

## Community Engagement Unit

**Organization:** LAF (Legal Assistance Foundation of Metropolitan Chicago)

**Category:** Collaboration/Access to Special Populations

**Problem/Challenge/Need:** LAF's service area includes 1.5 million poor people residing in Chicago and suburban Cook County. We recognize the difficulty in maintaining physical presence in multiple locations and the impossibility of providing individual representation to everyone who qualifies for our services. In early 2010, we reopened our Strategic Plan to reconsider our service delivery model. As a result, we decided to reorganize into specialty practice groups and to relocate our 6 offices into one central office. The challenge of maximizing our reach, impact, and accessibility became that much more apparent when viewed from the perspective of working from a central downtown Chicago office, physically removed from the communities we serve.

**Innovation Description:** Our solution, also developed through our strategic planning process, is the creation of our Community Engagement Unit (CEU). Once we decided to create the unit, we formed a committee to research what other programs were doing and to make recommendations on how to structure the unit. While the concept of community engagement is not in itself innovative, we believe the scale and scope we are undertaking is more ambitious and comprehensive than what we've seen at other programs, which primarily focus outreach on a target population (e.g., Asian community), and/or a particular area of law (e.g., domestic violence). The choice of the word "engagement" rather than "outreach" was made intentionally to promote initiatives that move beyond more traditional outreach activities.

After several months of research and planning, the Community Engagement Unit was established. CEU is charged with maintaining and strengthening relationships that we have with community-based organizations throughout our service area, building new relationships with organizations with whom we can collaborate to serve our diverse client communities in a variety of ways, and helping us identify and address emerging issues they face. We are attempting to build institutional support for relationships with community contacts that endures beyond the tenure of any particular staff.

Our CEU team includes a director, 1 staff attorney, 2 full-time coordinators, 4 VISTA coordinators and undergraduate interns, all dedicated to community engagement activities. A sample job description for CEU Coordinator is included with our materials. With a staff of 8+, we are better able to extend our reach throughout our service area. At the same time, CEU fosters internal communication and encourages other LAF staff to participate in CEU-related activities, including presentations, trainings, clinics, and task forces. With the availability of mobile technology, and membership in Zipcar (a car-sharing service), CEU staff is truly mobile.

We know we cannot do everything for everyone all the time. We also do not want to presume that we know what clients and organizations who serve low-income and disadvantaged people want or need from LAF. To that end, one of the first priorities of CEU is to "listen and learn." CEU staff has fanned out across the County to attend events and meetings sponsored by a variety of community organizations, faith-based groups, alderman, congressmen, senior centers, etc., to find out what issues and concerns are foremost on their minds, and what services are in greatest demand. From there, we are able to create or

## 2011 Innovations in Civil Legal Services

adapt materials and presentations based on the needs identified by clients and groups themselves. We are evaluating potential partners for collaborations at various levels, including everything from establishing direct referrals channels to our intake unit, to hosting community legal clinics, to coordinating advocacy initiatives. In early 2012, we will engage in a strategic planning process within CEU, informed by all we learned through events and meetings to date. At that time we will have to decide what our goals are for the next 1-2 years, and choose strategies and implementation initiatives to achieve them.

We are also building an internal resource bank which includes “toolkits” for basic presentations about LAF as well as sets of materials for a variety of substantive presentations geared toward different audiences. For example, a training for service providers to issue-spot and refer clients to LAF would be different than a “know your rights” presentation to an audience of potential clients. Believe it or not, until CEU was formed, we had no internal systems in place for sharing client education materials, and staff were creating presentations from scratch that already existed elsewhere at LAF. One of the goals of maintaining a presentations bank is to encourage more staff to participate in community legal education, because all the materials are ready to use.

Another way that we are encouraging all staff to become involved in community engagement is by hosting monthly “Community Days.” For each Community Day, CEU brings one or more community group to LAF to talk about what they do and how we may be able to work together to better serve mutual clients. In October, Domestic Violence Awareness Month, Community Days featured speakers from 3 organizations which provide non-legal resources to domestic violence survivors and their families.

We are also redesigning the “outreach” section of our case management system, Legal Server. Until now, our tracking has been inconsistent, at best. We are aiming for January, 2012, to complete the redesign so we can keep more accurate and thorough records of all the types of community engagement activities we are involved in and who is responsible for them.

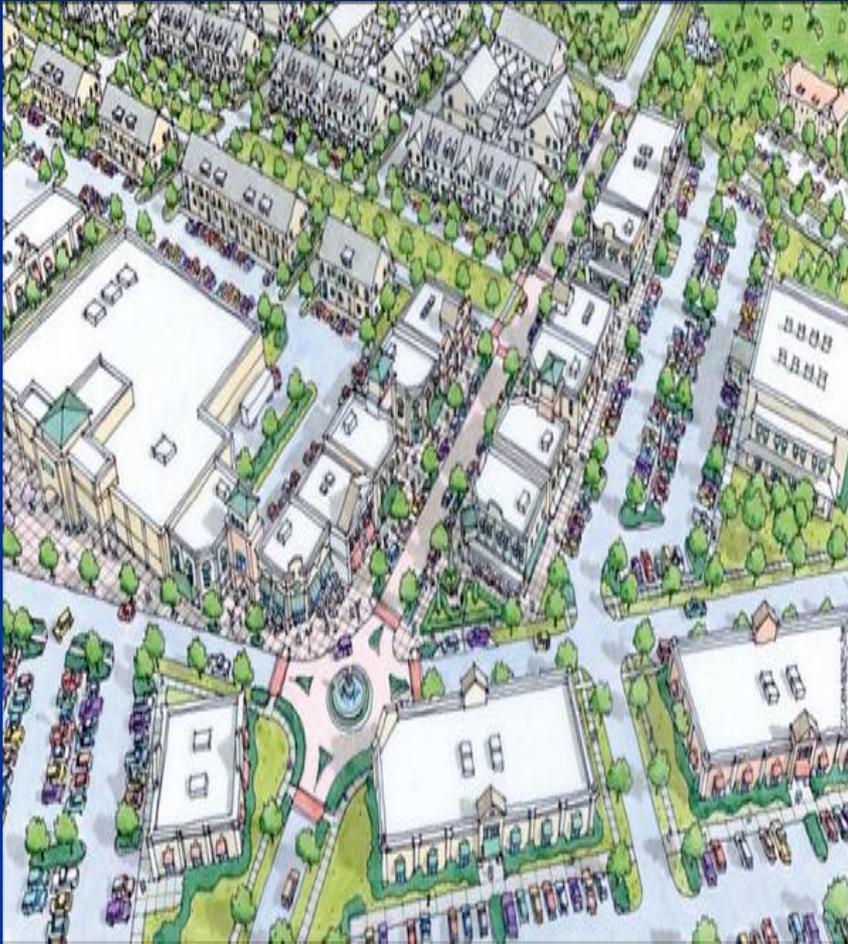
**Result:** CEU is still in its infancy, so we cannot yet report on the success of our strategy. However, we are pleased with our early progress. Between August and October, 2011, LAF participated in more than 100 events throughout our service area. We have surveyed our staff and found that there is widespread interest in participating in community engagement. We are optimistic that with support from CEU, attorneys and advocates in our five Practice Groups will be actively involved in a variety of engagement activities in the coming year, and that our vision of community engagement will continue to materialize.

**Materials available:** We have attached the following materials: (1) Presentation about the creation of CEU; (2) Sample job description for Community Engagement Coordinator; (3) LAF brochure; (4) LAF basic services presentation. Other materials are available upon request.

**Additional information:** We welcome questions as well as the opportunity to learn how other organizations are engaging with their communities.

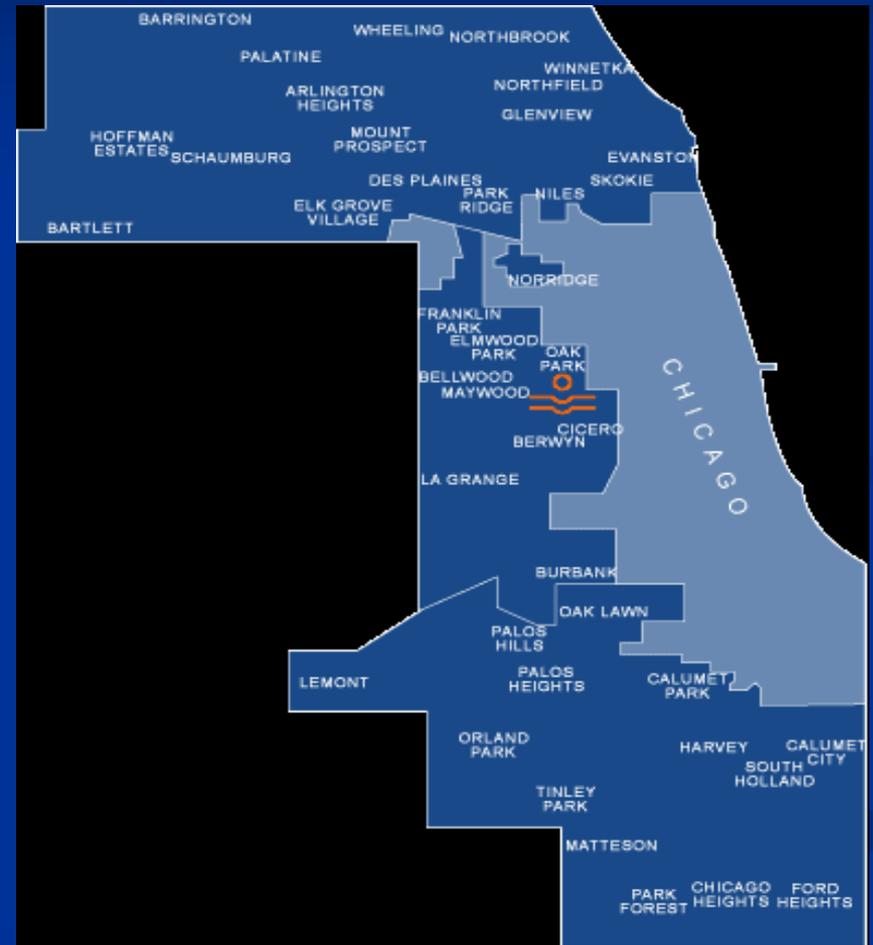
**Contact Information:** Adela Carlin, Director of Community Engagement ([acarlin@lafchicago.org](mailto:acarlin@lafchicago.org)); Cynthia Sadkin, Director of Client and Community Services ([csadkin@lafchicago.org](mailto:csadkin@lafchicago.org)).

