of Recommendations for the 2014-2016 Strategic Plan.**

**A. Assess Legal Needs.** The last state-wide legal needs study done in Tennessee was published in 2004 and utilized data collected in 2003. In order for the Commission and its collaborative partners to refine existing programs and launch new initiatives that will

impact the most Tennesseans in the most profound way, the Commission believes that it is now time to reassess legal needs in Tennessee. From the working poor to the homeless, we need a more recent and accurate snapshot of the types of needs that now exist, the Tennesseans who have the most profound need for legal services, and the location of those needs throughout our state.

Thanks to a generous grant from the Ansley Fund of the Frist Foundation and in collaboration with the Tennessee Alliance for Legal Services and the Tennessee Bar Association, a new legal needs study has been undertaken. This legal needs study will be performed by the University of Tennessee School of Social Work, which conducted the study published in 2004. This new study will give us reliable and current information that we can use across the spectrum of programs and initiatives to triage our efforts and direct our resources in the most effective way.<sup>5</sup> We expect that this survey will be available for distribution in the third quarter of 2014. See Appendix K for a description of the legal needs study.

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| <b>Goal:</b>           | <b>Receive and Disseminate New Study</b>         |
| <b>Deadline:</b>       | <b>October 1, 2014</b>                           |
| <b>Responsibility:</b> | <b>Commission Chair and Commissioners, Staff</b> |

**B. Disseminate Information About Existing Resources.** The Commission has created videos for volunteer attorneys and for the public. The Tennessee Bar Association and the Tennessee Alliance for Legal Services have collaborated to launch [www.OnlineTNJustice.com](http://www.OnlineTNJustice.com), the nation's first interactive, pro bono website. The Tennessee Alliance for Legal Services, with financial assistance from International Paper and the Court and with the assistance of the Tennessee Bar Association, has launched 1-888-aLEGALz, a legal advice and information toll-free line. In the Commission's judgment, however, many of

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<sup>5</sup> A recent economic impact study done in our neighboring state of North Carolina showed that civil access to justice programs resulted in \$18,024,411 of direct benefit, \$13,893,362 of indirect estimated impact, \$16,857,503 in cost savings, and a total economic impact of \$48,775,327 in the state. We expect to also complete an economic impact study in Tennessee by the end of 2014.

these resources, and others, are underutilized. Public awareness of the available resources, therefore, deserves careful attention over the next two years.

One step, for example, will be the creation of a poster to be displayed in clerks' offices and other locations informing the public of available resources. This poster will include a Quantum Point Contact ("QPC") code that smart phone users can scan to receive more information. The Commission will also target centers of community contact such as laundry mats, health clinics, and public transportation and will send a monthly email to social agencies. The Commission will also utilize social media to disseminate information and to explore the use of public service announcements on radio and television.

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| <b>Goal:</b>           | <b>See a 10% annual increase in the use of existing resources</b> |
| <b>Deadline:</b>       | <b>April 1, 2015</b>  |
| <b>Responsibility:</b> | <b>Education Committee and Public Awareness</b>                   |

The Commission will establish five attorney-education core videos and will focus its promotional efforts on them. The videos will include a survey asking the lawyer to indicate the degree to which he believes the videos both encouraged and prepared him to address the core issues.

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| <b>Goal:</b>           | <b>Create five new core videos and surveys</b> |
| <b>Deadline:</b>       | <b>January 1, 2015</b>                         |
| <b>Responsibility:</b> | <b>Education Committee</b>                     |

The Commission will establish a process for quickly creating videos on time-sensitive issues that impact the client population such as the Affordable Care Act in 2013. This expedited process will provide for the creation of a video and/or webcast within two weeks of recognition of the need for the video. These videos will also include a survey similar to those that accompany the core videos for attorneys to complete.

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| <b>Goal:</b>           | <b>Create protocol to handle production of time-sensitive videos</b> |
| <b>Deadline:</b>       | <b>July 1, 2014</b>  |
| <b>Responsibility:</b> | <b>Education Committee</b>   |

In addition, the Commission will continue to communicate regularly with the four legal services providers funded by the Legal Service Corporation (“LSC”) and non-LSC legal service providers, the Tennessee Bar Association, the Tennessee Alliance for Legal Services, and other stakeholders.

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|------------------------|--|
| <b>Goal:</b>           | <b>Hold quarterly conference calls with stakeholders</b> |
| <b>Deadline:</b>       | <b>On-going</b>  |
| <b>Responsibility:</b> | <b>Commission Chair and AOC Staff</b>                    |

**C. Establish Direct Communication Channels with Volunteers.** In the Commission's judgment, the Court itself should have the capability of direct emailing to attorneys through the Commission or other channels. The Tennessee Bar Association, utilizing its award winning member service, *TBA Today*, has been a most generous partner in helping the Court and Commission inform Tennessee lawyers about access to justice developments. Likewise, the Board of Professional Responsibility has been a full partner in helping the Court and the Commission communicate with lawyers with regard to access to justice issues. The Commission places tremendous value on these collaborative relationships; however, the Commission believes that it should also have its own process for emailing Tennessee lawyers to inform them of needs, available resources, pro bono volunteer opportunities, and Court recognition programs. To that end, the Commission will, with the Court's permission, obtain the information it needs to send its own emails to Tennessee lawyers.

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| <b>Goal:</b>           | <b>Create a direct channel of communication for the Commission</b> |
| <b>Deadline:</b>       | <b>October 1, 2014</b>   |
| <b>Responsibility:</b> | <b>AOC Staff</b>   |

**D. Recommend a Pro Bono Reporting Requirement to the Court.** Just as more information and new information are needed regarding the legal needs of Tennessee citizens, more information is necessary to evaluate the pro bono services being rendered and

the volunteers providing those services. In recent years, the number of Tennessee lawyers reporting their pro bono hours has risen from 18% to more than 44%. At times, that number has been as high as 48%, extremely close to the goal stated in the 2012 Strategic Plan of having 50% of Tennessee attorneys voluntarily providing pro bono services. However, even if 50% of Tennessee attorneys report providing pro bono services, this information still presents an incomplete picture of how much pro bono is being performed and who is volunteering. Although the Commission is unanimously against mandatory pro bono and strongly in favor of maintaining the confidentiality of each individual attorney's pro bono information, the Commission has, since its inception, believed that the Court should require attorneys to report their pro bono hours with their annual registration.

Reporting pro bono does not require record keeping and certainly will not involve after-the-fact audits. Requiring attorneys to estimate their pro bono hours has never been, as some have claimed, a gateway to requiring that attorneys perform pro bono services. Reports by individual lawyers should be kept confidential unless confidentiality is waived by the lawyer so that the Court may recognize those lawyers who have provided pro bono services. Just as it is important to understand the legal needs in Tennessee, it is important to understand how much pro bono service is being rendered and by whom. This information is invaluable with respect to planning and triaging initiatives, legislative policy, and grant applications, to name a few. Reporting estimated, pro bono hours should take most lawyers less than one minute to note on their annual registration form. (The Commission will explore the feasibility of reporting directly to the Commission rather than through the BPR.)

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| <b>Goal:</b>           | <b>Make a recommendation to the Court for Required Pro Bono Reporting</b> |
| <b>Deadline:</b>       | <b>May 1, 2014</b>  |
| <b>Responsibility:</b> | <b>Commission Chair</b>   |

**E. Target the Needs of Tennesseans in the Area of Family Law.** All of the providers in the field and all of the volunteers at the clinics, as well as the data captured through Online Tennessee Justice and 1-888-aLEGALz, indicate that Tennessee's most profound need is in the area of family law. For example, there are few resources for low income Tennesseans with custody issues and few options for a spouse that does not control the marital assets to afford the traditional cost of hiring a lawyer. In keeping with the Commission's commitment to place emphasis where it can best impact the lives of Tennesseans, the Commission will target family law by steering existing Pillar Law Firms to family law cases and recruiting additional Pillar Law Firms who will handle family law cases. The Commission will also assist LSC providers create and expand existing divorce clinics, update and promote existing and upcoming plain language divorce forms, create new plain language family law forms, recruit more mediators to perform pro bono family mediations, promote the use of the limited scope representation rule in family law cases.

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| <b>Goal:</b>           | <b>Recruit five new Pillar Law Firms to take family law cases; have five existing Pillar Law Firms take family law cases in addition to the cases they currently take; and encourage each Pillar Law Firm to close 10 family law cases per quarter</b> |
| <b>Deadline:</b>       | <b>On-going function</b>   |
| <b>Responsibility:</b> | <b>Pro Bono Committee</b>  |

**F. Target The Needs Of Rural Tennesseans.** While family law is the topical area on which the Commission commits to focus, the Commission also believes that the legal needs of Tennesseans living in rural areas should be a strategic focus. The Commission commits to establishing new clinics in rural judicial districts. The Commission will also use new technologies to meet the needs of Tennesseans living in rural areas where few or no volunteer attorneys are available. Our ultimate goal is to have either an in-person clinic or a remote clinic using mobile devices occur periodically and reliably in every judicial district.

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|------------------------|---|
| <b>Goal:</b>           | <b>Have a functioning, regularly scheduled pro bono clinic in every judicial district</b> |
| <b>Deadline:</b>       | <b>March 31, 2016</b>   |
| <b>Responsibility:</b> | <b>Pro Bono Committee</b>   |

**G. Hold a Tennessee Faith and Justice Summit.** The Commission will host the first-ever statewide gathering of faith-based organizations and pro bono lawyers with a common interest in assisting Tennesseans with civil legal problems. The Summit will highlight the Tennessee Faith and Justice Alliance. This Summit will be used as a way to refine the processes and training, evaluate the interests in existing entities, and recruit new entities for the initiative.

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| <b>Goal:</b>           | <b>Recruit 20 new individual attorney and non-attorney volunteers; have one new project in each grand division as a direct result of the Summit</b> |
| <b>Deadline:</b>       | <b>Recruitment complete by May 1, 2014; new projects up and running by May 1, 2015</b>  |
| <b>Responsibility:</b> | <b>Faith-Based Committee</b>  |

**H. Expand and Enhance the Effectiveness of the Faith-based Initiative and the Tennessee Faith and Justice Alliance.** The Commission's role with respect to the faith-based initiative and the Tennessee Faith and Justice Alliance should be one of recruiting, incubation, training, and monitoring. In the Commission's judgment, the key to an effective faith-based program is to have champions within organizations who will promote the program, recruit volunteers, and make sure that the initiative is functioning properly. It is impossible for the Commission staff to perform that role for faith-based entities and simultaneously expand the number of programs serving Tennesseans and the number of Tennesseans who are served.

Accordingly, the Commission has decided to direct staff resources to those entities with a well-functioning champion in place. Our staff can provide a template for establishing

an initiative and help train the original champion or champions within each entity. Our staff should then move on to recruiting the next entity and assisting them with launching their programs. In keeping with this strategic plan's theme of carefully marshaling resources to have the most profound effect on the largest number of Tennesseans, our role should be to recruit receptive new entities and train the champions within those entities. This approach should be effective immediately and should be ongoing throughout the term of this strategic plan.

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| <b>Goal:</b>           | <b>To have 20 new functioning faith-based programs</b> |
| <b>Deadline:</b>       | <b>March 31, 2016</b>                                  |
| <b>Responsibility:</b> | <b>Faith-Based Committee and AOC Staff</b>             |

**I. Use the American Bar Association (“ABA”) Innovation Grant to Promote Rural Faith-Based Projects.** In keeping with the Commission's focus on meeting the needs of rural Tennesseans, the Commission is committed to meeting the requirements of our ABA Innovation Grant by having two rural projects up and running by May 2014. The two projects are expanding the referral model piloted by the Tennessee Conference of the United Methodist Church under the TFJA and creating a new faith-based clinic in a rural county. Under the grant, the Commission is charged with developing a model to assist in the replication of this project. The pilot project adopted by the Tennessee Conference of the United Methodist Church will serve as the prototype for the model. The pilot project has been in existence for a year, and the Commission will modify the pilot project so that it can be applied universally and will develop best practices for adopting the model.

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| <b>Goal:</b>           | <b>Develop a faith-based prototype for faith-based legal outreach to be replicated throughout the state</b> |
| <b>Deadline:</b>       | <b>May 31, 2014</b>   |
| <b>Responsibility:</b> | <b>Faith-Based Committee and AOC Staff</b>  |

**J. Continue to Develop And Monitor the Use of Plain Language Forms.** Plain language forms for self-represented litigants are important. The Commission commits to

measuring the effectiveness of these forms by monitoring the number of times a form is viewed or downloaded from the Administrative Office of the Court website or the Access to Justice website. The Commission will also work with the State Court Clerks Association of Tennessee to survey court clerks on the usage and effectiveness of plain-language forms.

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| <b>Goal:</b>           | <b>Establish and implement processes for monitoring use of forms and create and distribute surveys</b> |
| <b>Deadline:</b>       | <b>December 1, 2014</b>  |
| <b>Responsibility:</b> | <b>Self-Represented Litigants Committee and AOC staff</b>  |

The Commission will produce three new core videos for self-represented litigants to add to the existing video inventory. In addition, as new plain language forms are developed, the Commission will develop written instructions and video instructions on how to complete the plain language forms.

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| <b>Goal:</b>           | <b>Create three new core videos and streamline the process for developing written instructions and video instructions on how to complete plain language forms</b> |
| <b>Deadline:</b>       | <b>December 1, 2014</b>   |
| <b>Responsibility:</b> | <b>Education and Self-Represented Litigants Committee</b>   |

The Commission also believes that automated, court-approved forms would be effective for self-represented litigants. Similar to "TurboTax®," the do-it-yourself-program would ask the self-represented litigants a series of questions and uses the answers to populate the necessary forms. The Commission will research other states and entities using similar programs to assist self-represented litigants in completing forms and make a recommendation to the Court based on its findings.

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|------------------------|---|
| <b>Goal:</b>           | <b>Make a recommendation to the Court on the viability of an automated court form program in Tennessee and whether to move forward in adopting such a program</b> |
| <b>Deadline:</b>       | <b>January 1, 2015</b>  |
| <b>Responsibility:</b> | <b>Self-Represented Litigants Committee</b>   |

**K. Provide For Additional Pro Bono Mediation.** Supreme Court Rule 50, Section 2.04(d), states,

The Commission shall encourage the Alternative Dispute Resolution Commission and other groups to provide pro bono and reduced-rate mediation services to self-represented litigants, and to litigants who, although represented, have modest means or who are pro bono clients.

Tennessee is fortunate to have pro bono mediation centers and pro bono mediator-of-the-day programs in some communities. The ATJ Commission will work with the ADR Commission to increase the number of pro bono mediators providing pro bono mediations. The Commission chair will also create a mediation committee that will work to replicate mediator of the day programs, pro bono mediation centers in more judicial districts, and connect individual mediators in rural areas with opportunities to do pro bono mediation, specifically in family law matters.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Launch three new pro bono mediation programs/opportunities and increase the number of individual mediators doing pro bono mediation by 10%.</b> |
| <b>Deadline:</b>       | <b>March 31, 2015</b>  |
| <b>Responsibility:</b> | <b>New Mediation Committee</b>   |

**L. Continue to Support Law Student Involvement in Pro Bono Work.** The Commission will continue to work with the six law schools in the state to encourage and promote opportunities for law students to do pro bono work. Whenever possible, the Commission will use law students to further the projects outlined in this Plan. The Commission will carry on its partnership with the law schools and TBA ATJ Committee and facilitate annual meetings of law school Deans, faculty, and students to emphasize the importance of doing pro bono work while in law school. The Commission will also promote and assist the Court in its law student pro bono recognition program, Law Students For Justice.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Organize an annual summit of law school Deans, faculty, and students.</b> |
| <b>Deadline:</b>       | <b>December 31, 2014.</b>  |
| <b>Responsibility:</b> | <b>Pro Bono Committee and AOC Staff.</b>                                     |

**M. Make The Public Aware of Existing Resources.** As in many states, one of the challenges faced by our Commission and the access to justice community generally is the connection of resources to need. Some resources, of course, are fully utilized at this time. For example, 1-888-aLEGALz is being utilized to the fullest capacity of the existing staff and volunteers. Based on the number of volunteers signed up for Online Tennessee Justice, however, it could be more fully utilized if the public were more aware of it. In addition, the Commission has received reports of limited scope clinics with very low lawyer-to-client ratios. The Commission has also observed that there are Pillar Law Firms in some cities that are not receiving as many case assignments as they could handle. Finally, as of January 2014, there are more than 65 law firms and legal departments that have adopted formal pro bono plans or policies. The Commission has observed that some of these firms are fully utilizing their plans and are being called upon to provide pro bono services pursuant to their plan's structure. Other legal departments and firms with pro bono plans, however, are not being fully utilized or are not being utilized at all.

The Commission will recruit a full complement of lawyers and non-lawyers with public awareness skills and/or public relations backgrounds to the Public Awareness Committee. The committee will operate on two fronts: the first is to make the public aware of existing resources; and the second is to make sure lawyers are aware of opportunities to provide pro bono services, are trained to provide those services, and are recognized by the Court for volunteering their time and expertise.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Repopulate Public Awareness Committee</b> |
| <b>Deadline:</b>       | <b>May 1, 2014</b>                           |
| <b>Responsibility:</b> | <b>Commission Chair</b>                      |

As an initial matter, the Commission will focus on successful implementation of the Court's recognition program through its Attorney For Justice and Volunteer For Justice recognition programs for lawyers, law offices, and law students. The Commission will hold lawyer and law student recognition events for the first time in October 2014.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Hold recognition events in each Grand Division of the state</b> |
| <b>Deadline:</b>       | <b>October 31, 2014</b>  |
| <b>Responsibility:</b> | <b>Public Awareness Committee and AOC Staff</b>                    |

The Commission relies heavily upon LSC and non-LSC direct service providers to refer clients to clinics, to Online Tennessee Justice, and to 1-888-aLEGALz. The Commission will continue to stress the importance of referrals to LSC and non-LSC directors, private attorney law coordinators and intake personnel.

|                        |   |
|------------------------|---|
| <b>Goal:</b>           | <b>Increase LSC referrals to Online Tennessee Justice and aLEGALz by 10% per year</b> |
| <b>Deadline:</b>       | <b>March 31, 2015</b>   |
| <b>Responsibility:</b> | <b>Public Awareness Committee</b>   |

The Commission will explore the feasibility of a periodic radio talk show on WFSK in Nashville that would promote available resources and provide legal information to the public.

|                        |   |
|------------------------|---|
| <b>Goal:</b>           | <b>Launch effective radio programming</b> |
| <b>Deadline:</b>       | <b>January 1, 2015</b>                    |
| <b>Responsibility:</b> | <b>Public Awareness Committee</b>         |

The Commission will also create public service announcements for radio and/or television and will work through lawyers and law firms that advertise heavily on radio or television to attempt to place them with media outlets.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Create and air public service announcements</b> |
| <b>Deadline:</b>       | <b>December 1, 2014</b>                            |
| <b>Responsibility:</b> | <b>Public Awareness Committee</b>                  |

The Commission will explore the feasibility of placing strategically located billboards

across the state, either paid for by donors or donated by advertising companies (modeled after the successful billboard campaign in North Carolina in 2007).

|                        |   |
|------------------------|---|
| <b>Goal:</b>           | <b>Find billboard donor and create billboards</b> |
| <b>Deadline:</b>       | <b>July 1, 2015</b>                               |
| <b>Responsibility:</b> | <b>Public Awareness Committee</b>                 |

**N. Data Management.** A focus of this Strategic Plan will be to capture data that with respect to the legal needs of Tennesseans, the opportunities to recruit additional pro bono volunteers, and the effectiveness of the pro bono services being provided measures the extent to which we are impacting the lives of our fellow Tennesseans in a positive way. Some data collection is already taking place through the Commission’s strategic partners such as pro bono clinic providers and the Tennessee Alliance for Legal Services with aLEGALz and Online Tennessee Justice. The Commission will gather existing data and develop a universal data-collection tool for clinic providers and pro bono programs to submit to the Commission. Other initiatives such as Pillar Law Firms, pro bono policy adoption, and usage of plain language forms have not reported data or the Commission has not collected the data. The Commission will begin to collect data on these types of initiatives. To the extent possible, the Commission will work with its partners to develop a universal instrument to survey clients on their satisfaction with the pro bono assistance they received. To enable the Commission and its partners to determine where to focus resources and how to move forward to provide low income Tennesseans access to the judicial system, the Commission will develop a data-management system, which will be a central repository for these data.

|                        |  |
|------------------------|--|
| <b>Goal:</b>           | <b>Develop universal measurement tool for clinic providers and pro bono programs, implement tool, collect existing data for other sources, and develop data management system.</b> |
| <b>Deadline:</b>       | <b>Develop measurement tool by June 2, 2014; Implementation and collection by October 1, 2014; Develop data management system by April 1, 2015</b>                                 |
| <b>Responsibility:</b> | <b>AOC Staff</b>   |

## **V. Conclusion**

As with the 2012 Strategic Plan, this new Plan is ambitious and will require hard work and continuous focus by the Commission and, as always, our volunteers and collaboration partners. Nevertheless, the Commission is mindful that access to justice is the Court's primary strategic priority and the needs of our fellow citizens will never abate. We approach this plan, and the work it represents, therefore with a strong sense of urgency. Our fellow Tennesseans deserve no less.

# Chronological Timeline of All Activities

April 2014 – December 2014

Recommendation for Required Pro Bono Reporting. **Chair.**

Recruit 20 new TFJA Volunteers. **Faith-Based Committee.**

Develop faith-based prototype. **Faith-Based Committee.**

Repopulate Public Awareness Committee. **Chair.**

Develop universal measurement tool for clinics. **Pro Bono & Faith-Based Committees.**

Create protocol to produce time-sensitive videos. **Education Committee.**

Receive and disseminate Legal Needs Study. **ATJ Commission and AOC Staff.**

Create direct communication channel between ATJC and attorneys licensed in TN. **AOC Staff.**

Host Supreme Court Pro Bono Recognition Program public events. **Public Awareness Committee & AOC Staff.**

Implement universal measurement tool and collect data. **Pro Bono & Faith-Based Committees; AOC Staff.**

Establish and implement processes for monitoring use of plain language forms and survey court clerks on usage. **Self-Represented Litigants Committee & AOC Staff.**

Create 3 new core videos for self-represented litigants and streamline processes for developing written and video instructions on how to complete the forms. **Education & Self-Represented Litigants Committees.**

Organize annual pro bono summit of law school Deans, faculty, and students. **Pro Bono Committee & AOC Staff.**

Create and air public service announcements. **Public Awareness Committee.**

# Chronological Timeline of All Activities

January 2015 – June 2015

Create 5 new attorney core videos & surveys. **Education Committee.**

Recommendation on viability of automated forms. **Self-Represented Litigants Committee.**

Launch effective radio programming. **Public Awareness Committee.**

Launch 3 new pro bono mediation programs & increase number of mediators doing pro bono by 10%. **Mediation Committee.**

Increase LSC referrals to Online TN Justice & aLEGALz by 10% per year. **Public Awareness Committee.**

See 10% annual increase in use of existing ATJ resources. **Education & Public Awareness Committees.**

Develop data management system. **AOCStaff.**

Establish a new TFJA project in each grand division. **Faith-Based Committee.**

# Chronological Timeline of All Activities

July 2015 – March 2016

On-Going

Secure billboard donor and created billboards. **Public Awareness Committee.**

Have a functioning, regularly scheduled pro bono legal clinic in every judicial district. **Pro Bono Committee.**

Establish 20 new functioning faith-based programs. **Faith-Based Committee & AOC Staff.**

Hold quarterly conference calls with access to justice stakeholders. **Commission Chair & AOC Staff.**

Recruit 5 new Pillar Law Firms to take Family Law cases; Have 5 Existing Pillar Law Firms take Family Law cases in addition to the cases they currently take; Encourage each Pillar Law Firm to close 10 Family Law cases per quarter. **Pro Bono Committee.**

Appendix A:

Members of the  
Tennessee  
Supreme Court

# The Tennessee Supreme Court



*Pictured in the courtroom at the Supreme Court Building in Nashville are (seated) Chief Justice Gary R. Wade, (standing left to right), Justice Janice M. Holder, Justice Sharon G. Lee, Justice William C. Koch, Jr., and Justice Cornelia A. Clark.*

Chief Justice Gary R. Wade  
505 Main Street, Suite 200  
Knoxville, TN 37902

Justice Janice M. Holder  
51 Peabody Place, Suite 209  
Memphis, TN 38103

Justice Sharon G. Lee  
505 Main Street, Suite 236  
P.O. Box 444  
Knoxville, TN 37901

Justice William C. Koch, Jr.  
321 Supreme Court Building  
401 Seventh Avenue North  
Nashville, TN 37219

Justice Cornelia A. Clark  
318 Supreme Court Building  
401 Seventh Avenue North  
Nashville, TN 37219

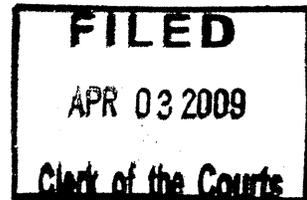
Appendix B:

Supreme Court  
Rule 50

IN THE SUPREME COURT OF TENNESSEE  
AT NASHVILLE

IN RE: ADOPTION OF RULE 50, RULES OF THE SUPREME COURT  
OF TENNESSEE, ESTABLISHING THE TENNESSEE  
ACCESS TO JUSTICE COMMISSION

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



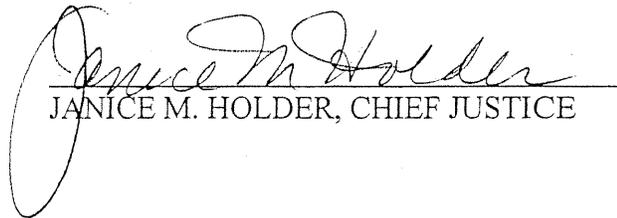
ORDER

The Court hereby adopts new Rule 50, Rules of the Supreme Court of Tennessee, establishing the Tennessee Access to Justice Commission. The new Tenn. Sup. Ct. R. 50, as set out in the attached Appendix, shall take effect as of the filing date of this order.

The Clerk shall provide a copy of this order, including the attached Appendix, to LexisNexis and to Thomson-West. In addition, this order, including the attached Appendix, shall be posted on the Tennessee Supreme Court's website.

IT IS SO ORDERED.

FOR THE COURT:

  
\_\_\_\_\_  
JANICE M. HOLDER, CHIEF JUSTICE

*APPENDIX*

*RULE 50, RULES OF THE TENNESSEE SUPREME COURT*

[The text of new Tenn. Sup. Ct. R. 50 is as follows:]

**Rule 50. Tennessee Access to Justice Commission.**

**Section 1. Establishment of the Tennessee Access to Justice Commission.**

**1.01.** The Supreme Court of Tennessee hereby establishes the Access to Justice Commission (hereinafter referred to as the "Commission").

**1.02.** The Commission shall consist of ten members who shall reflect, to the extent feasible, the diversity of the ethnic, gender, and geographic communities of Tennessee.

**1.03.** The Supreme Court shall designate one member to serve as Chair of the Commission. Commission members shall elect a Vice-Chair to serve a one-year term and who is eligible to serve a total of three years.

**1.04.** The initial term for each member shall be designated at the time of appointment. The Chair shall serve an initial term of three years. Three members shall be appointed for an initial term of three years; three members shall be appointed for an initial term of two years; and three members shall be appointed for an initial term of one year. Subsequent terms of all members shall be three years. No member may serve more than two successive three-year terms or more than a total of eight years consecutively. Vacancies shall be filled by appointment of the Supreme Court.

**1.05.** The Commission shall meet at least quarterly and at other times at the call of the Chair.

**1.06.** Five members of the Commission shall constitute a quorum. After a quorum is established, the Commission may act upon a majority vote of those present.

**1.07.** Members shall receive no compensation for their services but may be reimbursed for their travel and other necessary expenses in accordance with regulations adopted by the Judicial Branch.

**1.08.** A member of the Supreme Court will serve as liaison to the Commission.

**1.09.** The Administrative Office of the Courts shall staff the Commission.

**1.10.** The Supreme Court shall review the Commission every five years to determine if the Commission continues to serve the purposes for which it was created.

## **Section 2. Duties and Authority.**

**2.01.** The Commission shall develop a strategic plan for improving access to justice in Tennessee that shall include education of the public concerning the need for legal representation to meet the ideal of equal justice under law, identification of the priorities to meet the need of improved access to justice, and recommendations to the Supreme Court of projects and programs the Commission determines to be necessary and appropriate for enhancing access to justice in Tennessee. The Commission shall submit a strategic plan to the Court within twelve months of the filing of this Order and shall update the strategic plan every two years thereafter.

**2.02.** The Commission may create advisory committees to study specific issues identified by the Commission and to make such recommendations to the Commission as the members of the advisory committees deem appropriate.

**2.03.** The Commission may invite non-Commission members, including representatives from other branches of government, lawyers, and members of the public, to attend meetings and to participate as members of advisory committees to help further the work of the Commission.

**2.04.** The Commission shall:

(a) Review the report filed with the Court by the Task Force to Study Self Represented Litigants and consider the recommendations contained therein.

(b) Encourage state and local bar associations, access to justice organizations, pro bono programs, judges, and court clerks across the state to promote and to recognize pro bono service by lawyers across the state;

(c) Encourage state and local bar associations, access to justice organizations, pro bono programs, judges, and court clerks across the state to encourage full and limited scope legal representation at reduced fees;

(d) Encourage the Alternative Dispute Resolution Commission and other groups to provide pro bono and reduced-rate mediation services to self-represented litigants and to litigants who, although represented, have modest means or who are pro bono clients;

(e) Address existing and proposed laws, rules, procedures, and polices that are barriers to access to justice for low income Tennesseans and to consider the role of community education and increased availability of technology in reducing these barriers.

(f) Develop and recommend initiatives and systemic changes to reduce barriers to access to justice and to meet the legal needs of:

(1) Persons who do not qualify for existing assistance programs by reason of their incomes but whose access to civil justice is limited by the actual or perceived cost of legal services;

(2) Persons with disabilities who do not qualify for existing assistance programs by reason of their incomes;

(3) Persons in language minorities; and

(4) Persons whose legal needs may not be met due to restrictions on representation by legal aid programs funded by the Legal Services Corporation.

(g) Promote increased understanding of the importance of access to justice and of the barriers faced by many Tennesseans in gaining effective access to the civil justice system; and

(h) Study and recommend strategies to increase resources and funding for access to justice in civil matters in Tennessee.

