

**Coalition for Court Access Meeting Agenda**  
**Notre Dame Law School**  
**Eck Hall of Law – Room 2130**  
**Notre Dame, IN 46556**

**Monday, October 1, 2018, 8:00 a.m. – 11:00 a.m. ET**

- 8:00a: Continental breakfast
- 8:30a: Meeting called to order
- 8:35a: Review and approve August 17, 2018 CCA meeting minutes
- 8:40a: Notre Dame Law School – civil justice initiatives
- 9:05a: Pro Bono Work Group:
  - Lawyers in Libraries – week of October 22, 2018
  - Pro Bono retreat recommendations
- 9:20a: Communications/Technology Work Group:
  - Proposal re legal advertising costs for indigent litigants
  - Technology Innovation Grant
- 9:35a: Best Practices Work Group: CCA Website and Court Forms project
- 9:45a: Resource Development Group update
- 9:55a: Rural Group update
- 10:05a: Briefing on Indiana Civil Legal Aid economic impact analysis
- 10:25a: CCA Conference – November 2, 2018
- 10:30a: Review & discuss work group membership
- 10:40a: New Business
- 10:45a: Meeting adjourned

**Meeting Materials:**

Minutes of 8/17/18 CCA meeting

CCA Member Roster

CCA Work Group Roster

Lawyers in Libraries – week of October 22, 2018

Memo re legal advertising costs for indigent litigants

ABA Report on Access to Justice Commission Staffing & Funding: [www.atjsupport.org](http://www.atjsupport.org)

CCA Pro Bono Retreat – outline of draft recommendations

Indiana Civil Legal Aid Economic Impact Analysis – Executive Summary, Not for Public Distribution

**NEXT CCA meeting:**

Friday, January 11 – IN Bar Foundation

*Save the Date:           Friday, November 2: CCA conference  
                                  (Ivy Tech Conference Center, Indianapolis)*

COALITION FOR COURT ACCESS MEETING AGENDA  
NOTRE DAME LAW SCHOOL  
1100 ECK HALL OF LAW  
NOTRE DAME, IN 46556

MONDAY, OCTOBER 1, 2018

ATTENDING

**Coalition Members:** Justice Slaughter, chaired meeting, Jon Laramore, John Floreancig Chuck Dunlap, Don Lundberg, Chris Purnell, Hon. Melissa May, Carl Pebworth, Emily Weikert Bryant, Lucinda Nord, Scott Wylie, Joe Skeel, Judy Fox, Hon. Martha Wentworth

**Guests:** Bob Jones, John Byrnes (video conference)

**Staff:** Carlton Martin, Marilyn Smith, Theresa Browning, Sarah Kidwell

*Meeting Called to Order at 08:30 a.m.*

MINUTES APPROVAL

The August 17, 2018 CCA meeting minutes were approved as amended at 8:33 am. The minutes required deletion of a name that appeared twice and a correction of a spelling error.

NOTRE DAME LAW SCHOOL CIVIL JUSTICE INITIATIVES: *Bob Jones, Dean of Experiential Learning*

**Overview:** Bob Jones, Dean of Experiential Learning, gave a presentation about Notre Dame Law School's Experiential Learning program; which includes five clinics, field placements (externships), specific skills courses, and immersion courses.

**Context of Program Broken Down from 1L – 3L Years**

- *First Year Program*

- Designed to sensitize students to public interest through participation in civil justice.
- The GALILEE (Law 75700) course gives law students an opportunity to earn one co-curricular credit while learning about public interest and public service through three-day, student-designed urban immersion programs around the nation over winter break. More than 100 students participate each year.
  - Students form small groups and study issues in many small cities. They speak with a nice mix of judges, lawyers. This exposure helps them to think broadly about their career options and keep them engaged.
- *Second and Third Year*
  - Clinics
    - There are 5 in-house clinics:
      - Community Development Clinic
      - Economic Justice Clinic
      - Intellectual Property and Entrepreneurship Clinic
      - Mediation Clinic
      - Tax Clinic
  - Externships
    - ND offers 12 externship courses total (non-profit, government, judicial, corporate counsel) For example:
      - National Immigrant Justice Center
      - Lawyering Practice Externship (ILS): catch-all experience
      - 7<sup>th</sup> Circuit Practice Externship
        - 5 students litigate cases every year. Many of the cases are Habeas Corpus cases.
      - Public Defender Externship
      - Wrongful Conviction Externship
  - Immersion Courses
    - Law students also have an opportunity to develop a unique perspective on the criminal justice system by participating in a weekly seminar with inmates at the Westville Correctional Center through the Center for Social Concerns.
  - Post Graduate
    - Notre Dame funds 4 students to pursue public interest work.