# COMMUNITY ENGAGEMENT



# Cook County Service Area

- Cook County has more than 5 million residents
- 1 of 4 residents live in poverty
- 130 incorporated municipalities



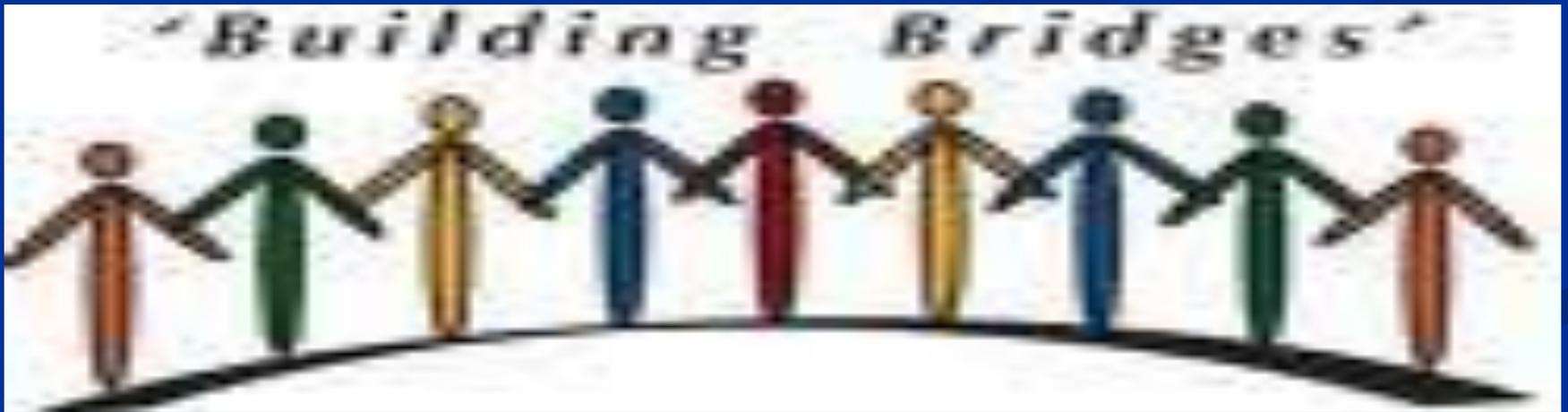
# LAF Mission

## *Achieve Justice*

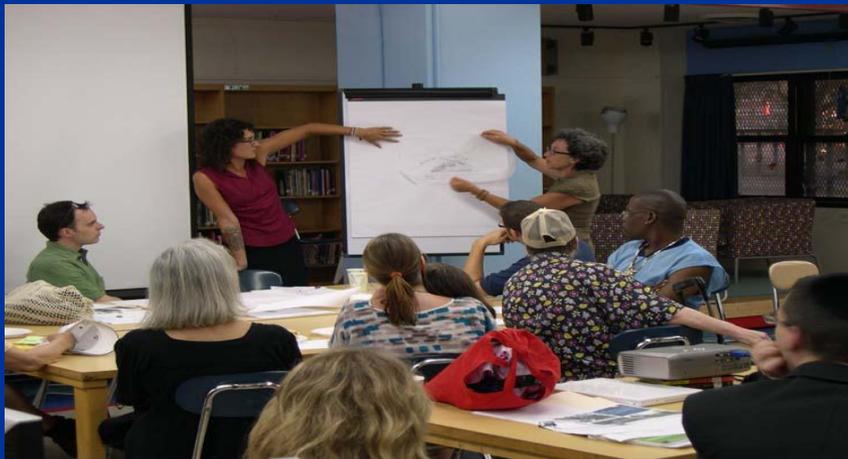
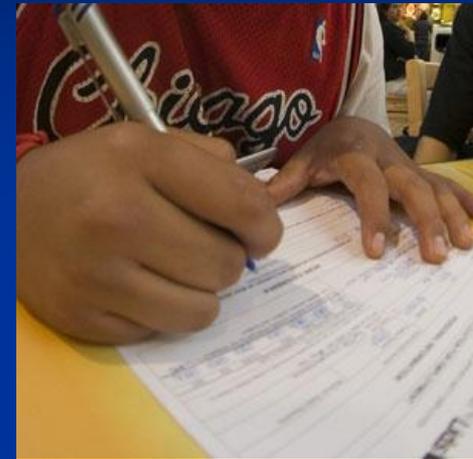
- High quality legal services
- Litigation and Advocacy
  
- *Empower individuals*
- *Strengthen communities*

# Mission of CEU

- Empower Individuals
- Strengthen communities



# How will they carry out the mission?



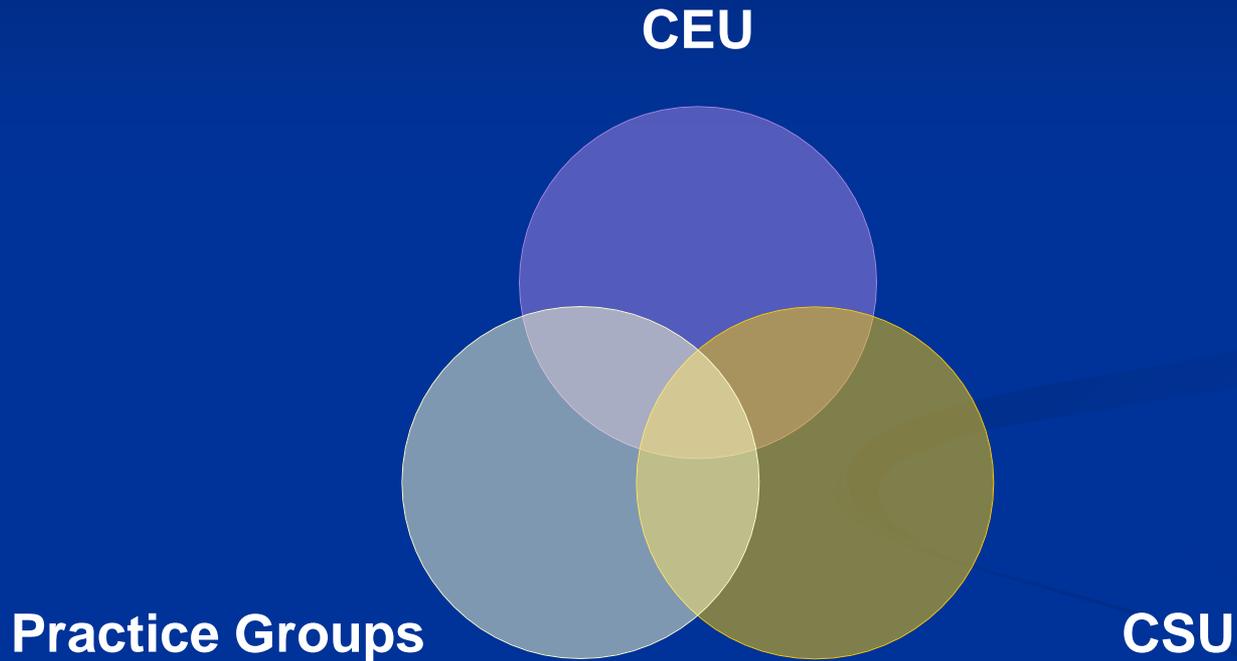
# CEU responsible for the following:

- **Listening** to community
- **Identifying** key entry points
- **Establishing & maintaining** relationships
- **Collaborating** with organizations
- **Researching & analyzing** information

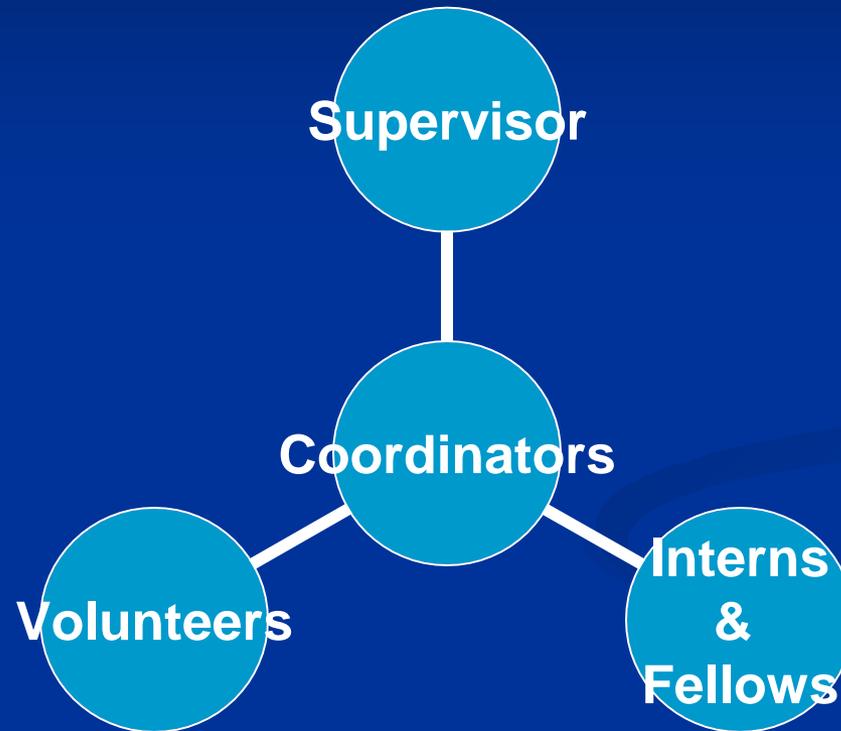
# CEU responsible for following

- **Communicating** with LAF staff
- **Mobilizing** LAF staff and resources
- **Forming** multidisciplinary teams
- **Holding** LAF accountable

# Collaboration with CSU and Practice Groups



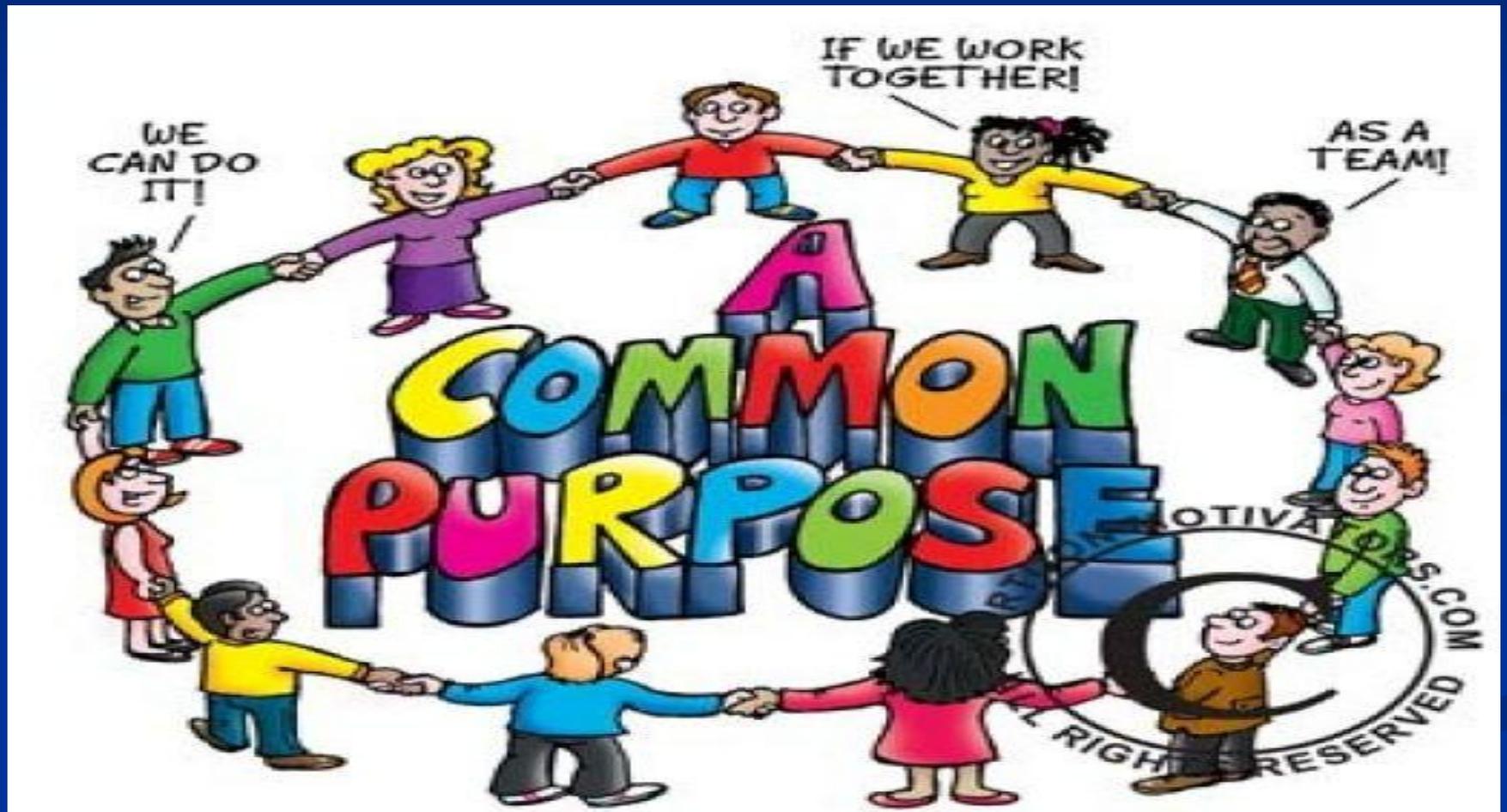
# BASIC STRUCTURE



# Staff of CEU

- Supervisor
- Outreach Coordinators
- Volunteer Coordinator
- VISTAS
- Fellows
- Interns
- Volunteers

