

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT

Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
Project Sponsor	Georgia Young Lawyers Association	Georgia Legal Services Program	Atlanta Legal Aid Society	Superior Court of Ventura County, California
Reasons for Developing Project	Need to educate citizens about their Constitutional rights; to implement guarantees you must build a democratic tradition from scratch – outreach to rural areas (which have the most entrenched power structure) is necessary	Provide self-help tools in underserved areas; improve circuit-riding productivity; preserve organization’s case priorities and avoid conflicts while providing tools to help people help themselves (legitimation vs. domestic violence)	Expand outreach to seniors; provide person-to-person interaction; develop model for expansion into pro bono/private attorney involvement	Way to address remote geographic location, poverty, language differences and cultural barriers to access. Clients avoiding court-based centers because of (1) fear relating to batterers, (2) fear of inquiry about immigration status, (3) no place to secure possessions while in court (homeless), (4) fear of being taken into custody on an outstanding warrant.
Partnerships/ Networks				
Legal Services Organizations	Georgia Young Lawyers Association (Sponsor)	Georgia Legal Services Program (sponsor)	Atlanta Legal Aid Society (sponsor)	Local legal services organizations receive referrals
Courts		Courts informed and interested, but not active partners	Probate Courts very interested in project; not currently active partners	Ventura County Superior Court (Sponsor) – provides backup assistance via phone
Private Bar	Georgia Young Lawyers Association (Sponsor)	Few or no lawyers in these counties – this was a primary reason for setting up MLUs	Beginning program to do outreach with Georgia Asian and Pacific American Bar Association and Hispanic Bar Association	Ventura County Bar Association’s Lawyer Referral and Information Service, and its Voluntary Legal Services Program (<i>Pro Bono</i>) receive referrals
Agencies/Community Organizations	Article 42 Liberty Institute	Georgia Emergency Management Authority	Area Agencies on Aging, Senior Connections, Senior centers provide room, phone, Internet access, advertising, clients	Interface; The Coalition Against Domestic and Sexual Violence; Catholic Charities; Jewish Family Service; Tri-Counties Regional; Protection and Advocacy, Inc; and the Greater Los Angeles Area Agency on Deafness

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT

Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
Other	Government officials, schools, libraries	Seminole, Clay and Early County Public Libraries; local community organizations and members of Georgia Clients Council	Senior high-rises provide room, phone, Internet access, advertising, clients (NOTE: some clients uncomfortable talking about problems with high-rise at high-rise)	
Mobility – How?	Work with local leaders to set up town hall meeting and advertise; at town hall meeting, talk generally with visitors as a group while private consultations are provided in another room or outside	Staff drive to specific public libraries, social services agencies or to GEMA Disaster Relief Sites, connect laptops with State T-1 connections	Staff drive to specific Senior Centers and set up laptops (with prior arrangement to use dial-up or high-speed connections through center network); now obtaining hardware and services for wireless access	35 foot custom built motor home drives to various regularly scheduled locations and visits other locations in connection with community education events upon request Laptop and table brought out to expand access to disabled.
Locations / Sites	Villages outside of seven towns with offices (Tbilisi, Batumi, Kutaisi, Rustavi, Gori, Telavi and Dusheti)	Clay, Early, Seminole Counties, Disaster Relief Areas	Senior Connections administrative office; senior centers; seniors high-rises; Area Agencies on Aging	South Oxnard and Santa Paula (farm worker populations) Ojai and Thousand Oaks (remote geographically with pockets of poverty) Ventura Avenue (homeless population) Camarillo (senior community) Also visits schools, health care districts, prisons, and community based law enforcement programs for educational forums and community events.
How were locations selected?	Rural villages within 2 hour drive of GYLA offices	Rural counties with low numbers or no lawyers and high need for self-help tools; looked for community partners with high-speed access	Locations available via public transportation with diverse senior populations; locations currently trafficked by seniors	Identified underserved populations and where located; identified potential community partners serving populations in those areas Also – need location near