- Notre Dame has a large LRAP program.
- Service Projects:
  - The Local Cup- A volunteer run pay-it-forward neighborhood coffeeshop where your coffee has already been paid for, so you must pay for the next person's cup in return. The shop is in South Bend's Near Northwest Neighborhood.
  - Green Bridge Growers-This venture is grounded in the social mission of creating jobs that harness skills of young adults with autism. This is an aquaponics farm that grows local organic vegetables.

### WORK GROUP UPDATES

*Pro Bono: Lucinda Nord (8:58am)*

**Lawyers in Libraries Description:** Coalition partners will pilot *Lawyers in Libraries* project in a limited number of rural libraries within pro bono district C and F. Other states do this in several ways (promote a single day statewide, use technology for connecting attorneys in urban areas with clients in rural areas, etc.) A few libraries already host events with civil legal aid programs (IN Legal Services, Neighborhood Christian Legal Clinic, Indiana Pro Bono Districts or local bar associations).

#### **Goals of the Project:**

1. Raise awareness about availability of civil (not criminal) legal services,
2. Recruit new attorneys to provide pro bono assistance (and give them an awesome experience so they want to do more), and
3. Expand pro bono assistance to clients who would not otherwise have access to quality legal services.

#### **Specific Details:**

- Mixed delivery system in Districts F. Mixed delivery is a combination of Skype and in-person. District F recruited volunteers to be at the libraries.
- 
- **District C is doing just Skype appointments from Allen County Fort Wayne public library to rural libraries.**

- Libraries are working with organizations to get attorneys and people to sign up.
- Attorney recruitment is challenging in rural counties.

***Pro Bono Retreat Recommendations: Scott Wylie (9:01am)***

The ideas and recommendations that derived from the retreat are in the process of being distilled down into concrete recommendations for the CCA's consideration. One of the biggest challenges of the recommendations is how we can maximize outcomes for low income Hoosiers all while operating in a severely under resourced civil legal aid delivery system (running at 2007 levels). The idea is to get comments from the retreat attendees and come back to the CCA with concrete recommendations by the end of December 2018.

**Three Basic Goals:**

1. Create a system that takes advantages of the best elements of coordination and consolidation while preserving the best elements of local autonomy and control.
2. Shift pro bono from a place of last resort to a strategic development of volunteers.
3. Streamline the process for staff and clients.

**Other Specific Goals/Issues**

1. **Consolidating administration of pro bono districts**
2. Improved training
3. Recruitment and Engaging the Private Bar
4. Streamlining intake process
5. Figure out conflict of interest issues: (small county husband calls all divorce lawyers, so the wife cannot get help from them.)
6. Continuum of legal services
7. Closer collaboration between pro bono districts and civil legal aid providers.
8. Fixing the Funding Confusion – look at the funding system as a whole and recommend improvements that encourage collaboration and effective client service.

**Discussion Points**

- **Referrals:** Judy Fox asked questions about moving to a system where it is easier to make referrals:
  - Seeking a higher level of details about the intake process.
  - We need a set of common definitions for how services are defined during the intake process. For example, what is an “open case”, “brief services”, etc.
- **Funding:** Concern was raised about having only one main source of funding. Who would govern the use of funds and what criteria would be in place to ensure that local autonomy is respected. What role would CCA play with many grantees on the CCA now and the Court/IN Bar Foundation being potential grant administrators.
- **Delivery of Services:**
  - We need to give more money to the civil legal providers
  - Need to pay legal aid attorneys more \$\$\$ and offer health benefits to attract and retain talent
  - Need to figure out a way to keep the staffed and pro bono programs from fighting one another for funding. Fewer financial funding sources/pots may help with this.
- **Grants:** CCA may need to advocate with grant funders to give more freedom for what types of cases they can do.

*Communications/Technology: Jon Laramore (9:30am)*

Jon and John Floreancig presented a proposal advocating for reduced advertising costs for indigent litigants. Some people are being charged \$400 - \$800 to place ads to serve defendants by publication. The proposal included in the material essentially asked the legislature to allow persons declared indigent under IC 33-37-3-2 to pay the low government rate for service by publication.