# GO TEAM!

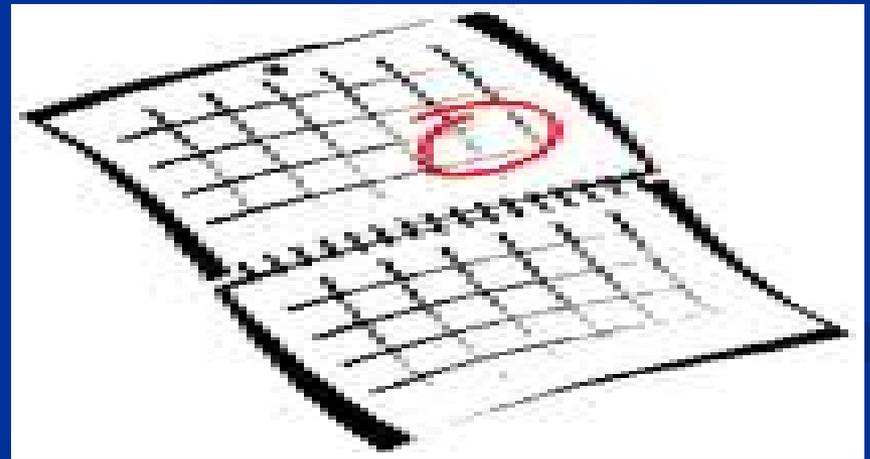


# Supervisor Requirements

- 5 years experience working with low income and diverse communities
- Experience supervising staff
- Knowledge of LAF staff and Cook County
- Access to a car
- Work evenings and weekends

# Supervisor Basic Duties

- Travel to intake sites every 6 months
- Develop system to fulfill requests for legal presentations
- Maintain community outreach calendar
- Build & maintain toolkits for all LAF staff



# Supervisor Basic Duties

- Foster and maintain relationships with
  - Community based organizations**
  - Social service agencies**
  - Court Staff**
- Meet regularly with CSU and Practice Groups

# Supervisor



# Outreach Coordinator Requirements

- 1 year experience working with low income communities
- Access to a car
- Must work evenings and weekends
- Additional Languages a plus

# Coordinators

## Basic Duties

- Out and about in community
- Ongoing research
- Develop outreach plan for communities
- Share information with LAF staff
- Team up with LAF staff to develop materials and fulfill requests for presentations

# Team of Dedicated Professionals



# Issues that Need Additional Research and Discussion

- Assigning service areas or target populations
- Assessing legal needs of low income communities
- Best Practices
- Collaboration with CSU and Practice Groups
- Training for CEU staff

# Coming Soon

- Second Round of Outreach Blitz
- February 1 -28
- \$100 Prize
- Give us more info on organizations and events!



## Sample Job Description

**Position:** Community Engagement Coordinator

The Community Engagement Coordinator shall report to the CEU supervisor and shall be responsible for the following tasks:

- **Conduct ongoing research on designated service area or target group.**
  - *Research and assess community strengths and needs.*
  - *Identify gaps in service.*
  - *Draw from internal and external sources of information.*
  - *Document findings.*
  - *Create an outreach plan for each service area or target group.*
  - *Re-assess once a year and modify plan as needed.*
  
- **Build and maintain relationships with community groups/organizations.**
  - *Develop working relationships with a wide range of community groups/institutions.*
  - *Develop a rapport with social service agencies and serve as the liaison for LAF to identify collaboration and outreach delivery.*
  - *Document relationships in Legal Server using the Contacts and Organizations tabs.*
  
- **Coordinate community requests for LAF staff participation in community events.**
  - *Fulfill requests for presentations and other forms of outreach.*
  - *Partner with LAF staff in giving presentations.*
  - *Use communication system developed by supervisor which includes maintaining a community calendar.*
  
- **Identify potential partners.**
  - *Identify organizations that have a mission similar to LAF's mission.*
  - *Develop a rapport with social service agencies and serve as the liaison for LAF to identify collaboration and outreach delivery.*
  - *Network to increase knowledge of LAF services in the community*
  - *Seek opportunities for LAF staff to attend community events relevant to LAF's mission and community awareness activities*
  - *Develop and nurture strong, sustainable relationships with community based organizations, social service agencies and the judiciary.*
  - *Seek potential partners to further LAF's mission.*

- **Enter into liaison/partnership agreements and conduct ongoing assessments.**
  - *Develop and facilitate agreements that maintain the interests of LAF, partners, and the community.*
  - *Assess and evaluate the effectiveness of partnership agreements on an ongoing basis.*
  - *Make recommendations to CSU and practice groups based on the feedback of the community and parties involved.*
  
- **Maintain outreach and communication statistics.**
  - *Use Legal Server to track outreach activities and relationships.*
  - *Report statistics to CSU or Practice Groups as directed by supervisor*
  
- **Maintain systems of communication to inform and engage LAF staff.**
  - *Use communication system developed by supervisor which includes maintaining a community calendar*

### **Core Qualifications**

<b>Education:</b>	Minimum 4 year degree
<b>Experience:</b>	Minimum 1 year experience working in low income communities
<b>Transportation:</b>	Illinois Drivers License; Must own or have daily access to a car
<b>Availability:</b>	Required to work on evenings and weekends
<b>Language:</b>	Other languages are a plus.
<b>Computer:</b>	Must be comfortable using Internet Explorer, Word, Outlook, Excel and PowerPoint.

### **Desirable Knowledge, Skills and Abilities**

- Self-Starter.
- Strong organizational and planning skills.
- Strong interpersonal skills.
- Strong communication skills, both written and verbal.
- Ability to work individually and as a member of a collaborative team.
- Ability to work effectively with diverse communities.
- Experience with volunteer management and supervision.
- Experience in community development, liaison, and engagement work.
- Willingness to adapt to flexible outreach hours.
- Ability to make presentations to community groups; strong public speaking skills.

## Decision Guides

**Organization:** Legal Assistance Foundation of Metropolitan Chicago (LAF)

**Category:** Intake

**Problem/Challenge/Need:** We are a large, metropolitan program which includes 1.5 million poor people in Chicago and suburban Cook County. Approximately half our funding comes from non-LSC sources, and for many of those sources, we have different financial eligibility criteria. For example, our Title III funding covers seniors in suburban Cook County regardless of income or assets. The alternate funding sources also affect our priorities, because we may provide different or more expanded services to clients eligible through those funds than we do for clients served through our LSC funds. Our program priorities are set forth in a forty-four page document that is complicated and impractical to use during our telephone intake process, when decisions must be made quickly as to whether a caller's legal problem fits within priorities and whether the caller should be given advice or considered for extended representation.

**Innovation Description:** When we moved to a centralized telephone intake system from our previously decentralized system in late 2009, we created Decision Guides, which are clear visual aids that simplify the priorities and eligibility issues for our intake staff. Our intake staff is composed of 12 non-attorney "intake specialists" who are supervised and supported by three full-time attorneys. The Decision Guides help the intake staff to determine if a particular caller fits priorities, and what path the call should take (advice, appointment, referral). They are not intended to make ultimate case acceptance decisions, only to determine whether a caller meets certain threshold requirements to be scheduled for a full intake appointment with an attorney or paralegal to consider more extended representation. Our intake unit serves not only as an advice and referral center, but also schedules appointments directly with attorneys in our five Practice Groups. Before we reorganized into Practice Groups earlier this year, clients were either scheduled for appointments with generalists in one of our service offices, or referred to one of our special projects. With Decision Guides already in place, our intake staff was able to easily adapt to the new Practice Group structure, because there was no change in priorities.

We use the Decision Guides in conjunction with other intake tools, including a technical procedures manual that walks the intake staff through all steps of registration in our case management system, such as conflict checking and financial eligibility determinations, a chart that identifies all exceptions to LSC eligibility based on our various funding sources, screening guides for more in-depth evaluations when needed, and a shared directory of legal information and referrals organized by subject matter that can be sent to clients who are not being considered for more extended service.

The Decision Guides are designed in Power Point and can be utilized in electronic or print format.

**Result:** The Decision Guides were very well received by the intake staff and are in constant use. We have gotten overwhelmingly positive feedback from our Practice Group attorneys, which tell us that by utilizing the Decision Guides, we are accurately identifying which cases are appropriate to schedule for full intake interviews.

**Materials available:** A shortened version of the Decision Guides is attached.

## 2011 Innovations in Civil Legal Services

**Additional information:** We welcome questions as well as the opportunity to learn what tools other organizations are using to assist in screening and triaging intake.

**Contact Information:** Cynthia Sadkin, Director of Client and Community Services  
([csadkin@lafchicago.org](mailto:csadkin@lafchicago.org)).

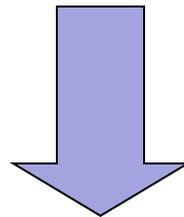
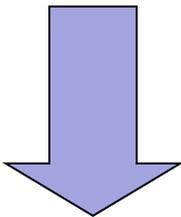
VETERANS, ACTIVE DUTY MILITARY AND NATIONAL GUARD SERVICE MEMBERS AND THEIR IMMEDIATE FAMILY MEMBERS

Always change Assigned Program to Veterans

Never reject for over income/assets. If not LSC eligible, change Funding Code to 75

Veterans' Benefits cases, including widows and dependents

All other legal problems



Register & assign to Ron Castan

Evaluate based on Practice Group priorities



and send email to Ron, C. Caporruso, C. Petrof and K. Shelton.