**2.05.** The Commission has no independent authority to adopt or implement recommendations.

Appendix C:  
Tennessee  
Access to Justice  
Commission  
Roster

March 2014

Tennessee Access to Justice Commission

Chair: George T. Lewis, III (Term Expires 3/31/14)

Vice Chair: Douglas A. Blaze (Term Expires 3/31/14)

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March 2014  
Tennessee Access to Justice Commission

Chair: George T. Lewis, III (Term Expires 3/31/14)  
Vice Chair: Douglas A. Blaze (Term Expires 3/31/14)

---



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# Appendix D:

## Timeline of Court & Commission Activities

# Court & Commission Activities Timeline

## Access to Justice Initial Timeline

### 2008-2014

#### 2008

- August** • Access to Justice (ATJ) declared the Supreme Court's #1 strategic priority
- September** • Decision made to add an ATJ Coordinator to AOC staff
- October** • ATJ Coordinator began work (10-15-08)
- November** • Planning for campaign announcement and public meetings
- December** • Announcement of ATJ campaign (12-05-08)

#### 2009

- January** • Five public ATJ meetings held across the state
- February** • Planning for ATJ Commission continued
- March** • Rule 50 drafted and commissioners contacted
- Judicial involvement and leadership cultivated
- Passage of legislation allowing government-employed lawyers to provide pro bono legal representation in certain circumstances (3-31-09)
- April** • ATJ Commission announced (4-3-09)
- Amended Supreme Court Rules 8 and 21 to encourage pro bono work (4-3-09)
- Statewide Public Service Day (4-4-09)
- First ATJ Commission meeting (4-29-09)
- May** • Amended Supreme Court Rule 5 to permit judicial research assistants to perform certain types of pro bono legal representation (5-26-09)
- Commission Advisory Committees formed and began to meet
- July** • Amended Supreme Court Rule 43 and Rule 8, RPC 1.15 to mandate participation in the Interest on Lawyers' Trust Accounts (IOLTA) program and to require interest rate comparability (7-9-09)
- Second Commission meeting (7-17-09)
- Commission Advisory Committees continued to meet
- September** • Chair, Chief Justice, and other Commissioners conducted ATJ community forum at Tennessee Statewide Equal Justice Conference (EJC)
- Commission Advisory Committees continued to meet
- October** • Third Commission meeting (10-19-09)
- Commission Advisory Committees continued to meet and began finalizing recommendations for the Commission
- December** • The last of the Commission Advisory Committees held final meetings and submitted recommendations for the Commission

## 2010

- January**
- Commission held Strategic Planning Retreat and developed First Strategic Plan
- April**
- Commission submitted its first Strategic Plan to the Court
- June**
- Court announced plans for Pro Bono Summit, development of new access to justice website, and unveiled the access to justice video
  - Fourth Commission meeting (6-22-10)
- July**
- Advisory Committees reassembled and new Faith-Based and Resources Committees created
- September**
- Fifth Commission meeting (9-23-10)
  - Adopted Supreme Court 50A creating pro bono emeritus attorney status
  - Endorsed Guidelines for Tennessee Court Clerks Who Assist Self-Represented Persons
- December**
- Sixth Commission meeting (12-9-10)
  - Amended Rule of Criminal Procedure 11(b)(1) to require judges to inform criminal defendants of immigration consequences of guilty plea
  - Adopted Rule of Civil Procedure 72 to permit unsworn declarations made under penalty of perjury to be filed in lieu of an affidavit or sworn declaration

## 2011

- January**
- Hosted Pro Bono Summit at which all five Justices addressed and participated in the event
  - Commission submitted petition for adoption of plain language divorce forms
- February**
- Court approved first pro bono emeritus attorney approved
- March**
- Commission Chair met with Legal Aid of Middle TN & the Cumberlands to discuss how to promote ATJ initiatives through the media
- April**
- Seventh Commission meeting (4-21-11)
  - Secured malpractice insurance for attorneys who do pro bono a non-LSC organization through TALS
  - Approved Disability & Language Barriers Committee recommendation for AOC to create Interpreter Work Group.
  - Finalized Pro Bono Clinic in a Box forms
- May**
- ATJ Coordinator attended national Equal Justice Conference and National Meeting of ATJ Chairs
  - Justice Holder led round table discussions at National Meeting of ATJ Chairs
  - Commission Chair participated in presentation to Clerks Conference on Clerks Guidelines
  - Coordinator made a presentation on ATJ initiative to Nashville Conflict Resolution Center

- June**
  - Chief Justice Clark and Commission Chair participated in Bench Bar presentation to trial judges and attorneys on ways to assist self-represented persons
- July**
  - Eighth Commission meeting (7-14-11)
  - Approved Mediator of the Day/Mediation Clinic in a Box project with emphasis on mediating with self-represented persons
  - Court approved universally acceptable plain language divorce forms and enacted Supreme Court Rule 52
- September**
  - Court amended Rule 9, Section 20.11 to streamline the voluntary pro bono reporting form
  - Commission Chair and ATJ Coordinator met with the TBA ATJ Committee to coordinate pro bono efforts
  - Plain language divorce forms went into effect
- October**
  - Ninth Commission meeting (10-6-11)
  - Commission Chair and ATJ Coordinator met with Executive Directors of four LSC-funded legal aid providers
  - ATJ Coordinator attended statewide Equal Justice Conference
  - Coordinator demonstrated access to justice website, [www.justiceforalltn.com](http://www.justiceforalltn.com) to Commission
  - Justice Holder attended National Pro Bono Summit
- November**
  - Launched [www.justiceforalltn.com](http://www.justiceforalltn.com)
  - Commission Chair and Co-Chair presented proposed limited scope rules to Supreme Court's Rules Commission
- December**
  - Court adopts proposed limited scope representation rules

## 2012

- January**
  - Commission held Strategic Planning Retreat. Chief Justice Clark and Justice Holder attended
  - ATJ Coordinator presented first Pro Bono Report
  - Chief Justice, Commission Chair, and Faith-Based Committee Members presented to the Memphis and Tennessee Cabinets of the United Methodist Church
- February**
  - Member of Self-Represented Advisory Committee presented Bench Book for General Sessions Judges on Meeting the Needs of Self-Represented Litigants Presented to Tennessee General Sessions Judges Conference
  - Tennessee and Memphis Cabinet of United Method Church approved and adopted access to justice initiative
- March**
  - Tenth Commission meeting (3-22-12)
  - Court submitted first batch of plain language general session forms out for public comment

- April**
- Court amended Rule 21, Section 4.07(c) to exempt all CLE credit hours awarded to attorneys for pro bono work from the per-hour-fee for CLE credit in general
  - Commission participated in the American Bar Association National Pro Bono Survey to get a baseline of pro bono work being done by attorneys in Tennessee
  - Faith-Based Initiatives Advisory Committee hosted educational luncheon in Memphis for local religious leaders
- May**
- Justice Holder and Chief Justice Clark attended and presented at the American Bar Association Equal Justice Conference
  - ATJ Coordinator attended and presented at Equal Justice Conference
  - Faith-Based Initiatives Committee held a training for the Nashville District of the United Methodist Church on the access to justice initiative
- June**
- Faith-Based Initiatives Committee held a training in Jackson TN on the access to justice initiative with the United Methodist Church
  - Chief Justice Clark officially launched the initiative at the UMC Tennessee Annual Conference
  - Members of the Education Advisory Committee developed an instructional video for attorneys on how to work with clients with disabilities. The video was made available on [www.justiceforalltn.com](http://www.justiceforalltn.com)
  - Commission Chair and members of the Pro Bono Advisory Committee spoke to managing partners at Memphis law firms to launch the Pillar Law Firm Model in Memphis
- July**
- Commission sent a letter to the CLE Commission, asking that the CLE Commission grant funds from its reserve balance towards an attorney position to staff a legal hotline
  - Commission Chair of the Self-Represented Litigants Committee and the Coordinator met with representatives from the Tennessee Board of Regents to discuss the Board's Technology Centers as sites for pro bono legal clinics
- August**
- Commission sent a letter to the CLE Commission, asking that the CLE Commission grant funds from its reserve balance towards a Pro Bono Coordinator position at the AOC
  - Joint meeting held with ATJC and TGSJC representatives to work on plain language general civil forms
- September**
- Eleventh Commission Meeting (9-24-12)
  - Education Committee presented to the Tennessee Court Clerks Association on limited scope representation rules
  - Commission Chair and ATJ Coordinator participated in the Tennessee Alliance for Legal Services annual Equal Justice University
- October**
- Members of the Pro Bono Advisory Committee presented at the Alternative Dispute Resolution Commission's annual workshop on mediating with self-represented litigants
  - First attorney education video on Orders of Protection recorded
  - Commission co-sponsored a CLE event at Vanderbilt University Law School as part of Celebrate Pro Bono Month
  - First Law School Access to Justice Conference took place
  - ATJ Coordinator interviewed candidates for Pro Bono Coordinator and assisted with interviews for legal hotline positions
  - Commission launched the Pillar Law Firm Model in Knoxville with the assistance of the Knoxville Bar Association
  - Commission Chair convened quarterly call with legal service providers

- November**
  - Pro Bono Coordinator began work at the AOC
  - ATJ Coordinator gave presentation to heads of the Tennessee Technology Centers on the ATJ Initiative and resources
- December**
  - Commission Chair and ATJ Coordinator assisted with training on the legal information hotline, 1-888-aLEGALz
  - Six plain language civil forms for use in general sessions court when into effect

## 2013

- January**
  - Twelfth Commission Meeting (1-18-2013)
  - Pro Bono Coordinator and Faith-Based Committee coordinated training events on the Tennessee Faith & Justice Alliance in preparation of the upcoming launch of the initiative
  - 1-888-aLEGALz staff attorney started at TALS and the legal information hotline launched
  - Statewide meeting of law school Deans, faculty, and students held at Belmont College of Law
  - Commission Chair convened quarterly call with legal service providers
- February**
  - Court and Commission launched the Tennessee Faith & Justice Alliance
  - Court launched its pro bono recognition program, Attorneys for Justice
- March**
  - Court launched access to justice Facebook page and Twitter account
  - Pro Bono Committee held first Pro Bono Legal Clinic Seminar. Justice Holder and Justice Clark spoke at the event
  - Videos for self-represented litigants on general sessions court recorded and made available online
- April**
  - Thirteenth Commission meeting (4-15-2013)
  - ATJ Coordinator presented on the initiative to undergraduate pre-law students at Lipscomb University
  - Commission Chair convened quarterly call with legal service providers
- May**
  - Justice Holder, the Commission Chair, and Pro Bono Coordinator attended and presented at the American Bar Association Equal Justice Conference
  - AOC Staff and members of various Advisory Committees led two-hour pro se workshop for court clerks
  - Commission received ABA Innovation Grant to expand the Tennessee Faith & Justice Alliance into rural counties
- June**
  - Pro Bono Coordinator and members of various Advisory Committees led two-hour pro se workshop for court clerks
  - Court approved General Guidelines for Distinguishing Between Legal Information and Legal Advice
  - Attorney education video on debtor/creditor issues recorded
  - Pro Bono Committee launched Pillar Law Firm Model in Chattanooga
  - Pro Bono Committee met its goal of having fifteen additional law offices adopt pro bono policies by June 2013

- July**
- Court released the 2012 Pro Bono Report
  - Third attorney education video on foreclosures recorded
  - Second self-represented litigants video on foreclosures recorded
  - All videos on [www.justiceforalltn.com](http://www.justiceforalltn.com) were captioned
  - Commission Chair convened quarterly call with legal service providers
- August**
- Fourteenth Commission meeting (8-19-2013)
  - Tennessee Faith & Justice Alliance helped Lipscomb University hold its first pro bono legal advice clinic
- September**
- Statewide meeting of law school Deans, faculty, and students held at the University Of Tennessee College Of Law. Justice Holder and Justice Lee attended the event
  - Tennessee Faith & Justice Alliance helped Cross Point Church in Nashville launch its pro bono program
  - Supplemental Guidelines that accompany bench book for general sessions judges when handling self-represented litigants translated into Spanish
  - Justice Holder presented at the Mississippi ATJ Summit
- October**
- Fifteenth Commission meeting (10-31-2013)
  - Commission Chair, ATJ Coordinator, and Pro Bono Coordinator participated in the Tennessee Alliance for Legal Services' Equal Justice University
  - Commission Chair convened quarterly call with legal service providers
- November**
- Court adopted program for recognition of law student pro bono work
  - Commission Chair hosted national conference call for states seeking to launch their own version of [www.onlinetnjustice.org](http://www.onlinetnjustice.org)
  - Commission Chair presented at the Board of Law Examiners meeting on the proposal for Court recognition of law student pro bono
- December**
- ATJ Coordinator interviewed candidates for the Pro Bono Coordinator

## 2014

- January**
- Commission held Strategic Planning Retreat and Justice Holder attended
  - New Pro Bono Coordinator started work at the AOC
  - ATJ Coordinator supervised Vanderbilt Law School LLM students to translate plain language divorce forms and plain language civil forms into Chinese
  - ATJ Coordinator and Pro Bono Coordinator spoke to the Tennessee Coalition Against Domestic and Sexual Violence and access to justice resources
- February**
- ATJ Coordinator and Pro Bono Coordinator met with representative from the Knoxville Bar Association to expand Tennessee Faith & Justice Alliance to East Tennessee
  - Pro Bono Coordinator updated the Statewide Pro Bono Legal Clinic List
  - Pro Bono Coordinator created volunteer attorney manuals for East, Middle, and West Tennessee
  - Chair convened quarterly call with legal service providers

## **March**

- Sixteenth Commission meeting (3-31-2014)
- ATJ Coordinator and Pro Bono Coordinator presented on the initiative to the Tennessee Alliance for Legal Services quarterly board meeting
- Commission hosted Second Annual Pro Bono Legal Advice Clinic Conference

Appendix E:

2012

&

2013

Pro Bono Reports

# The 2012 Tennessee Pro Bono Report

## Executive Summary

The efforts of the Tennessee Supreme Court and the Access to Justice Commission to increase pro bono services and pro bono reporting are having an impact on Tennessee's licensed attorneys.

Based on information and statistics collected, attorneys have provided most of their pro bono assistance by directly helping low-income Tennesseans with their legal needs. Since commencement of the collection of statistics in 2009, Tennessee attorneys have shown they are stepping up and responding to the civil legal needs gap by donating more time to pro bono projects.

In 2011, the Access to Justice Commission recommended and the Tennessee Supreme Court approved a streamlined Voluntary Pro Bono Reporting Form that has aided in the reporting of pro bono activity hours by attorneys. Continuing its support of pro bono reporting by attorneys, the Tennessee Supreme Court sent a letter to all licensed attorneys in their 2012 annual attorney license renewal packets from the Board of Professional Responsibility, encouraging the voluntary reporting of pro bono hours. We will be able to quantify the impact of this encouragement when the 2012 reporting statistics are available.

In 2011, 46.11% of Tennessee's licensed attorneys reported 804,961 hours of pro bono work, for an average of 82.68 hours per attorney reporting pro bono work. The pro bono legal services were provided and reported in four categories:

- Legal services without a fee or at a substantially reduced fee to persons of limited means;
- Legal services without a fee to non-profit organizations serving persons of limited means;
- Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship; and
- Legal services to improve the law, the legal system, or the legal profession.

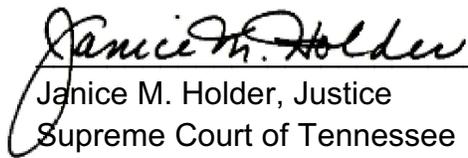
Since 2009, reported pro bono hours have increased dramatically.

The Access to Justice Commission has established a goal of 50% of all licensed attorneys providing at least 50 hours of pro bono service per year. Forty-six percent of all attorneys voluntarily reported providing pro bono services during 2011. For those

who reported, the average number of pro bono services provided per attorney was significantly higher than 50 hours during the year. In a short period of time, the Commission has come close to achieving this goal.

The pro bono services reporting data for this report was obtained from the Tennessee Board of Professional Responsibility. Surveys of organizations involved in providing legal services or involved in providing non-legal services, such as mediation, to those with legal issues were also completed.

The members of the Supreme Court of Tennessee and the Access to Justice Commission, thank the Tennessee licensed attorneys, legal services organizations, bar associations, mediators, judges, and all those involved in providing legal assistance or working with those that provide legal assistance to low-income members of their communities. You have made a difference and have made access to justice a reality for many.



Janice M. Holder, Justice  
Supreme Court of Tennessee  
Liaison to the Access to Justice Commission



George T. "Buck" Lewis, Chairperson  
Tennessee Access to Justice Commission

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## **The 2012 Tennessee Pro Bono Report**

This 2012 Tennessee Pro Bono Report contains information about and statistics on the hours devoted to pro bono activities of legal aid providers, bar associations, law schools, and individual attorneys in 2011. Comparisons with 2010 and 2009 statistics have also been completed.

The following definitions apply to the breakdown of the reporting groups:

“All Attorneys” - all attorneys licensed to practice law in Tennessee regardless of the location of their primary address

“All Government Attorneys” - all attorneys licensed to practice law in Tennessee and employed by Tennessee state government regardless of the location of their primary address

“All In-House Counsel” - all attorneys licensed to practice law in Tennessee and employed by a Tennessee employer as in-house counsel regardless of the location of their primary address

“Out-of-State Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State Government Attorneys” - all government attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer, and whose primary address is outside of Tennessee

“Tennessee Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee Government Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer and whose primary address is in Tennessee

## **Attorney Voluntary Pro Bono Reporting Statistics**

The Tennessee Supreme Court adopted Supreme Court Rule 9, Section 20.11 on November 2, 2009. The Rule requests that every attorney who is required to file an Annual Registration Statement with the Board of Professional Responsibility (“BPR”) voluntarily file a statement reporting the attorney’s pro bono service and activity during the last calendar year. The Voluntary Pro Bono Reporting Form was first included in the 2010 BPR Registration Statement and reported data for the 2009 calendar year.

The Tennessee Supreme Court approved a change in BPR Registration procedures to require renewals on the first day of each attorney’s birth month. Under this new procedure, pro bono reporting data for the previous calendar year is not available until all reporting for that year has been received.

The Access to Justice Commission now has pro bono reporting data for three calendar years, 2009, 2010, and 2011. The Access to Justice Commission is pleased to provide an analysis of the 2011 data and a comparison to that of the previous two years.

### **2011 Statistics**

Pursuant to the Access to Justice Commission’s 2012 Strategic Plan, the Access to Justice Commission is focused on pro bono work that aids Tennesseans. The 2011 statistics reflect pro bono work performed in 2011 and reported during the 2012 annual registration period.

The 2011 reporting form asked for feedback from attorneys in four categories of pro bono service.

#### **1. Pro Bono Hours Reported by All Attorneys**

The group of All Attorneys subject to the 2011 annual registration process totaled over 21,000 attorneys. Almost half of these attorneys reported pro bono hours.

**Chart 1(a): Total Pro Bono Hours Reported by All Attorneys**

| <b>Total number of All Attorneys subject to the annual registration</b> | <b>Number of Attorneys Reporting</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney</b> | <b>Percent of Attorneys Reporting</b> |
|---|--------------------------------------|---------------------------------------|-----------------------------------|---------------------------------------|
| 21,111  | 9,736                                | 804,961                               | 82.68                             | 46.12%*                               |

\*Rounded to the nearest 100<sup>th</sup> of a decimal point

**Chart 1(b): Pro Bono Categories - All Attorneys**

| <b>Pro Bono Category</b>  | <b>Number of Attorneys Reporting*</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney**</b> | <b>Percent of Total Hours Reported**</b> |
|---|---------------------------------------|---------------------------------------|-------------------------------------|--|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 8,022                                 | 524,670                               | 65.40                               | 65.18%                                   |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 3,345                                 | 129,578                               | 38.74                               | 16.10%                                   |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,365                                 | 60,341                                | 44.21                               | 7.50%                                    |
| Legal services to improve the law, the legal system, or the legal profession  | 2,202                                 | 90,372                                | 41.04                               | 11.23%                                   |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point. Because of rounding, the total of this column will be a fraction over 100%.

In addition to providing pro bono services, 4,721 (22.36%) of All Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.

## **2. Pro Bono Hours Reported by Tennessee Attorneys**

Tennessee Attorneys, which includes 195 in-house counsel and 269 government attorneys, reported over 689,000 hours of pro bono services, averaging over 84.23 hours per attorney.

**Chart 2(a): Total Pro Bono Hours Reported by Tennessee Attorneys**

| <b>Total number of Tennessee Attorneys subject to the annual registration</b> | <b>Number of Attorneys Reporting</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney</b> | <b>Percent of Attorneys Reporting</b> |
|---|--------------------------------------|---------------------------------------|-----------------------------------|---------------------------------------|
| 17,352  | 8,190                                | 689,845                               | 84.23                             | 47.20%                                |

**Chart 2(b): Pro Bono Categories: Tennessee Attorneys**

| <b>Pro Bono Category</b>  | <b>Number of Attorneys Reporting*</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney**</b> | <b>Percent of Total Hours Reported**</b> |
|---|---------------------------------------|---------------------------------------|-------------------------------------|--|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 6,854                                 | 462,939                               | 67.54                               | 67.11%                                   |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 2,898                                 | 103,970                               | 35.88                               | 15.07%                                   |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,208                                 | 50,787                                | 42.04                               | 7.36%                                    |
| Legal services to improve the law, the legal system, or the legal profession  | 1,895                                 | 72,149                                | 38.07                               | 10.46%                                   |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point. Because of rounding, the total of this column will be a fraction over 100%.

### **3. Pro Bono Hours Reported by Tennessee Government Attorneys**

For the first time in 2011, a request was made to the Board of Professional Responsibility (“BPR”) for a breakdown of hours provided by Tennessee Government Attorneys. The BPR also provided the number of attorneys who indicated they were in-house counsel; however, we did not request that the BPR provide the number of hours this category of attorneys provided. In the 2009 and 2010 data, the hours provided by Tennessee Government Attorneys and Tennessee In-House Counsel were simply included in total attorney hours noted in chart 2(b) above.

**Chart 3(a): Comparison of Number of Hours Reported by Tennessee Government Attorneys, 2009-2011**

| <b>Year</b> | <b>Total number of Tennessee Government Attorneys Reporting Pro Bono Hours</b> | <b>Total Number of Hours Reported*</b> | <b>Average Number of Hours per Tennessee Government Attorney*</b> |
|-------------|--|--|---|
| 2011        | 269  | 12,446                                 | 46.27   |
| 2010        | 286  | -                                      | -   |
| 2009        | 218  | -                                      | -   |

\* Only available for 2011

Most of the Tennessee Government Attorneys' pro bono services were provided to persons of limited means without a fee or at a substantially reduced fee.

**Chart 3(b): Pro Bono Categories: Tennessee Government Attorneys**

| <b>Pro Bono Category</b>  | <b>Total Number of Reported Hours</b> | <b>Percent of Total Hours Reported*</b> |
|---|---------------------------------------|---|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 6,065                                 | 48.73%                                  |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 1,880                                 | 15.11%                                  |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 489                                   | 3.93%                                   |
| Legal services to improve the law, the legal system, or the legal profession  | 4,012                                 | 32.24%                                  |

\* Rounded to the nearest 100<sup>th</sup> of a decimal point

#### **4. Pro Bono Hours Reported by all Out-of-State Attorneys**

Out-of-State Attorneys reporting pro bono service hours compose 7.18% of All Attorneys. Twenty-four attorneys whose primary address is outside of Tennessee indicated that they are in-house counsel, and 30 attorneys residing outside of Tennessee indicated that they are government attorneys. The reporting data from attorneys residing outside Tennessee reflect the same trends as to category and number of hours reported in each category by Tennessee Attorneys residing in Tennessee.

**Chart 4(a): Total Pro Bono Work Reported by All Out-of-State Attorneys**

| <b>Total number of Out-of-State attorneys subject to the annual registration</b> | <b>Number of Attorneys Reporting</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney</b> | <b>Percent of Attorneys Reporting</b> |
|--|--------------------------------------|---------------------------------------|-----------------------------------|---------------------------------------|
| 3,759 *  | 1,516                                | 115,116                               | 75.93                             | 40.32%                                |

\* Total number of attorneys with an active Tennessee law license less the total number of attorneys residing in Tennessee with an active law license

**Chart 4(b): Pro Bono Categories: All Out-of-State Attorneys**

| <b>Pro Bono Category</b>  | <b>Number of Attorneys Reporting*</b> | <b>Total Number of Reported Hours</b> | <b>Average Hours per Attorney**</b> | <b>Percent of Total Hours Reported**</b> |
|---|---------------------------------------|---------------------------------------|-------------------------------------|--|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 1,168                                 | 61,731                                | 52.85                               | 53.63%                                   |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 560                                   | 25,608                                | 45.73                               | 22.25%                                   |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 205                                   | 9,554                                 | 46.60                               | 8.29%                                    |
| Legal services to improve the law, the legal system, or the legal profession  | 370                                   | 18,223                                | 49.25                               | 15.83%                                   |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point.

## **5. Comparison of 2011 Data with Previous Years**

In all three years, the highest category for both the number of attorneys and the number of hours is the provision of legal services without a fee or at a substantially reduced fee to persons of limited means. The ranking of all categories is set out in the table below.

**Chart 5(a): Comparison of All Attorneys Reporting and Hours reported, 2009-2011**

| Pro Bono Category   | 2011 Data |         | 2010 Data |         | 2009 Data |         | Change from 2009-2011 |          |
|---|-----------|---------|-----------|---------|-----------|---------|-----------------------|----------|
|   | ATTORNEYS | HOURS   | ATTORNEYS | HOURS   | ATTORNEYS | HOURS   | ATTORNEYS             | HOURS    |
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 8,022     | 524,670 | 7,690     | 351,408 | 3,600     | 170,019 | +4,422                | +354,651 |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 3,345     | 129,578 | 2,499     | 79,678  | 1,187     | 35,212  | +2,158                | +94,366  |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,365     | 60,341  | 1,590     | 69,102  | 734       | 39,110  | +631                  | +21,231  |
| Legal services to improve the law, the legal system, or the legal profession  | 2,202     | 90,372  | 1,872     | 67,186  | 845       | 49,331  | +1,357                | +41,041  |

**Chart 5(b): Comparison of Data Reported by All Attorneys, 2009-2011**

| Category  | 2011 Data | 2010 Data | 2009 Data | Change from 2009-2011 |
|---|-----------|-----------|-----------|-----------------------|
| Total number of All Attorneys who responded to annual registration statement        | 21,111    | 19,878    | 20,255    | +856                  |
| Total number of All Attorneys who reported pro bono                                 | 9,736     | 7,745     | 3,698     | +6,038                |
| Percentage of All Attorneys who reported pro bono                                   | 46.11%    | 38.96%    | 18.26%    | 27.85%                |
| Total number pro bono hours reported  | 804,961   | 567,374   | 294,672   | +510,289              |
| Average number of hours per reporting attorney                                      | 82.68     | 73.25     | 79.68     | +3                    |
| Total number of Tennessee Attorneys responding to the annual registration statement | 17,352    | 16,391    | No data   | No data               |

## Overall Results

Access to justice cannot be achieved without collaboration. The multiple partners of the Court and the Commission include but are not limited to the many volunteers on the Commission's numerous committees and workgroups, attorneys, legal services organizations, bar associations, law schools and law students, mediators, judges, and countless volunteers involved in providing day-to-day assistance to those needing legal services within their communities. The results of these efforts are over 800,000 pro bono service hours reported in 2011.

Tennesseans have responded to the civil legal needs gap—they have donated time, talent, and treasure to pro bono services, programs, and projects. They have provided pro bono assistance by directly providing legal services at no cost or at substantially reduced rates to low-income Tennesseans, by providing legal services to non-profit organizations serving persons of limited means, by providing legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship, and by providing legal services to improve the law, the legal system, or the legal profession.

The efforts of many have made a difference. Access to Justice has become a reality for many low-income Tennesseans.

## **Additional Information, Data and Survey Highlights**

### **Bar Association Pro Bono**

Using [www.surveymonkey.com](http://www.surveymonkey.com), the Pro Bono Coordinator surveyed regional and local bar associations about the pro bono initiatives and efforts sponsored by each bar association. Bar association presidents were emailed a link to complete the survey. The Pro Bono Coordinator followed up with phone calls and emails to encourage additional responses.

To date, 33 responses were received from bar associations. Highlights and insights obtained from some of the survey responses are listed below.

### **Bar Association Survey Highlights**

- Six bar associations indicated that 25% of their members participated in pro bono activities.
- Three bar associations indicated that 50% of their members participated in pro bono activities.
- Seven bar associations indicated that 75% of their members participated in pro bono activities.
- Five bar associations indicated that 99-100% of their members participated in pro bono activities.

Many of the rural and some suburban bar associations do not have formal organized pro bono programs but do accept referrals from their local legal aid offices.

Several bar associations noted specific pro bono initiatives or are working on developing pro bono initiatives:

- Anderson County Bar Association has a need for pro bono volunteers to address issues regarding access to healthcare (TennCare) and other benefits.

- Coffee County Bar Association is developing a pro bono packet to distribute to all new members in an effort to recruit more participation in the bar. The packet will educate new members on the benefits of participating in pro bono cases.
- Cumberland County Bar Association has members who have ideas for pro bono projects and would like to partner with the Commission in these efforts.
- Henry County Bar Association hosts an annual event during which members prepare wills, powers of attorney, and living wills for military and EMS personnel in Henry, Benton, and Weakley counties.
- Knox County Bar Association created a Legal Legacy Project to pair law students and newer attorneys with more experienced practitioners to handle pro bono cases. The Knoxville Bar Association also introduced the Pillar Law Firm Model to its members in October 2012. The Pillar Law Firm Model is an initiative to increase the number of law firms/offices with pro bono policies for its members.
- Loudon County Bar Association has a need for pro bono services for members of Spanish-speaking communities unfamiliar with legal practices in the United States.
- Marshall County Bar Association established a Court Appointed Special Advocates program in December 2012.
- Memphis Bar Association (Shelby County) is working on faith-based initiatives through local churches.
- Monroe County Bar Association is coordinating a pro bono clinic and pro bono efforts in general.
- Sullivan County Bar Association is launching its first free legal clinic in July 2013.
- Tipton County Bar Association is launching a free legal clinic to serve civil legal needs of low-income residents.

## **Law School Pro Bono**

In its 2012 Strategic Plan, the Access to Justice Commission acknowledged the importance of introducing pro bono services to future attorneys while they are still in law school. The Access to Justice Commission was committed to convening meetings with law school deans, law school pro bono directors, and students at least annually to explore increasing the participation of law students in pro bono activities. The Commission also compiled the pro bono policies of Tennessee law schools into one document, a Pro Bono Policy Compilation, as a resource for Tennessee law schools and for law schools nationwide.

The Tennessee Bar Association's Law School Subcommittee of its Access to Justice Committee conducted a survey of Tennessee law schools to develop a list of the pro bono and clinical opportunities for law students. This Resource Inventory provides details on the clinical programs offered by each school, formal law student pro bono programs, informal law student pro bono opportunities, alumni pro bono opportunities, and resources and support for public interest careers. The Access to Justice Coordinator and the Pro Bono Coordinator contacted the law schools to gather supplemental information to include in the Resource Inventory.

### **Resource Inventory Highlights**

- Belmont College of Law: This school is the newest addition to the Inventory. All Student Bar Association officers are required to perform 20 hours of public interest work. Committee chairs and members of the committees must each complete 10 hours of public interest work. Belmont Legal Aid Society members pledge to complete 25 hours of public interest work per year.
- Duncan School of Law: Law students are required to complete 30 hours of pro bono services to graduate. Each member of the faculty is required to complete 20 hours of pro bono per year to be considered for tenure.
- University of Tennessee: This law school offers seven different clinical programs. UT Pro Bono, a student-run organization, handles pro bono projects with faculty and administrative support. The University of Tennessee offers alumni pro bono opportunities supervised by its Access to Justice Coordinator at the Career Center and the Office of Development and Alumni Affairs. The University also offers public interest fellowships, stipends, and loan repayment assistance to its students.

- University of Memphis: The Cecil C. Humphreys School of Law offers four different clinical programs: Child and Family Litigation, Civil Litigation, Elder Law Clinic, and Housing Adjudication. The Public Action Law Society (PALS) is the formal student pro bono program and it conducts an annual pro bono fair. The law school is developing a system for alumni and local attorneys to request student assistance in providing pro bono services to low-income residents. Beginning in January 2013, students are required to complete 40 hours of pro bono work to graduate.
- Vanderbilt University: This law school offers five different clinical programs. Pro bono organizations include Vanderbilt Legal Aid Society and Law Students for Social Justice. Externship programs, stipends for internships, and post-graduate stipends are available, as well as loan repayment assistance.

### **Legal Service Providers – Legal Services Corporation (“LSC”)-Funded**

In Tennessee, there are four legal aid providers that receive federal funding from the Legal Services Corporation (“LSC”): Legal Aid of East Tennessee, Legal Aid Society of Middle Tennessee and the Cumberland, Memphis Area Legal Services, and West Tennessee Legal Services. In October 2011, the Access to Justice Commission Chair and the Access to Justice Coordinator met with the executive directors of these organizations to begin an ongoing discussion about how the Access to Justice Commission and the LSC-funded legal aid providers can collaborate to increase the pro bono assistance provided by Tennessee attorneys. The Access to Justice Commission Chair now holds quarterly conference calls with these directors.

According to federal regulations, LSC-funded legal aid providers must use at least 12.5 percent of their LSC funds for Private Attorney Involvement (pro bono). Each of the four LSC-funded organizations has a Pro Bono Coordinator/Director. The coordinators provide a wide range of services and interact with a variety of partners to provide assistance to substantial numbers of clients. These services range from arranging classic attorney-client representation to providing unbundled services. The coordinators also provide support services for pro bono activities such as intake, referrals to a variety of programs, continuing legal education, malpractice coverage, legal clinics, partnering with bar associations to highlight the profession’s commitment to access to justice, recognition activities, and numerous other activities.

General information gathered from the four LSC-funded organizations' directors and websites is provided below. A chart detailing pro bono opportunities and pro bono statistics for the organizations is attached as Exhibit A.