Carl moved, and Don seconded a motion for the CCA to support efforts to get this legislation amended. The memo/proposal was voted on and passed.

*Best Practices: Marilyn Smith (9:38am)*

**CCA Website and Courts Form Project:** The goal of the 25K Technology Innovation grant (from the Legal Services Corporation) is to build a website and develop it to ultimately be a civil legal aid triage portal. Portal technology developed by Microsoft is being currently tested in Alaska and Hawaii. Once we

monitor the success of the portal technology there, we will explore using it in Indiana. CCA will publicly launch indianalegalhelp.org. on November 2<sup>nd</sup> during the conference. Court will issue a press release on November 1<sup>st</sup>

**Planning grant:** John Greacen will help facilitating the triage portal planning grant. John is the former director of the Administrative Office of the Courts of New Mexico and former deputy director of programs for the National Center for State Courts. He worked closely with the Best Practices Group in 2017 to set up the CCA website and SRL court forms project. Colleagues from Minnesota and Michigan will be providing technical support for the Indiana triage portal and the steering committee will convene for the first time on November 2<sup>9</sup> - 30.

**Website:** The CCA website (indianalegalhelp.org) has a “find legal help” function, links to legal information and resources; and six sets of forms that were vetted, revised and migrated from the Supreme Court’s self-service website. The first phase of the website is focused on vetting for substantive accuracy. Phase two will be focused on usability and accessibility issues which involves plain language, guided interviews and testing for ease of site use.

**Forms:** In the future the CCA will request a mandate to get trial courts to accept the forms posted on the website.

**BRIEFING ON INDIANA CIVIL LEGAL AID ECONOMIC IMPACT ANALYSIS (10:05):**

*John Byrnes, Community Services Analysis*

Chief Justice Rush wanted to be able to “tell the story” of our state’s civil legal aid services. This economic analysis will help to do so. The Economic report covers about 97 percent of our state’s civil legal aid services.

**Social Return on Investment (SROI):** Mr. Byrnes gave a brief history of his company. It’s 11 years old and first in the country to be recognized by the international community for its social value methodology standard. Social Value or Social Return on Investment (SROI) is an approach to measuring and understanding the financial impact of a social services organization. SROI is a form of cost/benefit analysis that measures results that normally cannot be measured in money.

A summary breakdown of Indiana's SROI analysis is provided in the meeting materials. This data will assist the Chief Justice in her legislative budget request.

*Resource Development: Scott Wylie (10:23)*

**Recommendation:** The recommendation from the IN Bar Foundation's grant committee is to maintain level funding for the pro bono districts for 2019 (\$792,500). Once the proposed restructuring of the pro bono districts is explored, the funding system for pro bono and staffed civil legal aid programs may change.

*Rural: Carl Pebworth (10:24)*

Shelby County Project is still happening. General challenge as group, how to engage the Rural parts of the states more broadly. The Workgroup has expanded, and they are continuing to seek more people who practice and live in rural areas.

*Data Collection →*

*The civil legal aid study is ongoing and will be completed in December 2018.*

NEW BUSINESS

**1. Legal Services Corporation Meeting in Indianapolis: October 17 – 20, 2018**

**a.** Agenda will include

- i.** Oct. 17 afternoon: hearing with LSC opioid task force with CJ Rush and Jay Chaudhary, ILS Managing Attorney
- ii.** Thursday, Oct. 18 – board meeting and committee meetings with reception at 5:30p at Faegre Baker Daniels – recognizing pro bono leaders – all CCA members will be invited
- iii.** Friday – public sessions on Access to Justice issues. The specific agenda is being developed.

**b.** More information will be sent out closer to the date.

**2. CCA conference Nov. 2 – John Floreancig gave an update**

- a. **Agenda:** An overview of the agenda for Nov. 2 conference is in the materials. We'll have 5.5 CLE credits offered and aim to have around 200 attendees.
  