# DOMESTIC VIOLENCE QUICK ASSESSMENT

## Safety Questions

- Safe call back number and mailing address
- Does abuser live with you
- Do you need shelter information
- Domestic Violence Help Line: 877-863-6338

## Key Questions

- Relationship with the abuser
- If children in common - any custody/visitation orders
- Most recent incident of physical or verbal abuse or threat
- How long ago did abuse begin, how frequent
- Threat to conceal children or remove them from client
- Fear of the abuser
- Have you called police, filed reports, pressed charges
- Have you filed for an Order of Protection - If YES – civil or criminal? Get case number, important dates and court information.

Client or children  
at risk of physical  
or mental abuse,  
or kidnapping

Yes

No

Advise on  
EOP and set  
appointment,  
provide  
safety info

Advise on  
OP, but  
assess for  
Divorce or  
Custody

# DIVORCE AND CUSTODY

Is case already in court? Get the details.

Does client allege s/he is a victim of abuse or that the other party has or will abuse, neglect, endanger or conceal client's child/children? Who has the child(ren)?

Yes

Appointment with Children & Families PG & evaluate for Domestic Violence

No

Property involved?

Evaluate for Pro Se Clinic

Yes

No

## Key Questions – Property and Financial

1. Client is (a) 50+ years old *and* married for 10+ years or (b) disabled *and*
2. (a) Marital assets > \$25,000 (equity in home, pension) or (b) Gross income of spouse is > \$40,000 *and* client needs property or support for medical reasons or is at risk of homelessness

Case notes should include property address and estimated equity (market value minus mortgages), and whether client lives in the marital property.

Yes to 1 and 2

No

Advise & refer

**SEE NEXT SLIDE FOR IN-PERSON OR TELEPHONE APPOINTMENT OPTIONS**

## DIVORCE AND CUSTODY TELEPHONE OR IN-PERSON APPOINTMENT?

Reason for appointment	LAF preference (in-person vs. telephone)	Exceptions
Domestic Violence	In person	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Disability</li> <li>• Safety</li> </ul>
Custody	In person	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Disability</li> <li>• Safety</li> </ul>
Financial (property, pension, etc.)	No preference (client chooses)	
Suburban clients	In person, but telephone OK! (client chooses)	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Disability</li> <li>• Safety</li> </ul>

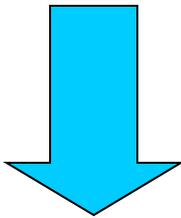
If client is given a telephone appointment, client must fax the assigned attorney the relevant court or financial documents prior to the interview, unless disability or safety prevents them from doing so.

# PRO SE DIVORCE CLINIC ELIGIBILITY

## Key Questions

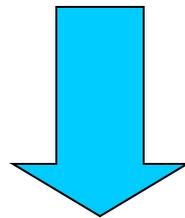
1. Do the parties own real estate?
2. Does either party have a pension?
3. Is there recent domestic violence?
4. Are there disputes between the parties about children (custody, visitation, child support), property or debts?

**YES TO ANY**



**Not eligible  
for Pro Se  
Clinic! Advise  
and Refer to  
outside  
sources**

**NO TO ALL**



**Refer to  
Pro Se  
Clinic! You  
can also  
advise and  
refer to  
outside  
sources**

**Pro Se Clinic  
312-431-2101**

# CHILDRENS LAW PROJECT or GENERAL CHILDREN & FAMILIES PRACTICE GROUP?

If there is a court case already...

Daley Center or Suburban Court – Evaluate for general C&F Practice Group using custody criteria

Juvenile Court (Ogden) or adoption case at Daley Center - Evaluate for Children's Law Project referral

## No court case

- DCFS investigation or finding of abuse or neglect *and* client is calling for help *with the DCFS matter* (not for a custody dispute)
- DCFS wants to remove child from foster parent or relative\*\*
- Foster parent or adoptive parent seeking help with DCFS services or subsidy payment
- Client is a relative caretaker of a child and DCFS involved
- Client is child care provider with indicated report from DCFS
- Client or household member is a suburban senior (age 55+) seeking help with guardianship or custody
- Grandparent seeking help with visitation

Yes to any of the above

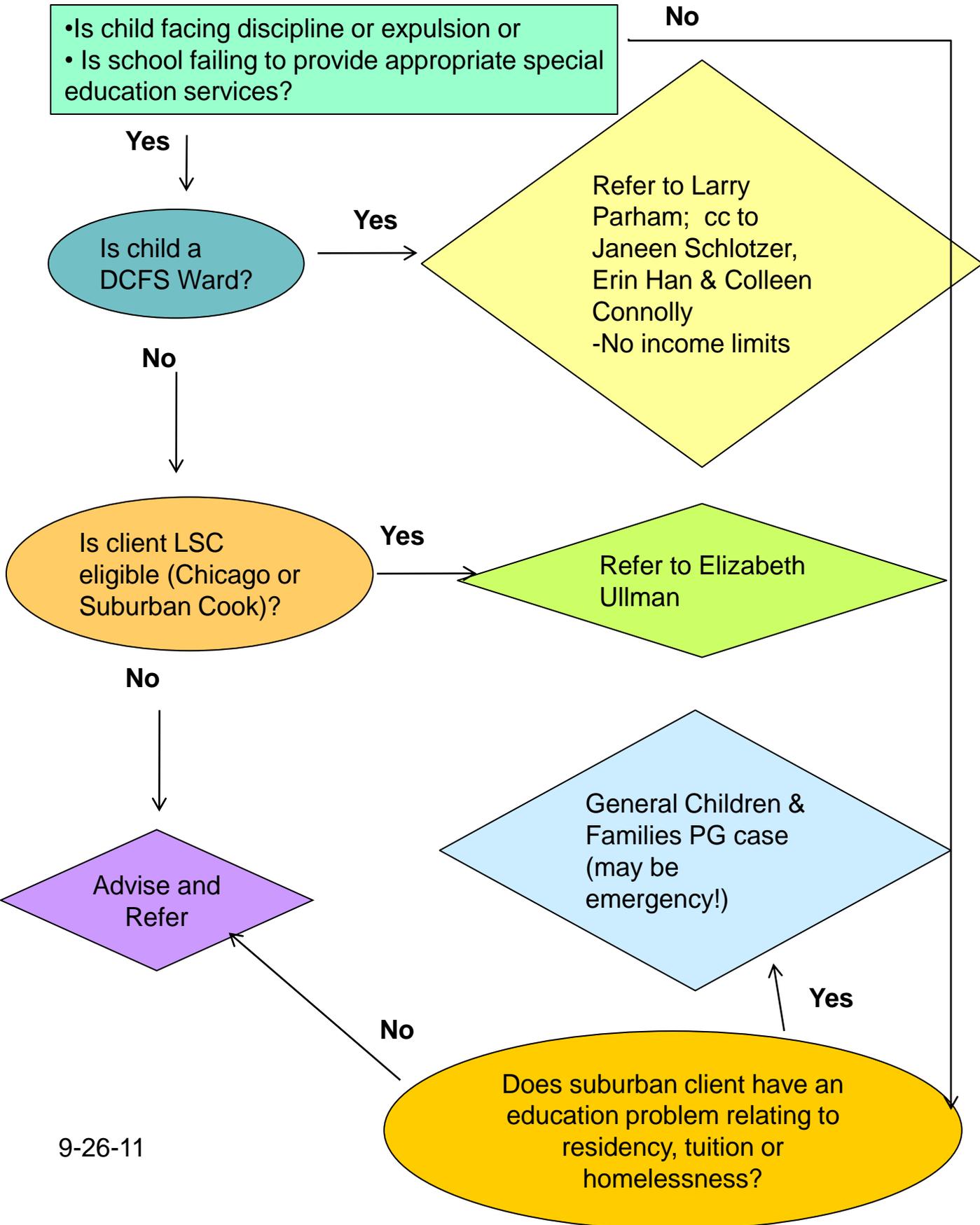
No to all of the above

Refer to CLP – Use new assignments chart!

Is the client really calling about: Custody? Public benefits? School enrollment?

Review under appropriate priorities

# EDUCATION (SPECIAL ED, DISCIPLINE, EXPULSION)

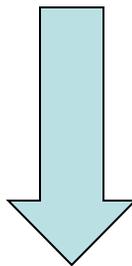


# SUBSIDIZED HOUSING

Subsidized housing of any kind:  
Public, Project-Based, Section 8  
Voucher, HUD, CHA, HACCC,  
IHDA, Low Income Trust Fund

+

Termination Notice of any kind:  
5 day, 10 day, 30 day,  
Intent to Terminate,  
Utility Shut-Off



Immediate Advice and  
Appointment.  
**This could be an  
Emergency!**

# PRIVATE HOUSING IN CHICAGO

1. Client withheld rent due to bad conditions *and has lived in the unit > 1 year or has a current lease or*
2. Landlord is retaliating against client for complaining to authorities *or*
3. Landlord is “bad actor” – lockout, utility cutoff or other outrageous conduct *or*
4. Landlord discriminating against or harassing client *or*
5. Client does not owe rent or Landlord refused to accept it *or*
6. Other urgent health/safety issue for client

**Yes to any of above**

**No to all of the above**

- Is client's position reasonable? (i.e. amount withheld, plans to stay or move)
- Will client escrow rent ?