#### Legal Aid of East Tennessee (LAET)

LAET has been part of the community structure of East Tennessee for over 40 years, serving 26 counties from Hamilton County to Johnson County. LAET has six offices with locations in Chattanooga, Maryville, Johnson City, Morristown, and two offices in Knoxville (Family Justice Center and LAET office). There are Pro Bono Directors in the Knoxville and Chattanooga offices.

#### Legal Aid Society of Middle Tennessee and the Cumberland (LAS)

LAS serves 48 Tennessee counties with its eight offices: Clarksville, Columbia, Cookeville, Gallatin, Murfreesboro, Nashville, Oak Ridge, and Tullahoma. To qualify for assistance from the Legal Aid Society of Middle Tennessee and the Cumberland, clients must be at least 60 years of age or from a low-income household. People living outside the Nashville office's service area are instructed to call the LAS office serving their county to find out about pro bono opportunities. LAS has a full-time Pro Bono Director in the Nashville office.

The Nashville office has the most pro bono resources. In addition to providing legal counsel for nonprofit organizations, LAS will accept cases in the following areas: domestic violence, family law, employment (federal income tax disagreements, wage claims, discrimination, job training courses), health (TennCare, Medicaid, Medicare, nursing home issues, living wills, powers of attorney), housing (Section 8 or public housing, evictions, foreclosures, rental issues, unfair loans, homeowner counseling), and money (illegal collection methods, bankruptcy, SSI, Families First, TANF, SNAP, unemployment, simple wills for individuals over 60 years of age and the seriously ill). LAS generally does not accept immigration issues or divorce cases unrelated to domestic violence.

#### Memphis Area Legal Services (MALS)

MALS provides civil legal assistance to low-income individuals and the elderly in southwestern Tennessee, anchored by its office in Memphis. Its Covington office serves three smaller rural communities: Tipton, Fayette, and Lauderdale counties. MALS has a full-time Pro Bono Coordinator. Priorities include cases involving issues related to family

and children, housing and real property, consumer issues, individual and civil rights, health and income maintenance, and seniors.

### West Tennessee Legal Services (WTLS)

WTLS serves Benton, Carroll, Chester, Crockett, Dyer, Decatur, Gibson, Hardeman, Hardin, Haywood, Henry, Henderson, Lake, McNairy, Madison, Obion, and Weakley counties. Its main office is in Jackson, with offices in Dyersburg, Huntingdon, and Selmer. It has one part-time Pro Bono Director/Coordinator. WTLS accepts the following types of civil cases: access to health/medical care, securing or retaining housing, ensuring compliance with Fair Housing Laws, securing or retaining income, personal freedom and security rights, parental rights with state action, rights of persons in institutions, freedom of all persons from abuse, family issues, education rights, consumer rights, and community education. WTLS does not accept cases with the potential of a high monetary judgment or adult criminal cases.

### **Legal Service Providers – Non-LSC-Funded**

In Tennessee, there are many legal service providers that do not receive funding from the Legal Services Corporation. The Tennessee Access to Justice Commission considers any organization that does not receive funding from the Legal Services Corporation a non-LSC-funded legal service provider. Non-LSC-funded organizations can serve segments of the population that LSC-funded providers cannot. Non-LSC-funded organizations do not have to follow federal income guidelines to determine if a person is eligible to receive legal services.

The Commission has gathered data from the following non-LSC providers: Catholic Charities of Tennessee, Community Legal Center, Compassionate Counsel, Disability Law & Advocacy Center, Justice for Our Neighbors, Southeast Tennessee Legal Services, Southern Migrant Legal Services, Tennessee Coalition to End Domestic and Sexual Violence, and Tennessee Volunteer Lawyers and Professionals for the Arts. A chart detailing the pro bono opportunities and pro bono statistics of each provider is attached as Exhibit B.

## **Mediation Center Pro Bono**

In Tennessee, some counties have mediation centers offering free or reduced-fee mediation services to people who cannot afford a mediator. The Administrative Office of the Courts has limited funding from the General Assembly to assist mediation centers that apply for and meet grant criteria. The grants are designed to help low-income Tennesseans access mediation services.

The Commission has gathered data from the following mediation center providers: Community Mediation Center, Community Reconciliation, Inc., Family Court Services of East Tennessee, First Judicial District Court Clinic, Mediation Services of Putnam County, Mid South Mediation Services, Nashville Conflict Resolution Center, and Neighborhood Reconciliation Services.

A chart containing information about each provider, including its pro bono statistics, is attached as Exhibit C.

## **Continuing Legal Education (“CLE”) Credit Attorneys Received for Pro Bono Work in 2012**

Supreme Court Rule 21, Section 4.07(c) permits the Continuing Legal Education (“CLE”) Commission to give Ethics & Professionalism credit at the rate of one hour of credit for every five billable hours of pro bono legal representation provided through court appointment or an organized bar association program or legal services organization, or of pro bono mediation services as required by Supreme Court Rule 31 or the Federal Court Mediation Programs.

As of March 1, 2013, the CLE Commission has posted 3,780.84 hours of CLE credit given to attorneys for pro bono work done in 2012. This is the highest number of CLE credit hours given since the Commission began collecting this data.

| <b>Year</b> | <b>Number of CLE Hours<br/>for Pro Bono Work</b> |
|-------------|--|
| 2012        | 3,780.84   |
| 2011        | 2,080.93   |
| 2010        | 3,635.29   |

The Tennessee Alliance for Legal Services and the Tennessee Bar Association, with support from the Tennessee Access to Justice Commission, has developed an online legal resource that allows those with legal questions to email their questions to a central website. ([www.OnlineTNJustice.org](http://www.OnlineTNJustice.org)). These questions are then answered by volunteer attorneys. Information and statistics regarding this pro bono resource are below.



**Activity & Outreach Summary Through 12.12.12**  
**[www.onlinetnjustice.org](http://www.onlinetnjustice.org)**

**Users' Questions**

- 2695 questions posted to date (up from 2228 on 9/20/12).
- 22 unanswered questions posted currently. Update emails on unanswered questions sent out weekly.
- The majority of the questions posted have been family law questions (1249), followed by questions in the 'other' (495), housing (320), debt and purchases (234) and work (140) categories.

**Volunteer attorneys**

- 341 attorneys approved.
- 171 attorneys have answered questions.
- 7 attorneys have answered more than 50 questions.
- 28 attorneys have answered 20 or more questions.

**Client Users**

- 2895 registered (up from 2686 on 9.20.12).
- Income is still the main reason users are ineligible to use the site (1239 people ineligible).
- Clients thus far come from 93 of Tennessee's 95 counties. The most questions have been posted by users in Davidson Co (472), Shelby Co. (240), Montgomery Co. (217), Rutherford Co. (189), Knox Co. (125), Hamilton Co. (95), and Anderson (77).

**Updates**

- Spanish version has been delivered to Baker Donelson and they have implemented Google Translate on the Futures site. Testing and language review is underway. These are major steps toward having a Spanish-translated version of the site.
- Using Google Translate on our platform we should be able to expand to other languages down the road.
- In early 2013, we need to continue recruitment of Spanish-speaking attorneys to answer questions once this functionality is rolled out.
- TALS has cleaned up duplicate accounts on the list of attorneys and continues to immediately respond to technical issues raised by both attorneys and users.
- Site improvements have been implemented (users can update their own passwords, new responses are flagged, and screen to screen navigation improved).
- TALS and TBA have demonstrated site to over 12 other states. Two states – Indiana and South Carolina are actively working to launch their own versions.

**Outreach**

- Producing new outreach materials that will combine OTJ, the new 1-888-ALEGALZ help line, and other resources into a simple "leave behind" or handout document (likely business card size or slightly larger)
- Working to co-brand these projects with AOC/Commission and the TN Bar Association.
- Conducting more in-depth outreach to referral sources. Describing sites and expectations to intake staff and receptionists at each legal aid program. MALS is scheduled for 12/14/12 with others to come after the new year.
- Continuing to distribute current materials in quantity to clerks, providers, and other social service providers.

**Exhibit A**  
**Pro Bono Opportunities and Statistics**  
**Legal Services Corporation Funded Programs**

| ORGANIZATIONS                      | # OF STAFF | # OF VOLUNTEERS  | TOTAL # OF CLIENTS SERVED                  | # OF CLIENTS SERVED THROUGH PRO BONO | CLINICS  |
|------------------------------------|------------|--|--|--------------------------------------|--|
| <b>Legal Aid of East Tennessee</b> | 50         | 705 volunteer attorneys, 134 law students, over 25 other (paralegals, paralegal students, foreign language interpreters court reporters) | 7,373 (including staff and pro bono files) | 1,116 (pro bono files only)          | <p>In addition to recruiting volunteer lawyers to handle full representation of clients in litigation and transactional matters, we offer the following clinics:</p> <p><i>Advice Clinics</i> are designed to assist clients who have questions about routine legal issues and do not require on-going representation. We conduct at least three "Saturday Bar" Advice Clinics per month, and offer Clinics as part of special events sponsored by LAET or in collaboration with other social service providers. In 2012, our Advice-Clinic program included large-scale clinics conducted as part of the ABA's National Pro Bono Celebration in October. These clinics (conducted in Athens, Chattanooga, Cleveland, Dunlap, Gruetli-Laager, Jasper, Knoxville, Madisonville, Maryville, Morristown, and Pikeville) served hundreds of low-income people. We will have similar clinics in 2013.</p> <p><i>Brief-Service Clinics</i> are for clients who need representation at routine hearings without requiring the volunteer to enter an appearance for extended</p> |

| ORGANIZATIONS                        | # OF STAFF | # OF VOLUNTEERS                               | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | CLINICS   |
|--------------------------------------|------------|---|---------------------------|--------------------------------------|---|
|                                      |            |   |                           |                                      | <p>representation:</p> <ol style="list-style-type: none"> <li>(1) <i>Domestic Violence Clinics.</i> Volunteers assist survivors of domestic violence in obtaining orders of protection in Blount, Knox, and Sevier Counties.</li> <li>(2) <i>Debt-Relief Clinics.</i> Volunteers conduct workshops for clients to educate them about alternatives to bankruptcy and how to deal with creditors.</li> <li>(3) <i>Self-Help Divorce Clinics.</i> Volunteers help Clinic participants complete form pleadings to obtain a divorce without representation by counsel. The Clinics are conducted in all 26 counties in LAET's service area.</li> <li>(4) <i>Advance Directives Clinics.</i> Volunteers prepare healthcare powers of attorney and other advance directives.</li> <li>(5) <i>Eviction Prevention Clinic.</i> Volunteers meet with pro se parties appearing in eviction actions to advise them about the eviction procedures and potential defenses and counterclaims.</li> <li>(6) <i>Debt Advice Clinic.</i> Volunteers meet with pro se debtors appearing in debt-collection cases to advise them about defenses and counterclaims.</li> </ol> |
| <b>Legal Aid of Middle Tennessee</b> | 3          | - 1500 active volunteer lawyers, of which 850 |                           | 2,716                                | <ul style="list-style-type: none"> <li>• Second Tuesday Walk-In Clinic</li> <li>• McHugh Saturday Legal Clinic</li> </ul>   |

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS  | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | CLINICS   |
|---|------------|--|---------------------------|--------------------------------------|---|
| <b>&amp; The Cumberlands</b><br>(Nashville Pro Bono Program only) |            | helped a client in 2012.<br>- Law Student Volunteers: 24<br>- Paralegal Volunteers: 42<br>- Other: 5 |                           |                                      | <ul style="list-style-type: none"> <li>• Clinica Legal</li> <li>• Martha O'Bryan Clinic</li> <li>• Senior Adult Legal Clinic</li> <li>• HELP Clinic (with Baker-Donelson)</li> <li>• Operation Stand Down Clinic</li> <li>• Williamson County Legal Clinic</li> </ul>                                   |
| <b>Memphis Area Legal Services</b>                                | 48         | 400  | 4000                      | 1,300+                               | <ul style="list-style-type: none"> <li>• Family Law Advice Group</li> <li>• Pro Se Divorce Workshop</li> <li>• Consumer Clinic</li> <li>• St. Jude Conservatorship Clinic</li> <li>• Veterans Affairs Clinic</li> <li>• Bankruptcy Alternative Clinic</li> <li>• Rural Outreach Legal Clinic</li> </ul> |
| <b>West Tennessee Legal Services</b>                              | 32         | 162  |                           | 88                                   | None  |

**Exhibit B**  
**LEGAL SERVICES ORGANIZATIONS**  
**(NON "LSC" FUNDED)**

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS | # OF CLIENTS SERVED | SYNOPSIS OF 2012 SERVICES   | FUTURE PLANS   | NEEDS/COMMENTS  |
|---|------------|-----------------|---------------------|---|--|---|
| <b>Catholic Charities of Tennessee</b><br>Nashville, TN | 100        | 100             | 500                 | Immigration Support Services. Assistance in filling out applications to be submitted to the USCIS and immigration counseling. They hold a free immigration legal clinic each month.   | Continue the once a month free immigration legal clinic.   | Needs: Funding  |
| <b>Community Legal Center</b><br>Memphis, TN            |            |                 |                     | CLC is a legal services organization that focuses on serving Memphians whose incomes are between 125% and a living wage– those who simply cannot afford private legal counsel, but who earn enough that they do not qualify for Memphis Area Legal Services. They hold a Pro Se Divorce clinic every day, a civil law clinic twice a month, and an immigration clinic twice a month. Their immigration clinic serves the entire state; while CLC's other clinics are for Shelby Co. residents only. |  |   |
| <b>Compassionate Counsel</b><br>Nashville, TN           | 0          | 8-10            | 100+                | Compassionate Counsel is a Christian legal aid ministry offering counsel, guidance, and in select cases, representation, to individuals unable to pay for such civil legal services. They hold their clinic at the Nashville Rescue Mission once a month, and have in-take forms at the mission.  | They desire to expand their service to partner with other non-profits and their participants. Additionally, they would like to have set clinics for general sessions civil | Compassionate Counsel is a 501(c)(3) organization, so funding would be helpful in order to hire staff to assist with clinic coordination, volunteer recruitment and |

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS                    | # OF CLIENTS SERVED   | SYNOPSIS OF 2012 SERVICES  | FUTURE PLANS  | NEEDS/COMMENTS |
|---|------------|------------------------------------|---|--|---|----------------|
|   |            |                                    |   | In 2012, they had 10 clinics with good volunteer support and participant attendance.   | defendants.   | follow up.     |
| <b>Disability Law &amp; Advocacy Center of Tennessee</b><br>Nashville, TN | 30         | 1 regular, 20 for bullying clinics | 441 via case work; additional 2572 through info. and referral | DLAC takes on disability rights issues including issues under Title I, II, and III of the ADA; IDEIA cases with emphasis on bullying in schools, restraint/isolation and transition; issues; abuse/neglect; assistive technology issues and traumatic brain injury issues. During 2012, DLAC began hosting pro bono clinics to deal with bullying in schools.  | They plan to continue the bullying clinics and expand outside of the Middle TN area.  |                |
| <b>Justice For Our Neighbors</b><br>Nashville, TN                         | 2          |                                    |   | Tennessee Justice for Our Neighbors (TN JFON) is a part of a national network of immigration legal clinics created by the United Methodist Committee on Relief (UMCOR) in 1999. The primary objectives of TN JFON are to provide high-quality, free immigration legal services for low-income individuals and to engage the faith community in advocacy on behalf of our immigrant neighbors. TN JFON conducts client intake through a monthly free immigration legal services clinic on the third Saturday of each month between 9 a.m. and 1 p.m. at Hillcrest United Methodist Church in Nashville, then represents clinic clients through the pendency of their immigration legal needs. This year, in addition to their monthly | JFON will continue their in-take clinics, although they currently have a very long waiting list. They will continue their information and clinics for DACA through March. |                |

| ORGANIZATIONS  | # OF STAFF | # OF VOLUNTEERS | # OF CLIENTS SERVED                      | SYNOPSIS OF 2012 SERVICES   | FUTURE PLANS | NEEDS/COMMENTS  |
|--|------------|-----------------|--|---|--------------|---|
|  |            |                 |  | intake clinics, TN JFON sponsored information sessions and clinics for children who are filling out Deferred Action for Childhood Arrival paperwork.  |              |   |
| <b>Southeast Tennessee Legal Services</b><br>Chattanooga, TN | 3          | Varies          | 573 cases closed<br>316 cases still open | SETLS is an organization that assists clients in a ten county area with Orders of Protection. They are the Parenting Plan Coordinator for the 10th and 11th judicial districts. They have a pro se library program in the 10th, 11th and 12th judicial districts and in Meigs County. SETLS also partners with the Chattanooga Bar Association for the P.A.T.H. program which has volunteer attorneys helping litigants at General Sessions Court every Monday in Hamilton County. They also attend the Attorney of the Day program in Bradley County where their staff attorneys and a volunteer lawyer from the Bradley County Bar assist pro se litigants at the Order of Protection docket. |              | Needs: More money. Since SETLS does not receive federal funds under LSC, it does not qualify for funding for some programs from which fees can be used to provide legal services to low income families. They do not see the need for this restriction and would like the same opportunity to apply for the funds. This restriction affects many other programs in the state, not just SETLS. |
| <b>Southern Migrant Legal Services</b><br>Nashville, TN      | 6          | 1               | 200+                                     | SMLS represents migrant farm workers in employment-related matters. They are very busy covering six state service areas with only small staff. So far, efforts to locate lawyers interested in pro bono work have not been successful.  |              |   |

| ORGANIZATIONS  | # OF STAFF       | # OF VOLUNTEERS                       | # OF CLIENTS SERVED | SYNOPSIS OF 2012 SERVICES   | FUTURE PLANS   | NEEDS/COMMENTS  |
|--|------------------|---------------------------------------|---------------------|---|--|---|
| <p><b>Tennessee Coalition to End Domestic and Sexual Violence</b><br/>Nashville, TN</p>      | <p><b>15</b></p> | <p><b>1</b></p>                       | <p><b>150</b></p>   | <p>The Coalition provides pro bono civil legal services to sexual assault victims, and immigration legal services to immigrant victims of domestic violence, sexual assault, and stalking. During 2012, they organized a pro bono project with our local legal aid society, and they had seven attorneys take on seven pro bono cases.</p>  | <p>The Coalition plans to continue their pro bono legal services to immigrants and victims of sexual assault.</p>  |   |
| <p><b>Tennessee Volunteer Lawyers &amp; Professionals for the Arts</b><br/>Nashville, TN</p> | <p>2</p>         | <p>230 pro bono volunteer lawyers</p> | <p>300</p>          | <p>VLPA provides pro bono legal assistance and education to low-income artists of all disciplines and non-profit arts organizations. Most clients come from the Greater Nashville area, but any TN resident is eligible.</p> <p>VLPA operates on an ongoing basis assisting clients both in-house through their volunteer legal associates and legal interns or by matching them with a pro bono volunteer lawyer. They also hosted two legal clinics in the community last year.</p> <p>In 2012, VLPA matched 140 clients with pro bono volunteer lawyers, 20 clients were served through pro bono clinics, 110 clients were helped in-house, and 30 were referred to other resources.</p> | <p>VLPA plans to continue growing partnerships with the Vanderbilt and Belmont Law School clinical programs to expand our offerings. They are also exploring a Wills for Artists initiative.</p> | <p>VLPA desires better coordination with other pro bono providers, more in-office volunteers, and, of course, more funding.</p> |

**Exhibit C  
TENNESSEE MEDIATION CENTERS**

| ORGANIZATIONS  | # OF STAFF | # OF VOLUNTEERS | # OF CLIENTS SERVED | SYNOPSIS OF 2012 SERVICES   | FUTURE PLANS  | NEEDS/COMMENTS  |
|--|------------|-----------------|---------------------|---|---|---|
| <b>Community Mediation Center</b><br>Crossville, TN          | 2          | 20              | Over 1000           | CMC has provided free access to justice for over 20 years in Cumberland County. They provide access to justice that is free, neutral, voluntary and confidential by trained volunteer mediators, specifically in the area of victim-offender reconciliation. All of their mediations are free.  |   |   |
| <b>Community Reconciliation, Inc.</b><br>Chattanooga, TN     | 2          | 56              | 65                  | Community Reconciliation, Inc. receives referrals from the Hamilton County Juvenile Court. These referrals are all Victim-Offender cases dealing with property crimes and shoplifting. Many of these cases are first time offenders. All of their mediations are free.<br><br>They have a 97% closure rate of cases successfully completed, and only 3% were sent back to Court for lack of participation by the victim or offender or parent/legal guardian. | They plan to maintain and increase their current model which is linked to the Juvenile Court. They have offered their services to the Chattanooga Gang-Task Force.                            | <b>Needs:</b><br>Adequate funding.<br>Mediators who are passionate about youth.   |
| <b>Family Court Services of East Tennessee</b><br>Athens, TN | 3          | 1               | 0                   | FCSET provides court ordered supervised visitation for children to have a safe place to visit the non custodial parent. They provide a Batterers Intervention Program that is court ordered as well as referrals from DCS through court ordered permanency plans.<br><br>They have just started a new program to work with parents divorcing parents in the   | FCSET has a new program called H.E.L.P. (Helping Engage the Lives of Parents). This will allow them to work with the parents on parenting plans and mediation and help resolve any conflicts. | FCSET is a grassroots nonprofit organization created in 2010 to intervene and prevent domestic violence and child abuse. They serve the community, courts and families that are |

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS | # OF CLIENTS SERVED | SYNOPSIS OF 2012 SERVICES  | FUTURE PLANS   | NEEDS/COMMENTS  |
|---|------------|-----------------|---------------------|--|--|---|
|   |            |                 |                     | area of mediation and parenting plans.   |  | in conflict due to domestic violence and child abuse.   |
| <b>First Judicial District Court Clinic</b><br>Johnson City, TN | 4          |                 | 100+                | They are an evaluation team for the domestic court and juvenile court judges. When the litigants are highly contentious, the judges refer the parties to the Court Clinic for an evaluation. The Juvenile Court judge refers parents for mediation to the Court Clinic. They also have a Supervised Visitation program where they supervise approximately 50 hours of supervision ordered by the juvenile and domestic court judges. Approximately 80-90% of the mediations result in settlement of the matter.  | They are attempting to schedule mediations in one of the counties that is 50 miles from their 'home' base, that is rural and does not have access to their services. Additionally, they are considering volunteering their mediation services to a local legal clinic. | These programs have been extremely successful and have a lot of support from local judges and lawyers.  |
| <b>Mediation Services of Putnam County</b><br>Cookeville, TN    | 1          | 10              | 147 new clients     | They provide services including: Court Intake, Mediation – court & community, Shoplifting Intervention Course (juveniles), Mediator Training, Referral to other resources/services, Community Education/Training. Other services include: case management, client & volunteer contact and correspondence, mediation scheduling, volunteer recruitment and supervision, and contract monitoring including collecting and paying out restitution.<br>The majority of their mediation services are victim-offender mediations.<br>In 2011, 88% of mediations successfully reached a contract and 95% of participants were satisfied with the process and results. | Continuing current services.   | Funding is the most crucial resource for rural agencies like Mediation Services. Funding has been decreasing for three years and funding sources are disappearing making it more difficult to maintain these valuable services. |

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS               | # OF CLIENTS SERVED                   | SYNOPSIS OF 2012 SERVICES  | FUTURE PLANS   | NEEDS/COMMENTS  |
|---|------------|-------------------------------|---------------------------------------|--|--|---|
| <b>Mid South Mediation Services</b><br>Hohenwald, TN            | 10         | 20                            | Over 1000                             | They provide victim offender and community mediation to general sessions and juvenile courts in seven Middle Tennessee counties. They also provide support classes in conflict/anger management, teen substance abuse prevention, shoplifting, financial responsibility and parent mediation and education for separating parents. Most of their mediation cases involve families so that has become their specialty. All mediations are free. | They would like to get some funding to offer reduced fee parent education for parents who want to stay together and have a great need for better communication skills. | Needs: They really need more funding, so as to not run out of money about two weeks before the end of each quarter. They don't need a lot more.....about \$5,000 to \$8,000...would greatly decrease the stress.                    |
| <b>Nashville Conflict Resolution Center</b><br>Nashville, TN    | 7          | 60 active volunteer mediators | A minimum of 1600 & a maximum of 6400 | NCRC provides mediation services and conflict resolution education and training to diverse communities in Nashville. Court-based mediations are provided free of charge, while community-based mediation services are subject to a sliding scale fee. More than 80% of all of NCRC's mediation referrals actually get mediated, and their rate of successfully completing mediations (with a full or partial written agreement) is 90%         | NCRC is at capacity with their existing 7 programs (and 7 staff - 3 full-time/3 part-time). They do not plan to launch any new programs in 2013.                       | They need more financial resources, more recognition from the ATJC and the Tennessee Supreme Court that mediation IS resolving thousands of Tennesseans' legal issues/disputes, and more support from the legal and business world. |
| <b>Neighborhood Reconciliation Services</b><br>Johnson City, TN | 1          | 2                             | 20                                    | NRS does victim-offender mediations. All of their victim-offender mediations are provided for free.  |  |   |

# JUSTICE FOR ALL

A TENNESSEE SUPREME COURT INITIATIVE

## The 2013 Tennessee Pro Bono Report

### Executive Summary

The efforts of the Tennessee Supreme Court and the Access to Justice Commission to increase pro bono services and pro bono reporting are having an impact on Tennessee's licensed attorneys.

Based on information and statistics collected, attorneys have provided most of their pro bono assistance by directly helping low-income Tennesseans with their legal needs. Since 2010, when attorneys were first asked to voluntarily report their pro bono hours, Tennessee attorneys have shown they are generously responding to the civil legal needs gap by donating more time to pro bono projects.

In 2011, the Access to Justice Commission recommended and the Tennessee Supreme Court approved a streamlined Voluntary Pro Bono Reporting Form that has aided in the reporting of pro bono activity hours by attorneys. Continuing its support of pro bono reporting by attorneys, the Tennessee Supreme Court sent a letter to all licensed attorneys in their 2012 annual attorney license renewal packets from the Board of Professional Responsibility, encouraging the voluntary reporting of pro bono hours.

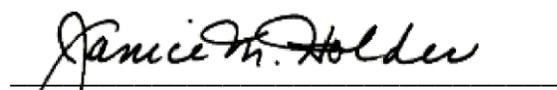
In 2013, 42.13% of Tennessee's licensed attorneys reported 672,976 hours of pro bono work, for an average of 73.80 hours per attorney reporting pro bono work. This is significantly above the national average. The pro bono legal services were provided and reported in four categories:

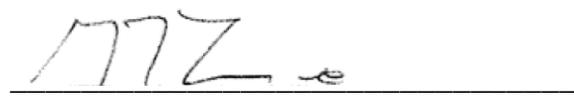
- Legal services without a fee or at a substantially reduced fee to persons of limited means;
- Legal services without a fee to non-profit organizations serving persons of limited means;
- Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship; and
- Legal services to improve the law, the legal system, or the legal profession.

Since 2010, the number of hours of pro bono work reported more than doubled from 294,672 hours to 672,976 hours. While there was a decrease in the average hours per attorney from 2010 to 2013 by 5.88 hours, there has been a dramatic increase in the overall amount of pro bono legal service in Tennessee. Forty-two percent of all attorneys voluntarily reported providing pro bono services during 2012. For those who reported, the average number of pro bono hours provided per attorney was significantly higher than 50 hours during the year. In a short period of time, the Commission has come close to achieving this goal.

The pro bono services reporting data for this report was obtained from the Tennessee Board of Professional Responsibility. Organizations involved in providing legal services or non-legal services, such as mediation, were surveyed on the amount of pro bono conducted through their organization. The Commission on Continuing Legal Education and Specialization also contributed to this report.

The members of the Supreme Court of Tennessee and the Access to Justice Commission, thank the Tennessee licensed attorneys, legal services organizations, bar associations, mediators, judges, and all those involved in providing legal assistance or working with those that provide legal assistance to low-income members of their communities. You have made access to justice a reality for countless Tennesseans.

  
\_\_\_\_\_  
Janice M. Holder, Justice  
Supreme Court of Tennessee  
Liaison to the Access to Justice Commission

  
\_\_\_\_\_  
George T. "Buck" Lewis, Chairperson  
Tennessee Access to Justice Commission

Questions regarding this report may be addressed to:

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## The 2013 Tennessee Pro Bono Report

This 2013 Tennessee Pro Bono Report contains information about and statistics on the hours devoted to pro bono activities of legal aid providers, bar associations, and law schools in 2013. It contains information and statistics on pro bono work done by individual attorneys in 2012 and reported in 2013. Comparisons with previous years' statistics have also been completed.

The following definitions apply to the breakdown of the reporting groups:

“All Attorneys” - all attorneys licensed to practice law in Tennessee regardless of the location of their primary address

“All Government Attorneys” - all attorneys licensed to practice law in Tennessee and employed by Tennessee state government regardless of the location of their primary address

“All In-House Counsel” - all attorneys licensed to practice law in Tennessee and employed by a Tennessee employer as in-house counsel regardless of the location of their primary address

“Out-of-State Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State Government Attorneys” - all government attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer, and whose primary address is outside of Tennessee

“Tennessee Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee Government Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer and whose primary address is in Tennessee

## **Attorney Voluntary Pro Bono Reporting Statistics**

The Tennessee Supreme Court adopted Supreme Court Rule 9, Section 20.11 on November 2, 2009. The Rule requests that every attorney who is required to file an Annual Registration Statement with the Board of Professional Responsibility (“BPR”) voluntarily file a statement reporting the attorney’s pro bono service and activity during the last calendar year. The Voluntary Pro Bono Reporting Form was first included in the 2010 BPR Registration Statement and reported data for the 2009 calendar year.

The Tennessee Supreme Court approved a change in BPR Registration procedures to require renewals on the first day of each attorney’s birth month. Under this new procedure, pro bono reporting data for the previous calendar year is not available until all reporting for that year has been received.

The Access to Justice Commission now has pro bono reporting data for pro bono work reported in four calendar years, 2010 to 2013. The Access to Justice Commission is pleased to provide an analysis of the 2013 data and a comparison to that of the previous three years.

Beginning in the 2013 Pro Bono Report and in all future Pro Bono Reports, the data will be labeled to correspond with the year the pro bono work was reported, not the year the pro bono work was performed. For example, the pro bono work reported in 2013 and completed in 2012 will be labeled as the 2013 Voluntary Pro Bono Reporting Statistics.

### **2013 Statistics**

Pursuant to the Access to Justice Commission’s 2012 Strategic Plan, the Access to Justice Commission is focused on pro bono work that aids Tennesseans. The 2013 statistics reflect pro bono work performed in 2012 and reported during the 2013 annual registration period. The 2013 reporting form asked for feedback from attorneys in four categories of pro bono service.

- Legal services without a fee or at a substantially reduced fee to persons of limited means;
- Legal services without a fee to non-profit organizations serving persons of limited means;
- Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship; and
- Legal services to improve the law, the legal system, or the legal profession.

## 1. Pro Bono Hours Reported by All Attorneys

The group of All Attorneys subject to the 2013 annual registration process totaled over 21,000 attorneys.

**Chart 1(a): Total Pro Bono Hours Reported by All Attorneys**

| Total number of All Attorneys subject to the annual registration | Number of Attorneys Reporting | Total Number of Reported Hours | Average Hours per Attorney | Percent of Attorneys Reporting |
|--|-------------------------------|--------------------------------|----------------------------|--------------------------------|
| 21,645   | 9,119                         | 672,976                        | 73.80                      | 42.13%*                        |

\*Rounded to the nearest 100<sup>th</sup> of a decimal point.

**Chart 1(b): Pro Bono Categories - All Attorneys**

| Pro Bono Category   | Number of Attorneys Reporting* | Total Number of Reported Hours | Average Hours per Attorney** | Percent of Total Hours Reported** |
|---|--------------------------------|--------------------------------|------------------------------|-----------------------------------|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 7,418                          | 450,845                        | 60.78                        | 66.99%                            |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 3,073                          | 100,638                        | 32.75                        | 14.95%                            |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,163                          | 41,367                         | 35.57                        | 6.15%                             |
| Legal services to improve the law, the legal system, or the legal profession  | 2,100                          | 80,126                         | 38.16                        | 11.91%                            |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point.

In addition to providing pro bono services, 4,510 (20.84%) of All Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.