- b. **Registration Information:** A registration email is going out today and we've kept the same prices as last year (prices will increase by \$25 after October 2):
  - i. \$100 - General Registration
  - ii. \$50 - Pro Bono Volunteers, Board Members of Civil Legal Aid and Pro Bono Organizations
  - iii. \$30 - Civil Legal Aid and Pro Bono Staff, Law Students
  - iv. \$15 - Lunch Plenary Only
  
- c. **Speakers**
  - i. Chief Justice Rush will be the opening plenary speaker.
  - ii. The lunch plenary speaker will be Mark Nicholson, an Indiana attorney, advocate, writer and speaker. Amy Dudas (IN Bar Foundation President and ISBA House of Delegates Chair) will introduce Mark and lead a staff recognition.
    - 1. Mark describes himself as a "People Helper, helping people in need of quality and affordable legal representation.
    - 2. Nicholson is believed to be the only lawyer in modern Indiana history to be admitted to the bar with a major felony conviction. His own criminal history led him to the Indiana State Public Defender's Office, where he worked from 2006 to '11.

We encourage as many CCA members as possible to attend the conference and the LSC reception.

*MEETING ADJOURNED AT 10:29 AM.*

# COALITION FOR COURT ACCESS MEETING AGENDA

## INDIANA LEGAL SERVICES

151 N DELAWARE STREET, SUITE 1800  
INDIANAPOLIS, IN 46204

FRIDAY, AUGUST 17, 2018, 10:30 A.M. – 1:30 P.M. ET

### ATTENDING

**Coalition Members:** Jon Laramore, chaired meeting; John Floreancig  
Chuck Dunlap, Don Lundberg, Jane Henegar, Victor Quintanilla, Chris  
Purnell, Mary Fondrisi, Hon. Melissa May, Hon. Kim Dowling, Michael  
Tolbert, Carl Pebworth, Emily Weikert Bryant, Lucinda Nord

**Guests:** Inge Van der Cruysse, IU Maurer – externships and clerkships;  
Brandi Kirdendahl, ILS;

**Staff:** Carlton Martin, Marilyn Smith, Julie McDonald, Theresa  
Browning, Sarah Kidwell

*Meeting Called to Order at 10:33 a.m.*

### WELCOME NEW MEMBERS & INTRODUCTIONS (10:35AM)

The CCA welcomed five new members to serve on the coalition. Those five new members are:

1. **Michael Tolbert**, Partner, Tolbert and Tolbert LLC.
2. **Hon. Melissa May**, Indiana Court of Appeals
3. **Lucinda Nord**, Exec. Director, Indiana Library Federation
4. **Victor Quintanilla**, Co-Director, Center for Law, Society & Culture;  
Associate Professor, Indiana University Maurer School of Law;

Adjunct Professor, Indiana University Department of Psychological and Brain Sciences

**5. Emily Weikert Bryant (court order with official appointment pending),** Exec. Director, Feeding Indiana's Hungry

The CCA also welcomed the new CCA staff attorney, Carlton Martin. 50% of his time is dedicated to CCA and the other 50% to ICLEO. As we go forward, Marilyn and Carlton will be dividing the staffing responsibilities for the CCA work groups.

After the introduction of new members and new staff, every person in the room was asked to formally introduce themselves to the group and mention the one thing they like about Indiana's Civil Legal Aid System. The common themes included: high satisfaction with the Indiana Supreme Court's demonstrated investment to improve the system, the sense of community with all stakeholders involved, especially amongst the direct providers, and the budding pipeline that is developing with the law schools.

**MINUTES APPROVAL**

The May 21, 2018 CCA meeting minutes were approved at 10:55am.

**INDIANA LEGAL SERVICES COLLABORATIONS WITHIN THE LEGAL AID COMMUNITY (ILS STAFF)**

Indiana Legal Services ("ILS") was asked to present information that would inform the coalition about their internal processes and culture. Brandi Kirdendahl led the first part of the discussion. Adam Mueller led the second half. ILS's design may be replicated as the CCA explores strengthening the statewide system.

## *Intake Process- Brandi Kirdendahl*

Centralized intake began in 2015. ILS has 8 offices across the state; 5 of which are currently participating in centralized intake; 2 more offices added in fall 2018 and final office in 2019. Some additional details about their intake include:

- Phone intake is daily from 10a – 2p.
- Online intake is available on the website 24/7. User gets a callback the next day.
- Phone system is advanced. ILS staff can monitor from anywhere. They can also track data about the various ways that staff interacts with the system.
- The Regional offices provides a report about the intakes. Users are vetted for extended services first; if they're not eligible or there are no sufficient resources, they will get advice.
- Now have four attorneys working on the intake system -aim for 2 touches (one phone and one letter) – typically takes about one week to move through that process.
- ILS is using paralegal for eligibility and is exploring adding more attorneys upfront.
  