**No**

**Advise and Refer**

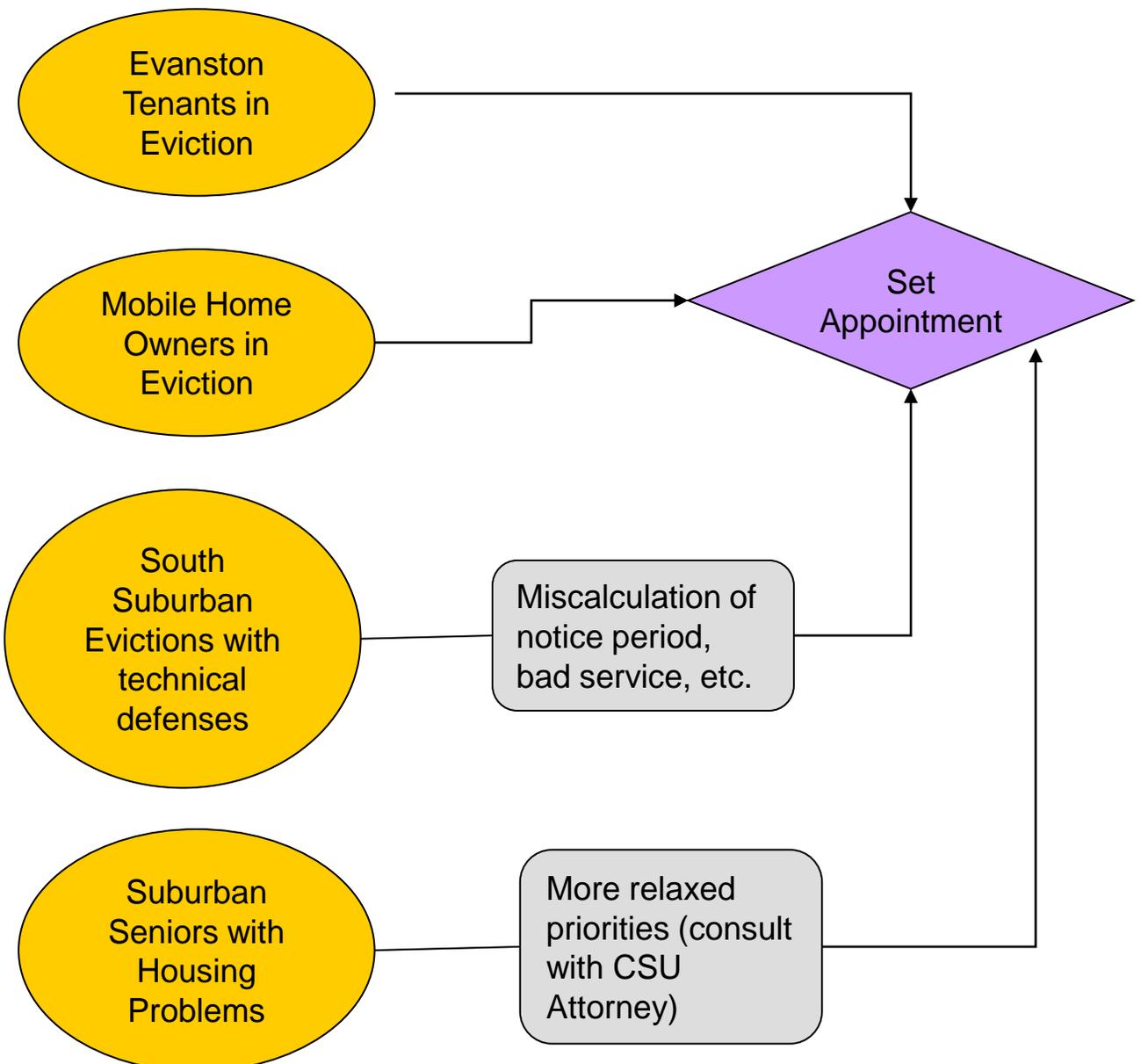
**Yes**

**Possible Appointment**

**Consult with CSU Attorney!**

# PRIVATE HOUSING FOR SUBURBAN CLIENTS

In addition to the same types of private housing cases for Chicago residents that should be set for appointments (bad conditions, lockouts, utility taps, retaliation...), the following categories of suburban clients usually should be set for an appointment:



# BANKRUPTCY

Why does client want to file for bankruptcy ?

1. Save home due to foreclosure, tax sale or sale in bankruptcy (REFER IMMEDIATELY TO Consumer PG!)
2. Save subsidized apartment
3. Save or restore utilities
4. Save or restore license
5. Prevent or terminate wage or SSD/SSI garnishment or a lien on real estate
6. Prevent/reverse repossession of car
7. Client is a creditor in someone else's bankruptcy

One of the above applies

None of the above applies

2. Received 5, 10 or 14 day notice of termination for rent, utilities or \$\$ EMERGENCY if still within notice period. If notice expired, set for appointment as a housing case

3. Cannot resolve with medical deferral letter or CEDA assistance

4. •Has firm offer for employment where license is required, or other compelling reason license needed  
•License not suspended for child support or DUI

5. Debt causing garnishment or lien >\$3,500 and Total debt > \$7,500

6. Car needed for employment/medical

No

No

No

No

Advise and Refer, including Pro Se Bankruptcy Clinic

None of 2-6 applies

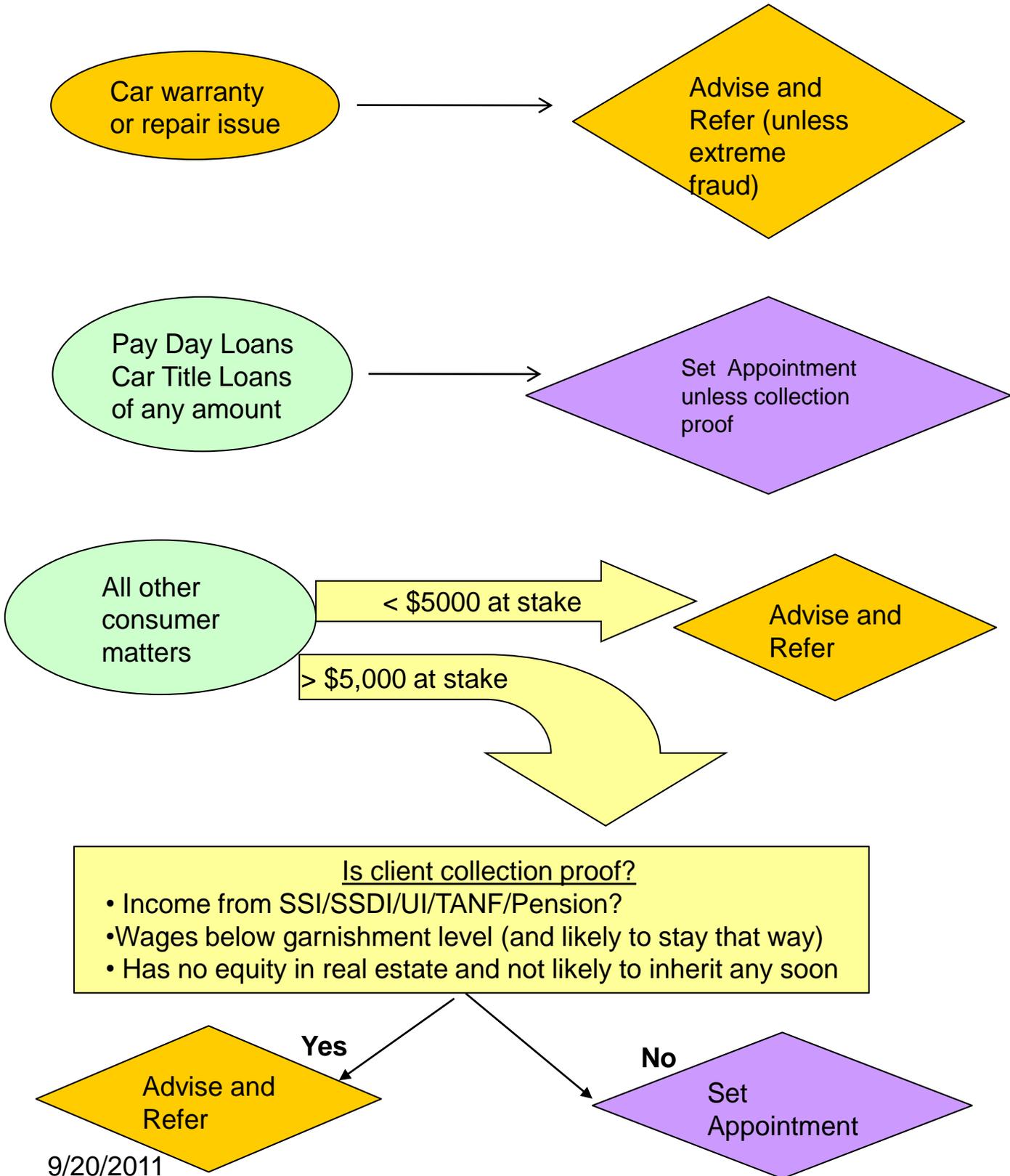
Yes to any of 2-6 above

Set Appointment

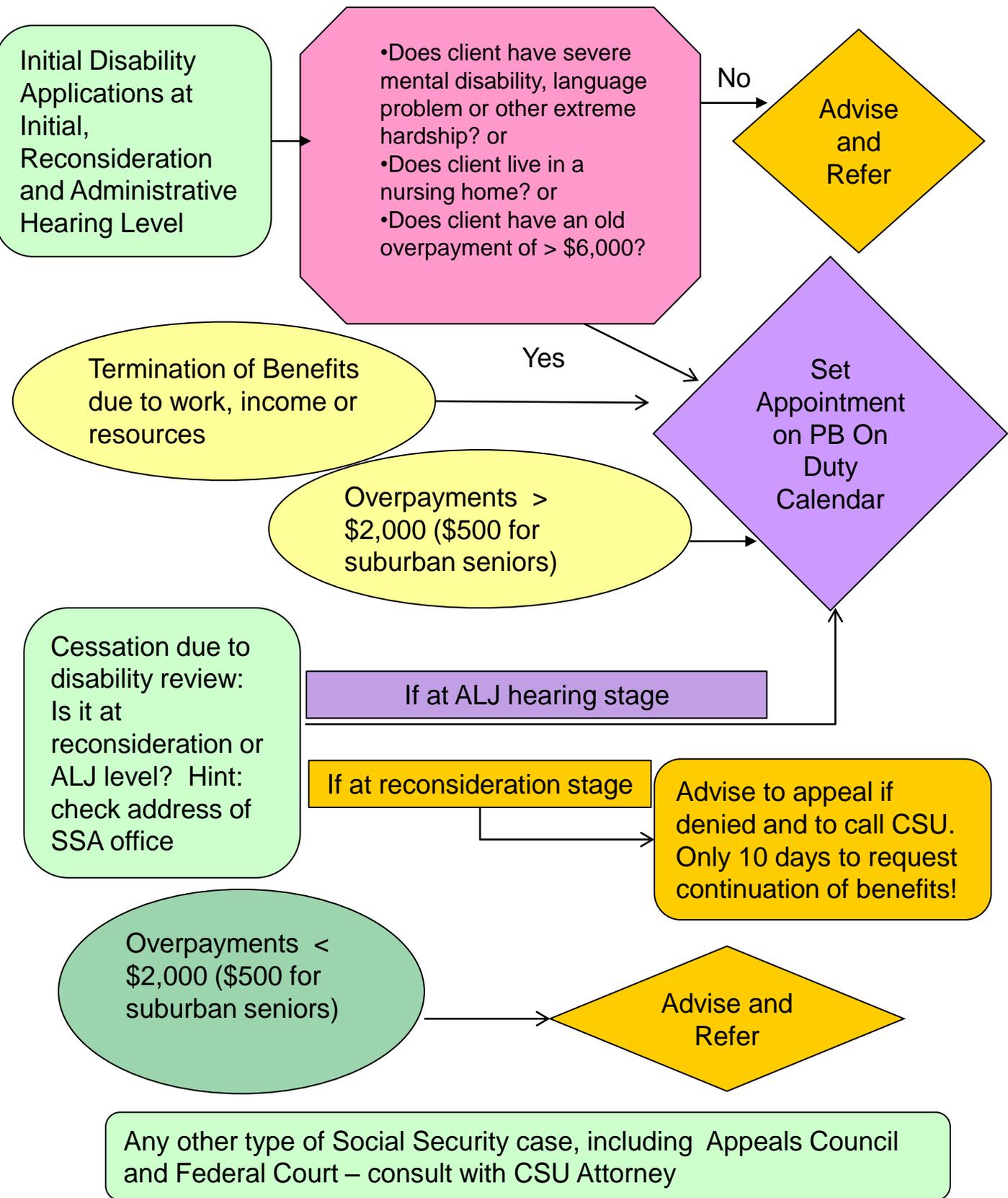
7. Evaluate with priorities for underlying case (consumer, family, etc.)

# CONSUMER

## Loans, Collections, Repossessions, Fraud, Garnishments



# SSI, SOCIAL SECURITY DISABILITY AND OTHER SOCIAL SECURITY BENEFITS (Adults and Children)



Initial Disability Applications at Initial, Reconsideration and Administrative Hearing Level

•Does client have severe mental disability, language problem or other extreme hardship? or  
•Does client live in a nursing home? or  
•Does client have an old overpayment of > \$6,000?

