OSB Referral & Information Services (RIS)

Oregon Library Association Conference

April 19, 2017

Web Resources

- OSB *Public* Website www.oregonstatebar.org*
  - "Legal Information Topics"
    - Provide an overview of the law
    - Topics picked based on consumer interest (eg- Cannabis Law, Immigration, ex.)
    - Updated on a regular basis for accuracy
  - "Legal Q&A Videos"
    - New short video series answering common questions
    - 30 posted in 2016, and 15 more scheduled
    - Ties into our LRS marketing strategy to draw the public to the OSB Website

*Note: The public website can be translated into over 100 languages

Web Resources (cont.)

- "Getting Legal Help"
  - RIS Department information, including an online referral request form
  - "Do-It-Yourself" information including small claims, restraining orders, and summary dissolution proceedings
  - Information on hiring a lawyer, legal fees, and UPL
  - Resources for finding other low cost representation

Web Resources (cont.)

- "Client Services"
  - Client Assistance Office link
  - Client Security Fund information
  - Fee Dispute Resolution (now includes mediation as well as arbitration)
  - Public Records Requests

RIS Department Programs

- Lawyer Referral Service
- Modest Means Program
- Lawyer to Lawyer
- Military Assistance Panel
- Problem Solvers
- FEMA Response

Modest Means Program

- Reduced hourly rates of $60, $80 or $100 per hour based on client income and assets as measured against the Federal Poverty Guidelines.
- Family Law, Criminal Defense, Landlord/Tenant.
- The PSAC is currently exploring expansion into Elder Law and Appellate Law.
- 3,400 referrals in 2015.
- 200 participating attorneys as of February 1st, 2017.