## 2. Pro Bono Hours Reported by Tennessee Attorneys

Tennessee Attorneys, which includes 186 in-house counsel and 241 government attorneys, reported over 575,000 hours of pro bono services, averaging over 74.13 hours per attorney.

**Chart 2(a): Total Pro Bono Hours Reported by Tennessee Attorneys**

| Total number of Tennessee Attorneys subject to the annual registration | Number of Attorneys Reporting | Total Number of Reported Hours | Average Hours per Attorney | Percent of Attorneys Reporting |
|--|-------------------------------|--------------------------------|----------------------------|--------------------------------|
| 17,527   | 7,767                         | 575,760                        | 74.13                      | 44.31%                         |

**Chart 2(b): Pro Bono Categories: Tennessee Attorneys**

| Pro Bono Category   | Number of Attorneys Reporting* | Total Number of Reported Hours | Average Hours per Attorney** | Percent of Total Hours Reported** |
|---|--------------------------------|--------------------------------|------------------------------|-----------------------------------|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 6,401                          | 407,486                        | 63.66                        | 70.77%                            |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 2,567                          | 74,478                         | 29.01                        | 12.94%                            |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,000                          | 35,521                         | 35.52                        | 6.17%                             |
| Legal services to improve the law, the legal system, or the legal profession  | 1,763                          | 58,275                         | 33.05                        | 10.12%                            |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point.

In addition to providing pro bono services, 3,851 (21.97%) of All Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.

### 3. Pro Bono Hours Reported by Tennessee Government Attorneys

The Board of Professional Responsibility (“BPR”) was requested to break down the hours reported by Tennessee Government Attorneys. The BPR also disclosed the number of attorneys who indicated they were in-house counsel; however, we did not request that the BPR break down the number of hours this category of attorneys provided. In the 2010 and 2011 data, the hours reported by Tennessee Government Attorneys and Tennessee In-House Counsel were simply included in total attorney hours noted in chart 2(b) above.

**Chart 3(a): Comparison of Number of Hours Reported by Tennessee Government Attorneys, 2010-2012**

| Year | Total number of Tennessee Government Attorneys Reporting Pro Bono Hours | Total Number of Hours Reported* | Average Number of Hours per Tennessee Government Attorney* |
|------|---|---------------------------------|--|
| 2013 | 241   | 9,557                           | 39.66  |
| 2012 | 269   | 12,446                          | 46.27  |
| 2011 | 286   | -                               | -  |
| 2010 | 218   | -                               | -  |

\* Not available in 2010 and 2011.

Most of the Tennessee Government Attorneys’ pro bono services were provided to persons of limited means without a fee or at a substantially reduced fee.

**Chart 3(b): Pro Bono Categories: Tennessee Government Attorneys**

| Pro Bono Category   | Total Number of Reported Hours | Percent of Total Hours Reported* |
|---|--------------------------------|----------------------------------|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 3,405                          | 35.63%                           |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 2,254                          | 23.58%                           |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 175                            | 1.83%                            |
| Legal services to improve the law, the legal system, or the legal profession  | 3,723                          | 38.96%                           |

\* Rounded to the nearest 100<sup>th</sup> of a decimal point

#### 4. Pro Bono Hours Reported by all Out-of-State Attorneys

Out-of-State Attorneys reporting pro bono service hours compose 6.25% of All Attorneys. Twenty-five attorneys whose primary address is outside of Tennessee indicated that they are in-house counsel, and 19 attorneys residing outside of Tennessee indicated that they are government attorneys. The reporting data from attorneys residing outside Tennessee reflect the same trends as to category and number of hours reported in each category by Tennessee Attorneys residing in Tennessee.

**Chart 4(a): Total Pro Bono Work Reported by All Out-of-State Attorneys**

| Total number of Out-of-State attorneys subject to the annual registration | Number of Attorneys Reporting | Total Number of Reported Hours | Average Hours per Attorney | Percent of Attorneys Reporting |
|---|-------------------------------|--------------------------------|----------------------------|--------------------------------|
| 4,118 *   | 1,352                         | 97,216                         | 71.91                      | 32.83%                         |

\* Total number of attorneys with an active Tennessee law license less the total number of attorneys residing in Tennessee with an active law license

**Chart 4(b): Pro Bono Categories: All Out-of-State Attorneys**

| Pro Bono Category   | Number of Attorneys Reporting* | Total Number of Reported Hours | Average Hours per Attorney** | Percent of Total Hours Reported** |
|---|--------------------------------|--------------------------------|------------------------------|-----------------------------------|
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 1,017                          | 43,359                         | 42.63                        | 44.60%                            |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 506                            | 26,160                         | 51.70                        | 26.91%                            |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 163                            | 5,846                          | 35.87                        | 6.01%                             |
| Legal services to improve the law, the legal system, or the legal profession  | 337                            | 21,851                         | 64.84                        | 22.48%                            |

\* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

\*\* Rounded to the nearest 100<sup>th</sup> of a decimal point.

## 5. Comparison of 2013 Data with Previous Years

In four years, the highest category for both the number of attorneys and the number of hours is the provision of legal services without a fee or at a substantially reduced fee to persons of limited means. The ranking of all categories is set out in the table below.

**Chart 5(a): Comparison of All Attorneys Reporting and Hours reported, 2010-2013**

| Pro Bono Category   | 2013 Data |         | 2012 Data |         | 2011 Data |         | 2010 Data |         | Change from 2010-2013 |          |
|---|-----------|---------|-----------|---------|-----------|---------|-----------|---------|-----------------------|----------|
|   | ATTORNEYS | HOURS   | ATTORNEYS | HOURS   | ATTORNEYS | HOURS   | ATTORNEYS | HOURS   | ATTORNEYS             | HOURS    |
| Legal services to persons of limited means without a fee or at a substantially reduced fee                                  | 7,418     | 450,845 | 8,022     | 524,670 | 7,690     | 351,408 | 3,600     | 170,019 | +3,818                | +280,826 |
| Legal services to non-profit organizations serving persons of limited means without a fee                                   | 3,073     | 100,638 | 3,345     | 129,578 | 2,499     | 79,678  | 1,187     | 35,212  | +1,886                | +65,426  |
| Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship | 1,163     | 41,367  | 1,365     | 60,341  | 1,590     | 69,102  | 734       | 39,110  | +429                  | +2,257   |
| Legal services to improve the law, the legal system, or the legal profession  | 2,100     | 80,126  | 2,202     | 90,372  | 1,872     | 67,186  | 845       | 49,331  | +1,255                | +30,795  |

**Chart 5(b): Comparison of Data Reported by All Attorneys, 2010-2013**

| <b>Category</b>  | <b>2013 Data</b> | <b>2012Data</b> | <b>2011 Data</b> | <b>2010Data</b> | <b>Change from 2010-2013</b> |
|--|------------------|-----------------|------------------|-----------------|------------------------------|
| Total number of All Attorneys subject to annual registration process | 21,645           | 21,111          | 19,878           | 20,255          | +1,390                       |
| Total number of All Attorneys who reported pro bono                  | 9,119            | 9,736           | 7,745            | 3,698           | +5,421                       |
| Percentage of All Attorneys who reported pro bono                    | 42.13%           | 46.11%          | 38.96%           | 18.26%          | 23.87%                       |
| Total number pro bono hours reported by All Attorneys                | 672,976          | 804,961         | 567,374          | 294,672         | +378,304                     |
| Average number of hours per reporting Attorney                       | 73.80            | 82.68           | 73.25            | 79.68           | -5.88                        |

**Chart 5(c): Comparison of Data Reported by Tennessee Attorneys, 2011-2013\***

| <b>Category</b>  | <b>2013 Data</b> | <b>2012 Data</b> | <b>2011Data</b> | <b>Change from 2010-2013*</b> |
|--|------------------|------------------|-----------------|-------------------------------|
| Total number of Tennessee Attorneys subject to annual registration process | 17,527           | 17,352           | 16,391          | +1,136                        |
| Total number of Tennessee Attorneys who reported pro bono                  | 7,767            | 8,190            | 6,598           | +1,169                        |
| Percentage of Tennessee Attorneys who reported pro bono                    | 44.31%           | 47.20%           | 40.25%          | +4.06                         |
| Total number of pro bono hours reported by Tennessee Attorneys             | 575,760          | 689,845          | 490,996         | +84,764                       |
| Average number of hours per reporting Tennessee Attorney                   | 74.13            | 84.23            | 74.41           | -.28                          |

\* Since data on Tennessee Attorneys was not collected until 2011, change will be measured from 2011.

## Overall Results

Access to justice cannot be achieved without collaboration. The multiple partners of the Court and the Commission include but are not limited to the many volunteers on the Commission's numerous committees and work groups, attorneys, legal services organizations, bar associations, law schools and law students, mediators, judges, and countless volunteers involved in providing day-to-day assistance to those needing legal services within their communities. The results of these efforts are over 650,000 pro bono service hours reported in 2013.

Tennesseans have responded to the civil legal needs gap by donating time, talent, and treasure to pro bono services, programs, and projects. They have provided pro bono assistance by directly providing legal services at no cost or at substantially reduced rates to low-income Tennesseans, by providing legal services to non-profit organizations serving persons of limited means, by providing legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship, and by providing legal services to improve the law, the legal system, or the legal profession.

Thanks to the generosity of so many, Access to Justice has become a reality for many low-income Tennesseans.

## **Additional Information, Data and Survey Highlights**

### **Bar Association Pro Bono**

Using [www.surveymonkey.com](http://www.surveymonkey.com), the Pro Bono Coordinator surveyed regional and local bar associations about the pro bono initiatives and efforts sponsored by each bar association. Bar association presidents were emailed a link to complete the survey. The Pro Bono Coordinator followed up with phone calls and emails to encourage additional responses.

To date, 23 responses were received from bar associations. Highlights and insights obtained from some of the survey responses are listed below. A chart detailing pro bono opportunities and pro bono statistics for the bar associations is attached as Exhibit A.

### **Bar Association Survey Highlights**

- Five bar associations indicated that 25% of their members participated in pro bono activities.
- Eight bar associations indicated that 50% of their members participated in pro bono activities.
- One bar association indicated that 75% of its members participated in pro bono activities.
- Three bar associations indicated that 99-100% of their members participated in pro bono activities.

Many of the rural and some suburban bar associations do not have formal organized pro bono programs but do accept referrals from their local legal aid offices.

Several bar associations noted specific pro bono initiatives or are working on developing pro bono initiatives:

- Claiborne County asked for information from the ATJ Commission on how to start a legal clinic in their area.

- Greene County Bar Association served over fifty members of the community with a variety of civil issues through its bi-monthly pro se divorce clinics and monthly pro-se days in circuit and chancery court.
- Hamblen County Bar Association organized successful pro bono clinics that helped thirty community members with civil legal issues.
- Maury County Bar Association served over forty clients through participation in a Wills for Heroes Clinic and through volunteer work with Legal Aid Society of Middle Tennessee and the Cumberland.
- Memphis Bar Association (Shelby County) helped 1500 people through its pro bono programs.
- Montgomery County Bar Association participated in a Will for Heroes Clinic and also has a Pro Bono Program that provides a list of attorneys for referrals of pro bono cases.
- Tipton County held legal clinics every other month and sponsored an attorney of the day program in general sessions court.
- Washington County provided free legal assistance to over 450 local Tennesseans through its attorney of the day program, monthly legal clinics, and Wills for Heroes clinics.
- The 15<sup>th</sup> Judicial District Bar Association is interested in getting more information from the ATJ Commission on starting a legal clinic.
- The TBA Young Lawyers Division created a library education project where they go to at least one library in every county to teach the librarians about [www.OnlineTNJustice.org](http://www.OnlineTNJustice.org), 1-888-aLEGALz, and Legal Information for Tennesseans (LIFT). The YLD also served 600 clients through their Wills for Heroes project.

### **Law School Pro Bono**

In its 2012 Strategic Plan, the Access to Justice Commission acknowledged the importance of introducing pro bono services to future attorneys while they are still in law school. The Access to Justice Commission committed to convening meetings with law school deans, law school pro bono directors, and students at least annually to explore

increasing the participation of law students in pro bono activities. The Commission also compiled the pro bono policies of Tennessee law schools into one document, a Pro Bono Policy Compilation, as a resource for Tennessee law schools and for law schools nationwide.

The ATJ Commission partnered with the Tennessee Bar Association's Access to Justice Committee to sponsor two statewide meetings for law school Deans, faculty, and students to discuss issues specific to pro bono work done by law students. The first meeting was held at Belmont College of Law in Nashville and the second was held at the University of Tennessee College of Law in Knoxville. As a result of these meetings, the ATJ Commission developed a proposal for the Supreme Court to recognize law student pro bono work which the Court subsequently adopted. In addition, the ATJ Commission added law students to its Pro Bono Advisory Committee. The Pro Bono Coordinator and ATJ Coordinator surveyed the six law schools in Tennessee on their pro bono work done in 2013.

### **Law School Survey Highlights**

- Belmont College of Law: Thirty-five percent of students registered pro bono hours through the Belmont Legal Aid Society. All law school student organizations must conduct one public service project each academic year to remain chartered as a student organization. Belmont has partnered with Magdalene House, a residential program for women who have survived lives of prostitution, trafficking, addiction and life on the streets. The Magdalene House Legal Clinic endeavors to remove financial burdens that impede graduates from restarting their lives. The Clinic guides the participants through the process of appealing to the court for consolidation, reduction or forgiveness of any outstanding court fees. Law students assist attorneys as they draft motions and appear with the client in court to request debt forgiveness or reduction.
- Duncan School of Law: Law students are required to complete 30 hours of pro bono services to graduate. Each member of the faculty is required to complete 20 hours of pro bono per year to be considered for tenure.
- University of Tennessee: This law school offers seven different clinical programs. UT Pro Bono, a student-run organization, handles pro bono projects with faculty and administrative support. Thirty-eight percent of students participated in pro bono activities in 2013. All students are encouraged to give at least 50 hours of pro bono service over the course of their law school careers. The school is planning to implement AccessKnoxville, a program designed to offer analysis and advice on the Americans with Disabilities Act (ADA).

- University of Memphis: The Cecil C. Humphreys School of Law has a graduation requirement of 40 hours of pro bono work. The school defines pro bono service as law-related public service that a student provides without compensation or academic credit. The law school partnered with a host of organizations in Memphis including but not limited to Memphis Area Legal Services, the Community Legal Center, the Public Defender's and District Attorney's offices, the MidSouth Peace and Justice Center, the Volunteer Income Taxpayer's Assistance Program (VITA), and Youth Court. Memphis law students assisted the ATJ Commission directly by drafting plain language scripts for videos on how to complete plain language divorce forms and translation the Supplemental Guidelines and Helpful Information for People with a Case in General Sessions Court into Spanish.
- Vanderbilt University: This law school offers five different clinical programs. Pro bono organizations include Vanderbilt Legal Aid Society and Law Students for Social Justice. Externship programs, stipends for internships, and post-graduate stipends are available, as well as loan repayment assistance.

### **Legal Service Providers – Legal Services Corporation (“LSC”)-Funded**

In Tennessee, there are four legal aid providers that receive federal funding from the Legal Services Corporation (“LSC”): Legal Aid of East Tennessee, Legal Aid Society of Middle Tennessee and the Cumberland, Memphis Area Legal Services, and West Tennessee Legal Services. In October 2011, the Access to Justice Commission Chair and the Access to Justice Coordinator met with the executive directors of these organizations to begin an ongoing discussion about how the Access to Justice Commission and the LSC-funded legal aid providers can collaborate to increase the pro bono assistance provided by Tennessee attorneys. The Access to Justice Commission Chair now holds quarterly conference calls with these directors.

According to federal regulations, LSC-funded legal aid providers must use at least 12.5 percent of their LSC funds for Private Attorney Involvement (pro bono). Each of the four LSC-funded organizations has a Pro Bono Coordinator/Director. The coordinators provide a wide range of services and interact with a variety of partners to provide assistance to substantial numbers of clients. These services range from arranging classic attorney-client representation to providing unbundled services. The coordinators also provide support services for pro bono activities such as intake, referrals to a variety of programs, continuing legal education, malpractice coverage, legal clinics, partnering

with bar associations to highlight the profession's commitment to access to justice, recognition activities, and numerous other activities.

General information gathered from the four LSC-funded organizations' directors and websites is provided below. A chart detailing pro bono opportunities and pro bono statistics for the organizations is attached as Exhibit B.

- Legal Aid of East Tennessee (LAET): LAET has been part of the community structure of East Tennessee for over 40 years, serving 26 counties from Hamilton County to Johnson County. LAET has six offices with locations in Chattanooga, Maryville, Johnson City, Morristown, and two offices in Knoxville (Family Justice Center and LAET office). There are Pro Bono Directors in the Knoxville and Chattanooga offices.
- Legal Aid Society of Middle Tennessee and the Cumberland (LAS): LAS serves 48 Tennessee counties with its eight offices: Clarksville, Columbia, Cookeville, Gallatin, Murfreesboro, Nashville, Oak Ridge, and Tullahoma. To qualify for assistance from the Legal Aid Society of Middle Tennessee and the Cumberland, clients must be at least 60 years of age or from a low-income household. People living outside the Nashville office's service area are instructed to call the LAS office serving their county to find out about pro bono opportunities. LAS has a full-time Pro Bono Director in the Nashville office.

The Nashville office has the most pro bono resources. In addition to providing legal counsel for nonprofit organizations, LAS will accept cases in the following areas: domestic violence, family law, employment (federal income tax disagreements, wage claims, discrimination, job training courses), health (TennCare, Medicaid, Medicare, nursing home issues, living wills, powers of attorney), housing (Section 8 or public housing, evictions, foreclosures, rental issues, unfair loans, homeowner counseling), and money (illegal collection methods, bankruptcy, SSI, Families First, TANF, SNAP, unemployment, simple wills for individuals over 60 years of age and the seriously ill). LAS generally does not accept immigration issues or divorce cases unrelated to domestic violence.

- Memphis Area Legal Services (MALS): MALS provides civil legal assistance to low-income individuals and the elderly in southwestern Tennessee, anchored by its office in Memphis. Its Covington office serves three smaller rural communities: Tipton, Fayette, and Lauderdale counties. MALS has a full-time Pro Bono Coordinator. Priorities include cases involving issues related to family and

children, housing and real property, consumer issues, individual and civil rights, health and income maintenance, and seniors.

- West Tennessee Legal Services (WTLS): WTLS serves Benton, Carroll, Chester, Crockett, Dyer, Decatur, Gibson, Hardeman, Hardin, Haywood, Henry, Henderson, Lake, McNairy, Madison, Obion, and Weakley counties. Its main office is in Jackson, with offices in Dyersburg, Huntingdon, and Selmer. It has one part-time Pro Bono Director/Coordinator. WTLS accepts the following types of civil cases: access to health/medical care, securing or retaining housing, ensuring compliance with Fair Housing Laws, securing or retaining income, personal freedom and security rights, parental rights with state action, rights of persons in institutions, freedom of all persons from abuse, family issues, education rights, consumer rights, and community education. WTLS does not accept cases with the potential of a high monetary judgment or adult criminal cases.

### **Legal Service Providers – Non-LSC-Funded**

In Tennessee, there are many legal service providers that do not receive funding from the Legal Services Corporation. The Tennessee Access to Justice Commission considers any organization that does not receive funding from the Legal Services Corporation a non-LSC-funded legal service provider. Non-LSC-funded organizations can serve segments of the population and handle legal matters that LSC-funded providers cannot. Non-LSC-funded organizations do not have to follow federal income guidelines to determine if a person is eligible to receive legal services.

The Commission has gathered data from the following non-LSC providers:, Community Legal Center, Disability Law & Advocacy Center, Southeast Tennessee Legal Services, Southern Migrant Legal Services, Tennessee Coalition to End Domestic and Sexual Violence, the Tennessee Justice Center, and Tennessee Volunteer Lawyers and Professionals for the Arts. A chart detailing the pro bono opportunities and pro bono statistics of each provider is attached as Exhibit C.

### **Tennessee Faith & Justice Alliance Members**



The Tennessee Faith and Justice Alliance (TFJA) is a program developed by the ATJ Commission to support and encourage faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities. It's one of the first programs of its kind in the country created to align needs seen at the local church level

with possible legal resources that are nearby, perhaps even within the same congregation. The notion is to connect with people in need in a place they already go to seek help with a problem. That place is quite often their place of worship.

The pilot project involved the Tennessee Conference of the United Methodist Church. Church leaders and volunteer attorneys gathered to learn more about the program, assign attorneys to congregations, and receive training on how the program works. The United Methodist Church's TFJA project is designed to pair an attorney with a place of worship. When a leader or clergy member of that congregation learns of a member's legal need, that leader can then refer the person to the local attorney who has volunteered to serve as a resource to that congregation. That attorney in turn will provide the legal advice needed, or make connections with other resources that can provide the necessary services.

The TFJA program, which has plans to expand to all faiths and geographic areas of the state, is flexible to meet the needs of a particular community. The UMC model is just one way to offer services. Other organizations may consider monthly legal clinics or other offerings. For example, a church in Nashville organized legal teams that partner with addiction rehabilitation organizations. These legal teams work with program graduates to deal with outstanding legal issues that may impede the graduates' success after their rehabilitation. Another example is a clinic started at Lipscomb University, a Christian institution. The Lipscomb Institute for Law, Justice and Society recruited alumni attorneys to serve at bi-monthly free walk-in legal clinics. The Pro Bono Coordinator surveyed member organizations of the TFJA about the pro bono initiatives and efforts sponsored by each organization. A chart containing information about each TFJA member, including its pro bono statistics, is attached as Exhibit D.

### **TFJA Survey Highlights**

- Compassionate Counsel, a 501(c)(3) organization based out of Nashville, operated legal clinics in Davidson County and serve clients who contact them directly with civil legal issues.
- Cross Point Church Legal Program has twenty-five volunteers and served over twenty clients during its first two legal clinics. The Church also has Legal Teams that partner with addiction rehabilitation organizations and work with program graduates to deal with outstanding legal issues that may impede the graduates' success after rehabilitation.

- Lipscomb University Legal Clinic helped twenty clients in its first two legal clinics. The legal clinics specialize in civil and immigration issues. The Clinic is held at the University and is staffed by faculty attorneys and alumni attorneys.
- United Methodist Church – Nashville District has twenty-four volunteer attorneys and has helped twenty-five clients in its first year. This project involves more time commitment from the volunteer attorneys as they agree to meet with the client and to make sure the client gets help, including providing full representation in the legal matter.

### **Law Offices with Pro Bono Policies**

For the first time, law offices that have adopted pro bono policies were surveyed for the annual pro bono report. As part of its 2012 Strategic Plan, the Commission set a goal to increase the number of law offices with pro bono policies by fifteen. When the Commission set this goal, there were approximately fifty law offices across the state with pro bono policies. As of December 31, 2013, sixty-six law offices in Tennessee have adopted pro bono policies. The Pro Bono Coordinator surveyed the law offices with pro bono policies and seventeen law offices responded to the survey.

These seventeen law offices reported the following:

|   |           |
|---|-----------|
| Number of Attorneys Employed:                         | 1,777     |
| Number of Attorneys Participating in Pro Bono Policy: | 842       |
| Number of Clients Served:                             | 5,155     |
| Number of Hours Given to Pro Bono Efforts:            | 41,197.55 |

### **Supreme Court Rule 31 Mediator Pro Bono and Mediation Center Pro Bono**

Supreme Court Rule 31 is a system where litigants, courts, and attorneys can locate qualified alternative dispute resolution mediators and other neutrals and enlist their assistance in resolving matters pending before courts of record. Rule 31 does not affect dispute resolution programs or individual cases that are resolved outside the Rule 31 system. The Rule was set up to assist the court in obtaining a mediator or other neutral when the court or the parties want one. Rule 31 also established the Alternative Dispute Resolution Commission that devised a way that ADR neutrals could be trained and approved for use by the courts. The Rule provides required credentials and training for mediators who wish to be listed as a Supreme Court Rule 31 Mediator. Rule 31

Mediators are required to file a report after every mediation they conduct providing general information on the mediation. The mediator must report whether the mediation was done pro bono. In 2013, Rule 31 Mediators reported conducting 350 pro bono mediations. There were four additional court-ordered pro bono mediations reported in 2013.

In Tennessee, some counties have mediation centers offering free or reduced-fee mediation services to people who cannot afford a mediator. The Administrative Office of the Courts has limited funding from the General Assembly to assist mediation centers that apply for and meet grant criteria. The grants are designed to help low-income Tennesseans access mediation services.

The Commission has gathered data from the following mediation center providers: Community Mediation Center, Family Court Services of East Tennessee, Nashville Conflict Resolution Center, Southeast Tennessee Human Resources Agency, The Mediation Center (Columbia).

A chart containing information about each provider, including its pro bono statistics, is attached as Exhibit E.

### **Continuing Legal Education (“CLE”) Credit Attorneys Received for Pro Bono Work in 2013**

Supreme Court Rule 21, Section 4.07(c) permits the Continuing Legal Education (“CLE”) Commission to give Ethics & Professionalism credit at the rate of one hour of credit for every five billable hours of pro bono legal representation provided through court appointment or an organized bar association program or legal services organization, or of pro bono mediation services as required by Supreme Court Rule 31 or the Federal Court Mediation Programs.

As of March 1, 2014, the CLE Commission has posted 3,384.15 hours of CLE credit given to attorneys for pro bono work done in 2013.

| <b>Year</b> | <b>Number of CLE Hours<br/>for Pro Bono Work</b> |
|-------------|--|
| 2013        | 3,384.15   |
| 2012        | 3,780.84   |
| 2011        | 2,080.93   |
| 2010        | 3,635.29   |

**[www.OnlineTNJustice.org](http://www.OnlineTNJustice.org)**

The Tennessee Alliance for Legal Services and the Tennessee Bar Association, with support from the Tennessee Access to Justice Commission, has developed an online legal resource that allows those with legal questions to email their questions to a central website. ([www.OnlineTNJustice.org](http://www.OnlineTNJustice.org)). These questions are then answered by volunteer attorneys. Information and statistics regarding this pro bono resource as of December 31, 2013, are below.



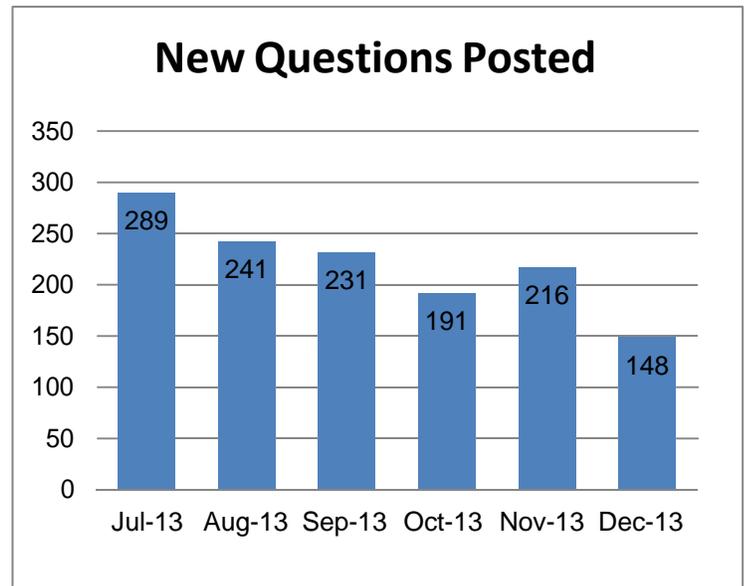
# Online Tennessee Justice Service Report

As of 12/31/2013

| ATTORNEYS                        | This Month | Last Month |
|----------------------------------|------------|------------|
| <b>Total Volunteer Attorneys</b> | <b>372</b> | <b>369</b> |
| <b>Have Answered Questions</b>   | <b>179</b> | <b>178</b> |
| 50+ questions answered           | 16         | 16         |
| 10+ questions answered           | 37         | 37         |
| < 9 questions answered           | 126        | 125        |

| CLIENTS                      | This Month  | Last Month  |
|------------------------------|-------------|-------------|
| <b>Total Client Accounts</b> | <b>5445</b> | <b>5298</b> |
| 1 Question Asked             | 4019        | 3910        |
| 2+ Questions Asked           | 508         | 494         |
| <b>Ineligible Applicants</b> | <b>2568</b> | <b>2495</b> |
| Ineligible by income/assets  | 1853        | 1803        |

| QUESTION CATEGORIES          | Program Lifetime | % of Total  |
|------------------------------|------------------|-------------|
| <b>Total Questions Asked</b> | <b>5193</b>      | <b>100%</b> |
| Family                       | 2337             | 45%         |
| Other                        | 966              | 19%         |
| Housing                      | 655              | 13%         |
| Debt and Purchases           | 554              | 11%         |
| Work                         | 266              | 5%          |
| Disaster Legal Services      | 124              | 2%          |
| Health Care                  | 84               | 2%          |
| Benefits                     | 72               | 1%          |
| School/Juvenile              | 65               | 1%          |
| Seniors                      | 35               | 1%          |
| Immigration/Citizenship      | 18               | <1%         |
| Inheriting Property          | 17               | <1%         |



| Percent of Use by Area    | % of Total |
|---------------------------|------------|
| <b>Top 10 Counties</b>    | <b>57%</b> |
| Davidson                  | 17%        |
| Shelby                    | 9%         |
| Montgomery                | 8%         |
| Rutherford                | 7%         |
| Knox                      | 4%         |
| Hamilton                  | 4%         |
| Anderson                  | 3%         |
| Williamson                | 2%         |
| Sumner                    | 2%         |
| Sullivan                  | 2%         |
| <b>All Other Counties</b> | <b>43%</b> |

## Updates

- A Training/Resource Materials tab has been added to the site to provide volunteer attorneys with introductory information on the most frequently asked question categories.
- TALS submitted OTJ volunteer attorneys' hours for CLE credit through November 30th in early December.
- 48% of all registered volunteers have answered at least one question.

## Online Justice Model Adoption

- South Carolina and Indiana have launched their own online justice sites using Online TN Justice software. Four additional

## Notes:

The "Other" category is comprised of questions that do not fit into another category and questions that were answered by an attorney before the administrator could assign the question to the appropriate category.

## **Conclusion**

Tennessee is making great strides in encouraging more attorneys to provide more hours of pro bono each year. This pro bono report demonstrates the impact of pro bono initiatives and documents the great work of our access to justice partners. The Commission urges attorneys to continue to track and report the many activities in which they have provided pro bono representation.