- **2017 Intake Numbers:**
  - ILS centralized intake: Gary, Indy, South Bend = 9,700 phone and online intakes (50/business days);
  - ILS attorneys advised 4,500 of those intakes; of those who didn't get advice, they were given extended services, advised at the branch office or were not eligible.
  
- **ILS Survey of Services:**
  - ILS did a user survey for phone advice – used an independent agency to assess the quality of the phone intake – sampled 300 clients – results were mixed – satisfaction rate was 50%.

- Biggest dissatisfaction with the services came from people who expected full service and only got advice.
- Chris Purnell from the Neighborhood Christian Legal Clinic, stated that the NCLC is doing qualitative assessments as well. They discovered similar results. They found that client satisfaction goes up if they're seeking advice without the expectation of full services. If their clients expect full services, and just receive advice, they are dissatisfied.

### *ILS Culture Challenge-Adam Mueller*

One major framework for thinking about building a cohesive civil legal aid community is thinking about how we systemically address and improve issues we face when delivering services. For example, one issue ILS faced dealt with expungement. In one year they went from 0 to 600 expungement requests. In response, they developed a re-entry roundtable and allocated available resources toward this issue

Culture shift in how ILS is thinking about its work – going from siloed legal aid program in IN to being part of an actual legal aid community. ILS Attorneys read the Power of Habit – book that talks about changing through shifting keystone habits. Jon Laramore came onboard in 2016, ILS shifted to a more inclusive shared venture; joint programming development; changed ILS training habits, which is now about building a community. For example:

- Within Indy's community, there has been an Indianapolis Access to Justice meeting where people talk about what they're seeing – what's coming through your doors – collective action on eviction diversion, expungement, COIN – Coalition for Our Immigrant Neighbors; and discussions about how to be responsive to impactful—negative or positive—current events when they occur in the community.

This new communal approach will empower ILS and other Civil Legal Aid providers when approaching the state court on rule changes, funding, and other matters.

**REPORT ON CCA PRO BONO STRATEGIC PLANNING RETREAT – AUGUST 8 – 9, 2018 (MARY FONDRISI & SCOTT WYLIE)**

**Attendees:** The CCA Pro Bono Retreat (“the Retreat”) was well attended. A full list of attendees at the retreat is in your materials on page 52 of your meeting materials. A wide cross-section of groups was represented at the Retreat.

- 20 legal aid and pro bono groups,
- 3 law schools,
- 6 corporate and law firm leaders,
- 2 state bar association leaders,
- U.S. District Court, Southern District of IN Pro Bono Coordinator
- Justice Slaughter and Carlton Martin from the Indiana Supreme Court

**Goals for the Retreat:** The Retreat had two primary goals. First, the Retreat was intended to bring the whole community together and curate what a stronger system would look like. Once gathered, the goal was to amass expertise to make recommendations to the CCA on how to strengthen Indiana’s pro bono system. If accepted, those recommendations would be incorporated into the CCA’s plans for improving delivery of statewide civil legal service.

**Main Themes:** The group explored a few main themes:

- **Engaging the private bar**
  - How can we engage with private bar more effectively?
  - How to educate private bar about civil legal aid delivery so that attorneys can refer clients out in an informed way.
- **Optimal pro bono program and system design**

- A system that was designed to have pro bono and staffed civil legal aid programs competing may not be the most effective. Studies across the country show that when pro bono and staffed programs work together on case intake, attorney recruitment and training, they operate more effectively.
  - How to deploy resources to rural area
  - John F. – Seeing a structure that’s allowing help to focus financial resources on attorneys and take care of some of the other issues.
- **Communication, collaboration, and data collection**
    - Recognition of the value of systemwide coordination and planning for things like training, knowledge management databases; and common definitions of legal service and case closings;
    - Several pro bono districts are encouraging and actively exploring administrative consolidation and cooperation across system – shift from needing 12 liability insurance policies, 990s, payroll, benefits, etc.

**Future Plans:** A post-retreat survey was circulated. About 1/3 of the responses have been received. The retreat was viewed as a great beginning for developing recommendations. As of August 16<sup>th</sup>, we began the process of summarizing and organizing the retreat recommendations and will have these recommendations pass back through the retreat attendees for comment before coming back to the CCA at the end of the year.