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT

Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
				public restrooms.
Scheduling Visits	Drive by car, work with local leaders to set up meeting later in the month; set up town hall meetings as needed	Work with librarians to identify days and times for regular visits	Work with community organization staff and tech staff to set up dates for visit on as-needed basis	Work with community organizations and client groups and modify schedule to meet needs of client populations
Time Spent at Locations	1-2 Hours travel each way; half day at each location	Full day at each location	Half day at each location, extended as needed based on number of visitors.	2.5 to 3 hours at each location
Staffing				
Legal Services Staff	Yes – 2-4 staff at each clinic	Yes- 3 staff at 20% FTE; 1 staff per visit	Yes – 1 staff at 15% FTE; 1 staff at 5% FTE; 1 staff per visit	No – but receive referrals
Court Staff	No	No	No	1 staff member with extensive ties to community being served
Private Bar	Yes – 2-3 staff at each clinic	No	Yes – 1 staff, 1 volunteer per visit (in development)	No – but receive referrals
Lay Volunteers	No	Yes – training community leaders to navigate web site and use online tools	Yes – training community leaders and agency staff to navigate web site and use online tools	Court has developed an extensive volunteer program recruiting from local law schools, legal secretary and bar associations, retired business people
Training		Yes – See MLU Handbook and Training Agenda	Yes – See MLU Handbook and Training Agenda	Yes – See Volunteer Training Handbook
Technology /Materiel				
Computers	Few – only in GYLA offices	Laptops and Library computers; high-speed ink-jet printers	Laptops and high-speed ink-jet printers	Computer Terminals in Winnebago
Video stations	No	No	No	Yes
Websites	None	http://LegalAid-GA.org ; http://GeorgiaAdvocates.org	http://LegalAid-GA.org ; http://GeorgiaAdvocates.org	http://courts.countyofventura.org/
Internet	None generally – sometimes available in GYLA offices	State T-1 connection available at libraries and	Connect to network at agency; dial up modem (not good);	Internet connection via satellite

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT

Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
Telephone	Few	state government agencies	wireless service	Cellular telephone
Supplies	Brochures, Billboards, Flyers	On-site loan from library	Cellular telephone	Brochures, flyers, exit questionnaires
Case Mgmt	None (at the time)	Kemps Case Management (through Albany office Server)	Kemps Case Management (online version) hosted by VenTech	None
Other	None	SQL Server		Law library with self-help style materials such as <i>Nolo Press</i> books and many step-by-step instructional materials developed by Mobile Center staff
Outreach and Marketing				
Television	Yes	No	Yes. Layman's Lawyer Program	Yes
Radio	Yes	In process	Yes – NPR (not suggested)	Yes
Newspaper	Yes	Yes	No	Yes
Telephone	Yes (to extent possible)	No	No	Yes
Brochures	Yes	Yes; distribution limited	Yes; Brochures placed in Meals on Wheels	Yes
Fliers	Yes	Fliers placed in DFACS (agency), traditional circuit-riding location for GLSP	Yes – distributed through Area Agencies on Aging and Senior Connections	Yes – posted in laundromats, <i>tiendas</i> and <i>panaderías</i> ,
Email	No	Yes – to community group leaders	No	Yes
Other	Work with local leaders to get word out; Billboards	Demonstrations to Community Groups		Visit Sunday Mass, council meetings
Evaluations	1995 (1 st year for Legal Services Program): 308 "consultations" or interviews; 1 office 2002: 11,369 consultations 2004: 7 offices	Exit questionnaires; Case management statistics (other matters); callback interviews to get information on outcomes (collected in online database) – See PRESTO Project	Exit questionnaires; Case management statistics (other matters); callback interviews to get information on outcomes (collected in online database) – See PRESTO Project	Exit questionnaires in English and Spanish

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT
Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
Sources of Funding	2002 Funding (GYLA) IRIS-Georgia / American USAID Funds: 730,983 GEL (\$365,500) NOVIB - Dutch Foundation: 266,383 GEL (\$133,200) Open Society Institute: 224,231 GEL (\$112,100) CORDAID: 170,646 GEL (\$85,300) Danish Refugee Council: 51,872 GEL (\$26,000) American Bar Association: 48,763 GEL (\$24,400)	2002 LSC TIG grant: \$62,500	2002 LSC TIG Grant: \$62,500 Partnerships in Law and Aging Grant: \$7500	A \$40,000 grant from a private foundation served as “seed money” to purchase the Mobile Center. The balance of the total \$108,000 cost came from the court’s budget.
Budget	2002 GYLA Budget 1,239,980 GEL (\$620,000)	20% FTE for each location, plus travel costs, occasional office supplies	20% FTE for four locations visited monthly, plus travel costs, Wireless access, and cell phone; occasional office supplies	Annual maintenance and vehicle related expenses: \$4,000. Annual salary and benefits for the Mobile Center driver: \$41,000. All covered by court budget. Staffing by attorneys included in court budget as well.
Challenges / Troubleshooting	? Confusion of group with political party and organized resistance by existing power structure ? ? Lack of alternative social infrastructure ? ? Lack of phones, electricity, roads ? ? Need for case management method to track productivity and outcomes to secure sustained funding	? Name of Project - “Mobile Law Units” (confused with law enforcement drove clients away) – changed name ? ? Communicate with partners to evaluate project and get info/assist with challenges (monitor statistics, visitors, require staff to get regular feedback from partners) ? ? Low client flow -	? Unreliable access to phone and Internet at community orgs – switching to Wi-Fi ? ? Technology aversion by staff – found new staff, add'l training ? ? Choice of staff – choose people who like technology, and like diverse work settings: choose circuit riders over traditional Hotline staff	? Difficulty developing schedule to meet client needs with consistency and dependability (i.e. farm worker, day laborer schedules) ? ? Overcoming fear of court- sponsored center: began visiting council hearings, posting flyers in laundromats, <i>tiendas</i> and <i>panaderías</i> , bringing the Mobile Center to Sunday