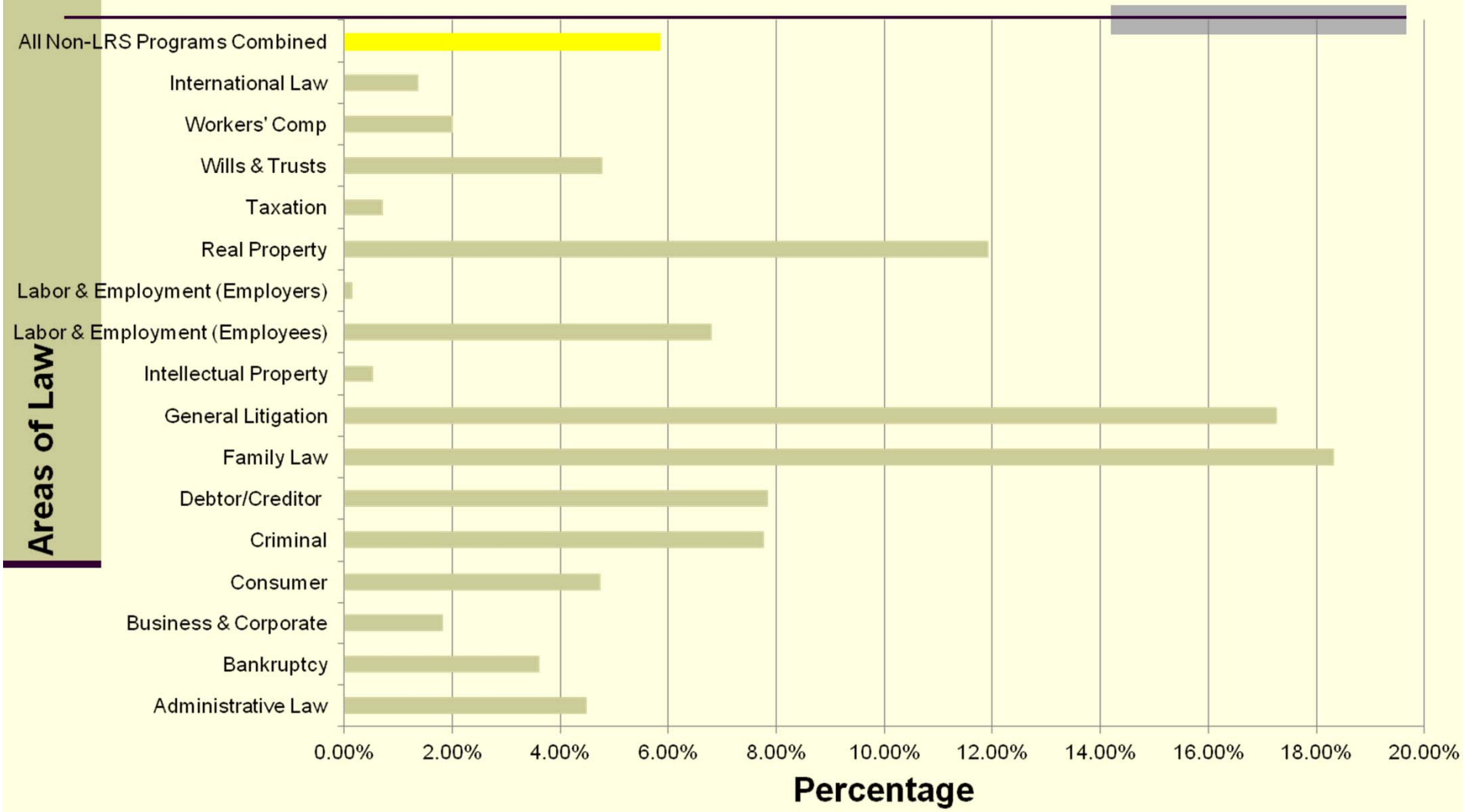
Pro Bono Programs

- Military Assistance Panel
  - 2 hours of pro bono work for active duty military and families
- Problem Solvers
  - Free 30-minute consultations for children aged 13-17
- FEMA Response
  - Disaster preparedness for lawyers

Lawyer Referral Service (LRS)

- Statewide, all areas of law
- Promoted through oregonstatebar.org, summons form, legal system stakeholders, craigslist, Google
- Over 45,000 referrals made per year
- 74,000 Calls and 5,000 emails received in 2016.
- Approximately 500 panelists (January 2017)
- **Callers are entitled to a 30-minute consultation for $35***

Non-LRS & LRS Referral Comparison



LRS Areas of Law

1) Administrative Law
- ☐ DMV (Non-Criminal)
- ☐ General (Federal)
- ☐ General (Local/Municipal)
- ☐ General (State)
- ☐ Medicare/Medicaid
- ☐ Military/Veterans
- ☐ PERS
- ☐ Professional Licensing
- ☐ Schools – Special Needs Educ.
- ☐ Social Security/SSI
- ☐ SSD
- ☐ Student Rights
- ☐ Transportation
- ☐ Unemployment
- ☐ Utilities
- ☐ Welfare
- ☐ Other_____

2) Bankruptcy
- ☐ Business
- ☐ Creditors
- ☐ Document Review
- ☐ Farm
- ☐ Personal
- ☐ Pro Se Coaching
- ☐ Other_____

3) Business & Corporate
- ☐ Agriculture/Farm
- ☐ Construction
- ☐ Entertainment
- ☐ Environmental
- ☐ Franchise
- ☐ General (contracts, entities)
- ☐ Litigation
- ☐ Marijuana Business
- ☐ Non-Profit
- ☐ Publishing
- ☐ Restaurants/OLCC
- ☐ Sale Of Business
- ☐ Securities
- ☐ Other_____

4) Consumer Law
- ☐ Automobiles/RVs/Mobile Homes
- ☐ Banking
- ☐ General
- ☐ Identity Theft
- ☐ Insurance
- ☐ Mortgage Issues (non-foreclosure)
- ☐ Problems Between Consumers
- ☐ Small Claims Advice
- ☐ Other_____

5) Criminal Law
- ☐ Capital Murder ***
- ☐ DMV (DUII Related)
- ☐ DUII/DWS
- ☐ Expunction
- ☐ Forfeiture
- ☐ Game Violations
- ☐ Gun Rights
- ☐ Juvenile Offender
- ☐ Lesser Felony ***
- ☐ Local Ordinances
- ☐ Major Felony ***
- ☐ Mental Commitment
- ☐ Misdemeanor
- ☐ Non-Capital Murder ***
- ☐ Parole/Probation
- ☐ Post Conviction/Appeals
- ☐ Traffic Offenses
- ☐ White Collar Crime
- ☐ Other_____

6) Debtor/Creditor
- ☐ Collection/Harassment
- ☐ Debt Counseling/Workouts
- ☐ General (Creditor)
- ☐ General (Debtor)
- ☐ Student Loans
- ☐ Other_____