**Big Thank You:** Thank you to Faegre Baker Daniels for the financial support and for the national facilitators – Kelly Tautges, national pro bono director for Faegre BD and Julia Wilson, OneJustice. Kelly has a background in strategic planning and is eager to continue working with the IN community. This retreat would not have been possible without Faegre Baker Daniels grant.

## REPORT ON CCA FELLOWS PRESENTATION AT THE INDIANA SUPREME COURT

**Date and Details of Presentation:** The group of 5 CCA Fellows presented at the Court on Monday, August 13, along with other student teams researching Access to Justice issues in Shelby, Monroe and Lawrence counties. Started with 5 counties based on fielding law students efficiently. A sample of one of the presentations is included in the materials on page 53.

**IU Maurer Access to Justice:** IU Maurer developed a 1<sup>st</sup> year law student curriculum to do legal needs scans for counties & a demographic group to learn about ATJ needs by: reviewing literature; identifying general needs; meeting with social/human service partners; meeting with members of the demographics, judges, national experts and prepared reports.

**Long-Term Goal of Working with Law Schools:** Fellows indicated they'd like to be an ongoing part of the CCA's project and train other students to take part. Explore whether the Fellows project could turn into longer term law school (and other social services?) externships where they could spend time working in the courts, clinics, and other organization. It was encouraging to know that every law student is leaving this experience learning something about the way justice is organized for poor people in rural counties.

### **Other Goals and Action Items:**

- One goal is to develop a common vocabulary which is now happening
- Can the colleges do some of this in connection with law students and professors
- Goal is to develop a trial project in Shelby County based on findings of the law students.

## PROPOSAL TO MERGE CCA COMMUNICATIONS AND TECHNOLOGY WORK GROUP

The work group chairs were asked to consider proposals for changes to the work groups in the coming year, including their number and composition, adding new members, etc.

Jon Laramore, chair of the Technology work group, submitted a proposal that was included in the meeting materials on page 61. The proposal seeks to merge the Communications and Technology groups for the coming year as we work on the CCA website launch and the TIG planning grant.

The proposal had a unanimous vote. A motion was passed by Carl Pebworth and seconded by Chuck Dunlap. The motion carried.

CCA is actively seeking additional proposals for improvements to the work groups – either today or after the meeting – please send your proposals to Marilyn.

### WORK GROUP UPDATES

*Best Practices: Hon. Kim Dowling*

**CCA Website Timeline:** Timeline for migrating the first 6 sets of forms to the CCA website and launching the CCA website Sept. 6. The first 6 sets include:

1. Child Support
2. Continuance
3. Divorce
4. Fee Waiver
5. Name Change
6. Contempt

### **Website Next Steps:**

- We're discussing adding expungement forms on the CCA website and as we proceed we will highlight the programs that offer expungement
- Working on a job description for the two senior judges who would serve as liaisons for the CCA on self-represented litigant (SRL) issues.
- Working on instructions that will have ample cautions for SRLs to seek legal assistance. Include links to legal aid and bar association lawyer referrals.
- Will work on a communications plan with the CCA and the Court the week of Sept. 17 on how to publicize the website

### *Data Collection: Victor Quintanilla*

**Non-Public Information:** The Indiana Legal Needs Study and Legal Aid System Scan interim report is included in your materials on page 62. **This report is not for external circulation yet.**

**Civil Legal Needs Study:** We are pushing through the final components of the research and design process for the study – surveys for providers, judges and clerks. The Supreme Court wants shorter surveys and IU is working on condensing them. Thank you to Carlton for shepherding the judges and clerks surveys.

### **Elements of the Report:**

- Graphic information – geography and topography of low-income Hoosiers; pro bono attorneys and hours; and legal aid offices – heat maps – where are the most/least served counties.
- Trend lines for unrepresented parties statewide – 10-year chronology of time – county by county.
- Demand and supply analysis – Nedim Yel, IU adjunct stats professor is working on a pro bono basis – intake census addresses supply.

- 66% of surveys have been returned – need help getting all the surveys returned

**Feedback About Report:** The report discovered a conflicts issue for restricting services in rural areas; the report should add commentary about the financial reality of working people within 125% - 250% poverty. This accounts for people who are working but still can't afford legal services.