## 2013 Pro Bono Report

### EXHIBIT A - BAR ASSOCIATION PRO BONO

| BAR ASSOCIATION         | # OF MEMBERS | % OF BAR DOING PRO BONO | # OF PRO BONO CLIENTS SERVED IN 2013 | CURRENT/PAST PROJECTS   | FUTURE PROJECTS   | NEEDS/COMMENTS  |
|-------------------------|--------------|-------------------------|--------------------------------------|---|---|---|
| <b>Benton County</b>    | 10           | 25%                     |                                      |   | <ul style="list-style-type: none"> <li>No plans at this time.</li> </ul>  | <ul style="list-style-type: none"> <li>I and many of the attorneys in the community perform charitable legal work. Much more than most of the pro bono projects in the metropolitan areas perform. The country lawyers take care of our needy folks.</li> </ul>   |
| <b>Cheatham County</b>  | 35           | 25%                     |                                      | <ul style="list-style-type: none"> <li>None as a group. We are in the process of rebuilding and re-energizing the bar, and among our plans are opportunities for community service.</li> </ul>  |   | <ul style="list-style-type: none"> <li>We have many people who need assistance in family law, i.e., divorces and post-divorce custody matters. Often women can't get served by Legal Aid or other groups because they aren't in immediate danger, but they are in abusive marriages.</li> <li>We also have an aging community that could use wills and planning.</li> </ul>   |
| <b>Claiborne County</b> | 12           | 50%                     | 30-40                                | <ul style="list-style-type: none"> <li>Providing free legal services on a rotating basis when requested.</li> </ul>   | <ul style="list-style-type: none"> <li>Promoting information about the availability and accessibility of legal services to the general public.</li> </ul>   | <ul style="list-style-type: none"> <li>Areas of Need: Questions involving children and custody</li> <li><b>Would like more information from ATJC on starting legal clinic in their area</b></li> </ul>  |
| <b>Dekalb County</b>    | 18           | 75%                     | 200+                                 | <ul style="list-style-type: none"> <li>Donations of money to several groups; participation in Career Day at high school</li> <li>Habitat for Humanity Chili Cook-off fundraiser</li> <li>Assisting pro se litigants</li> </ul>  | <ul style="list-style-type: none"> <li>Same as in past years</li> </ul>   | <ul style="list-style-type: none"> <li>Needs: Continued assistance to pro se litigants</li> </ul>   |
| <b>Greene County</b>    | 70           | 1-10%                   | 50+                                  | <ul style="list-style-type: none"> <li>2013: Bi-Monthly Pro Se Divorce Clinics, Monthly Pro Se days in Circuit and Chancery Court</li> <li>We served over fifty members of the community with a variety of civil issues, including orders of protection, divorce, and sessions court appeals. We held a pro se divorce day in conjunction with Legal Aide bi-monthly and served 8-13 clients at each clinic. The dates and times of the bi-weekly pro se days were selected by the court clerk and judge for days where the docket was heavy</li> </ul> | <ul style="list-style-type: none"> <li>Monthly pro bono clinics set to start in January 2014. This will be open to the public, and will provide free legal consultations and assistance for members of the community. Our Judges have agreed to hold a pro bono court date if and when necessary either in the evening or on a weekend.</li> <li>We will also host another</li> </ul> | <ul style="list-style-type: none"> <li>Attorney participation initially was lacking, but has increased significantly with the support of our judges and clerks.</li> <li>Areas of Need: Child custody, Parentage/Legitimizing, Contested Divorce. Legal Aide cannot assist in these areas, and they are in high demand. Most persons simply go without court orders because they cannot afford to hire a private attorney, and there is no reduced or free counsel provided for these actions.</li> </ul> |

## 2013 Pro Bono Report

| BAR ASSOCIATION          | # OF MEMBERS | % OF BAR DOING PRO BONO | # OF PRO BONO CLIENTS SERVED IN 2013 | CURRENT/PAST PROJECTS  | FUTURE PROJECTS   | NEEDS/COMMENTS   |
|--------------------------|--------------|-------------------------|--------------------------------------|--|---|--|
|                          |              |                         |                                      | with pro se litigants.   | Wills for Heroes day for military and first responders who would like estate planning advice or a will. |  |
| <b>Hamblen County</b>    | 25           | 1-10%                   | 20-30                                | <ul style="list-style-type: none"> <li>Several of our attorneys organized pro bono clinics; while it was not a Bar event, per se, the notices and information emails were sent to Bar members. The clinics are successful in terms of service provided, but not a great deal of participation from the attorneys.</li> </ul>   | <ul style="list-style-type: none"> <li>None at this time</li> </ul>                                     | <ul style="list-style-type: none"> <li>We have E. Tenn. Legal Aid but there are still needs that need to be served through other pro bono events.</li> </ul> |
| <b>Humphreys County</b>  | 10           | 99%                     |                                      | <ul style="list-style-type: none"> <li>None</li> </ul>   | <ul style="list-style-type: none"> <li>None</li> </ul>  |  |
| <b>Lawrence County</b>   | 25           | 99%                     |                                      | <ul style="list-style-type: none"> <li>Nothing Formal. We are a rural community so almost daily every bar member performs some type of pro bono work.</li> </ul>   | <ul style="list-style-type: none"> <li>Nothing formal.</li> </ul>                                       |  |
| <b>Lincoln County</b>    | 25           | 1-10%                   | 5+                                   | <ul style="list-style-type: none"> <li>None as a bar association.</li> </ul>   | <ul style="list-style-type: none"> <li>None at present.</li> </ul>                                      | <ul style="list-style-type: none"> <li>Areas of Need: Mostly domestic and criminal representation.</li> </ul>  |
| <b>Maury County</b>      | 80           | 25%                     | 40+                                  | <ul style="list-style-type: none"> <li>Wills For Heroes</li> <li>Legal Aid Volunteer work</li> </ul>   | <ul style="list-style-type: none"> <li>None at this time</li> </ul>                                     | <ul style="list-style-type: none"> <li>Areas of Need: Usually related to domestic issues.</li> </ul>   |
| <b>Memphis</b>           | 2200         | 50%                     | 1500                                 | <ul style="list-style-type: none"> <li>Saturday legal clinic: 45-50 attorneys participate each month</li> <li>Homeless connect: 50 or so attorneys participate</li> <li>Veterans pro bono clinic</li> <li>Attorney of the day courthouse advice clinic. 3 attorneys participate each week</li> <li>Access to justice materials handed out at picnic</li> <li>Awards reception</li> </ul> | <ul style="list-style-type: none"> <li>An incubator project</li> </ul>                                  | <ul style="list-style-type: none"> <li>Our county needs more extended service representation</li> </ul>  |
| <b>Montgomery County</b> | 100          | 50%                     | 150                                  | <ul style="list-style-type: none"> <li>TBA Young Lawyer's Division's Wills for Heroes event for Montgomery County Montgomery County Bar Pro Bono Program. Wills for Heroes was well attended by many of Montgomery County's younger lawyers.</li> </ul>  | <ul style="list-style-type: none"> <li></li> </ul>  |  |

## 2013 Pro Bono Report

| BAR ASSOCIATION         | # OF MEMBERS | % OF BAR DOING PRO BONO | # OF PRO BONO CLIENTS SERVED IN 2013 | CURRENT/PAST PROJECTS  | FUTURE PROJECTS   | NEEDS/COMMENTS  |
|-------------------------|--------------|-------------------------|--------------------------------------|--|---|---|
|                         |              |                         |                                      | <ul style="list-style-type: none"> <li>The Montgomery County Pro Bono Program is a program that provides a list of local attorneys for referral of pro bono cases including cases referred by the Legal Aid Society of Middle Tennessee and the Cumberlands.</li> </ul>  |   |   |
| <b>Nashville</b>        | 2800         | 25%                     |                                      | <ul style="list-style-type: none"> <li>The NBA started a pro bono program in 1981 which has since moved to the Legal Aid Society of Middle Tennessee. See Nashville Pro Bono Project below for more details.</li> </ul>  |   |   |
| <b>Robertson County</b> | 25           | 1-10%                   |                                      | <ul style="list-style-type: none"> <li>Wills for Warriors</li> </ul>   | <ul style="list-style-type: none"> <li>None at this time</li> </ul>   | <ul style="list-style-type: none"> <li>Areas of Need: Assistance with divorce and criminal matters.</li> </ul>  |
| <b>Tipton County</b>    | 30           | 50%                     | 150-200                              | <ul style="list-style-type: none"> <li>2013 Legal Clinics held every other month with Memphis Area Legal Services - Tipton County: over 150 people were served, approximately 400-500 legal issues from those persons. Volunteer attendance averaged 7-9 attorneys at each clinic and volunteer law students, paralegals and assistants.</li> <li>The Attorney of the Day program with Tipton County General Sessions Court (limited application): this was infrequently done, probably twice-four times total over 2013.</li> <li>Implementation of Tipton County Youth Court program: We have been working with the State over the last year to assist in developing this program. We have now had money in the budget set aside for food and shirts for the youth and will be going into schools to discuss the program, now that the Court has signed the Order allowing us to create this program. This is our most recent development, and has been great</li> </ul> | <ul style="list-style-type: none"> <li>Adding to the frequency of legal clinics, starting the youth court program, and increasing the volunteers involved in the projects.</li> </ul> | <ul style="list-style-type: none"> <li>Areas of Need: We see a diverse group of employment, family law, and estate planning issues.</li> <li>We are making access to justice a priority here and want to keep increasing the amount of people we serve and pro bono participation! We are glad to help however we can and welcome new ideas!</li> </ul> |

## 2013 Pro Bono Report

| BAR ASSOCIATION          | # OF MEMBERS | % OF BAR DOING PRO BONO | # OF PRO BONO CLIENTS SERVED IN 2013 | CURRENT/PAST PROJECTS  | FUTURE PROJECTS   | NEEDS/COMMENTS   |
|--------------------------|--------------|-------------------------|--------------------------------------|--|---|--|
|                          |              |                         |                                      | since the Legal Clinics appear to be regularly established now (first year for Clinics as well).   |   |  |
| <b>Union County</b>      | 3            | 99%                     |                                      | <ul style="list-style-type: none"> <li>Pro bono work is on an individual basis as each attorney chooses.</li> </ul>  | <ul style="list-style-type: none"> <li>None at this time.</li> </ul>  | <ul style="list-style-type: none"> <li>Areas of Needs: Adequate representation in small claims court, orders of protection, estates and conservatorships, child custody.</li> </ul>  |
| <b>Washington County</b> | 85           | 50%                     | 450+                                 | <ul style="list-style-type: none"> <li>Attorney of the Day every month in Chancery, Circuit, and General Sessions Courts in Washington County. We have an average attendance of one attorney per courtroom.</li> <li>Free Legal Advice clinics at the Good Samaritan Ministry in downtown Johnson City the first Saturday of every month from 9-11 AM. Our monthly clinics have been running for years and have an average of 5 attorneys at the Saturday clinics. We see anywhere from 30-45 people at each Saturday clinic</li> <li>Wills for Heroes Free will/power of attorney clinics at a local community center 2x this year together with LAET</li> <li>Supreme Court dinner May 1, 2013 together with LAET</li> </ul> | <ul style="list-style-type: none"> <li>We are looking to serve as, and have done so, role models to our surrounding counties. Since our clinics started in 2009, we have seen similar clinics crop up in Kingsport and Bristol. We hope to expand to Carter County soon.</li> </ul> | <ul style="list-style-type: none"> <li>We have a huge population of low income people who have civil needs ranging from child support, divorce, custody, probate, to contract disputes and debt collection for which they cannot afford or be appointed an attorney.</li> <li>The pro bono coordinator for the clinics is McKenna L. Cox, cox@coxandlee.com, 423-631-0326 You can also look up Lawyers Helping People on Facebook for clinic dates, times, and details.</li> </ul> |
| <b>Weakly County</b>     | 20           | 25%                     | N/A                                  | <ul style="list-style-type: none"> <li>None</li> </ul>   | <ul style="list-style-type: none"> <li>Not sure at this time of potential activities.</li> </ul>  | <ul style="list-style-type: none"> <li>Weakley County has pro bono needs in the area of landlord/tenant law, collections and judgments and employment law</li> <li>Weakley County is a small, rural county. Accordingly, we do not have formally organized pro bono activities or organizations. Many of our members do provide pro bono or reduced fee services to members of the community when called upon to do so by the public.</li> </ul>                                   |
| <b>White County</b>      | 8            | 50%                     |                                      | <ul style="list-style-type: none"> <li>None as a group but many on an individual basis.</li> </ul>   | <ul style="list-style-type: none"> <li>None</li> </ul>  | <ul style="list-style-type: none"> <li>There is a need for more traditional low income legal help since the economy has made many legal services unaffordable. Some of us perform services at substantially reduced</li> </ul>   |

### 2013 Pro Bono Report

| BAR ASSOCIATION                          | # OF MEMBERS | % OF BAR DOING PRO BONO | # OF PRO BONO CLIENTS SERVED IN 2013 | CURRENT/PAST PROJECTS  | FUTURE PROJECTS   | NEEDS/COMMENTS  |
|--|--------------|-------------------------|--------------------------------------|--|---|---|
|  |              |                         |                                      |  |   | rates   |
| <b>15<sup>th</sup> Judicial District</b> | 130          | 50%                     | 50+                                  | <ul style="list-style-type: none"> <li>• Wills for Heroes: very well attended each year by both volunteer attorneys and first responder participants and members of the military.</li> </ul>   | <ul style="list-style-type: none"> <li>• Wills for Heroes</li> <li>• Discussing a weekend legal aid clinic 2-3 per year</li> </ul>                              | <ul style="list-style-type: none"> <li>• Area of Need: Mainly Family law issues</li> <li>• <b>President is interested in having someone present on starting a legal clinic to their bar association</b></li> </ul>  |
| <b>TBA Young Lawyers Division</b>        | 2,796        | 50%                     | 600<br>(Through Wills for Heroes)    | <ul style="list-style-type: none"> <li>• Pro bono clinics, online justice, LIFT website, 1-888-legalz.</li> <li>• We are in the middle of the library education project where we are going to at least one library in every county to teach the library about online justice, LIFT, and 1-888-Alegalz. We are taking information, brochures, and posters to these libraries and also sitting down to train the libraries on how each of these programs work and to answer any questions that they may have. In my experience, we have also had persons at the library who were interested and we walked them through the online justice site along with the LIFT website and they were very happy to have access to these forms of pro bono legal assistance. <i>It is our goal to have trained one library in each county on these pro bono resources prior to June of 2014.</i> We hope that this work lays the foundation for years to come for pro bono legal resources in libraries across the state. I would be amiss not to mention the work of the librarians in implementing this project. They have been more than helpful and excited to learn about these resources and to educate the public about them as well.</li> </ul> | <ul style="list-style-type: none"> <li>• possibly more legal clinics, continuing work with online justice, and continuing work with wills for heroes</li> </ul> | <ul style="list-style-type: none"> <li>• We have been to at least 25-30% of the counties so far this year to implement the online justice, LIFT websites at libraries throughout the state. We believe that this program has been greatly successful and the libraries and their staff have been great to work with. The libraries have also expressed great appreciation as they have indicated to us that they receive numerous legal questions.</li> <li>• We are also seeing that many more questions on the onlinejustice website are being answered and hope that is in some part due to the young lawyers signing up on onlinejustice and answering questions.</li> <li>• As for wills for heroes, we have already prepared close to 300 free estate planning documents to heroes and their families. Young lawyers are also encouraged this year to volunteer at pro bono clinics and to take pro bono representation from their local legal aid offices. We do know of regular clinics being promoted and organized by TBA YLD member Rachel Ralston in the tri cities area. Further, YLD member Aimee Luna from the Tullahoma area has been educating and teaching attorneys about the online justice website at several CLEs in Murfreesboro.</li> </ul> |

## 2013 Pro Bono Report

### EXHIBIT B - LSC FUNDED LEGAL SERVICES ORGANIZATIONS

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS              | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS   | FUTURE PROJECTS & NOTES/COMMENTS   |
|---|------------|------------------------------|---------------------------|--------------------------------------|--|--|
| Legal Aid of East Tennessee                             | 53         | 700                          | 15,754                    | 2,222                                | <ul style="list-style-type: none"> <li>• We recruit attorneys, law students, court reporters, and other members of the legal community to provide pro bono services to low-income clients. We conducted approximately 50 advice or brief-service clinics. 560 lawyers, over 120 law students, and about a dozen interpreters, court reporters, mediators, and other professionals participated.</li> <li>• In collaboration with Baker, Donelson, Bearman, Caldwell &amp; Berkowitz, we co-sponsor the Project HELP at a local homeless shelter. In collaboration with the Barristers (Young Lawyer Division of the Knoxville Bar Association), we co-sponsored the first of a series of clinics for veterans seeking health and disability benefits. We created a clinic in which volunteer lawyers meet with clients in our Northern Region to prepare and execute wills and powers of attorney at the clinic.</li> </ul>  | <ul style="list-style-type: none"> <li>• We will expand the wills and POA clinic to other areas and continue expanding services to veterans.</li> </ul>  |
| Legal Aid Society of Middle Tennessee & The Cumberlands | 71         | 963 lawyers & 79 non-lawyers | 7,709                     | 2,935                                | <ul style="list-style-type: none"> <li>• Through 2013, each of the 8 offices of LAS managed its pro bono program separately. In the 7 offices outside of Nashville, staff identified cases for which no staff resources were available and which appropriate for referral to pro bono lawyers. In our Murfreesboro office LAS staff worked with pro bono lawyers at a weekly legal advice clinic and in Oak Ridge a monthly legal advice clinic was established where pro bono lawyers worked with UT law students to provide legal help.</li> <li>• For Davidson and Williamson Counties, the Nashville Pro Bono Program administered the pro bono work. Clients were identified through referrals from the LAS staff, intake in substantive areas law not routinely handled by staff at LAS, referrals from partner agencies including the YW, Nashville Financial Empowerment Center and Catholic Charities, and attendance at legal advice clinics.</li> <li>• The Nashville Pro Bono Program worked in</li> </ul> | <ul style="list-style-type: none"> <li>• Beginning in January 2014, the Nashville Pro Bono program was dissolved and LAS established a regional Volunteer Lawyers Program. LAS staff has been working to identify significant unmet legal needs of clients which LAS does not have staff resources to address. LAS is developing strategies to meet these needs building on the Pillar Firm Model and creating an Urban-Rural Initiative.</li> <li>• There is one urban-rural partnership in place already to provide legal help to clients in rural counties served by LAS' Gallatin office. Other projects include both extending help throughout the service area through the existing Bankruptcy Project and training lawyers to provide help through a SSI Cessation Project and Caregiver Project The VLP is also planning a new partnership with</li> </ul> |

## 2013 Pro Bono Report

| ORGANIZATIONS                        | # OF STAFF | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS   | FUTURE PROJECTS & NOTES/COMMENTS   |
|--------------------------------------|------------|-----------------|---------------------------|--------------------------------------|--|--|
|                                      |            |                 |                           |                                      | <p>collaboration with TIRRC to provide pro bono lawyers at naturalization clinics attended by more than 100 persons seeking to file their petitions to become citizens. The program recruited volunteer lawyers to serve clients referred from the Nashville Financial Empowerment Center, a Metro agency working to restore financial stability to Nashville families. In Oak Ridge, LAS established a monthly legal advice clinic where volunteer lawyers worked with UT law students to provide legal help.</p> | <p>Conexion Americas to staff a monthly legal clinic that will extend outreach in the immigrant/refugee community in middle Tennessee beyond the Nashville Hispanic community currently served by the monthly Clinica Legal. The VLP is also working with the ATJC to implement advice clinics in Cumberland, Putnam and Bedford Counties.</p> |
| <p>Memphis Area Legal Services</p>   | <p>48</p>  | <p>600</p>      | <p>3,914</p>              | <p>1,207</p>                         | <ul style="list-style-type: none"> <li>• Combination of referrals of extended cases plus several clinics operated throughout service area including Volunteer Lawyers Project, Attorney of the Day Project, Saturday Legal Clinic, the Atticus Finch Referral Network, Advance Directives Panel, Bankruptcy Alternatives and Pro Bono Project, and a Conservatorship Panel</li> <li>• New projects for 2013 include the Veteran's Pro Bono Project Esquire Build (incubator project)</li> </ul>                    | <ul style="list-style-type: none"> <li>• New Medical Legal Partnership Orders of Protection clinic</li> <li>• Expand Veteran's Pro Bono Project</li> </ul>   |
| <p>West Tennessee Legal Services</p> |            | <p>118</p>      |                           | <p>86 (full representation)</p>      | <ul style="list-style-type: none"> <li>• We have tried to do a clinic at the General Sessions Court but it resulted in very little results.</li> </ul>   | <ul style="list-style-type: none"> <li>• We need more private attorneys to take actual cases and see them thru until completed. We need them to represent them, go to Court with them, not just give counsel and advice.</li> </ul>  |

## 2013 Pro Bono Report

### NON-LSC FUNDED LEGAL SERVICES ORGANIZATIONS

| ORGANIZATIONS          | # OF STAFF | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS  | FUTURE PROJECTS & NOTES/COMMENTS   |
|------------------------|------------|-----------------|---------------------------|--------------------------------------|---|--|
| Community Legal Center | 8          | 130             | 2,330                     | 200                                  | <ul style="list-style-type: none"> <li>● We provide civil legal services to the "working poor", people whose income falls between 125% of poverty and a living wage for Memphis. We also do immigration work for people in the jurisdiction of the immigration court in Memphis (TN, AR, N MS, W KY) whose income falls below 125% of poverty.</li> <li>● We specialize in family law, consumer, debt collection, immigration, landlord tenant, advanced directives, probate, conservatorships</li> <li>● In addition to our regular ongoing program of assigning clients to pro bono attorneys to represent them, we participated in the University of Memphis Law School's Alternative Spring Break program for the 3rd year. We conducted both the family law tract in which law students worked with over 20 divorce litigants who eventually filed for pro se divorces and the Immigrant Justice Program of the CLC worked with 6 law students to file 23 DACA applications which are still being approved.</li> </ul> | <ul style="list-style-type: none"> <li>● We plan to continue the two pro bono projects we have currently. In the 13 years I've been at CLC we have seen the number of cases we assign grow from an average of 6 per month to a current average of 28 total cases per month, with 10 - 12 of these 28 being assigned to pro bono attorneys. There are new programs in place to provide referrals and advice, but we see a continuing need for representation. Therefore, our emphasis is on continuing our primary pro bono project of assigning attorneys to cases and even increase the number of clients we are able to serve through it.</li> <li>● ATJC: We appreciate the work that you are doing. I have served on the state Access to Justice Committee for approximately 9 years and we have struggled with a number of issues such as trying to get attorneys to do pro bono work. In the short time the Commission has been in existence, it has expedited this process by quantum leaps. With this and other issues, it makes such a great difference for people with the clout the Commission has to champion access to justice causes. From my perception, this model of having the Commission advocate for access to justice for the poor is moving us forward rapidly.</li> </ul> |

## 2013 Pro Bono Report

| ORGANIZATIONS                       | # OF STAFF | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS   | FUTURE PROJECTS & NOTES/COMMENTS  |
|-------------------------------------|------------|-----------------|---------------------------|--------------------------------------|--|---|
| Disability Law & Advocacy Center    | 28         | 5               | 2735                      | 65+                                  | <ul style="list-style-type: none"> <li>• Free legal services to people with disabilities, in addition to training, outreach, and policy advocacy. Disability rights law including: abuse &amp; neglect, disability discrimination, employment discrimination, special education, access to government programs and services.</li> <li>• DLAC hosted last of a series of legal bullying clinics to help families learn about legal remedies to address bullying in schools. In addition to training, legal consultations were provided. DLAC also hosted pro-bono attorney for 90 hours during FY2013. Some of DLAC's law student volunteers return as pro-bono volunteers. Advised and trained other attorneys re: disability cases, some of these serve clients pro bono or at a reduced rate. Also work closely with legal services and train legal services. Pro bono attorney volunteer, donated 90 hours of legal services to DLAC. 10 attorneys provided legal consultations during our legal bullying legal clinic, which had more than 50 participants.</li> </ul> | <ul style="list-style-type: none"> <li>• Currently exploring future opportunities within our special education work.</li> <li>• Suggestions for ATJC: Recognize attorneys who work for legal services and agencies such as ours for doing pro bono work in the performance of our duties for our own agencies.</li> </ul> |
| South East Tennessee Legal Services | 3          | varies          | 587                       | 239                                  | <ul style="list-style-type: none"> <li>• <b>Serving</b> Hamilton Bradley McMinn Polk Meigs Sequatchie Rhea Bledsoe and Marion counties.</li> <li>• A grant funded legal services organization that helps victims of Domestic violence, low income families with children access the courts in family law cases and some small consumer issues</li> <li>• PATH project helps an average of 55 individuals per quarter</li> </ul>  | <ul style="list-style-type: none"> <li>• Organizations such as ours have been very negatively impacted by the economic downturn</li> </ul>  |

## 2013 Pro Bono Report

| ORGANIZATIONS   | # OF STAFF | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS   | FUTURE PROJECTS & NOTES/COMMENTS  |
|---|------------|-----------------|---------------------------|--------------------------------------|--|---|
| Southern Migrant Legal Services                         | 6          | 1               |                           | none                                 | <ul style="list-style-type: none"> <li>• SMLS offers free legal services to migrant farm workers.</li> <li>• We were not involved in specific pro bono projects in 2013. In general, we have been unsuccessful in finding pro bono attorneys who can do the type of work/representation we'd need to serve our clients more effectively</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Needs:</b> We need a larger staff. Possibly, access to spanish-speaking attorneys, or attorneys with spanish-speaking staff, to take referrals on a pro bono basis (employment, immigration, workers comp, etc.)</li> </ul> |
| Tennessee Coalition to End Domestic and Sexual Violence |            | 1               | 300                       |                                      | <ul style="list-style-type: none"> <li>• We provide immigration legal services to immigrant victims of domestic violence, sexual assault, stalking, and trafficking. We help our clients with immigration status based on their abuse situation. Our sexual assault clinic helps sexual assault victims with virtually any legal issue related to the sexual assault. These legal issues include housing, divorce, custody, consumer, and other matters.</li> <li>• We collaborated in coordination of a Legal Service Day with Legal Aid, Napier-Looby Bar Association, and the Young Lawyer's Division of the Nashville Bar Association. Partnered TIRRC for the Naturalization Clinic. We had 25-30 lawyers volunteer attorneys, serviced about 70 clients for the Legal Service Day. Two lawyers from our agency volunteered with TIRRC served 5 clients.</li> </ul> |   |

## 2013 Pro Bono Report

| ORGANIZATIONS                                  | # OF STAFF | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | # OF CLIENTS SERVED THROUGH PRO BONO | DESCRIPTION OF PRO BONO PROGRAMS   | FUTURE PROJECTS & NOTES/COMMENTS  |
|--|------------|-----------------|---------------------------|--------------------------------------|--|---|
| Volunteer Lawyers & Professionals for the Arts | 2          | 250             | 343                       | 163                                  | <ul style="list-style-type: none"> <li>• The VLPA program provides pro bono legal assistance and education to low-income artists of all disciplines and emerging non-profit arts organizations in the greater Nashville area. We work to ensure access to effective legal counsel for artists and arts organizations with limited resources, to educate the community on arts-related business and legal issues, and to foster and strengthen cooperative relationships between the creative and legal communities.</li> <li>• Had two clinics this year and used our pro bono volunteers to help clients with their cases.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Future plans:</b> possibly additional clinics both in Nashville and Chattanooga</li> <li>• Needs: A grant to pay travel expenses for volunteers to go training and host clinics in other cities. For example, Chattanooga has the client needs and lawyers willing to volunteer, but need arts-specific training. We do not have the budget to pay for transportation to get our volunteers there and not all can pay out-of-pocket.</li> </ul> |

## 2013 Pro Bono Report

### EXHIBIT D - TENNESSEE FAITH & JUSTICE ALLIANCE MEMBERS

| ORGANIZATION                     | FAITH GROUP ASSOCIATION | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | DESCRIPTION OF PRO BONO PROGRAMS   | NEEDS/COMMENTS  |
|----------------------------------|-------------------------|-----------------|---------------------------|--|---|
| Compassionate Counsel            | Christian               |                 |                           | <p>Compassionate Counsel is a Christian 501c3 based out of Nashville.<br/> <a href="http://compassionatecounsel.org/">http://compassionatecounsel.org/</a></p> <p>They operate legal clinics out of the Nashville Rescue Mission as well as serve clients who contact them with civil legal issues.</p>  | They are planning to start new clinics in Robertson and Sumner Counties in 2014.  |
| Cross Point Church Legal Program | Christian               | 25              | 20+                       | <p>Cross Point has held two free legal clinics in West Nashville. Both were very successful.</p> <p>Also, Legal Teams from Cross Point Church in Nashville partner with addiction rehabilitation organizations. The legal teams work with program graduates to deal with outstanding legal issues that may impede the graduates' success after their rehabilitation. The legal teams are comprised of lawyers and law students who attend Cross Point. The law students complete client intake, do legal research and draft motions, while the attorney oversee their work. This allows the law students to get hands-on experience, and makes the time commitment for the attorneys more manageable.</p> <p>So far they gone through one round of Mending Hearts court cost forgiveness hearings. During the first round, they have over \$20,000 of court costs for 4 clients completely forgiven!</p> | <p>The CP legal team plans to expand their free legal clinic to their rural satellite campus in Dickson, TN in 2014.</p> <p>They also plan to continue their clinics in Nashville.</p> <p>And they plan to continue working with the ladies at Mending Hearts on their court costs.</p> |
| Lipscomb University Legal Clinic | Church of Christ        | 26              | 20                        | We have provided 2 free legal clinics specializing in civil issues, and immigration issues.  | In order to grow we need help with advertising to the public about our services.  |

## 2013 Pro Bono Report

| ORGANIZATION                               | FAITH GROUP ASSOCIATION | # OF VOLUNTEERS | TOTAL # OF CLIENTS SERVED | DESCRIPTION OF PRO BONO PROGRAMS  | NEEDS/COMMENTS  |
|--|-------------------------|-----------------|---------------------------|---|---|
| United Methodist Church-Nashville District | United Methodist        | 24              | 20+                       | The UMC Initiative is composed of lawyers within local congregations who have committed to work with the pro bono legal issues that come to the attention of the local clergy. From now on, when a legal need arises within the church, it will no longer be the job of the church staff to find the appropriate resources to meet that need, but instead you will assume that referral role. Once you receive a referral from your local pastor, it is then your responsibility to either take the case or refer the case to the appropriate resource. | In order to grow, we need to recruit more attorneys in 2014. We also need to get the word out to more UMC churches in Nashville so that more pastors will refer clients to the program. |

## 2013 Pro Bono Report

### EXHIBIT E - MEDIATION CENTERS

| ORGANIZATIONS                                     | # OF STAFF | # OF VOLUNTEERS | # OF CLIENTS SERVED BY VOLUNTEERS | SYNOPSIS OF 2012 SERVICES   | FUTURE PLANS  | NEEDS/COMMENTS   |
|---|------------|-----------------|-----------------------------------|---|---|--|
| <b>Community Mediation Center, Inc.</b>           | 2          | 10-15           | 1000                              | All mediations are volunteer; staff screen, assign; and monitor for compliance  | We would like to provide family visitation mediation.   | We have been providing free service for over 25 years and are in danger of closing due to lack of funding.   |
| <b>Family Court Services of East Tennessee</b>    | 1          | 2               | 0                                 |   | None  | It is hard for us to find people to do pro bono mediation that have a bachelor degree and the time in court to fulfill the requirements and qualifications of a mediator.  |
| <b>Southeast Tennessee Human Resources Agency</b> | 1          | 1               | 75                                | SETHRA provides mediation in the General Sessions Court in Marion County.<br><br>All SETHRA mediation is free. SETHRA was involved in working toward providing the same services in neighboring counties  | SETHRA would like to have mediation fully integrated into General Sessions Courts in surrounding counties.  | We need more and better funding to operate in the 12th Judicial District in each General Sessions Court.   |
| <b>The Mediation Center (Columbia)</b>            | 1          | 9               | 73                                | Volunteers contribute to our Victim Offender Reconciliation Program mediations. These mediations are conducted at no expense to the parties or the courts. Volunteers also assist with general staff and fundraising needs; these efforts indirectly benefit all reduced-fee and free mediations. | We are creating a program where we partner with our local Legal Aid office to provide limited scope representation and mediation services to pro se litigants in Chancery and Juvenile Court. We foresee the need for both volunteer attorneys and mediators. | We need local and state courts to advocate on behalf of mediation. We don't have the marketing resources to reach out and educate the lay individual on the benefits of mediation and how it can contribute access to justice.<br><br>Mediation can play a larger role in enhancing access to justice. A big help would be the creation and approval of divorce forms that expand on the Agreed Divorce forms already issued. The Agreed Divorce forms are a great step forward, however they are extremely limited. |

## 2013 Pro Bono Report

| ORGANIZATIONS                                      | # OF STAFF                           | # OF VOLUNTEERS                       | # OF CLIENTS SERVED BY VOLUNTEERS      | SYNOPSIS OF 2012 SERVICES  | FUTURE PLANS  | NEEDS/COMMENTS  |
|--|--------------------------------------|---------------------------------------|--|--|---|---|
| <p><b>Nashville Conflict Resolution Center</b></p> | <p style="text-align: center;">6</p> | <p style="text-align: center;">65</p> | <p style="text-align: center;">85%</p> | <p>NCRC provides high-quality and affordable mediation services, conflict resolution education and training to diverse communities in Nashville.</p> <p>Volunteers were involved in all 7 of NCRC programs: 1) Victim Offender Mediation for Adults 2) Victim Offender Mediation for Juveniles 3) Civil Mediation (in General Sessions Court) 4) Family Mediation (for never-married parents in Juvenile Court) 5) Community Mediation (all self-referrals) 6) Bilingual Mediation (for the Hispanic community) 7) 'Planting Seeds' Peer Mediation training (in Metro Nashville public high schools)</p> | <p>Prisoner re-entry mediation (for formerly incarcerated persons and their families)</p> | <p>I would like the ATJ Commission to do a better job of promoting pro bono mediation and Tennessee's non-profit community mediation centers, advocating for more support from the Judiciary so that the centers can have wide-scale impact on low-income residents in Tennessee. (Legal aid agencies receive a great deal more state funding, for example.) I request that the ATJ Commission emphasize in the Annual Report that participation in pro bono mediation services (either through a community mediation center or as a solo practitioner) earns attorney-mediators free CLE credit (per Supreme Court Rule 21, Section 4.07(c) and OUTLINE the steps that attorney-mediators must take to receive that credit. I am certain that attorney-mediators either do not know about this or are resistant to engaging in pro bono mediation because of a desire to benefit financially from mediation practice. The ATJ Commission should be the leader of public discourse on pro bono mediation, pushing for incentives that will encourage ease of participation. Otherwise, what momentum is there to truly serve the poor??</p> |

# Appendix F:

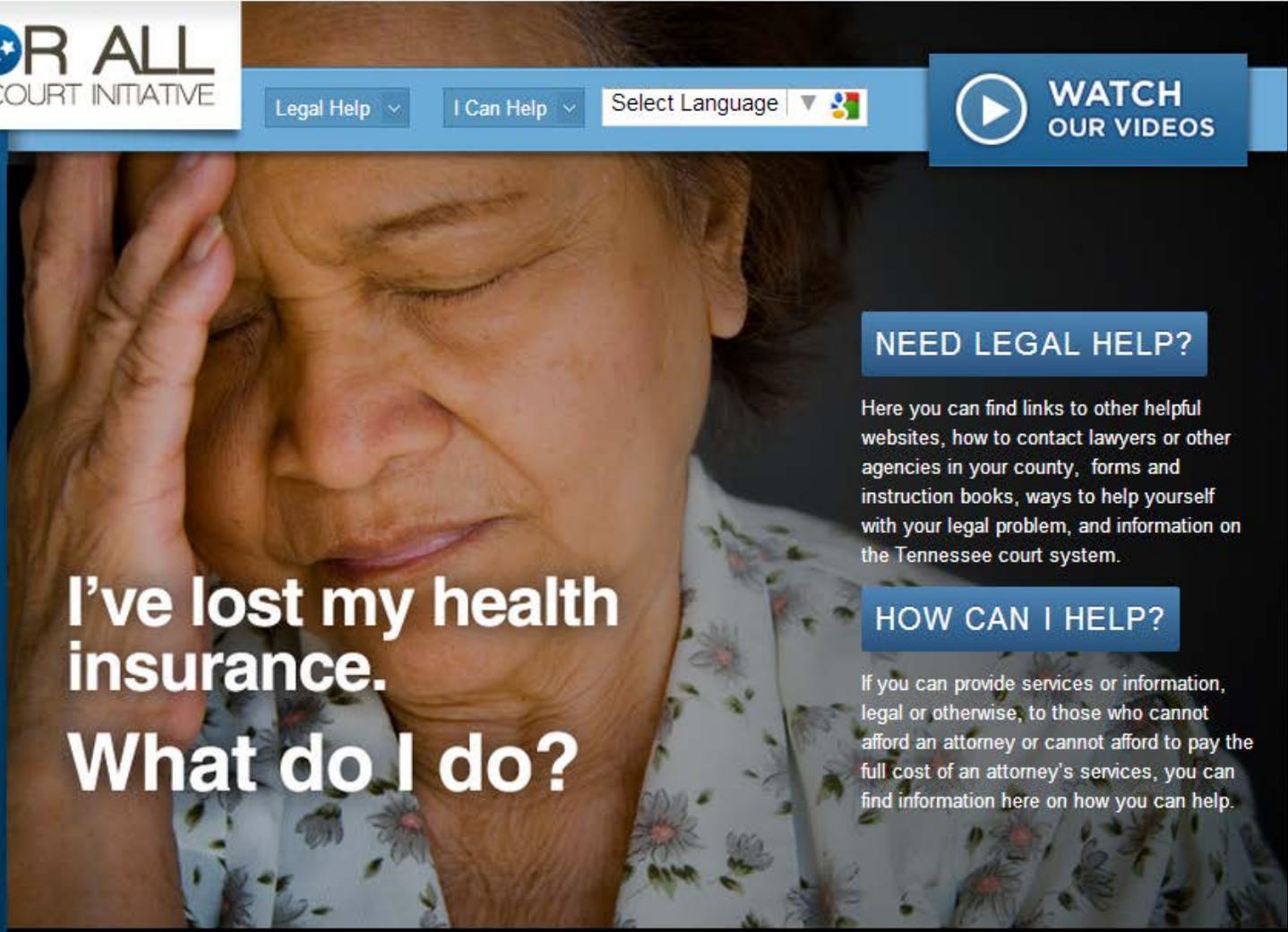
[www.JusticeForAllTN.com](http://www.JusticeForAllTN.com)

Screen Shots

## Here To Help

This website is a project of the Tennessee Supreme Court.