7) Family Law
- ☐ Adoption/DHS
- ☐ Child Custody/Parenting Time
- ☐ Child Support/Modification
- ☐ Collaborative Family Law
- ☐ Document Review
- ☐ Emancipation
- ☐ General (Divorce/Separation,etc.)
- ☐ Grandparent/Third Party Rights
- ☐ Guardianship
- ☐ Informal Living Arrangements
- ☐ Interstate/Independent Adoption ***
- ☐ Juvenile/DHS Issues
- ☐ Military
- ☐ Parental Responsibility
- ☐ Paternity
- ☐ Prenuptial Agreements
- ☐ Pro Se Coaching/Process Question
- ☐ QDROs
- ☐ Restraining Orders
- ☐ Same Sex Couples & Parents
- ☐ Terminate Parent Rights
- ☐ Other_____

8) General Litigation
- ☐ Actions Against Police
- ☐ Animal Law
- ☐ Aviation
- ☐ Child Abuse Victims
- ☐ Civil Rights
- ☐ Crime Victims
- ☐ Elder Abuse
- ☐ General Litigation
- ☐ General Torts/Privacy
- ☐ Health Law/HIPAA
- ☐ Insurance (Health/Disability)
- ☐ Insurance (Liability)
- ☐ Libel/Slander/Defamation
- ☐ Malpractice (Dental)
- ☐ Malpractice (Legal)
- ☐ Malpractice (Medical)
- ☐ Maritime
- ☐ Mold Claims
- ☐ Neighbor Disputes/Nuisance
- ☐ Personal Injury/Wrongful Death
- ☐ Products Liability
- ☐ Property Damage
- ☐ Services for Plaintiffs and Defendants
- ☐ Stalking Orders
- ☐ Tort Claims Act
- ☐ Other_____

9) Intellectual Property
- ☐ Computer Law & Internet Law
- ☐ Entertainment
- ☐ Patent (Reg Patent Attys Only)
- ☐ Trademark/Copyright
- ☐ Other_____

10) International Law
- ☐ Business and Corporate
- ☐ Customs, Quotas & Duties
- ☐ Deportation ***
- ☐ Family Law
- ☐ General Immigration/Visas
- ☐ Import/Export Regulation
- ☐ Litigation
- ☐ Taxation
- ☐ Other_____

LRS Areas of Law (cont.) and Accessibility

11) Labor & Employment

I represent:

☐ employees ☐ employers ☐ both

- ☐ ADA (Disability) Act Issues
- ☐ Discrimination
- ☐ FLSA ***
- ☐ FMLA ***
- ☐ General
- ☐ Pensions/Benefits/ERISA
- ☐ Public Employees
- ☐ Union Issues
- ☐ Wage and Hour Claims
- ☐ Whistleblowers
- ☐ Wrongful Discharge

12) Workers' Comp

- ☐ Employers
- ☐ Federal
- ☐ LHWA
- ☐ State
- ☐ Stress Related
- ☐ Third Party Litigation
- ☐ Other_____

13) Real Property

- ☐ Agriculture/Farm
- ☐ Condemnation
- ☐ Construction/Contractors
- ☐ Environmental
- ☐ Foreclosure
- ☐ General (Commercial)
- ☐ General (Residential)
- ☐ Government Loans (VA, FHA, etc.)
- ☐ Homeowners Assoc
- ☐ Land Use/Zoning
- ☐ Landlord Commercial
- ☐ Landlord Residential
- ☐ Litigation
- ☐ Mining, Oil & Gas
- ☐ Mobile Home (Landlord)
- ☐ Mobile Home (Tenant/Owner)
- ☐ Property Tax
- ☐ Section 8/HUD
- ☐ Tenant (Commercial)
- ☐ Tenant (Residential)
- ☐ Water Law
- ☐ Other_____

14) Taxation

- ☐ Business & Corporate
- ☐ Criminal
- ☐ Estate & Gift
- ☐ Litigation
- ☐ Personal Income
- ☐ Other_____

15) Wills & Trusts

- ☐ Conservatorship/Guardianship
- ☐ Document Review
- ☐ General (Wills/Trusts/Estates)
- ☐ Litigation
- ☐ Living Trusts
- ☐ Long-term Care Issues
- ☐ Medicare/Medicaid Planning
- ☐ Probate
- ☐ Special Needs/Including Cap Trusts
- ☐ Other_____

B. Other Services *(Selections apply to all Panels and Territories except as indicated)*

Accessibility

- ☐ Civil Matters for Inmates
- ☐ Evening Appointments
- ☐ Initial Consultations by Phone
- ☐ Initial Consultations by Web/Video Conferencing
- ☐ Jail Visits
- ☐ Office is Accessible to the Disabled
- ☐ Out-of-Office Appointments
- ☐ Out-of-State Clients
- ☐ Weekend Appointments