- Perhaps create a statewide map that addresses 125% – 250% demographic; or different thresholds for SNAP, HIP and school choice voucher
- Because the way the reportable pro bono rule is drafted, there is freedom for lawyers to look at perceived need and family resources without using the 125% poverty benchmark.

*Pro Bono: Lucinda Nord*

**Lawyers in Libraries Description:** Coalition partners will pilot *Lawyers in Libraries* project in a limited number of libraries from 2 pro bono districts. Other states do this in several ways (promote a single day statewide, use technology for connecting attorneys in urban areas with clients in rural areas, etc.) A few libraries already host events with one of the 3-4 main free civil legal aid programs (IN Legal Services, Neighborhood Christian Legal Clinic, Indiana Pro Bono Districts or local bar associations).

**Goals of the Project:**

1. Raise awareness about availability of civil (not criminal) legal services,
2. Recruit new attorneys to provide pro bono assistance (and give them an awesome experience so they want to do more), and
3. Expand pro bono assistance to clients who would not otherwise have access to quality legal services.

**Skype Projects:** Oct. 24 – Allen County skyping to outlying rural areas – both lawyer and client will skype from a library. Hamilton East public library will skype to Jay, Randolph and Blackburn county.

*Resource Development: Scott Wylie*

**Economic Impact Analysis:** At the Chief Justice’s request, the CCA delivered an economic impact analysis to her on August 1 that covered 97% of Indiana’s civil legal aid services. The report findings will show that for every dollar spent on civil legal aid in Indiana, \$6.50 is returned to the community in taxes and saved costs of government and social services.

While CJ Rush will decide when and how to release the findings, we are pleased to hear that the study puts Indiana in the top third of those states who have been analyzed using the same, conservative, internationally recognized methodology (excludes criminal law work, uses a shorter 5 – 10 year return on investment time frame – in contrast to many other studies that include criminal work and use a 15 – 20 year time frame).

**Next Step for This Committee:**

- We understand the Chief Justice is planning to request an additional \$500,000 in her legislative budget request for civil legal aid.
- The Court has also indicated they are open to proposals from the CCA on how to improve the funding system, including IOLTA, pro bono filing fees and the Civil Legal Aid Fund.
- The Resource Development group is working to provide data, stories and spokespeople to support the Chief Justice’s budget request.

*Rural: Carl Pebworth*

Carl’s report was brief since he already gave a report earlier in this meeting. The only thing to add here is that the Rural group wants to set up a

subcommittee of practitioners who practice in rural areas; Inge would like to join this group.

*Technology: Jon Laramore*

**TIG Grant Update:** Indiana Legal Services, in partnership with the Coalition for Court Access, received a Technology Innovation Planning from Legal Services Corporation. With this grant, we will undertake a planning process for developing a statewide website that will include:

- Referral to sources of legal advice and representation for low-income clients;
- CCA-approved self-help forms to be used with online plain language interviews by self-represented litigants and pro bono lawyers
- Access to legal information.

The project includes working with an experienced consultant – John Greacen who guided the Best Practices Group in February 2017, and colleagues from neighboring states Michigan and Minnesota who have developed effective statewide civil legal aid websites.

The project will also focus on developing specific agreements on the governance structure; future funding opportunities; appropriate staffing; and the technical resources necessary for Indiana to launch and effectively sustain such a website triage portal.

We will also explore whether and how the website portal should have a telephone hotline component.

**OCTOBER 1 MEETING IN SOUTH BEND**

Our October 1 CCA meeting is scheduled at Notre Dame Law School. We want your feedback on options for this meeting. We may plan to structure this meeting like our last year end meeting in Evansville (except less team building this time).

Last year some CCA members arrived the evening before the meeting and gathered for a Dutch-treat dinner. The CCA covered the cost of a hotel room for members who were driving a distance and did not have a budget for attending. We started the meeting early in the morning and went through lunch with a strategic planning focus.

Our initial sense is to do a regular length meeting (3 hours) and to schedule the start time depending on CCA members preference. We welcome any thoughts or suggestions that members may have about the proposed content of the meeting. We are aiming for an early start time – meeting early and get back for Judge Tavitias' robing at 2p ET. Possibly breakfast at 8:30am with a meeting start time at 9:30a local time.