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT
Mobile Law Projects: The Basics

	Republic of Georgia	Southwestern Georgia	Atlanta, Georgia	Ventura County, CA
		continuous outreach to get clients ? Conflicts issues not completely resolved by referring to web sites - need HotDocs forms generation ? Need continuation funding for HotDocs use and evaluation	? Need continuation funding to cover use and evaluation of HotDocs	Mass ? Funding fluctuates with court budget ? California weather generally permits operation – only high winds will bar use of Winnebago. NOTE: This may not be the optimal choice for states with inclement weather
Contacts	Joseph A. Dailing Executive Director Prairie State Legal Services 975 North Main Street Rockford, IL 61103 Office: 815/965 2134 Fax: 815/965 1081 Cell: 815.979 0880 E-mail: jdailing@pslegal.org	Katherine Ingram, Esquire Mobile Law Unit Staff Attorney Georgia Legal Services Program Albany Office Albany Towers 235 Roosevelt Avenue Suite 410 Albany, Georgia 31702 Telephone: 229.430.4261 Fax: 229.430.4434 kingram@glsp.org	Monoka Venters, Esquire Mobile Law Unit and Georgia Senior Legal Hotline Staff Attorney Georgia Senior Legal Hotline Atlanta Legal Aid Society 2 Peachtree St. NW Suite 9-398 Atlanta, Georgia 30303 Telephone: (404) 524-5811 mlventers@atlantalegalaid.org	Tina Rasnow, Esquire Senior Attorney Ventura Superior Court's Mobile Self-Help Center Ventura County Superior Court Government Center 800 South Victoria Avenue Ventura, California, 93009 Telephone: 805-654-3879 Tina.Rasnow@mail.co.ventura.ca.us
Web Site Links	Sample Materials and Information (on LSTech.org Web Site): http://lstech.org/projects/republic_of_georgia_mobile_legal_aid_clinic	Sample Materials and Information (on LSTech.org Web Site): http://lstech.org/projects/georgia_mobile_selfhelp_offices LegalAid-GA.org Web Site: http://LegalAid-GA.org GeorgiaAdvocates.org Web Site: http://GeorgiaAdvocates.org Project Review Evaluation Survey Tool Online (PRESTO): http://lstech.org/projects/project_evaluation_survey_tool_online/view/member_view.html?	Sample Materials and Information (on LSTech.org Web Site): http://lstech.org/projects/georgia_mobile_selfhelp_offices LegalAid-GA.org Web Site: http://LegalAid-GA.org GeorgiaAdvocates.org Web Site: http://GeorgiaAdvocates.org Project Review Evaluation Survey Tool Online (PRESTO): http://lstech.org/projects/project_evaluation_survey_tool_online/view/member_view.html?	Sample Materials and Information (on LSTech.org Web Site): http://lstech.org/projects/ventura_county_superior_courts_mobile_selfhelp_center Ventura County Superior Court Web Site: http://courts.countyofventura.org/

TAKING IT TO THE STREETS: DEVELOPING A MOBILE LAW UNIT PROJECT
Mobile Law Projects: The Basics

Other Mobile Law / Law Bus Projects:

(1) Santa Clara Self-Service Center and Law Bus

Leigh Parsons, Esquire
Supervising Attorney
Self-Service Center
Superior Court, County of Santa Clara
191 N. First St.
San Jose, CA 95113
Telephone: 408-882-2918 (private)
Fax: 408-882-2992
LParsons@sct.co.scl.ca.us
LParsons@sct.co.santa-clara.ca.us
<http://www.scselselfservice.org/home/courtmobile.htm>

Project Documentation also posted at: http://lstech.org/projects/courtmobile%2C_superior_court%2C_county_of_santa_clara

(2) Devon Law Bus (England)

<http://www.communitylaw.org.uk/mobstat.htm>

(3) Community Law Centre (England)

<http://www.communitylaw.org.uk/mobile.htm>

(4) Oslo University “Juss-Buss”

<http://www.jus.uio.no/jussbuss/> (in Norwegian)