The Tennessee Supreme Court hopes that everyone will get help from a lawyer for their legal questions. The best thing you can do if you have a legal problem is to talk with a lawyer. But the Court realizes that sometimes people cannot get help from a lawyer because they cannot afford one or they decide they want to represent themselves. Because of this, the Court created this website. Most of the information on this website is for people who cannot afford a lawyer and need legal help in civil cases (cases that do not have to do with a crime). You can use this website to find a lawyer to help you with all or part of your case, to find an agency to help you with your legal problems, or find information to help you understand what you need to do to represent yourself.



**I've lost my health insurance.  
What do I do?**

### NEED LEGAL HELP?

Here you can find links to other helpful websites, how to contact lawyers or other agencies in your county, forms and instruction books, ways to help yourself with your legal problem, and information on the Tennessee court system.

### HOW CAN I HELP?

If you can provide services or information, legal or otherwise, to those who cannot afford an attorney or cannot afford to pay the full cost of an attorney's services, you can find information here on how you can help.

# JUSTICE FOR ALL

A TENNESSEE SUPREME COURT INITIATIVE

Legal Help | I Can Help | Select Language

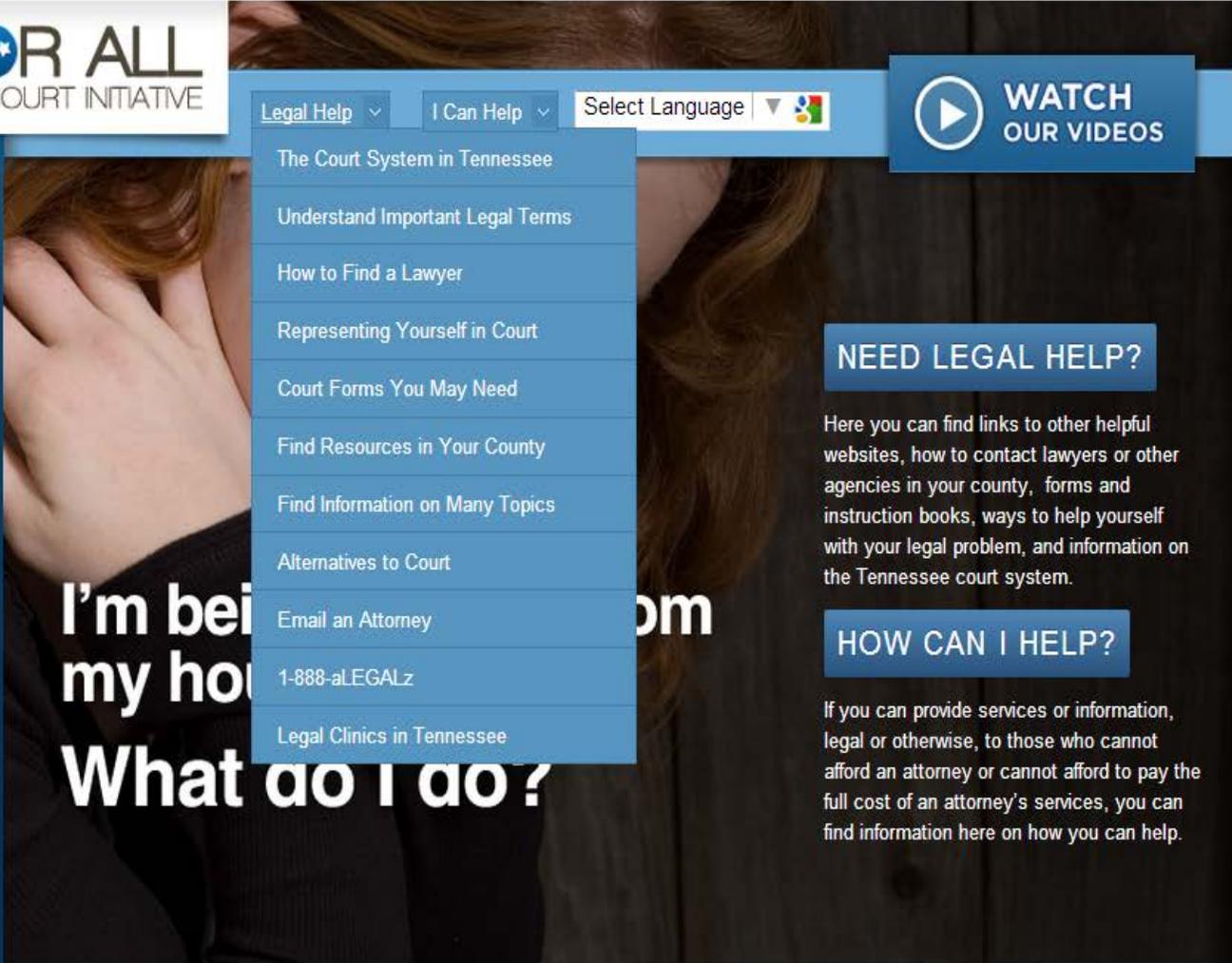
WATCH OUR VIDEOS

## Here To Help

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- The Court System in Tennessee
- Understand Important Legal Terms
- How to Find a Lawyer
- Representing Yourself in Court
- Court Forms You May Need
- Find Resources in Your County
- Find Information on Many Topics
- Alternatives to Court
- Email an Attorney
- 1-888-aLEGALz
- Legal Clinics in Tennessee



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## Legal Help

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[Resources by Location](#)  
[Street Law Programs](#)  
[Access to Justice Commission](#)  
[Justice For All Video](#)  
[Faith-Based Initiative](#)  
[Legal Information v. Legal Advice](#)

[Home](#) » [Content](#) » [Representing Yourself in Court](#)

# Representing Yourself in Court

If you are handling your legal case without a lawyer, you are "representing yourself." The courts call this "pro se." You do not *have to* have a lawyer to handle a legal problem. But it's best to get advice and information about your case from a lawyer.

These resources can help you if you do not have your own lawyer.

## Court Resources

- The Access to Justice Commission developed [videos](#) about general sessions court and other legal topics.
- Each court has its own set of [Local Rules](#) that you and the lawyers must follow.
- The Access to Justice Commission developed [Guidelines and Information for People with a Case in General Sessions Court](#). The Guidelines are also available in [Spanish](#).
- Some courts have websites with information about their courts. To find out if your court has a website, click on your county on this [map](#) or [list](#) of counties in Tennessee.
- [How to File and Appeal at the Appellate Court](#). This guide is for people who lost their case and want to appeal to a higher court. The Appellate Court Clerk's webpage explains appellate court rules and how to contact the Appellate Court Clerk by email.

For more resources and information, go to:

- [Legal Help](#) section of this website.
- [Self-Help Center](#) of the AOC, the state's courts website.

## Legal Aid Resources

There are many legal aid agencies that help people who do not have lawyers. These agencies may help you or give you information about your legal problem.

- [Representing Yourself in General Sessions Court](#), by Tennessee Alliance for Legal Services (TALS)
- [How to represent yourself in a civil \(not criminal\) case in General Sessions Court](#), by Legal Aid of East Tennessee
- [Information about your legal rights and how to solve some legal problems yourself](#), by Legal Aid Society of Middle Tennessee and the Cumberland
- [Information about Child Support, Custody, Debt Problems, Housing, Public Benefits, and more](#), by West Tennessee Legal Services.
- [Information about Conservatorships, Divorce, Money Problems, Adoption, and more](#), by Southeast Tennessee Legal Services
- [Should you represent yourself in court?](#) A checklist, by Southeast Tennessee Legal Services

**Important!** Court employees are **not** allowed to make referrals to lawyers, do legal research, or give legal advice.



## Resources by Location

Find resources in your county by finding your county on the map of Tennessee below. Place the cursor over your county and click. A list of resources will come up below the map.

If you know of a resource in your county that is not listed, [please send us the information](#) and we will be happy to add it to the list.



## Legal Help

- [Legal Help](#)
- [The Court System in Tennessee](#)
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- [Representing Yourself in Court](#)
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- [Find Resources in Your County](#)
- [Find Information on Many Topics](#)
- [Alternatives to Court](#)
- [Email an Attorney](#)
- [1-888-aLEGALz](#)
- [Legal Clinics in Tennessee](#)

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- [Access to Justice Commission](#)
- [Justice For All Video](#)
- [Faith-Based Initiative](#)
- [Legal Information v. Legal Advice](#)

# Topics

This page will help you find more information on many legal problems.

If you know about other resources not listed below, please [send us an email](#), and we will add it to the list.

Click on any link below:

- |                               |                                       |  |
|-------------------------------|---------------------------------------|--|
| <a href="#">CHILD SUPPORT</a> | <a href="#">DIVORCE</a>               | <a href="#">DISABILITIES</a>                     |
| <a href="#">EMPLOYMENT</a>    | <a href="#">FINANCIAL INFORMATION</a> | <a href="#">HEALTHCARE &amp; PUBLIC BENEFITS</a> |
| <a href="#">HOUSING</a>       | <a href="#">HOW TO FIND A LAWYER</a>  | <a href="#">HOW TO GET READY FOR COURT</a>       |
| <a href="#">IMMIGRATION</a>   | <a href="#">JUVENILE COURT</a>        | <a href="#">ORDERS OF PROTECTION</a>             |
| <a href="#">OTHER TOPICS</a>  | <a href="#">MEDIATION</a>             | <a href="#">VETERANS</a>                         |

**Important!** Court employees are **not** allowed to make referrals to lawyers, do legal research, or give legal advice.



## Legal Help

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[Understand Important Legal](#)

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[Legal Information v. Legal Advice](#)

# Legal Clinics in Tennessee

Many organizations offer free legal advice clinics for people with civil legal issues. Some clinics can only help people who meet income restrictions. Some clinics only handle certain types of legal issues. Some clinics require you to make an appointment.

Do you live in East Tennessee? You can find a list of legal clinics in your area [here](#).

Do you live in Middle Tennessee? You can find a list of legal clinics in your area [here](#).

Do you live in West Tennessee? You can find a list of legal clinics in your area [here](#).

Contact the clinic provider to find out more information on their clinic. If you know of a clinic that is not listed, please email the clinic information to Christina Magrans at [christina.magrans@tncourts.gov](mailto:christina.magrans@tncourts.gov).



## Legal Help

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[Home](#) » [Node](#) » [Clinic in a Box Forms](#)

# Clinic in a Box Forms

## Clinic in Box Forms

Most of the forms are available in both Word and PDF format and serve as a guideline for starting a pro bono clinic. You may decide to modify the forms to meet the needs of your clinic.

You can design your clinic so clients can seek advice on any legal issue or you can choose to conduct clinics on a limited issue or issues. If you limit the issues, you should consult with an attorney who is an expert in that issue to develop forms for volunteer attorneys to use at your clinic. The Supreme Court and the Administrative Office of the Courts have forms that you can use for [certain types of divorces, the Parenting Plan, and Orders of Protection](#).

|   |  |
|---|--|
| <a href="#">Outline for Establishing a Legal Clinic</a>     | <a href="#">PDF</a>                      |
| <a href="#">Pro Bono Clinic in a Box Forms Instructions</a> | <a href="#">PDF</a>                      |
| <a href="#">Outreach Email to Attorneys</a>                 | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Outreach Flyer to Clients</a>                   | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Attorney Volunteer Sign in Sheet</a>            | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Non-Attorney Volunteer Sign in Sheet</a>        | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Instructions for Volunteers</a>                 | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Confidentiality Agreement</a>                   | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Instructions for Clients</a>                    | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Client Sign in Sheet</a>                        | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Client Intake Form</a>                          | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Client Participation Agreement</a>              | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Attorney Summary Form</a>                       | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Client Satisfaction Survey</a>                  | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">Sample Thank You Email to Attorneys</a>         | <a href="#">Word</a> <a href="#">PDF</a> |
| <a href="#">How to apply for CLE credit</a>                 | <a href="#">PDF</a>                      |

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## Faith-Based Initiative



# THE TENNESSEE FAITH & JUSTICE ALLIANCE

### Program Overview

#### The Tennessee Faith & Justice Alliance (TFJA)

The TFJA is a project of the Access to Justice Commission. It is an alliance of faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities. TFJA was created to align needs seen at the local church level with possible legal resources that are nearby, perhaps even within the same congregation. The notion is to connect with people in need in a place they already go to seek help with a problem. That place is quite often their place of worship. Projects range from traditional free legal clinics, to community education projects, to networks of attorneys volunteering to meet the legal needs of local congregations.

#### TFJA Resources

The ATJ Commission staff developed resource manuals for volunteer lawyers of faith-based groups that are members of the TFJA. The manuals are divided by Grand Division and include information on the TFJA, legal service organizations, mediation centers, and frequent legal topics and potential solutions. The manuals also include information on area social service providers. A list of legal clinics in the Division and resources for self-represented litigants are also provided in the manuals.

[TFJA Volunteer Lawyer Manual - East Tennessee](#)

[TFJA Volunteer Lawyer Manual - Middle Tennessee](#)

[TFJA Volunteer Lawyer Manual - West Tennessee](#)

#### TFJA Contact Information

Any group interested in developing a faith-based legal project may contact the Pro Bono Coordinator, Christina Magráns, for help in developing a plan and resources for their faith communities.

Christina Magráns [christina\\_magrans@tncourts.gov](mailto:christina_magrans@tncourts.gov)  
(615) 741-2687

To read the press release launching the TFJA, click [here](#).

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# Legal Information v. Legal Advice

As part of its 2012 Strategic Plan, the Access to Justice Commission undertook various efforts to assist self-represented litigants in navigating the court system. The Commission declared it would create a policy clearly distinguishing between legal information and legal advice to provide guidance to court staff, clerks and attorneys assisting in self-help centers. While working on this project, the Commission determined that general guidelines are needed, not just for the groups listed above, but for any person assisting with initiatives to help self-represented litigants or who regularly are sought out by self-represented litigants for legal information.

The Self-Represented Litigants Advisory Committee has developed the following general principles to help differentiate between providing legal advice and legal information. The Commission hopes that these guidelines will provide all those who interact with self-represented litigants with the knowledge to be able to draw the line between legal information and legal advice.

If you are not a lawyer you can provide legal information, but not legal advice.

**Related Documents:**

- [General Guidelines for Distinguishing Legal Information from Legal Advice](#)

## Attorneys

Family Issues

  
  
(Example: "Divorce" or "Lawsuit")

## General Public

Other Issues

Home » Videos

## Videos

### General Public

These videos have information about the court system and different legal issues.



### Introduction to the Tennessee General Sessions Court

Category: Court System & How it Works



### Lawyers

These videos are designed for lawyers. They offer instructions on how to handle cases in various areas of the law.



### Providing Legal Services to Persons with Disabilities

Category: Other Issues

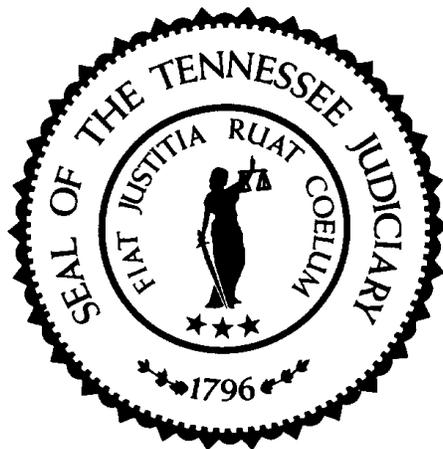


Appendix G:

2012

ATJ Commission  
Strategic Plan

Tennessee  
Access to Justice  
Commission  
2012  
**STRATEGIC  
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## **I. Introduction**

In August 2008, the Tennessee Supreme Court declared Access to Justice its number one strategic priority, and, later that year, launched its Access to Justice campaign. On April 3, 2009, the Court created the Tennessee Access to Justice Commission and charged it with developing its first strategic plan within a year and updating the plan every two years thereafter. The 2012 Plan details the progress in implementing the goals of the Commission's initial 2010 Strategic Plan. The 2012 Plan also addresses new objectives and benchmarks to address the civil legal needs crisis.

The 2010 Plan outlined how the Supreme Court began its Access to Justice Initiative and the Court's impressive efforts to carry out this initiative. During the past two years, the Court's commitment has never wavered and indeed, has intensified. The Court—as individual justices and as a whole—participates in access to justice events and meetings of the Commission and its Advisory Committee, makes prompt decisions to promote the initiative and speaks locally and nationally on this topic. The leadership and visibility of the Court has not only inspired the Commission, but also inspired and galvanized the broader access to justice community, the bar and its associations, the judiciary and the court system as a whole.

The 2010 Plan set forth four overarching goals and identified strategic ways for the Court and Commission to accomplish these goals. This 2012 Plan updates the 2010 Plan by identifying the initiatives and accomplishments of the Supreme Court and the Commission during the past two years. These accomplishments reflect the dedication and support of a broad network of lawyers, law firms, corporate legal departments, bar associations, legal service programs, judges, clerks, law schools, librarians, service providers, nonprofits, faith-based organizations and businesses to accomplish these goals.

The 2012 Plan also sets forth additional goals and initiatives that will aid and expedite the Supreme Court's dynamic and ongoing Access to Justice Campaign. In particular, the 2012 Plan focuses on the Commission's first goal, which is to involve more lawyers and law students in meeting legal needs so that the public is better served. Key to the implementation of this goal is supporting the development of a more comprehensive pro bono delivery system across the state. The 2012 Plan also addresses the necessity of further outreach and public awareness regarding access to justice resources to self-represented individuals and to the community at large.

## **II. Accomplishments and Highlights of the 2010 Plan.**

At each quarterly meeting, the Commission reviewed the 2010 Plan (Appendix I) and received an update regarding how the Commission was proceeding towards accomplishing these goals. The most recent 2010 Strategic Plan Quarterly Update is attached to this Plan in Appendix E. As set forth in the update, the Commission met most of its goals and considered which goals were unmet and needed to be pursued for the 2012 Plan. Some of the highlights of the accomplishments of the 2010 Plan are:

**A. Pro Bono Summit.** The Supreme Court and the Commission sponsored a Pro Bono Summit in Nashville on January 21, 2011. All five members of the Court addressed the Summit and attended the day-long conference. Bar association officers, law firm managing partners, rural practitioners, corporate counsel, deans of Tennessee law schools, law students, legal service providers, representatives from the state libraries, and other service providers also attended the Summit, which focused on increasing pro bono service performed by Tennessee attorneys.

The Summit offered a variety of panel discussions including guidance on developing a pro bono clinic, how to increase attorney pro bono at large law firms and corporations, specific

issues that arise in rural areas, best practices for involving law students in pro bono work and ways that technology helps attorneys reach more indigent Tennesseans. All sessions were recorded and made available online. Participants completed pledge cards stating how they planned to increase pro bono in their practice, and the ATJ Coordinator followed up with participants to assist in carrying out these pledges. New ideas and partnerships were formed as a result of the Summit, including coordination among law school pro bono programs, ideas for uses of technology in the rural communities and introduction of the ATJ website, OnlineTNJustice.org and the Appellate Pro Bono Project.

**B. Access to Justice Website.** In November 2011, the Supreme Court launched [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com). The user-friendly website has an innovative and effective dual purpose of providing information both to the public and the bar. Viewers who click “legal help” can find information on how to find a lawyer, a glossary of common legal terms, links to court forms and plain language information on a variety of legal issues, including divorce, child support, housing information, healthcare, immigration, and mediation. One of the most popular tools on the site is an interactive map of Tennessee’s 95 counties where users are directed to county-specific contact information for legal aid providers, social service providers, governmental agencies and the court system. For lawyers and other website visitors who click “I can help,” the site provides information ranging from how to volunteer with a legal aid provider or a bar association to a step-by-step guide for how to develop a pro bono clinic. (Appendix H).

**C. Supreme Court Rules.** A key component of the 2010 Plan was working with the Supreme Court to adopt rule changes that eliminate barriers to pro bono service and pro se representation. The Court, the Access to Justice Commission, and many strategic partners have made great strides in this area. The Supreme Court has:

- Adopted Tennessee Supreme Court Rule 50A to establish an emeritus attorney licensure status allowing attorneys with inactive licenses to provide pro bono legal services through an established not-for-profit bar association, pro bono program, or legal services program;
- Adopted Tennessee Rule of Civil Procedure 72 to permit unsworn declarations made under penalty of perjury to be filed in lieu of an affidavit or sworn declaration, eliminating unnecessary barriers for persons of limited means to court system;
- Amended Tennessee Rule of Criminal Procedure 11(b)(1) to require judges to inform criminal defendants in the plea colloquy that a guilty plea may have immigration consequences;
- Adopted Tennessee Supreme Court Rule 52 to provide a process for and approve forms that are universally acceptable as legally sufficient in all Tennessee courts;
- Revised Tennessee Supreme Court Rule 9, Section 20.11 to streamline the voluntary pro bono reporting statement included in the annual Tennessee Board of Professional Responsibility attorney licensure renewal statement;
- Revised Tennessee Supreme Court Rule 41 to request court interpreters to aspire to provide pro bono interpretive services each year;
- Revised Tennessee Supreme Court Rule 42 to provide that if the court determines a participant has a limited ability to understand and communicate in English, the court should appoint an interpreter, write a summary of the court's efforts to obtain a certified or registered interpreter and determine the capabilities of the proposed non-credentialed interpreter in open court;
- Amended Tennessee Rule of Civil Procedure 5.02 to provide instruction on how to serve notice when an attorney is providing limited scope representation to an otherwise self-represented party; and
- Amended Tennessee Rule of Civil Procedure 11.01 to provide the procedures by which attorneys providing limited scope representation to an otherwise self-represented party shall notify the court of the limited scope representation and how attorneys may withdraw from the matter once the limited scope representation is complete.

**D. Plain Language Forms.** Pursuant to the adoption of Supreme Court Rule 52, the Court has approved plain language forms drafted at a fifth to eighth grade reading level to be used by those seeking uncontested divorces that do not involve minor children or significant marital assets. Also provided is a packet of instructions on how to complete and file the

uncontested divorce forms with the court. The forms went into effect on September 1, 2011, and have been positively received by the public, the judiciary, and attorneys. Spurred on by the Commission, the Administrative Office of the Courts (“AOC”) converted its existing Order of Protection forms into plain language and translated these forms into Spanish. The Supreme Court has also developed a second packet of plain language forms commonly used in General Sessions Court. Those forms have been submitted for public comment.

**E. Commission Advisory Committees.** The Commission formed seven Advisory Committees to carry out its goals, each headed by one or more Commissioners. These Advisory Committees were:

- Disability and Language Barriers
- Education/Public Awareness
- Faith-Based Initiatives
- Pro Bono
- Pro Se/Forms
- Resources
- Technology.

Each advisory committee was charged with work toward achieving the four over-arching goals outlined in the 2010 Strategic Plan. The Chairs provided quarterly progress reports to the Commission. Each committee made substantive contributions toward achieving the Commission’s goals.

**1. Disability and Language Barriers.** The Disability and Language Barriers Advisory Committee recommended that the AOC form an Interpreter Work Group. This group examines Supreme Court Rules to identify ways to incorporate technology, such as remote court interpreting, in order to better serve Tennesseans with limited English proficiency. Based upon the recommendation of this Advisory Committee and the Interpreter Work Group, the Commission recommended changes to Rules 41 and 42, which were adopted by the Supreme

Court. The Committee and the Commission also continue to encourage and monitor the translation of forms and ATJ website information into Spanish and other languages. The Advisory Committee assisted the AOC in developing the content regarding interpreters, immigration, and assistance for Tennesseans with disabilities for the ATJ website.

**2. Education/Public Awareness.** One of the most significant accomplishments of the Education/Public Awareness Advisory Committee is its development of the “Pro Bono Clinic in a Box” forms, prominently featured at both the Pro Bono Summit and the ATJ website. These forms allow a bar association or informal group of attorneys to create a pro bono advice clinic complete with informational handouts for volunteers and clients, intake sheets, and marketing and public relations information. The Advisory Committee also recommended changes to Supreme Court Rule 31 which would educate mediators on pro bono mediation opportunities and promote pro bono and reduced fee mediation services to judges and court clerks. The Commission has approved these recommendations and forwarded them to the Supreme Court’s Alternative Dispute Resolution Commission for consideration.

**3. Faith-Based Initiatives.** The Commission established the Faith-Based Initiatives Committee in recognition that the faith-based community is an untapped point of access for people who need help and a valuable resource for attorneys and legal professionals who are active in their faith-based organizations. The Committee began its outreach with the Tennessee and Memphis Conferences of the United Methodist Church, which already have established social justice programs. The Commission Chair, the Chief Justice, and Committee members are working with the District Superintendents of these Conferences to incorporate pro bono lawyers into congregational care, legal clinics and the church’s social justice programs. The District

Superintendents have approved the plan attached in Appendix J, and the Committee hopes that this partnership can be used as a model to reach out to other faith-based communities.

**4. Pro Bono.** The Pro Bono Advisory Committee was instrumental in planning and participating in the Pro Bono Summit. Through the work of this Committee, the Commission eliminated the lack of malpractice insurance for attorneys doing pro bono through organizations that do not receive federal funds from the Legal Services Corporation. The Committee was also the catalyst for many of the Commission's recommended Supreme Court Rule changes to promote and encourage more pro bono work, including the rules regarding limited scope representation and the streamlined voluntary pro bono reporting form. The Committee actively encouraged and promoted OnlineTNJustice.org and the Appellate Pro Bono Project and asked the Court to encourage more pro bono reporting by including a letter from the Chief Justice in the annual attorney renewal packet. The Committee further addressed ways in which the Court encouraged attorneys employed in the judicial branch to participate in pro bono work.

**5. Pro Se/Forms.** The Pro Se Representation/Forms Committee took a pro-active approach to the direct provision of legal and educational resources. The Committee recommended a process for approval by the Commission and the Supreme Court for the development of plain language forms which are legally sufficient for acceptance in all Tennessee courts. Additionally, the members of the Supreme Court, the Commission and Advisory Committee members have participated in many educational programs for judges and court clerks on the newly-developed forms and guidelines. The first approved form, which concerns "simple" uncontested divorces, was the product of a long, thoughtful process attempting to balance the need for legal representation with the reality that not every person can (or will) engage an attorney to give advice on an activity that has such important legal ramifications. The

Committee is presently developing plain language forms for use in General Sessions Court. In addition to the creation of forms, the Committee recommended guidance for court staff and judges who encounter self-represented parties. The result has been tools such as “Guidelines for Tennessee Clerks Who Assist Self-Represented Litigants” and a Bench Book for General Sessions Judges presiding over proceedings with self-represented litigants. The Bench Book was presented to the General Sessions Judges Conference in February 2012.

**6. Resources.** The Resource Advisory Committee focused on increasing access to justice by increasing resources. Mindful of increasingly restricted funding sources, however, the Committee’s approach was a deliberate attempt at maximizing existing monetary and nonmonetary resources. The Commission has also approved the Committee’s proposal to strengthen its relationship with the state libraries through its partnership with the Tennessee Alliance for Legal Services (“TALS”) and to create a new partnership with the Tennessee Board of Regents to use its Technology Centers across the state as self-help centers. As part of the Commission’s overall approval of the Committee’s recommendations for the 2012 Plan, the Commission approved working with existing funding providers, such as the Tennessee Bar Foundation, to emphasize components of the 2012 plan in the factors for selecting grant recipients. (Appendix L). Based on the Committee’s recommendation, the Commission has approved further study of the current IOLTA and Cy Pres Rules to determine how to maximize funding for pro bono and legal aid services.