Advise and Refer

Termination of Benefits due to work, income or resources

Overpayments > \$2,000 (\$500 for suburban seniors)

Set Appointment on PB On Duty Calendar

Cessation due to disability review: Is it at reconsideration or ALJ level? Hint: check address of SSA office

If at ALJ hearing stage

If at reconsideration stage

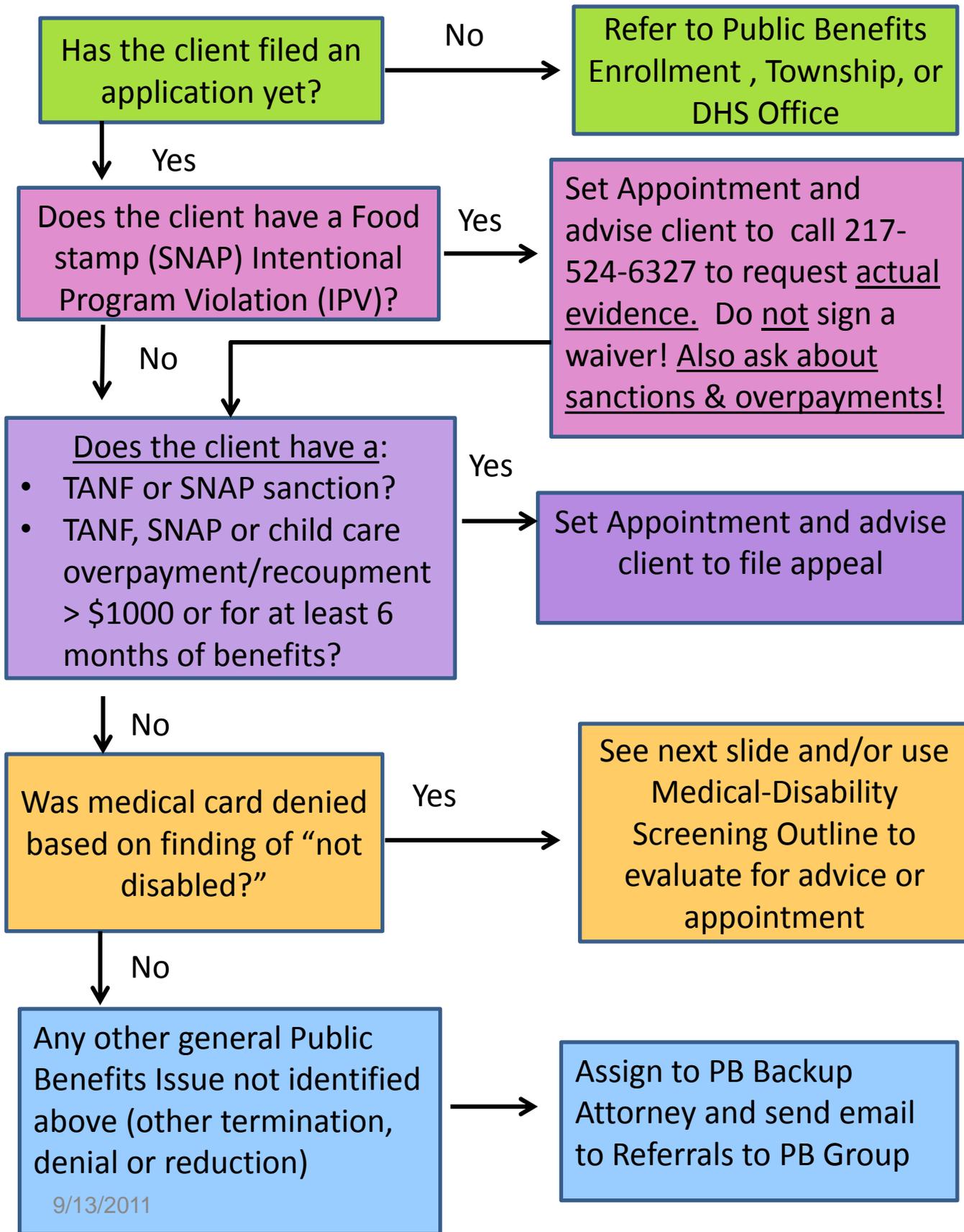
Advise to appeal if denied and to call CSU. Only 10 days to request continuation of benefits!

Overpayments < \$2,000 (\$500 for suburban seniors)

Advise and Refer

Any other type of Social Security case, including Appeals Council and Federal Court – consult with CSU Attorney

# PUBLIC BENEFITS (CASH, MEDICAL, FOOD/SNAP)



## **Immigrants' and Language Rights Center**

**Organization:** Indiana Legal Services, Inc.

**Category:** Access to Special Populations

**Problem/Challenge/Need:** Providing limited English Proficient (LEP) Hoosiers meaningful access to legal services and representation in cases that are unique to the LEP populations, such as immigration, immigrants' rights, and language rights (discrimination) cases.

**Innovation Description:** 1. Establish a centralized intake center for the statewide organization as a single point of entry for LEP Hoosiers who want to access legal services; 2. Conduct outreach around the state to LEP and immigrant communities about legal services available; 3. Employ bilingual (Spanish and English) attorneys and intake workers to represent LEP and immigrant clients and provide translation and consultation help to other staff attorneys; 4. Create innovative ways to help LEP and immigrant populations access legal services, such as through partnerships with non-profits to create legal advice clinics and immigration clinics.

**Result:** LEP and immigrant populations can more easily apply for legal services because the language and cultural barriers have been reduced; more applications for services from areas of the state that are traditionally under-served; more applications from LEP and immigrant communities that have traditionally been under-served.

**Materials available:** Brochure w/ Explanation

**Additional information:** Contact Directing Attorney, Christie Popp.

**Contact Information:** Christie Popp, Directing Attorney, Immigrants' and Language Rights Center, Indiana Legal Services, Inc., 214 S. College Ave. Bloomington, Indiana 47404, (812) 339-7668, Christie.popp@ilsi.net.

## The Immigrants' and Language Rights Center of Indiana Legal Services, Inc.

Indiana Legal Services, Inc. (ILS), a statewide organization, created the Immigrants' and Language Rights Center (ILRC) in an effort to reach vulnerable and under-served immigrant and limited English proficient populations within Indiana. These populations have particular difficulties accessing legal services because of their language and cultural barriers. They may also have legal issues that are different than other legal service clients. ILRC works to reduce these barriers to services and tries to employ different means to reach these groups and provide them with quality legal services.

The majority of non-English speaking Hoosiers speak Spanish as their primary language. To ensure that we can reach out to these communities and provide them with competent legal representation, ILRC has a bilingual (Spanish and English) directing attorney and a trilingual (Spanish, Portuguese, and English) staff attorney. These attorneys oversee the statewide Center, as well as a call center. In addition, the attorneys provide support to ILS' eight branch offices, by offering translation help and consultation on the LSC alienage eligibility rules. The attorneys handle immigration cases and cases related to immigrants' rights or language discrimination issues.

ILRC runs a call center for the eight statewide branch offices of Indiana Legal Services, Inc. The call center was established as a single point of entry for limited English proficient (LEP) applicants. Research indicates that having a single point of entry is a best practice for breaking down obstacles to legal services. The call center takes applications for legal services from LEP individuals and applicants who have immigration issues, whether they are LEP or not. The call center employs bilingual, Spanish- and English-speaking intake workers who take the applications over the phone. These intake workers are also trained on using Language Line, an interpretation service with interpreters in more than 170 languages, for those applicants who speak languages other than Spanish or English. The ILRC screens applicants for income and alienage eligibility. The accepted non-immigration applications are then forwarded to the branch office that will handle the applicant's legal problem.

In addition to running the call center, ILRC also conducts outreach around the state and has collaborated with non-profit organizations to increase access to legal services for immigrant and LEP groups. For example, ILRC has worked with local non-profits in one county to create a legal advice clinic for Spanish speakers, where volunteer lawyers from the community provide free legal advice on civil legal issues and a trained, bilingual law student serves as an interpreter between the attorney and the client. This same clinic also serves as another method of intake for those LEP clients who might need more than just legal advice. Also, in 2011, ILRC partnered with other organizations in two counties, as well as the Indiana Chapter of the American Immigration Lawyers Association, to run "Citizenship Day" programs. These programs use volunteer lawyers and law students to help lawful permanent residents apply for citizenship. ILRC hopes to expand on these programs in the coming years by partnering with organizations that work closely with LEP populations in other counties to conduct outreach and on-site intake.

### For More Information, Please Contact:

Christine E. Popp  
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Indianapolis, IN 46204  
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## **Collaborative Agreement with the Consulate of the Dominican Republic in Puerto Rico**

**Organization:** Puerto Rico Legal Services, Inc.

**Category:** Collaborations

**Problem/Challenge/Need:** Difficulties and lack of information faced by victims of domestic violence and sexual assault immigrants when trying to access services. In most cases, immigrants suffer social and cultural isolation and there are very few persons or organizations to assist them. The complexities of their immigration status make them victims who are more vulnerable to threats of the aggressor. The lack of information about legal remedies available contributes to the feeling of helplessness.

**Innovation Description:** Collaborative arrangement between Puerto Rico Legal Services (PRLS) and the Consulate of the Dominican Republic for Puerto Rico and the Virgin Islands to provide legal services to battered women, sexual assault and trafficking victims of Dominican origin. Through this agreement, any victim of domestic violence, sexual assault or trafficking who approaches the Dominican Consulate offices may be referred to PRLS to request legal assistance, regardless of their immigration status. Representation or legal counsel provided by PRLS in such cases is intended to protect the victim from the danger of abuse and to mitigate its effects. Services are provided comprehensively, meaning that all legal matters related to violence acts are handled, as permitted by current regulations. Also, through this agreement and to make more effective the identification of a legal situation, PRLS has provided training to consulate personnel on legal remedies and services available to the victims and survivors. As part of collaboration outreach activities, the PRLS Immigrants Rights brochure is available to the public in the Consulate offices.

**Result:** Puerto Rico Legal Services had the opportunity to represent victims and survivors of domestic violence and sexual assault referred by the Dominican Consulate. With this agreement those victims had easy access to comprehensive and sensitive legal representation and advice regarding civil and immigration legal issues related to domestic violence. Most of these victims and survivors would otherwise not be aware of the availability of PRLS services and remedies.

**Materials available:** Referral Form, Immigrations Rights Brochure

**Additional information:** To complement the comprehensive legal assistance for immigrants, PRLS had collaborative agreements with *Centro de la Mujer Dominicana*, an NGO specially focused on serving immigrants victims and survivors of domestic violence, sexual assault and stalking.