Other Languages

Language	*Proficiency*
Language	*Proficiency*
Language	*Proficiency*

Venues & Forums

- ☐ Federal Appellate
- ☐ Federal Court Case
- ☐ State Appellate

Other Active Law Licenses

State	*Year Admitted*
State	*Year Admitted*
State	*Year Admitted*

Specialty Bar

☐ OAPABA ☐ OGALLA ☐ OHBA ☐ OMLA ☐ OWLS ☐ OCNBA

Other Biographical Information

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Panels Specific to Self-Help

- Both LRS and MM have subpanels to assist pro se litigants:
  - MM self-help subpanels under family law:
    - Document review
    - Pro se coaching
    - Process questions
  - Less than a dozen referrals were made under each of these subpanels in 2016, although there are 70-80 attorneys signed up

Panels Specific to Self-Help (cont.)

- LRS self-help subpanels include:
  - LRS Family Law and Bankruptcy:
    - Document Review
    - Pro se coaching
  - LRS Wills & Trusts:
    - Document review
  - LRS Consumer Law:
    - Small claims advice
      - This is by far the most utilized self-help subpanel, with 403 referrals made to 36 attorneys in 2016.

RIS Resource Guide

- Contains over 200 community resources, including charities, non-profits, and government agencies
- Organized by area of law and interest group
- Reviewed for accuracy annually
- Will be posted on OSB Public Website after AMS completion

RIS Resource Guide Example

RIS Resource Guide

Frequently Asked Questions
Additional Resources
Administrative
- A. General
- B. Courthouse by County
- C. Social Security SSI/SSD
- D. Medicare/Medicaid
- E. TANF
- F. Unemployment
- G. Military

Consumer
- A. General
- B. Automobile
- C. Insurance
- D. Banking
- E. Legal Forms
- F. Identity Theft

Criminal
- A. Crime Reporting
- B. Victims Assistance Programs
- +County Victims' Index
- +City Victims' Index
- C. Drugs
- D. Juvenile Offenders

Family & Juvenile Law
- A. General/Divorce
- B. Juvenile Law
- C. Domestic Violence Resources
- D. Programs For Abusers
- E. Child Support
- F. Child Abuse
- G. Adoption

Consumer

A. General

Oregon DOJ Consumer Protection Hotline
Attorney General's Office
(Phone) 503 378-4320 -Salem
(Phone) 503 229-5576 -Portland (toll free)
(Phone) 1 877-877-9392 -elsewhere in Oregon (toll free)
(Web Address) http://www.doj.state.or.us/finfraud
Can investigate and pursue consumer complaints; may be involved in major class action lawsuits.

First.gov for consumers
(Web Address) www.consumer.gov
A "one-stop" link to a broad range of federal information resources available online. It is designed so that y
Health, Product Safety, Your Money, and Transportation. Each category has subcategories to direct you to
related information.

United States Consumer Product Safety Commission
(Phone) 1-800-638-CPSC (2772)
(TTY) 1-800-638-8270
(Web Address) www.cpsc.gov
To file safety complaints and get recall information; report products that are dangerous. *Se habla Español

Limitations:

- We cannot/do not give legal advice – even if it's "just one simple question."
- We do not have any pro bono attorneys other than PS and MAP.
- Callers need to be realistic about what can be accomplished in 30 minutes.
  - This is not enough time to review your 30-page divorce judgement and advise you properly.
- We Limit callers to 3 referrals per year, per legal issue, as a screening mechanism.
- There is no guarantee an attorney will take your

Limitations (Cont.)

- The service is not intended for emergencies:
  - “I have court Monday” – at 4:55pm on Friday.
  - This especially applies to MM, which requires a written application.
- MM only covers Family Law, Criminal Law, and some Real Property Law.
  - There is Limited attorney coverage in some areas of the state.
  - You can under-qualify financially.
  - Both parties and the legal matter must be in Oregon.

Coming Soon…

- "Legal Issues for Older Adults"
  - Expected in Fall of 2017.
  - Will be available in print and on the web
  - Will most likely be available in English, Spanish, Russian, and Vietnamese.
- OSB task force exploring adding "unbundled legal services" to each main category of law as a new option.

Questions? Call Me!

OSB

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