**7. Technology.** The Technology Advisory Committee unveiled OnlineTNJustice.org and presented the Court’s access to justice website, JusticeForAllTN.com at the Pro Bono Summit. In response to the identified need for outreach specific to Tennessee’s rural communities, the Committee worked on using technological advances to connect rural

Tennesseans with attorneys in suburban and urban areas. Two pilot projects grew from this endeavor. The first provides automating forms frequently used by attorneys providing pro bono services through a legal services provider. The second pilot project created an online screening system for Tennesseans applying for pro bono help from the Legal Aid Society. The screening system facilitates an initial eligibility determination by sending the potential client's application to the local legal aid office. Legal Aid then connects eligible clients with a pro bono attorney. This project is particularly helpful in areas where potential clients would otherwise be forced to travel long distances to reach a Legal Aid Office, as many offices serve multiple rural counties. The Committee also analyzed the Washington State Access to Justice Technology Principles and recommended a modified version of these Technology Principles, which the Commission approved as part of its 2012 Plan. (Appendix K). Each Advisory Committee should adhere to the Technology Principles when developing new initiatives and pilot projects.

### **III. Summary of Recommendations of the 2012 Plan.**

The first goal in the Commission's 2010 Plan was to better serve the public by involving more lawyers and law students in meeting legal needs. The Commission, working in conjunction with the Court, made significant strides. Revisions to Supreme Court Rules—particularly the limited scope representation rule—helped eliminate barriers to pro bono work. Additionally, the pledges of increased participation stemming from the Pro Bono Summit helped large law firms, corporate law firms, and solo practitioners “plug in” to pro bono service. The development of the Pro Bono Clinic in a Box and the innovative use of technology have created new ways to connect lawyers with clients. The Commission recognizes, however, that there is still much work to do.

In drafting the 2012 Plan, the Commission took a hard look at what needs to be accomplished to increase the access of Tennesseans to quality representation. The Commission recognizes that maintaining the status quo is not an option. While increasing the educational resources available to self-represented persons undoubtedly provides a useful and necessary service, the Commission's findings have underscored the importance of quality legal representation. Thus, providing quality representation to indigent Tennesseans and creating better ways to connect clients with lawyers is the primary objective of the 2012 Plan. The Commission set a goal that 50% of attorneys residing in Tennessee will provide pro bono services as defined by the Tennessee Supreme Court at an average of 50 hours per year on or before January 1, 2015.

Three years into the Access to Justice Campaign, Tennessee is becoming a model state for the delivery of pro bono legal services. The support of the Supreme Court and the established access to justice partnerships provide a solid foundation. Moving forward, the Commission will continue developing strategies to provide quality representation and access to justice and will launch new initiatives to support those strategies. Attorney education, attorney recruitment, client education, removal of barriers and lawyer-client connections will continue to be areas of special attention. However, it is equally important to develop systems to measure the impact of our programs and adjust goals accordingly.

As an initial step toward measuring the need for pro bono and the resources available, the Commission asked Access to Justice Coordinator Anne-Louise Wirthlin to compile a comprehensive report of all the pro bono activities in Tennessee. The result is "The Pro Bono Report." (Appendix G). Using the Pro Bono Report to establish a baseline for measurement in

the 2012 Plan, the Commission will annually update the report to help measure the success of its strategies and initiatives.

Alongside the primary goal of expanding pro bono services, the Commission continues to address the needs of self-represented persons. There is also continued need for the Commission to focus on removal of barriers. The Commission will continue assisting self-represented persons by recommending more plain language forms to the Supreme Court, producing a series of educational videos with legal information and developing additional training for the bench and bar. Most importantly, the Commission recognizes that it needs to do a better job of educating and enhancing public awareness, including lawyers' awareness, about the resources and opportunities available for self-represented persons and pro bono services.

#### **IV. Goals**

**A. Goal 1: Fifty percent (50%) of attorneys residing in Tennessee will provide pro bono services as defined by the Tennessee Supreme Court at an average of fifty (50) hours per year on or before January 1, 2015.**

**1. The Pro Bono Report (Appendix G).** In May 2011, ATJ Coordinator Anne-Louise Wirthlin attended the Equal Justice Conference presented by the American Bar Association Standing Committee on Pro Bono and Public Service and the National Legal Aid and Defender Association. A common theme among the participants was that there was no comprehensive knowledge of the pro bono activities in each individual state. ATJ groups are generally aware of pro bono efforts, but there is no centrally located information. As a result, there are innovative and effective efforts being applied across the country, but, without centralized data and communications, this lack of knowledge inhibits planning and coordination. The Commission

asked the ATJ Coordinator to compile a comprehensive report on the pro bono services within the state of Tennessee.

The Pro Bono Report thus provides baseline information to help the Commission better understand the conditions affecting access to justice in Tennessee and determine whether the Commission's strategies and efforts are successful. The Pro Bono Report provides a highly detailed and invaluable snapshot of the current state of pro bono in Tennessee. The report addresses the Commission's activities thus far and provides insight into areas that provide the most potential for successful access to justice initiatives by addressing (1) bar association pro bono; (2) law school pro bono; (3) pro bono from Legal Aid providers (4) attorney pro bono volunteer reporting statistics (5) 2011 pro bono month, (6) statistical summaries of [www.OnlineTNjustice.org](http://www.OnlineTNjustice.org), and (7) pro bono CLE hours.

The Supreme Court defines "pro bono services" as services provided without a fee or expectation of a fee to persons of limited means or organizations that primarily address the needs of persons of limited means. Tenn. S. Ct. R. 8, RPC 6.1 (a)(1)-(2). Pro bono service can also be the delivery of legal services at a substantially reduced fee to persons of limited means. Tenn. S. Ct. R. 8, RPC 6.1 (b)(2). Attorneys can also do pro bono through the provision of legal services at no fee or at a substantially reduced fee to individuals, groups, or organizations seeking to secure or protect civil rights and liberties, or charitable, religious, civic, community, governmental and educational organizations in matters in furtherance of their organizational purposes where payment of standard legal fees would deplete the organization's resources or would be inappropriate. Tenn. S. Ct. R. 8, RPC 6.1 (b)(1). Participation in activities for improving the law, the legal system, or the legal profession is also deemed pro bono legal services by the Court. Tenn. S. Ct. R. 8, RPC 6.1 (b)(3).

The Pro Bono Report revealed that in 2009, 18.26% of attorneys licensed in Tennessee voluntarily reported pro bono service with their Board of Professional Responsibility Annual Registration Packet. That year, the average attorney reporting pro bono service donated seventy-nine hours per year. For 2010, 38.96% of all licensed attorneys voluntarily reported pro bono service averaging seventy-three hours per year. The 2010 data was broken down further to examine the reporting activity of attorneys residing in Tennessee and attorneys licensed but not residing in Tennessee. The data revealed that 6,598 of the estimated 16,391 attorneys with active licenses residing in Tennessee reported their pro bono service. Thus, in 2010, 40.25% of active licensed attorneys residing in Tennessee voluntarily reported pro bono service at an average of seventy-four hours per year, which exceeds the aspirational goal of 50 hours per year set forth in Tenn. S. Ct. R. 8, RPC 6.1. With this information in hand, the Commission set the goal that 50% of attorneys residing in Tennessee will provide pro bono services as defined by the Court on an average of 50 hours per year on or before January 1, 2015.

**2. Attorney Education.** Although legal advice clinics are an important aspect of pro bono, the Commission wants to emphasize the importance of a lawyer taking up representation of the individual, even if the representation is limited in scope. Practitioners quickly learn that law school does not necessarily provide adequate preparation to immediately handle many of the areas of the law that most often affect indigent Tennesseans. These areas include family law, consumer/credit issues, landlord/tenant, and benefits. It is vital and necessary to provide lawyers with the necessary skills to handle these “High Need” substantive areas of the law, particularly in specific venues, *e.g.*, general sessions, juvenile, family law and bankruptcy courts. Moving forward, a particular emphasis of the Commission will be to focus on preparing pro bono lawyers to take on the direct representation of an individual, if an initial consultation does not resolve the

legal issue. Direct representation can entail handling the entire case or providing “unbundled” legal services per an agreement with the individual.

The Commission will:

1. Develop an online curriculum on High Need areas of the law, beginning with family law and debtor/creditor issues to be available on or before November 1, 2012. Complete the curriculum by August 1, 2013. The Commission will seek to collaborate with the Tennessee Bar Association and other bar associations, legal service providers, the Tennessee Alliance for Legal Services and the groups listed below to accomplish this goal.
  - a. Law Schools: Assist in curriculum development and use the curriculum as template for symposia for law students.
  - b. The Judiciary: Use judges as teachers and instructors for the courses to increase participation and demonstrate judicial support.
  - c. Administrative Office of the Courts: Develop webcast(s) on pro bono opportunities available to lawyers and promote [www.JusticeForAll.com](http://www.JusticeForAll.com) as a method to disseminate information to lawyers. Ask the Court and other judges to participate in the webcasts.
2. Establish a marketing and public relations campaign to communicate strategies and CLE opportunities to lawyers to launch on or before October 1, 2012.
  - a. Inform lawyers that they may obtain Ethics and Professionalism CLE credit for their pro bono work.
  - b. Promote the access to justice website, [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com), as a method for lawyers to find out what pro bono opportunities and resources exist inside and outside their area.
3. Promote to other cities the partnership model established by Nashville law firms, the “Pillar Firm” model, whereby firms with strong commitments educate their attorneys on substantive areas of the law and take more pro bono cases in those areas.
4. By October 1, 2012, propose to the Court/CLE Commission that excess CLE funds be designated by the CLE Commission and the Supreme Court to provide for the High Needs pro bono CLE training, the promotion thereof, and other access to justice initiatives.
5. Measure and track the results of this initiative by tracking attendance and following up with attorneys who participated in the curriculum to determine if they subsequently took a pro bono case.

### **3. Attorney Recruitment**

To increase participation so that 50% of lawyers residing in Tennessee provide an average of 50 hours of pro bono per year, the Commission must add to the existing pool of attorneys engaged in pro bono. Multiple initiatives should be utilized to recruit more lawyers. The Commission understands that there is a wide spectrum of law practices in Tennessee, ranging from solo practitioners to large law firms, and that lawyers practice in urban, suburban, and rural communities and that not every strategy is appropriate for every community.

To recruit more lawyers providing pro bono, the Commission will:

1. Promote [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com) and [www.onlineTNjustice.org](http://www.onlineTNjustice.org) to increase awareness of alternative ways to participate.
2. By December 1, 2012, provide attorneys in parts of the state with no organized pro bono program with resources such as Attorney of the Day materials to organize pro bono efforts tailored to their community.
3. Identify firms that do not have pro bono policies and request that those firms adopt a pro bono policy so that 10 additional firms adopt pro bono plans by January 1, 2013, and 5 additional firms adopt pro bono plans by June 1, 2013.
4. Combine efforts with the TBA to recruit law firms in other communities to follow the partnership model established by Nashville law firms, the “Pillar Firm” model so that the Model is adopted in at least two communities on or before January 1, 2013.
5. Convene an in person or telephone conference of law school deans, law school pro bono directors, and students together at least annually to create ways to partner to increase pro bono participation. Develop an exemplar law school pro bono policy for Tennessee law schools by December 1, 2012.
6. Develop a proposal for recognition by the Court of firms or legal departments with pro bono policies, individual attorneys, and pro bono organizations with exemplary pro bono participation. Present the proposal to the Court on or before August 1, 2012.
7. Update the Pro Bono Report annually by January 31 each year to capture pro bono work statewide and to measure success.

#### **4. Client Education and Removal of Barriers**

Providing Tennesseans with an understanding of how to access a lawyer is integral to delivering access to justice. This requires a public awareness effort to reach Tennesseans in need through partnerships with places the public commonly goes to seek help, such as libraries, faith-based organizations, courthouses and social service providers. In conjunction with educating the public, the Commission will continue its work to remove common barriers encountered in the search for a pro bono lawyer. Many of these objectives compliment the Commission's goals regarding public awareness for self-represented persons discussed in more detail in Section B.

To educate the public on the availability of pro bono services and to remove barriers to finding a pro bono lawyer, the Commission will:

1. Promote the available existing technology such as Online Tennessee Justice, Tennessee Technology Centers, [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com) as ways to access a pro bono lawyer.
2. Provide information and resources to intake staff at legal service organizations through TALS, general sessions courts, and court clerks offices so that they can direct the public to pro bono lawyers. The AOC will supply information to judicial staff and to state and federal elected officials.
3. Explore the creation of an Access to Justice application for smart phones and tablet computers to provide clients with easily accessible information on pro bono resources in their community. Make a recommendation to the Court by November 1, 2012.
4. Make [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com) available in languages other than English, beginning with Spanish by September 1, 2012
5. By September 1, 2012, develop guidance and instructions on the use of interactive technology such as Skype to connect clients in rural areas with pro bono lawyers in other parts of the state.

## **5. Connecting Lawyers With Clients**

Once more lawyers are educated and recruited to take pro bono cases and the public is more aware of the existing and new resources available, the Commission's focus can shift to connecting the lawyers with the clients. The Commission has identified two primary ways that clients are currently connected with pro bono lawyers. One way is through legal aid providers federally funded by the Legal Services Corporation ("LSC providers") and the second is through non-LSC providers. A non-LSC provider describes any organization that provides pro bono legal help but that does not receive federal funding from the Legal Services Corporation. The term includes state and locally funded legal service providers, bar associations, and faith-based organizations that provide legal advice and assistance. A comprehensive pro bono infrastructure must include both LSC providers and non-LSC providers.

Currently, the only widespread pro bono system available to the public consists of the pro bono programs of the four regional LSC programs. Together, their territory covers every county in the state. Federal law requires that at least 12.5% of the federal LSC funding be allocated by the LSC organization toward private attorney involvement or pro bono lawyers. Even though Tennessee's LSC programs allocate more than the required amount toward providing pro bono services, they remain unable to provide pro bono services in every county, and Congress continues to reduce federal funding.

Because of their statewide presence, LSC programs are presently the organizations to which individuals are typically referred for pro bono assistance. Judges refer litigants to them. Notices from the state regarding help with appeal rights for denial of public assistance refer to the LSC providers. Lawyers like to be affiliated with them because of their reputation, CLE opportunities, screening, malpractice insurance, and established system for referrals.

Additionally, LSC organizations have existing, solid partnerships with non-LSC providers and the access to justice community. Even though LSC providers are unable to take certain types of cases due to federal restrictions, they are not restricted from referring those cases to other attorneys to meet client needs.

Many non-LSC organizations provide services to a select population or a specific locality and serve client populations that LSC providers cannot serve. The Commission hopes to encourage other institutions to provide pro bono services. One such example is the plan adopted by the Tennessee and Memphis Conferences of the United Methodist Church which uses the Church's existing infrastructure and commitment to social justice to partner with the Commission to recruit member lawyers to provide pro bono services. (Appendix J). The Commission has devoted much time and resources to the development of projects such as the Pro Bono Summit, Pro Bono Clinic in a Box and endorsed the creation of OnlineTNJustice (which serves clients across the state) to create more pro bono opportunities.

The Commission hopes to serve as a coordinating arm for LSC and non-LSC pro bono providers to increase pro bono opportunities, serve in a coordinating and sponsoring role for pro bono activities, resources and statistics and develop innovative ideas to provide clients greater access to justice. To accomplish this goal across the state, the Commission will seek input, support and feedback from pro bono service providers, the judiciary, the private bar, the executive branch, social service providers, faith-based institutions, public libraries and other organizations which serve Tennesseans with civil legal needs.

To connect lawyers with clients through LSC and non-LSC providers, the Commission will provide a foundation for a comprehensive system of delivery of pro bono services across the state beginning with the following steps:

1. Coordinate regular meetings with the Executive Directors and Pro Bono Directors of each of the four LSC providers and with non-LSC providers, the TBA, and TALS to determine the framework for a comprehensive approach to connect clients to available resources.
2. By November 1, 2012, develop resources for intake staff to assist them to make referrals and foster accountability when their respective agency cannot provide the client with legal help.
3. Explore the feasibility of establishing a statewide toll free information phone line which lawyers staff, and the public can access to get information on available resources throughout the state.

**B. Goal 2: The Commission Will Continue Its Efforts to Assist Self-Represented Persons.**

Although the Commission will focus primarily upon expanding pro bono services to indigent Tennesseans, it is inevitable that some Tennesseans will not have access to pro bono help. This means that there is a pressing need for the public to better understand the legal system. This need has been particularly noticed by judges, who indicated in response to the Commission's survey that this is an area of special significance and that educational videos could help address this need. (Appendix M—Judges Survey).

The Commission has made significant strides in making the court-system more user-friendly and removing barriers for self-represented persons. Court-approved plain language forms ensure that self-represented persons have acceptable pleadings. "Attorney of the Day" programs place lawyers in courtrooms to serve as informational sources and to provide limited representation to otherwise self-represented persons. However, there is much more work to do.

To assist self-represented individuals, the Commission will:

1. By November 1, 2012 produce a series of educational videos for self-represented parties on specific types of legal issues beginning with family law and debtor/creditor issues, general topics such as "How to Prepare for Court." By November 1, 2012, provide instructions on how to complete plain language forms.

2. By April 1, 2013, develop and recommend additional plain language forms, including expanding the divorce forms to include forms for uncontested divorces with minor children. By October 1, 2013, develop and recommend plain language forms regarding child support guidelines.
3. Foster collaboration with the Tennessee Board of Regents to use Technology Centers as a centralized self-help entity with the goal of establishing one self-help center in each Grand Division by January 1, 2013.
4. By April 1, 2013, examine and make recommendations for systemic change in the general sessions courts, specifically looking at how attorneys can be more involved in helping otherwise self-represented individuals through Attorney of the Day programs and limited scope representation
5. Create a policy clearly distinguishing between legal information and legal advice to provide guidance to court staff, clerks and attorneys assisting in self-help centers on or before September 1, 2012.
6. By March 1, 2013, expand the General Sessions Court Pro Se Bench Book project into universally acceptable instructions for all judges in cases involving self-represented parties.
7. Develop sample plain language signage for the courthouse with the assistance of court staff to be distributed by the AOC to court staff on or before September 1, 2012.

**C. Goal 3: The Commission will continue to develop additional strategies to eliminate access to justice barriers.**

Some of the strategies outlined above address barriers that Tennesseans face including geography, language, and literacy and disability. In order to further address disability and language barriers, the Commission will:

1. By December 1, 2012, offer Commissioner and Committee member expertise, including technological expertise, to assist the Administrative Office of the Courts with remote interpreting pilot projects, its efforts to encourage agencies to ensure the court is aware of the need for interpreters before court hearings, and educate judges, clerks, public defenders and attorneys general of Supreme Court Rule 42 requirement to use credentialed interpreters before non-credentialed interpreters.
2. By December 1, 2012, offer assistance to agencies which provide services to immigrants to provide education to immigrants on issues such as U Visas, unaccompanied immigrant youth and children in the juvenile courts, immigrants

accused of crimes, asylum, eligibility for state benefits, and immigrant issues in family court.

## **V. Conclusion**

When developing the 2012 Plan, the Commission set out to solidify Tennessee as a national leader in the availability of pro bono legal services, in the elimination of barriers to the justice system, and in assisting the public to understand and successfully engage the justice system. To the best of the Commission's knowledge, Tennessee is the only state that has committed to comprehensively track the manner and method in which pro bono services are provided to the public and to use that data to provide accountability for the Access to Justice programs. The full support of the Supreme Court and existing collaboration among Tennessee's lawyers and its access to justice community has inspired the Commission's grand, but achievable, goal of increasing pro bono participation so that 50% of attorneys residing in Tennessee perform an average of 50 hours of pro bono service as defined by the Supreme Court per year.

The existing network of lawyers, law firms, corporate legal departments, bar associations, legal service programs, judges, clerks, law schools, librarians, service providers, nonprofits, faith-based organizations, and businesses will grow as more lawyers are educated, recruited and given the skills to help indigent Tennesseans with civil legal matters. Toward that end, the Commission will focus on promoting existing resources, growing new resources and technology, and cultivating partnerships to connect lawyers with clients to close the civil legal needs gap while simultaneously advancing projects that eliminate barriers and make the court system more user-friendly for self-represented persons. The Commission remains committed to effecting systemic change to address the unmet legal needs of the state, for Tennesseans deserve no less than full, informed and efficient Access to Justice.

# Chronological Timeline with Committee Assignments

May – June 2012

July – Sept 2012

Oct – Dec 2012

## August 2012

- Court recognition of pro bono. *Pro Bono.*

## September 2012

- Make ATJ website available in Spanish. *AOC.*
- Develop guidelines for interactive technology. *Pro Bono.*
- Develop legal information versus legal advice policy. *Self-Represented Litigants.*
- Develop plain language signage. *Self-Represented Litigants.*

## October 2012

- Launch marketing and public relations campaign for lawyers. *Public Awareness.*
- Excess CLE funds proposal. *Education.*

## November 2012

- Family Law and Debtor/Creditor videos available as part of online curriculum. *Education.*
- Make recommendation for creation of access to justice smart phone app. *Public Awareness.*
- Develop resources for intake staff to assist with referrals and foster accountability. *Education.*
- Produce educational and instructional videos for self-represented litigants. *Education and Self-Represented Litigants.*

## December 2012

- Provide resources to attorneys to organize pro bono programs. *Pro Bono.*
- Develop exemplar law school pro bono policy. *Pro Bono.*
- Offer expertise to assist the AOC with remote interpreting pilot projects, its efforts to promote communication with the court when an interpreter is needed, and provide education. *AOC.*
- Assist agencies which provide services to immigrants to provide education to immigrants. *Education.*

# Chronological Timeline with Committee Assignments

Jan – Mar 2013

Apr – June 2013

Jul – Dec 2013

## January 2013

- 10 law firms adopt pro bono policy. *Pro Bono.*
- 2 communities adopt Pillar Law Firm Model. *Pro Bono.*
- Establish self-help center in each Grand Division. *Self-Represented Litigants.*

## March 2013

- Expand Pro Se Bench Book into universally acceptable instructions. *Self-Represented Litigants.*

## April 2013

- Develop additional plain language forms, including expanding the divorce forms. *Self-Represented Litigants.*
- Make recommendations for systemic change in general sessions court. *Self-Represented Litigants.*

## June 2013

- 5 additional firms adopt pro bono policies. *Pro Bono.*

## August 2013

- Complete High Needs online curriculum. *Education.*

## October 2013

- Develop plain language forms regarding child support guidelines. *Self-Represented Litigants.*

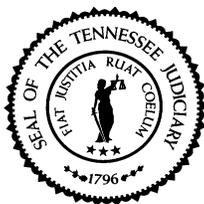
# Chronological Timeline with Committee Assignments

On-Going

- Promote to other cities the Pillar Firm Model. *Public Awareness.*
- Measure and track results of attorney education initiative by tracking attendance and following up with attorneys who participated. *ATJ Coordinator.*
- Promote [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com) and [www.OnlineTNJustice.org](http://www.OnlineTNJustice.org) to increase awareness of alternative ways to participate. *Public Awareness.*
- Update the Pro Bono Report annually. *ATJ Coordinator.*
- Convene an in person or telephone conference of law school deans, law school pro bono directors, and students together at least annually to create ways to partner to increase pro bono participation. *Pro Bono.*
- Promote available existing technologies such as Online Tennessee Justice, Tennessee Technology Centers, [www.JusticeForAllTN.com](http://www.JusticeForAllTN.com) as ways to access a pro bono lawyer. *Pro Bono.*
- Provide information and resources to intake staff at legal service organizations through TALS, general sessions courts, and court clerks offices so that they can direct the public to pro bono lawyers. AOC will supply information to judicial staff and state and federal elected officials. *Education.*
- Coordinate regular meetings with the Executive Directors and Pro Bono Directors of each of the four LSC providers and with non-LSC providers, the TBA, and TALS to determine the framework for a comprehensive approach to connect clients to available resources. *Pro Bono.*
- Explore feasibility of establishing statewide toll free information phone line which lawyers staff, and the public can access to get information on available resources throughout the state. ***Pro Bono Committee.***

# Appendix H:

## Faith-Based Initiative With the Nashville District Of the United Methodist Church



# *Supreme Court of Tennessee*

Administrative Office of the Courts  
Nashville, Tennessee 37219

[www.tncourts.gov](http://www.tncourts.gov)

ELIZABETH A. SYKES  
Director

**FOR IMMEDIATE RELEASE**  
February 5, 2013

**CONTACT:** Michele Wojciechowski  
Office: 615-532-6047  
[mwojciechowski@tncourts.gov](mailto:mwojciechowski@tncourts.gov)

## **FAITH-BASED INITIATIVE SEEKS TO ALIGN PRO BONO ATTORNEYS WITH THEIR WORSHIP COMMUNITIES**

**Nashville, Tenn.** – In an effort to reach more people in need of information about legal services, the Tennessee Supreme Court’s Access to Justice Commission has formed a faith-based initiative to engage lawyers within their place of worship.

The Tennessee Faith and Justice Alliance (TFJA) is a program developed by the Access to Justice Commission to support and encourage faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities.

It’s one of the first programs of its kind in the country created to align needs seen at the local church level with possible legal resources that are nearby, perhaps even within the same congregation. The notion is to connect with people in need in a place they already go to seek help with a problem. That place is quite often their place of worship.

“Faith communities are a natural fit with our efforts to help those in need find access to legal advice,” said Tennessee Supreme Court Justice Cornelia A. Clark. “And with our goal of helping more lawyers find more occasions to provide pro bono services, this is the ideal opportunity for attorneys to put faith in action in their own worship communities.”

The pilot project for the initiative kicked off last month with members of the Tennessee Conference of the United Methodist Church. Church leaders and volunteer attorneys gathered to learn more about the program, assign attorneys to congregations, and receive training on how the program works.

The program is flexible to meet the needs and resources of a particular community. The United Methodist Church's TFJA project is designed to pair an attorney with a place of worship. When a leader or clergy member of that congregation learns of a member's legal need, that leader can then refer the person to the local attorney who has volunteered to serve as a resource to that congregation. That attorney in turn will provide the legal advice needed, or make connections with other resources that can provide the necessary services.

Twenty-four attorneys associated with UMC churches have already committed their service to the program for their church or another UMC church in the Nashville area that does not have an attorney in the congregation. Fourteen churches have at least one attorney aligned with their congregation.

The TFJA program, which has plans to expand to all faiths and geographic areas of the state, is flexible to meet the needs of a particular community. The UMC model is just one way to offer services. Other organizations may consider monthly legal clinics or other offerings.

The TJFA is a project of the Access to Justice Commission and was formed in 2012. The Access to Justice Commission is tasked with making recommendations to the Supreme Court of projects and programs necessary for enhancing access to justice.

For more information, or if you are interested in developing a similar program in your faith-community, contact Palmer Williams, Pro Bono Coordinator at the Administrative Office of the Courts, [palmer.williams@tncourts.gov](mailto:palmer.williams@tncourts.gov) or 615-741-2687 ext. 1414.

## **Tennessee Access to Justice Initiative with The Tennessee and Memphis Conferences of the United Methodist Church**

### **I. The Problem**

More than 35 million Americans live below the poverty level, and another 10 million have incomes that are less than 25% higher than that level. At least 40% of these Americans have a legal problem of some kind each year. 70% of low-income Tennesseans experience some type of legal problem each year. Approximately one million Tennesseans need legal counsel and cannot afford it. But with only 75 or so Legal Aid attorneys, most of those low income individuals have limited or no access to legal counsel. They feel shut out from the legal system. They do not turn to the system for solutions because they believe the system will not help them.

### **II. Tennessee Access to Justice Commission**

The Access to Justice Commission was created by the Supreme Court to develop a strategic plan for improving access to justice in Tennessee that includes education of the public, identification of priorities to meet the need of improved access to justice, and recommendations to the Supreme Court of projects and programs the Commission determines to be necessary and appropriate for enhancing access to justice in Tennessee. The first strategic plan was unveiled in 2010, and the Commission will present its second strategic plan in the spring of 2012. One aspect of the strategic plan is to incorporate the faith-based communities into the initiatives of the Access to Justice Commission.

### **III. Initiative with the Tennessee Conference of the United Methodist Church presented at the Cabinet Meeting on January 12, 2012.**

Chief Justice Cornelia Clark and Tennessee Access to Justice Commission (“ATJ Commission”) Chair Margaret Behm met with the Tennessee Conference of the United Methodist Church (“TNUMC”) Cabinet to present the following initiative on January 12, 2012. The Commission requested the Cabinet consider a program which utilizes TNUMC’s present social justice programs and church initiatives and incorporate pro bono lawyers into those programs (the “Initiative”). The following suggestions for the Initiative were presented:

1. Churches will be encouraged to recruit and designate lawyers within their congregation to assist when a pro legal need arises. This lawyer would either take the case or take the responsibility to refer the person to the appropriate resource. Training will be provided to local church staff about legal problem spotting so staff can make appropriate referrals to lawyers.

2. There are many pro bono initiatives throughout the state, and the lawyers affiliated with these programs could be available for social justice initiatives of UMC. Additionally, lawyers in local congregations can be encouraged to be legal resources for UMC’s social justice initiatives. For example, lawyers have been recruited and trained to assist people who have suffered losses due to natural disasters. UMC lawyers might be encouraged to participate in this training and be available through established pro bono initiatives to work with TNUMC’s

Disaster Response and Recovery Program, with the Flood Recovery Network, or with broader UMCOR initiatives.

3. Churches would provide space in their building for legal clinics, either on a regular basis or for a particular purpose. Currently, several UMC churches host legal clinics, and the Commission and TNUMC would work to increase that number. Additionally, churches would be encouraged to set up their own initiatives, such as Justice for Our Neighbors (JFON), with assistance from the Commission.

4. Churches will receive information as to how to assist persons in gaining access to information for legal assistance through resources such as the Access to Justice website or local pro bono programs.

5. TNUMC will designate a person as the primary contact to work on this initiative.

After the presentation, the Cabinet unanimously affirmed this Initiative with the Tennessee Access to Justice Commission through the cooperative aid of attorneys and congregations. Nashville District Superintendent and Cabinet Secretary, John Collett, was designated to work with the Commission on the Initiative.

On January 25, 2012, District Superintendent John Collett and Jason Brock, Director of Church Vitality and Justice, met with Lucinda Smith, Director of the Nashville Pro Bono Program (“Pro Bono Program”) and Margaret Behm. The Pro Bono Program is affiliated with the Legal Aid Society of Middle Tennessee and the Cumberland, which covers a 48 county area in middle Tennessee similar to the counties covered by TNUMC. Attached to this proposal is the document “Connecting Individuals With Legal Help” which sets forth the type of legal matters the plan envisions will be addressed by this Initiative. The Initiative and a proposed timetable were discussed. Out of these discussions arose this proposed strategic plan to be presented to the Cabinet for discussion, any proposed modifications and approval.

#### **IV. Role of District Superintendent**

As part of the Initiative, the District Superintendent is asked to announce and promote the Initiative in his or her district as follows:

1. Request each pastor to ask an attorney or attorneys in their congregation to serve as a resource in the event a pastor needs to refer someone for legal advice. Ask the attorney to assume responsibility for finding a lawyer in the event the lawyer is unable to help. Pastor provides name of congregation lawyer to the district superintendent.
2. Find at least one attorney, preferable two to three attorneys in each District, who will service as leaders and coordinators for lawyers to be available to assist congregations in the event the pastor is unable to find an attorney from within the pastor’s congregation.

3. Attend a District Superintendent meeting with the District leadership attorney team in which the Initiative is discussed and promoted. Training will be provided about legal problem spotting so staff can make appropriate referrals to lawyers. (See attached Identify Legal Needs and Connect Individuals With Legal Help).
4. Attend the annual Tennessee Conference meeting lunch in June 2012 with Chief Justice Clark and the District's leadership attorney team, if any of them can be present, and encourage pastors and attendees from each District to attend. In addition to a speech from the Chief Justice, Access to Justice resources will be disseminated and the Initiative promoted. Chief Justice Clark's attendance is confirmed.
5. Continue to promote this Initiative in the District throughout the year, periodically reporting in Cabinet meetings regarding progress and concerns so that the Initiative can more efficiently meet the needs of the congregations. Simple forms will be developed to assist tracking and monitoring efforts to determine if an impact is made, types of cases handled and number of people served.

## **V. Suggested Timetable.**

**January 2012** Chief Justice Cornelia Clark and Margaret Behm meet with the Tennessee Conference Cabinet. Followup meetings are held with Cabinet Secretary John Collett and other proponents of the Initiative.