**Contact Information:** Jamilla Canario Morales Esq., Director, Comprehensive Justice for Women Project, Puerto Rico Legal Services, PO Box 21370, Río Piedras, Puerto Rico 00928-1370, Tel. 787-945-7268, [jcanario@servicioslegales.org](mailto:jcanario@servicioslegales.org)

**REFERIDO**  
**DEL CONSULADO GENERAL DE LA REPÚBLICA DOMINICANA<sup>i</sup>**  
**A SERVICIOS LEGALES DE PUERTO RICO**

**Número de Referido:** \_\_\_\_\_

**Fecha de Referido:** \_\_\_\_\_

**Persona que refiere:** \_\_\_\_\_

**Pueblo de residencia de la persona referida:** \_\_\_\_\_

Se refiere a \_\_\_\_\_, a Servicios Legales de Puerto Rico para que solicite:

- Orientación u Asesoría Legal
- Representación Legal: Violencia (violencia doméstica, agresión sexual, acoso, violencia en cita) u otra acción relacionada a la situación de maltrato
- Asuntos sobre Inmigración

**La persona referida**

- No tiene vista señalada ante el Tribunal u Agencia Administrativa
- Tiene vista señalada

**Fecha:** \_\_\_\_\_

**Hora:** \_\_\_\_\_

**Lugar:** \_\_\_\_\_

**Servicios Legales de Puerto Rico puede comunicarse con la persona arriba indicada al siguiente número de teléfono, el cual se ha identificado como seguro.**

Número de Teléfono: \_\_\_\_\_

Número de Teléfono: \_\_\_\_\_

**Servicios Legales de Puerto Rico evaluará el caso referido para determinar la elegibilidad del/la solicitante para recibir servicios o representación legal.**

<sup>i</sup> El Consulado General de la República Dominicana se cerciorará que la información provista en este documento no comprometa la seguridad de el/la solicitante

Las víctimas de violencia doméstica, agresión sexual y trata de personas pueden acudir a **SERVICIOS LEGALES DE PUERTO RICO**, independientemente de su estatus ante las autoridades de inmigración.

SERVICIOS LEGALES DE PUERTO RICO  
Sistema de Entrevista Centralizado  
Horario 8:00 P.M. a 4:00 P.M.  
Área Metro  
(787) 728-5070, (787)728-5011  
Sin cargos  
1-800-981-5342  
[www.servicioslegales.org](http://www.servicioslegales.org)



Si necesitas ayuda inmediata llama a los siguientes números:

Centro Ayuda a Víctimas de Violación (CAVV)

787-474-2028 | Isla: 1-800-981-5721

Oficina de la Procuradora de las Mujeres (OPM)

787-722-2977 | Isla: 1-877-722-2977 ó 1-800-981-9676

Coordinadora Paz para la Mujer: 787-281-7579

Centro de la Mujer Dominicana: 787-772-9251

\* Este proyecto es subsidiado por el Gobierno Federal a través de la Oficina de Violencia contra la Mujer del Departamento de Justicia Federal. La Oficina de Violencia contra la Mujer le otorgó a este proyecto la subvención 2007-WL-AX-0031. Las opiniones, conclusiones y recomendaciones expresadas en esta publicación son de Servicios Legales de Puerto Rico, Inc. y no necesariamente reflejan el punto de vista de la Oficina de Violencia contra la Mujer del Departamento de Justicia Federal.



# MUJER INMIGRANTE



NO IMPORTA TU ESTATUS MIGRATORIO  
**¡CONOCE Y RECLAMA  
TUS DERECHOS!**



SERVICIOS LEGALES DE PUERTO RICO, INC.

## VIOLENCIA DOMÉSTICA

Acciones de violencia contra la esposa/o o compañera/o consensual o con quien se haya tenido relaciones sexuales, mediante las cuales se pretende ejercer control y poder.

- Maltrato físico, verbal o psicológico
- Amenaza o intimidación
- Agresión sexual



### ■ ¿Cómo identificar formas de violencia doméstica?

- Golpes, empujones, patadas o bofetadas
- La obliga a tener relaciones sexuales
- La humilla, ridiculiza o insulta
- La amenaza con llamar a inmigración
- La amenaza con quitarle los niños/as
- Controla su dinero, salidas y con quien habla.

### ■ ¿Qué es agresión sexual?

Contacto o acto sexual NO consentido.

### ■ ¿Qué es acecho?

Conducta de vigilancia, comunicaciones no deseadas, intimidación, persecución y amenaza.

### ■ ¿Qué es violencia en citas?

Conducta dominante, abusiva y agresiva que se presenta en citas de pareja.

### ■ ¿Qué es trata de personas?

Reclutamiento, encubrimiento, transporte de personas por medio de la fuerza o fraude para trabajo forzado o explotación sexual, en forma y lugares tales como: centros de masajes, fábricas, baile exótico, restaurantes, servicio de limpieza, prostitución, entre otros.

## SERVICIOS LEGALES DE PUERTO RICO

Brinda representación y orientación legal gratuita en casos de índole civil a las personas con bajos recursos económicos que cualifiquen.

## ¿Qué puedo hacer para salir del maltrato?

### NO TOLERES NINGÚN TIPO DE VIOLENCIA

■ **Alternativas legales: Orden de Protección** El tribunal podría emitir una orden de protección para prohibirle a una persona agresora que se acerque a ti y deje de realizar los actos de violencia. Esta orden puede incluir la custodia de niños menores y alimentos, entre otros. **Presentar querrela** ante la policía. **Solicitar una VISA o remedio** ante las autoridades de inmigración.

### LIBÉRATE DE LA VIOLENCIA

### ■ Auto Petición (“Self Petition”)

Si eres víctima de violencia, estás casada con una persona agresora y éste es ciudadano o residente legal de EE. UU., junto con su abogado/a puedes presentar una solicitud de residencia sin la ayuda ni consentimiento de tu esposo.

### IMPORTANTE

**CONSULTA Y ORIENTATE CON UN ABOGADO/A, TRABAJADOR SOCIAL U OTRO/A PROFESIONAL CON CONOCIMIENTO EN ASUNTOS DE INMIGRACIÓN Y VIOLENCIA**

### ■ Visa U

Puedes solicitar una Visa U si:

- Has sido víctima de violencia doméstica o agresión sexual;
- Has sufrido daño físico o mental;
- Tienes información sobre la comisión de estos delitos;
- Has cooperado, cooperas o estás dispuesta a cooperar en la investigación de los delitos;
- El delito se cometió en Estados Unidos y/o sus territorios, incluyendo Puerto Rico.
- Existen otros delitos que permiten que la víctima pueda solicitar una Visa U; consulta con un abogado/a.

### ■ Visa T

Esta visa aplica a víctimas de trata de personas que han cooperado, cooperan o están dispuestas a cooperar en la investigación del delito; consulte con un abogado/a.

### ■ Asilo

Puedes solicitar asilo si tienes miedo a regresar a tu país, porque temes que te puedan causar daño o la muerte.

¡BUSCA AYUDA LEGAL PARA DETERMINAR LO QUE MÁS TE CONVIENE!

¡NADIE TIENE DERECHO A TRATARTE MAL!  
LA VIOLENCIA DOMÉSTICA Y LA AGRESIÓN SEXUAL SON DELITOS Y TÚ TIENES DERECHO A PROTEGERTE

# IMMIGRANT WOMAN

Comprehensive Justice for Women Project

No matter your immigration status.

Know and claim your rights!

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## DOMESTIC VIOLENCE

Violence actions against the spouse or partner or who have had sexual relations with, to get power and control.

- Physical, verbal or psychological abuse.
- Threatening or intimidation.
- Sexual assault.

### How to identify forms of domestic violence?

- Punching, pushing, kicking or slapping
- Compel to have sexual relations
- Humiliations, mocking, or insults
- Threatening to report her to immigration services
- Threatening that he will keep the children with him
- Controls her money, her time out of home, and to whom she talks.

### What is sexual assault?

Sexual intercourse, sexual contact WITHOUT consent.

### What is stalking?

Surveillance, unwanted telephone calls, intimidation, persecution and threats.

### What is dating violence?

Dominant, abusive and aggressive conduct, in dating relationships.

## **What is human trafficking?**

The recruitment, harboring, transportation of a person inducted by force or fraud for labor or sexual exploitation, in places as: massages centers, manufacturing, exotic dancing, restaurants, domestic work, prostitution, among others.

**PUERTO RICO LEGAL SERVICES** bring free legal orientation and representation in civil cases to qualifying low income persons.

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## **What can I do to get rid of the abuse?**

### **DO NOT ALLOW ANY KIND OF VIOLENCE**

**Legal options:** Protection Order

The court can issue a protection order to prohibit an abuser to contact you and restrain the acts of violence. The order can include child custody and child support, among others.

Complaint to the police, among others.

### **BREAK THE VIOLENCE**

#### **Self –Petition**

If you are a victim of violence, married to an abuser and he is a U.S. citizen or a legal resident, with the help from a lawyer you can apply for U.S. residence without the intervention and consent from your husband.

### **IMPORTANT**

**GET INFORMATION AND CONTACT A LAWYER, SOCIAL WORKER  
OR ANY OTHER PROFESSIONAL ABOUT IMMIGRATION AND VIOLENCE**

#### **U Visa**

You can apply for U Visa if:

- You have been a victim of domestic violence or sexual assault;
- Have suffered physical or mental abuse;
- Have information concerning those crimes;
- Have been helpful, are being helpful or are likely to be helpful in the investigation of those crimes.
- The crimes occurred in the United States and/or its territories, including Puerto Rico;

- There are other crimes for which a victim can apply a U Visa; contact a lawyer.

### **T Visa**

This visa apply to victims of human trafficking that have been helpful, are being helpful or are likely to be helpful in the investigation of a crime; check with a lawyer.

### **Asylum**

You can apply for asylum if you fear returning to your country, because you can suffer any harm or death.

**ASK FOR LEGAL HELP TO SEE WHAT IS BEST FOR YOU!**

**NOBODY HAVE THE RIGHT TO HURT YOU!**

**DOMESTIC VIOLENCE AND SEXUAL ASSAULT ARE CRIMES AND  
YOU HAVE THE RIGHT TO BE PROTECTED**

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Women victims of domestic violence, sexual assault and human trafficking can contact PUERTO RICO LEGAL SERVICES, no matter her immigration status.

PUERTO RICO LEGAL SERVICES  
Interview Center System  
8:00 A.M. to 4:00 P.M.  
Metro Area  
(787) 728-5070 and (787) 728-5011  
No charges  
1-800-981-5342

[www.servicioslegales.org](http://www.servicioslegales.org)

If you need immediate help, call the following numbers:

Centro Ayuda a Víctimas de Violación (CAVV).....787-474-2028  
Island.....1-800-981-5721  
Women Advocate Office.....787-722-2977  
Island.....1-877-722-2977

or.....1-800-981-9676  
Coordinadora Paz para la Mujer.....787-281-7579  
Centro de la Mujer Dominicana.....787-772-9251

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## 2011 Innovations in Civil Legal Services

### Adopt-A-Region: Pro Bono Project

**Organization:** Alaska Legal Services

**Category:** Pro Bono

**Problem/Challenge/Need:** Much of Alaska is intensively rural and extremely isolated. In most communities outside the urban hubs there are no private attorneys.

**Innovation Description:** In an effort to increase private attorney involvement in cases in the remote areas of Alaska, ALSC's Pro Bono Coordinator developed a project called "Adopt a Region" of Alaska. The Project is aimed at encouraging large (by Alaska standards) firms to focus their pro bono efforts on helping clients from a single community and could develop, if they wished, an expertise in certain areas as well. So far the concept is working well. For example, the law firm of Patton Boggs selected the North Slope Borough and Nome as their region. This is a region of the State in which the firm has business interests so it benefits them PR-wise.

Our Fairbanks office is currently doing all the screening for North Slope applicants, so if someone from that area needs assistance and they qualify for ALSC services, the firm gets a chance to review the application and for the most part, they have accepted most of the referrals made to them for representation. This has helped provide services in an area in which we do not have an office.

**Result:** This project is new and we are in conversations with 3 other law firms in Alaska to expand into other rural areas.

**Materials available:** None

**Additional information:** None

**Contact Information:** Eric Cordero,  
Alaska Legal Services Corporation  
ecordero@alsc-law.org

## County-based Legal Self-Help Centers - Online

**Organization:** Illinois Legal Aid Online

**Category:** Tech, Pro Se

**Problem/Challenge/Need:**

For people without lawyers, going to court can be intimidating and scary. Setting up local legal self-help centers based on accessible, readable information and tools can help to ease their fears, boost their knowledge and confidence, and better prepare them for going to court while lessening the strain on the judiciary, circuit clerks and other public service staff.

**Innovation Description:**

Illinois Legal Aid Online (ILAO) and the Illinois Coalition for Equal Justice are partnering with local judges, circuit clerks, public libraries, county boards, bar associations, domestic violence victims advocacy groups and other community organizations to facilitate the planning, opening and support of legal self-help centers throughout Illinois. The self-help centers are based on the statewide legal services website, IllinoisLegalAid.org. Each self-help center has a homepage (see <http://Will.IllinoisLegalAid.org> for an example). A local planning committee is convened, decisions are made on location, staffing, equipment, homepage contents, etc. and an opening date is set. Local media is invited to a press conference presided over by the Chief or Presiding Judge. After the opening, ILAO and the Coalition host a “navigator” training for clerks, judges, advocates and librarians on the differences between legal information and advice and how to assist members of the public in using the website and its interactive tools. ILAO’s Outreach Coordinator continues to support the navigators as they assist members of the public with finding the legal information they need.

**Result:**

As of December 2011, there are legal self-help centers in 72 of Illinois’ 102 counties. Most of the self-help centers are located in public libraries; others are located in the county courthouse. The Centers are community-driven, staffed by local librarians or other public servants who have been trained as navigators, and supported by local leadership.

**Materials available:**

Legal Self-Help Center signs/brochures; navigator training manual/exercises; “What is a Legal Self-Help Center?” flyer; “Legal Self-Help Center Partners” handout; checklist for Legal Self-Help Center opening; sample Circuit Clerk referral handout; sample press release for legal self-help center opening.

**Additional information:** <http://www.illinoislegalaidonline.org/index.php?projects>

**Contact:** Teri Ross, [tross@illinoislegalaid.org](mailto:tross@illinoislegalaid.org), 312-977-9047 x14, or Joe Dailing, Illinois Coalition for Equal Justice, [jdailing@icfej.org](mailto:jdailing@icfej.org), 815-962-9050

## ***LiveHelp, Engaging Law Student Volunteers with Instant Messaging Service***

**Organization:** Illinois Legal Aid Online

**Category:** Tech, Making good use of law students

### **Problem/Challenge/Need:**

Studies show that website users are much more satisfied with their user experience when they are assisted with finding the information they seek. Law students, particularly in their first year, long for legal experience without being in danger of practicing law. How can programs leverage law-student volunteers to meet users' needs for navigation assistance?

### **Innovation Description:**

LiveHelp is an instant messaging service that provides remote navigation assistance to website users seeking legal information. LiveHelp is available on Illinois' statewide legal website, [IllinoisLegalAid.org](http://IllinoisLegalAid.org). Since the program began in October of 2009, LiveHelp operators have taken an average of 65 chats per day. The program is staffed by law student volunteers from Illinois' 9 law schools and coordinated by a VISTA. The VISTA recruits, trains, and supports law students as they act as operators; the program asks volunteers for 6 months or 50 hours of service.

### **Result:**

Since its start, over 150 volunteers have served as LiveHelp operators, taking more than 34,000 chats. Responses from post-chat surveys by LiveHelp users are extremely positive, with more than 70% saying that they were completely or mostly satisfied with the information they received. The LiveHelp volunteer average tenure is 44 hours over about 5 months of service.

### **Materials available:**

LiveHelp training materials (pre-training exercises, training manual, agenda, ppt presentation, evaluation, expectations, etc.); promotional/recruitment flyers; LiveHelp Program Coordinator guide.

**Additional information:** <http://www.illinoislegalaidonline.org/index.php?projects>

**Contact:** Stacie Colston, [scolston@illinoislegalaid.org](mailto:scolston@illinoislegalaid.org), 312-977-9047 x23

**Integrate Google Translate API into your Statewide Website**

**Organization:** Illinois Legal Aid Online

**Category:** LEP, Tech, Outreach

**Problem/Challenge/Need:**

How can programs leverage technology in order to better reach and serve their limited English proficiency (LEP) clients?

**Innovation Description:**

Legal Assistance Foundation of Metropolitan Chicago (LAF) and Illinois Legal Aid Online (ILAO) are developing a Spanish-language website, mirrored after the existing (primarily English) statewide legal website, IllinoisLegalAid.org. The new website will be AyudaLegalIL.org and is slated to launch in December 2011. The twist on the website is that ILAO has integrated an automatic translation component into the website's content management system with Google Translate API. This means that the initial translation is done "by machine" with the click of a button. A native Spanish-speaker then reviews the content for grammar and style before making it live on the website. Funded by LSC's Technology Initiatives Grant (TIG) program.

**Result:**

As of 11/7/11, 101 pieces of content had been translated using the integrated Google Translate component. Word length for these articles ranges from 700-5000, with the approximate average being about 2500. Using Google Translate for the initial translation of content is saving between 20-30% of time for content translators.

**Materials available:**

Documentation and evaluation materials will be available at the end of the grant period (12/2012) on the NTAP website.

**Contact:** Teri Ross, [tross@illinoislegalaid.org](mailto:tross@illinoislegalaid.org), 312-977-9047 x14

## Active Intake Plan for Low-Income Asian Seniors

**Organization:** AARP Legal Counsel for the Elderly (LCE)

**Category:** Intake

**Problem/Challenge/Need:** The District of Columbia has a small, but quite active population of low-income Asian seniors who reside in the very same neighborhood as LCE. Despite this group's proximity to LCE, our office had relatively few clients seek our help through our traditional intake systems, such as our legal hotline. Therefore, LCE implemented an Asian Outreach Plan to enable us to better serve this population. We confronted and overcame many challenges along the way, including a language barrier, the seniors' distrust of our staff, cultural differences, as well as their great reluctance to divulge their problems to LCE.

**Innovation Description:** Since its inception in 2005, I have overseen LCE's innovative Asian Outreach Plan, which provides targeted, legal outreach to low-income Asian seniors in the District of Columbia. LCE staff visits the Asian Senior Center to conduct legal intakes. The Center is in Chinatown, just a few blocks from our office. After the clinics, we conduct follow-up visits with clients to further develop their cases. Then, we handle them in-house as brief services or refer more in-depth matters to LCE's Pro Bono Project.

Over the years, LCE has tested methodologies to identify the best practices to reach this reticent population. In the first year, LCE acquired crucial information about the demographics, needs, and location of low-income Asian seniors in the District of Columbia. This information gathering stage was an indispensable step to effectively targeting this underserved population. Productive discussions with local government agencies, the Asian Pacific Legal Resource Group, and District's Asian Senior Center helped us assess the needs of this small and hard-to-serve community.

The next stages of program development involved meetings with the Director of DC's Asian Senior Center and other staff. They were very receptive to our hosting periodic legal clinics at the Center. LCE then collaborated with DC's local Language Line program and the Legal Services Interpreter Bank to have key documents translated into Mandarin and Cantonese and to serve as interpreters at legal clinics. LCE also recruited volunteers who were proficient in these dialects to be interpreters. Then, we kicked off a publicity campaign to "spread the word" about the Asian Active Intake Plan. To this end, we distributed hundreds of translated flyers at the Asian Senior Center and at the Wah Luck House, a D.C. public housing building comprised mostly of Asian seniors

The next few years required a dose of patience and cultural sensitivity to a population that the social workers at the Asian Senior Center described as extremely reluctant to share their "problems," or any personal information for that matter, with "outsiders." Gradually over the years, we have broken down barriers that the Center's director identified to include: the Asian senior community's strong feelings of shame associated with asking for help, and a fear of "being turned in by the government" due to persecution that many had faced before they fled China.

To break the ice, I visited the Asian Senior Center multiple times per year, each time with a translator or two, in an effort to create a trustworthy and open association with the seniors. Through an interpreter, I first spoke with the group as a whole about LCE's services and our longstanding presence in DC, as well as our duties of confidentiality and mission to improve the quality of seniors' lives in the District. I tried to reassure the seniors that we were there to help them and were on their side. The social workers

## 2011 Innovations in Civil Legal Services

at the Center would then encourage seniors to talk with us about their legal problems and assure them that they could speak freely with us.

At first, only a few Asian seniors requested help. After a few years, and more than ten visits later, the group finally started to trust LCE more and began seeking our help. One of the first outreach cases involved an elderly Asian man whose identity had been stolen. He sought our help rescinding a credit card that an impostor had opened in his name. After that case, more Asian seniors began attending our clinics to ask Social Security, Medicare/Medicaid and debt collection questions. We believe that the first few clients told their neighbors that LCE could be trusted and had really helped them solve their legal problems. These recommendations were indispensable to the success of LCE's Asian Outreach Plan.

Without years devoted to establishing trust and rapport, LCE never would have reached the phase we are in now in which the Director of the Asian Senior Center, contacts me almost weekly with a question, a problem, to refer a client, or just to schedule LCE's next visit. In 2011, we held our first power of attorney workshops at the Center. We drafted these vital documents for close to twenty seniors. We plan to hold another power of attorney workshop in 2012, and to continue to hold them until all interested seniors receive advance directives.

**Result:** As a result of our Asian outreach initiatives, LCE has more than doubled the number of Asian seniors that our office services. In 2005, LCE helped 16 Asian seniors. By 2009, we had 31 low-income Asian clients. In 2011, LCE has handled legal issues for 40 Asian seniors, mainly through our power of attorney workshops.

**Materials available:** LCE has several legal documents that have been translated into Chinese including, intake forms for powers of attorney for health and finance, and client authorization forms.

**Additional information:** When LCE launched this endeavor in 2007, we never thought that we would be at the strong position that we are in now in which Asian seniors eagerly seek help from LCE's Active Intake Project. Persistence and patience pays off when working with underserved, non-English speaking clients.

**Contact Information:** Sheryl Rosensky Miller, Senior Legal Aid Attorney, Pro Bono Project/LCE  
SRmiller@aarp.org Phone + Ext: 202-434-2089

For more information on the workshop co-sponsors, visit the following websites:



***lri.lsc.gov***

The LSC Resource Information (LRI) website is committed to raising the standard of practices in legal services programs by encouraging the cross-fertilization of innovative and proven practices among members of the legal services community. Our expectation is that program-to-program networking via LRI will improve the overall quality of legal services. To share your innovative practices with LRI, visit the link above.



***aarp.org/lce***

AARP Legal Counsel for the Elderly is the primary provider of legal services to older residents of the District of Columbia and develops innovative methods of providing free and low-cost legal and advocacy services.



***m-i-e.org***

MIE's mission is to spark excellence in leadership, management and fundraising in legal services programs serving low-income clients, through training, consulting and publishing activities of the highest quality. Subscribers to MIE's services can use this site to gather and exchange information on the management of legal services programs. The public can use this site to learn about MIE, MIE's training, publication and consulting services.