**February 2012** Proposal for the Initiative is drafted and reviewed by the proponents. Proposal then submitted to the Cabinet for discussion and approval. Goals are set.

**February, March and April 2012** District Superintendents recruit their designated volunteer attorneys for their leadership team.

**April 2012** Meeting with District Superintendents and their leadership attorney team to discuss Initiative and goals. Access to Justice materials and training provided.

**June 11, 2012** Lunch with Chief Justice Clark, District Superintendents, volunteer attorneys, pastors and other conference attendees to kick off Initiative. Chief Justice Clark's attendance is confirmed.

**Periodic updates June 2012 to June 2013.** Periodic updates as determined by the Conference to monitor and provide assistance regarding Initiative with a one year summary provided to the Cabinet prior to the June 2013 annual conference.

## **VI. Conclusion.**

This Initiative contains many different aspects and each congregation may choose to focus its efforts in one or more directions. With TNUMC's awareness of the importance of its social justice programs, this Initiative will complement and provide congregations with tools to make sure that persons can access justice.

## **Role of District Superintendent, Lead Lawyer, Pastor and Congregant Lawyer In District Lawyer Network**

### **I. Role of District Superintendent**

As part of the Initiative, the District Superintendent is asked to announce and promote the Initiative in his or her district as follows:

1. Request each pastor to ask an attorney or attorneys in their congregation to serve as a resource in the event a pastor needs to refer someone for legal advice. Ask the attorney to assume responsibility for finding a lawyer in the event the lawyer is unable to help. Pastor provides name of congregation lawyer to the district superintendent.
2. Find at least one attorney, preferable two to three attorneys in each District, who will service as leaders and coordinators for lawyers to be available to assist congregations in the event the pastor is unable to find an attorney from within the pastor's congregation.
3. Attend a District Superintendent meeting with the District leadership attorney team in which the Initiative is discussed and promoted. Training will be provided about legal problem spotting so staff can make appropriate referrals to lawyers. (See Identify Legal Needs and Connect Individuals With Legal Help).
4. Attend the annual Tennessee Conference meeting lunch in June 2012 with Chief Justice Clark and the District's leadership attorney team, if any of them can be present, and encourage pastors and attendees from each District to attend. In addition to a speech from the Chief Justice, Access to Justice resources will be disseminated and the Initiative promoted. Chief Justice Clark's attendance is confirmed.
5. Continue to promote this Initiative in the District throughout the year, periodically reporting in Cabinet meetings regarding progress and concerns so that the Initiative can more efficiently meet the needs of the congregations. Simple forms will be developed to assist tracking and monitoring efforts to determine if an impact is made, types of cases handled and number of people served.

### **II. Role of Lead Lawyers**

#### **1. Coordinate Methodist Lawyers Network in the District.**

- Maintain list of lawyers recruited by pastors to participate in the Network, including contact information and practice areas.

## **Ten Case Types**

Divorce/Domestic Abuse

Collection/Bankruptcy

Social Security Income

Medicaid/TennCare

Private Landlord Tenant

Wills/Estates/Powers of Attorney

Federally Subsidized/Public Housing

Unemployment Compensation

Taxes

Contracts/warranties

- Assign lawyer as necessary and available for churches which do not have an identified attorney within the congregation and wish to participate.

## **2. Collect and Disseminate Information to lawyers participating in the network.**

- Share list of practice areas and contact information with participating lawyers.
- Identify alternate resources for assistance to lawyers.
- Contact lawyers quarterly to determine number of persons assisted, type of case and action taken; Provide information to district superintendent.

Tennessee Access to Justice Commission will provide information to lead attorneys, such as the Access to Justice and Legal Aid websites.

## **III. Role of Pastor**

- Pastor recruits lawyer from congregation and gives contact information to district superintendent.
- When referring a congregant, Pastor contacts the lawyer for her/his church and tells the lawyer that the pastor is making the referral.
- Pastor gives parishioner contact information for lawyer and parishioner contacts lawyer.
- Lawyer consults with the individual to assess the problem and provide resources. By participating in this program, the lawyer commits to provide assistance and handle the parishioner's need, whether by taking the case or finding someone who can help the parishioner.

## **IV. Role of Lawyer for Congregation**

- When congregant contacts lawyer, either take the case or take the responsibility to refer the congregant to the appropriate resource.
- Coordinate with the lead attorney and respond quarterly to request for information.

## Identify Legal Need and Connect Individuals With Legal Help

Individuals with legal problems often do not have access to legal help. Indeed, individuals may not understand that there are legal solutions to the problems they face. If ministers and church staff learn to spot legal problems that affect the life of their congregant, referral to a lawyer may have a positive impact on the congregant's personal crisis.

The help that a lawyer can provide in a life crisis may not be immediately obvious. To start to understand how legal help might impact the day-to-day life of individuals in a church, we can look at some common legal problems.

The Legal Aid Society of Middle Tennessee and the Cumberland and the Nashville Pro Bono Program provide free legal help to low income individuals in 48 counties of middle Tennessee. The resources of LAS and the Program are limited, and they can not help every person with every case, so a review of the kinds of cases for which they provide help is not definitive of what help people need. However, it is instructive to review the top ten case categories for which help was provided in 2011:

### Top 10 Case Types

- Divorce/Domestic Abuse
- Collection/Bankruptcy
- Social Security Income
- Medicaid/TennCare
- Private Landlord Tenant
- Wills/Estates/Powers of Attorney
- Federally Subsidized/Public Housing
- Unemployment Compensation
- Taxes
- Contracts/warranties

If we consider the nature of the *personal* problems that are reflected in these "Top 10" categories, it suggests how spotting legal issues and referral to a lawyer may help individuals in crisis. These general personal problem categories would include family conflict (Divorce/Domestic Abuse/Custody/Visitation); loss of income (SSI/Medicaid/TennCare/Unemployment); and problems with Housing (Private Landlord Tenant/Federally subsidized/Public housing).

The success of this initiative depends on the ability of the church staff to identify the need for a lawyer and make referrals to lawyers. Staff would be trained to spot legal problems and solutions in the lives of congregants.

Some examples of these issues:

**A woman whose husband is suffering from dementia, with moments of lucidity but refusing to pay utility bills and mortgage, is concerned that she will lose her home and the husband may need more help than she can provide.**

*Potential legal issues for which a lawyer can give advice/counsel and help:*

*Control of finances through a Power of Attorney if the husband is competent to work with the lawyer and willing to do so or possibly a conservatorship if he is not; Assessment of need for trust if the family will need nursing home benefits.*

**A father who has lost employment is despondent over providing for his family and harassing calls from creditors.**

*Potential legal issues for which a lawyer can give advice/counsel and help:*

*Debt issues may be addressed with advice about dealing with harassing creditors, protecting income and property if sued and the timeline for any creditor taking legal action to collect a debt, plus the possibility of filing for bankruptcy protection as necessary.*

*Income can be secured through application for unemployment benefits and representation at a hearing for these benefits if denied.*

*Housing issues may need to be addressed through representation in negotiating with a landlord or mortgage holder.*

**Woman who feels threatened by her child's father who is her primary source of support**

*Potential legal issues for which a lawyer can give advice/counsel and help:*

*Safety of woman and child may be secured through Order of Protection which may give her right to possession of property, legal custody and support for her child.*

*If Order of Protection is not appropriate, woman may need assistance understanding her rights to maintain a residence owned/rented by her or the other party or both, her rights to personal property, and her custody rights, with legal help to obtain a court order for custody as necessary.*

*Income issues include right to support for child secured through Juvenile Court if Order of Protection is not required.*

# Appendix I:

Reports from  
1-888-aLEGALz  
And  
OnlineTNJustice



# aLEGALz Service Report for December 2013

| #   | Calls aLEGALz Processed this Month               |
|-----|--|
| 188 | Total # of calls handled by aLEGALz <sup>1</sup> |
| 32  | # of calls pending <sup>2</sup>                  |
| #   | Completed Calls this Month                       |
| 156 | Total calls closed                               |
| 95  | Spoke with caller                                |
| 20  | Provided referral via caller's voicemail         |
| 41  | Unable to reach caller                           |

| Number of Counties using aLEGALz by Month |                          |
|---|--------------------------|
| 48  | January Total Counties   |
| 61  | February Total Counties  |
| 48  | March Total Counties     |
| 46  | April Total Counties     |
| 47  | May Total Counties       |
| 40  | June Total Counties      |
| 51  | July Total Counties      |
| 50  | August Total Counties    |
| 48  | September Total Counties |
| 50  | October Total Counties   |
| 48  | November Total Counties  |
| 32  | December Total Counties  |

| County not yet using aLEGALz |
|------------------------------|
| Sequatchie                   |

## Report Legend

<sup>1</sup>Includes pending calls from previous month that were resolved this month, the current month's calls and pending calls. <sup>2</sup>Unable to reach the caller on the first attempt; will call again before closing or providing a referral via voicemail.

## Notes (if any)

During the period in which TALS was closed for the holidays, callers were instructed to call back on January 2nd. For this reason, fewer calls were handled in December.

| Top Ten Counties by Call Volume this Month | Top Ten Counties by Call Volume last Month |
|--|--|
| Montgomery                                 | Montgomery                                 |
| Davidson                                   | Davidson                                   |
| Shelby                                     | Shelby                                     |
| Hamilton                                   | Blount                                     |
| Blount                                     | Sumner                                     |
| Knox                                       | Gibson                                     |
| Washington                                 | Knox                                       |
| Rutherford                                 | Putnam                                     |
| Wilson                                     | Claiborne                                  |
| Dickson                                    | Dickson                                    |

| Top Ten Legal Issues Addressed this Month | Top Ten Legal Issues Addressed last Month |
|---|---|
| Child Custody                             | Divorce                                   |
| Divorce                                   | Child Custody                             |
| Child Support                             | Other                                     |
| Debt collection                           | Fee Generating                            |
| Probate                                   | Criminal                                  |
| Visitation                                | Landlord/Tenant                           |
| Criminal                                  | Child Support                             |
| Fee Generating                            | Bankruptcy                                |
| Adoption                                  | Debt collection                           |
| Employment                                | Visitation                                |

| Top Ways Callers heard of aLEGALz this Month | Top Ways Callers heard of aLEGALz last month |
|--|--|
| Court Clerks                                 | Court Clerks                                 |
| Government Entity                            | Internet                                     |
| Internet                                     | Government Entity                            |
| Private Attorney                             | Social Service Provider                      |
| DCS  | Other  |

| Top Five Referrals this month  | Top Five Referrals last month  |
|--------------------------------|--------------------------------|
| Online Tennessee Justice       | Online Tennessee Justice       |
| Legal Aid Society of Middle TN | NBA Lawyer Referral Service    |
| S.E. TN Legal Services         | KBA Lawyer Referral Service    |
| KBA Lawyer Referral Service    | Legal Aid Society of Middle TN |
| NBA Lawyer Referral Service    | Legal Aid of East Tennessee    |



# aLEGALz Service Report for 4th Quarter 2013

| # This Qtr.                | Total Calls to aLEGALz this Month                | # Last Qtr. |
|----------------------------|--|-------------|
| 619                        | Total # of calls handled by aLEGALz <sup>1</sup> | 783         |
| 32                         | # of calls pending <sup>2</sup>                  | 43          |
| Completed Calls this Month |  |             |
| 587                        | Total calls closed                               | 740         |
| 370                        | Spoke with caller                                | 486         |
| 67                         | Provided referral via caller's voicemail         | 91          |
| 150                        | Unable to reach caller                           | 163         |

| Number of Counties using aLEGALz by Month |    |
|---|----|
| January Total Counties                    | 48 |
| February Total Counties                   | 61 |
| March Total Counties                      | 48 |
| April Total Counties                      | 46 |
| May Total Counties                        | 47 |
| June Total Counties                       | 40 |
| July Total Counties                       | 51 |
| August Total Counties                     | 50 |
| September Total Counties                  | 48 |
| October Total Counties                    | 50 |
| November Total Counties                   | 48 |
| December Total Counties                   | 32 |

| Counties NOT yet using aLEGALz |
|--------------------------------|
| Sequatchie                     |

| Report Legend   |
|---|
| <sup>1</sup> Includes pending calls from previous month that were resolved this month, the current month's calls and pending calls. <sup>2</sup> Unable to reach the caller on the first attempt; will call again before closing or providing a referral via voicemail. |

| Notes (If Any)  |
|---|
| As of January 14th, aLEGALz will have been operating for one year. During its first year, the hotline received approximately 2,960 calls and provided advice and referrals to Tennesseans in nearly every county. |

| Top 10 Counties by Call Volume this Quarter | Top 10 Counties by Call Volume last Quarter |
|---|---|
| Montgomery                                  | Davidson                                    |
| Davidson                                    | Montgomery                                  |
| Shelby                                      | Blount                                      |
| Blount                                      | Knox  |
| Knox  | Shelby                                      |
| Rutherford                                  | Hamilton                                    |
| Hamilton                                    | Wilson                                      |
| Sumner                                      | Sumner                                      |
| Washington                                  | Putnam                                      |
| Dickson                                     | Dickson                                     |

| Top 10 Legal Issues Addressed this Quarter | Top 10 Legal Issues Addressed last Quarter |
|--|--|
| Divorce                                    | Divorce                                    |
| Child Custody                              | Child Custody                              |
| Other                                      | Landlord/Tenant                            |
| Fee Generating                             | Child Support                              |
| Child Support                              | Other                                      |
| Criminal                                   | Probate                                    |
| Debt collection                            | Debt collection                            |
| Landlord/Tenant                            | Contempt                                   |
| Employment                                 | Fee Generating                             |
| Visitation                                 | Housing                                    |

| Top Ways Callers heard of aLEGALz this Quarter | Top Ways Callers heard of aLEGALz last Quarter |
|--|--|
| Court Clerks                                   | Court Clerks                                   |
| Government Entity                              | Internet                                       |
| Internet                                       | Government Entity                              |
| Social Service Provider                        | Social Service Provider                        |
| Other  | TN Bar Association                             |

| Top 5 Referrals this Quarter  | Top 5 Referrals last Quarter  |
|-------------------------------|-------------------------------|
| Online TN Justice             | Online TN Justice             |
| Legal Aid Society of MiddleTN | Legal Aid Society of MiddleTN |
| NBA Lawyer Referral Service   | NBA Lawyer Referral Service   |
| Legal Aid of East TN          | KBA Lawyer Referral Service   |
| KBA Lawyer Referral Service   | Legal Aid of East TN          |

## 2013 aLEGALz Stats

|                                   |      |
|-----------------------------------|------|
| Total Calls Handled               | 3038 |
| Total Calls Closed                | 2795 |
| • Spoke w/ Caller                 | 1874 |
| • Provided referral via voicemail | 378  |
| • Unable to reach caller          | 537  |

As of December 31, there were 32 calls pending. Pending calls are those where Tim was unable to reach the caller on the first attempt but will try again before closing or providing a referral via voicemail. The 32 pending calls are included in the 3038 total.

Most of the calls received are for the following legal issues:

- Divorce
- Child Custody
- Landlord/Tenant
- Child Support
- Other
- Debt collection
- Employment
- Fee generating
- Housing
- Visitation

As of December 31, only one county, Sequatchie County, has not used aLEGALz.



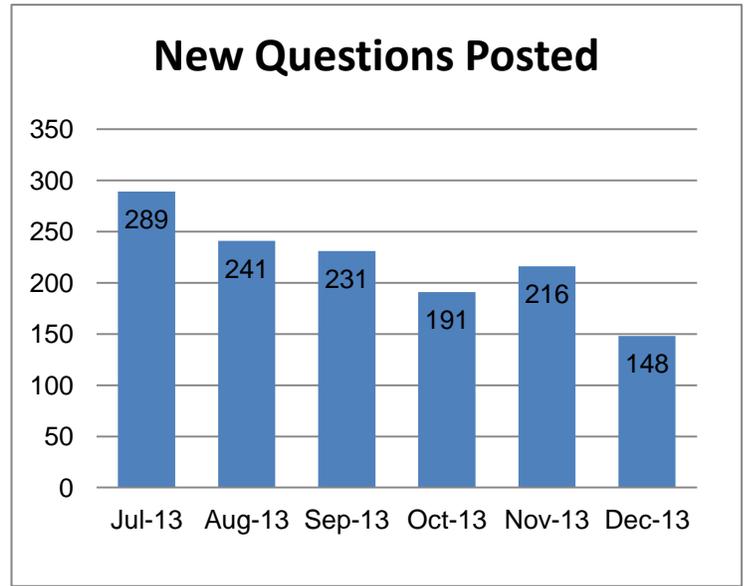
# Online Tennessee Justice Service Report

As of 12/31/2013

| ATTORNEYS                        | This Month | Last Month |
|----------------------------------|------------|------------|
| <b>Total Volunteer Attorneys</b> | <b>372</b> | <b>369</b> |
| <b>Have Answered Questions</b>   | <b>179</b> | <b>178</b> |
| 50+ questions answered           | 16         | 16         |
| 10+ questions answered           | 37         | 37         |
| < 9 questions answered           | 126        | 125        |

| CLIENTS                      | This Month  | Last Month  |
|------------------------------|-------------|-------------|
| <b>Total Client Accounts</b> | <b>5445</b> | <b>5298</b> |
| 1 Question Asked             | 4019        | 3910        |
| 2+ Questions Asked           | 508         | 494         |
| <b>Ineligible Applicants</b> | <b>2568</b> | <b>2495</b> |
| Ineligible by income/assets  | 1853        | 1803        |

| QUESTION CATEGORIES          | Program Lifetime | % of Total  |
|------------------------------|------------------|-------------|
| <b>Total Questions Asked</b> | <b>5193</b>      | <b>100%</b> |
| Family                       | 2337             | 45%         |
| Other                        | 966              | 19%         |
| Housing                      | 655              | 13%         |
| Debt and Purchases           | 554              | 11%         |
| Work                         | 266              | 5%          |
| Disaster Legal Services      | 124              | 2%          |
| Health Care                  | 84               | 2%          |
| Benefits                     | 72               | 1%          |
| School/Juvenile              | 65               | 1%          |
| Seniors                      | 35               | 1%          |
| Immigration/Citizenship      | 18               | <1%         |
| Inheriting Property          | 17               | <1%         |



| Percent of Use by Area    | % of Total |
|---------------------------|------------|
| <b>Top 10 Counties</b>    | <b>57%</b> |
| Davidson                  | 17%        |
| Shelby                    | 9%         |
| Montgomery                | 8%         |
| Rutherford                | 7%         |
| Knox                      | 4%         |
| Hamilton                  | 4%         |
| Anderson                  | 3%         |
| Williamson                | 2%         |
| Sumner                    | 2%         |
| Sullivan                  | 2%         |
| <b>All Other Counties</b> | <b>43%</b> |

## Updates

- A Training/Resource Materials tab has been added to the site to provide volunteer attorneys with introductory information on the most frequently asked question categories.
- TALS submitted OTJ volunteer attorneys' hours for CLE credit through November 30th in early December.
- 48% of all registered volunteers have answered at least one question.

## Online Justice Model Adoption

- South Carolina and Indiana have launched their own online justice sites using Online TN Justice software. Four additional

## Notes:

The "Other" category is comprised of questions that do not fit into another category and questions that were answered by an attorney before the administrator could assign the question to the appropriate category.

# Appendix J:

## Attorneys For Justice Recognition Shield



ATTORNEYS FOR JUSTICE

TENNESSEE  
SUPREME COURT

PRO BONO SERVICE AWARD  
2013

# Appendix K:

University of Tennessee  
College of Social Work  
And Public Service  
Legal Needs Study  
Description

# Legal Needs Assessment of Low-Income Tennesseans

## Project Proposal

The University of Tennessee College of Social Work Office of Research and Public Service (UT SWORPS) proposes to conduct a statewide needs assessment to identify the civil legal needs of low-income Tennesseans. Replicating a study conducted by UT SWORPS in 2003, purposes of this statewide legal needs assessment include:

- Identification of current met and unmet civil legal needs among Tennessee's low-income population
- Generating information that can be used in tailoring resources to more effectively meet the identified needs of the targeted population

In addition to that earlier scope, the present study will also provide:

- A comparison of identified current met and unmet civil legal needs to findings reported in the 2003 study
- An assessment of the extent to which the legal needs of those citizens served by the current system are met (pilot)

### Methods

This study proposes to employ *both* qualitative and quantitative methods to address the above stated purposes. A statewide *telephone survey* with low income residents will be employed to collect data on current perceptions of met and unmet civil legal needs. *Focus groups* with low-income residents who have received assistance with legal services will be utilized to collect data related to the quality of those experiences.

### **Telephone Survey**

A 15-minute survey will be administered by telephone by the Center for Applied Research and Evaluation (CARE), a survey research center within UT SWORPS.

Sample: The goal will be to complete 800 surveys with low income residents representing different geographic areas of the state. A stratified statewide random sampling approach will be utilized, providing a 95 percent level of confidence with a +/-3.5 margin of error, allowing conclusions to be drawn about the state as a whole. Due to current trends of steady decreases in the number of households with telephone landlines and the increase in the use of cellular telephones, we propose to use a targeted landline sample for zip codes in areas with high concentration of poverty supplemented with a sample of cellular telephones.

Survey Instrument: The survey instrument used in 2003 will be revised yet, retain enough of the content to allow for comparisons between reported citizens' perceptions in 2003 and the present time. The survey instrument utilized in the original study comprised of 80 closed-ended items that referenced the participating households' civil legal problems during the 12 months preceding the interview. For each of the 800 surveys, the CARE interviewer will ask to speak with the person in the household who "knows the most about [the] household's legal experiences in the past year." This request is designed to yield

survey responses primarily from heads of household regardless of age or gender and also to solicit richer information from those who are most knowledgeable on the topic. To ensure Spanish speaking residents of Tennessee are included in the population surveyed, UT SWORPS will contract with a Spanish translator who will convert the English language survey instrument into Spanish. CARE will employ a bilingual interviewer to call back and interview households identified as Spanish-speaking.

Analysis: The data analyses employed in this study will primarily include descriptive statistics (i.e., frequencies, means, medians, ranges, etc.) Percentages will be based on the number of responses to each survey item, thus omitting missing data. In addition, cross-tabulations will be conducted and correlation coefficients determined for selected variables. These variables will include level of poverty (Low Income or Extremely Low Income), language of survey administration (English or Spanish), age of respondent, number of household members, number of problem areas per household, and types of problem categories per household. Chi-square tests of significance will be conducted to determine statistical differences among the selected variables. Results from the 2003 survey will be compared to 2013 study to assess change over time.

### **Focus Groups**

To explore the extent to which low income residents who have recently utilized legal services perceive that their needs were met, we propose to conduct a pilot study using a focus group methodology to gather pertinent information.

Logistics: Four (4) focus group sessions will be facilitated by two UT SWORPS staff members. From a list provided, UT SWORPS will recruit 8 to 10 participants for each focus group using a \$50.00 gift card as an incentive. One staff member will facilitate the group while the other will serve as a note-taker. Each session should last approximately 45 to 60 minutes. Each session will be digitally recorded and these recordings will be available for reference in case clarification is needed on a particular statement or to assure accuracy of quotes used in the reports. Two of these focus groups will be held in rural East Tennessee and two will be held in Knoxville. Results from this pilot will inform a larger, statewide study.

Facilitation Guide: UT SWORPS staff will work collaboratively with stakeholders identified to design questions to facilitate discussions about satisfaction with legal services. The following general categories of service attributes that have been identified as relevant to measuring customer satisfaction in public and non-profit agencies may be utilized as a starting point:

*Global Satisfaction* –general sense of satisfaction with services received, satisfaction with lawyer

*Kind/Type of Service* –relevance of services provided in relation to the needs of the customer

*Procedures* –promptness and ease of access experienced

*Courtesy* –politeness and respect experienced in interactions with lawyer and support staff

*Outcome of Service* –impact that services had on customer problem

Analysis: Using the strategies proposed by Krueger (2000) and the five-phased cycle proposed by Yin (2011) as a framework for the qualitative analysis, UT SWORPS staff will compile all the qualitative data by first reviewing the summary documents and organizing the data into a manageable structure, most

likely by audience (urban versus rural) and by focus group question. Following Yin's second phase of disassembling data, staff will develop an open coding scheme into which all the data can be organized and begin the coding process. The researchers will then look for emerging patterns. In the two final phases of the analysis, the UT team will interpret the qualitative data and draw conclusions.

## **References**

- Krueger, R.A & Casey, M. A. (2000) *Focus Groups: A Practical Guide for Applied Research (3<sup>rd</sup> Edition)*. Thousand Oaks, CA: Sage Publications
- Yin, Robert K. (2011) *Qualitative Research from Start to Finish*. New York: The Guilford Press.

## **ORGANIZATIONAL BACKGROUND AND EXPERIENCE**

The College of Social Work Office of Research and Public Service (UT SWORPS) is a unit of the University of Tennessee's College of Social Work. Our mission is to improve the quality of human service practice in the state, the Southeast, and in the nation. As part of a land grant university, we hold a unique responsibility to provide services that support public welfare. This objective guides the efforts of this organization. UT SWORPS seeks to establish a cooperative relationship with Tennessee's state organizations and local social service agencies to expand opportunities for more effective public services.

For over 30 years, UT SWORPS has responded to requests from state and local organizations for research services, staff development, and technical assistance. Through partnerships with these organizations, UT SWORPS has developed the capability and capacity to provide state and local agencies with on-demand access to resources and programs. These alliances support the maximum utilization of available federal and state funding even in a period of overall reduction in government resources. UT SWORPS research experience ranges from simple consultations about research design to complete responsibility for implementation of a research study, including conceptualizing the research design and evaluation plan, employing research and evaluation activities, collecting and analyzing data, and reporting results. UT SWORPS research staff has expertise with research design, research methodology, needs assessment, program evaluation, test validation, data analysis, information management, and database development.

## **RESEARCH AND EVALUATION**

Maryanne Cunningham is Associate Director for the Research, Evaluation, and Systems Engineering Unit at UT SWORPS. She leads a staff of professionals with expertise in the areas of statistics, quantitative research, qualitative research, testing and assessment development, survey development, software development, systems engineering, and human service research.

SWORPS can offer quality research, evaluation, and needs assessment services designed to meet the needs of organizations and conform to funding mandates. SWORPS researchers and evaluators adhere to the ethics and guiding principles widely accepted by professionals across the nation. SWORPS produces reports that meet the needs of the agencies and organizations it serves whether they are formal written reports, PowerPoint presentations of major findings, informal reports of results, or statistical summaries.

Staff statisticians and evaluators employ standard statistical analysis techniques for analyzing quantitative data and use widely accepted techniques for analyzing qualitative data. The difference between qualitative and quantitative studies is one that is often discussed in research organizations. It is important to know how many people a program served and how many improved their lives or made

some change that can be attributed to a program or service. Quantitative research allows us to do that. Yet, at times, we need to know more. Qualitative research provides valuable, insightful information about a research topic or a program – information that cannot be gleaned from quantitative data alone. Through qualitative research methods such as interviews, focus groups, and observations, evaluators can explore the why and how questions of a research design. Using a multi-method approach where quantitative and qualitative methods are combined makes a study stronger and richer in detail. A researcher then has “hard data” to share facts and figures about program implementation and effectiveness but can also provide descriptive information that brings a study to life. These may be stories from those affected by an issue or program, quotes from an interview that illuminate a particular issue, or detailed explanations provided by key informants to give greater understanding. UT SWORPS evaluators have been professionally trained by Richard Krueger, Ph.D., University of Minnesota, an internationally known and well published expert in focus group research.

The Center for Applied Research and Evaluation (CARE), a unit within the UT SWORPS Research, Evaluation, and Systems Engineering Unit, houses a 22 station phone bank. The phone bank utilizes Computer Assisted Telephone Interviewing (CATI) technology. This advanced technology allows for sample tracking to ensure the highest possible response rates. CARE employs experienced telephone interviewers who are well trained in proper survey methodology and interviewing techniques. Linda Daugherty directs CARE and has over 20 years of experience conducting survey research. She is ABD in Political Science at the University of Tennessee with a concentration in Public Policy and Program Evaluation. She has an in-depth understanding of data-collection methodologies and is particularly knowledgeable about valid and reliable methods for reaching hard to reach populations.

## BUDGET JUSTIFICATION

|   | Telephone Survey | Focus Groups | Total  |
|---|------------------|--------------|--------|
| Personnel   |                  |              |        |
| Salary and Benefits                               | 8,520            | 8,595        | 17,115 |
| Non-Personnel                                     |                  |              |        |
| Travel, Printing, Supplies                        |                  | 193          | 193    |
| Participant Incentives                            |                  | 2,000        | 2,000  |
| Refreshments                                      |                  | 200          | 200    |
| Telephone Surveys<br>70% landline; 30% cell phone | 27,600           |              | 27,600 |
| Statistical Analysis                              | 2,900            |              | 2,900  |
| Total Direct Cost                                 | 39,020           | 10,988       | 50,008 |
| Facilities and Administration Cost @ 36%          | 14,047           | 3,956        | 18,003 |
| Total Cost  | 53,067           | 14,944       | 68,011 |

# Appendix L:

## List of Firms and Legal Departments With Pro Bono Policies

**Tennessee Law Firms and Legal Departments  
With Pro Bono Policies**

As of March 1, 2014

|   |   |
|---|---|
| Adams and Reese                             | Lincoln Memorial University, Duncan School of Law |
| Baker Donelson Bearman Caldwell & Berkowitz | Loeb & Loeb LLP                                   |
| Barrett, Johnston & Parsley                 | London & Amburn                                   |
| Bart Durham Injury Law                      | Martin, Tate, Morrow & Marston                    |
| Bass, Berry & Sims                          | McWhirter, Wyatt & Elder                          |
| Blankenship & Blankenship                   | Memphis Area Legal Services                       |
| Bone McAllester Norton                      | Miller & Martin                                   |
| Bradley Arant Boult, Cummings               | Nelson Mullins Riley & Scarborough LLP            |
| Burch, Porter & Johnson                     | Ogle, Gass & Richardson                           |
| Butler Snow O'Mara Stevens & Cannada        | Paine, Tarwater & Bickers                         |
| Caterpillar Financial Services              | Phillips & Associates                             |
| Chambliss, Bahner & Stophel                 | Ramsey, Elmore, Stone & Caffey, PLLC              |
| Constangy, Brooks & Smith                   | Redding, Steen & Staton                           |
| Cornelius & Collins                         | Ritchie, Dillard & Davies                         |
| Dell  | Salas Slocum Law Group                            |
| Dickinson Wright                            | Stites & Harbison                                 |
| Divorce Incorporated                        | Thomason, Hendrix, Harvey, Johnson & Mitchell     |
| Dobbins & Venick                            | Trauger & Tuke                                    |
| Dodson, Parker, Behm & Capparella           | Waddey & Patterson                                |
| Eldridge & Blakney                          | Waller Lansden Dortch & Davis                     |
| Everhart Law Firm, PLC                      | Watson, Roach, Batson, Rowell & Lauderback        |
| Frost Brown Todd                            | Weatherly, McNally & Dixon PLC                    |
| Gearhiser, Peters, Cavett, Elliott & Cannon | White & Rhodes, PC                                |
| Glankler Brown                              | Williams, McDaniel, Wolfe & Womack                |
| Hardin, Parkes, Kelley & Carter             | Wiseman Ashworth Law Group                        |
| Harwell, Howard, Hyne, Gabbert & Manner     | Woolf, McClane, Bright, Allen & Carpenter         |
| The Hardison Law Firm                       | Wyatt, Tarrant & Combs                            |
| Hodges, Doughty & Carson                    |   |
| Hollins Raybin & Weissman                   |   |
| Husch Blackwell Sanders                     |   |
| International Paper                         |   |
| Kinnard, Clayton and Beveridge              |   |
| Law Office of Blair Durham                  |   |
| The Law Office of J. Houston Gordon, PLLC   |   |
| Law Office of James A. Rose                 |   |
| Law Office of John P. Doyle                 |   |
| Law Office of Larry D. Wilks                |   |
| Law Office of Tony Seaton, PLLC             |   |
| Leitner, Williams, Dooley & Napolitan       |   |
| Legal Aid of East Tennessee                 |   |

# Appendix M:

## Map of Judicial Districts with Pro Bono Legal Clinics