### NEW BUSINESS

#### **1. Legal Services Corporation Meeting in Indianapolis: October 17 – 20, 2018**

##### **a. Agenda will include**

- i.** Oct. 17 afternoon: hearing with LSC opioid task force with CJ Rush and Jay Chaudray, ILS Managing Attorney
- ii.** Thursday, Oct. 18 – board meeting and committee meetings with reception at 5:30p – recognizing pro bono leaders – all CCA members will be invited
- iii.** Friday – public sessions on Access to Justice issues. The specific agenda is still being developed.

##### **b. More information will be sent out closer to the date.**

#### **2. CCA conference Nov. 2 – John Floreancig gave an update**

- a. Agenda:** An overview of the agenda for Nov. 2 conference is in the materials on the last page 70. We'll have 5 CLE credits offered and aim to have around 200 attendees.

**b. Registration Information:** A registration email is going out today and we've kept the same prices as last year (prices will increase on October 2):

- i. \$100 - General Registration
- ii. \$50 - Pro Bono Volunteers, Board Members of Civil Legal Aid and Pro Bono Organizations
- iii. \$30 - Civil Legal Aid and Pro Bono Staff, Law Students
- iv. \$15 - Lunch Plenary Only

**c. Speakers**

- i. Chief Justice Rush will be the opening plenary speaker.
- ii. The lunch plenary speaker will be Mark Nicholson, an Indiana attorney, advocate, writer and speaker.
  - 1. He describes himself as a "People Helper, helping people in need of quality and affordable legal representation.
  - 2. Nicholson is believed to be the only lawyer in modern Indiana history to be admitted to the bar with a major felony conviction. His own criminal history led him to the Indiana State Public Defender's Office, where he worked from 2006 to '11.

We encourage as many CCA members as possible to attend the conference and the LSC reception.

***MEETING ADJOURNED AT 1:00 PM.***

**Coalition for Court Access Meeting Agenda**  
**Indiana Legal Services**  
151 N Delaware Street, Suite 1800  
Indianapolis, IN 46204

**Friday, August 17, 2018, 10:30 a.m. – 1:30 p.m. ET**

- 10:30a: Meeting called to order and introduction of guests
- 10:35a: Welcome to new CCA Members
- 10:40a: Review and approve May 21, 2018 CCA meeting minutes
- 10:45a: Indiana Legal Services – collaborations within the legal aid community;  
coordinated intake (*ILS staff*)
- 11:10a: Report on CCA Pro Bono Strategic Planning Retreat – August 8 – 9, 2018 (*Mary  
Fondrisi & Scott Wylie*)
- 11:20a: Report on CCA Fellows presentation – August 13, 2018 (*Carl Pebworth & Victor  
Quintanilla*)
- 11:30a: Proposal for merging the CCA Communications and Technology Work Groups;  
and solicitation of other proposals for revising work groups
- 11:45a: Lunch
- 12:15p: Work Group updates and requests for CCA action/voting
- 12:45p: Monday, October 1 meeting in South Bend
- 1:00p: New Business
- 1:30p: Meeting adjourned

**Meeting Materials:**

Minutes of 5/21/18 CCA meeting

CCA Roster – effective July 1, 2018

CCA Work Group Roster – effective July 1, 2018

June 30, 2018 Annual Report to the Court

CCA Pro Bono Retreat materials

CCA Fellows presentation

Civil Legal Needs Study – (Confidential) Executive Summary

**2018 CCA meeting dates:**

Monday, October 1 – Notre Dame Law School

*Save the Date:           Friday, November 2: CCA conference  
                                  (Ivy Tech Conference Center, Indianapolis)*

**Coalition for Court Access Meeting Agenda**  
**Indiana Supreme Court**  
**200 W. Washington St.**  
**Indianapolis, IN 46204**

**Monday, May 21, 2018, 10:30 a.m. – 1:30 p.m. ET**

Attending: Justice Steve David, Justice Geoffrey Slaughter, Charles Dunlap, Hon. Martha Wentworth, Hon. Kim Dowling, John Floreancig, Mary Fondrisi, Judy Fox, Jon Laramore, Carl Pebworth, Scott Wylie

Guests: Lucinda Nord, Catheryne Pully

Staff: LaKesha Triggs, Michelle Langdon, Sarah Kidwell, Theresa Browning, Marilyn Smith

The meeting was called to order at 10:30 a.m. ET and guests were introduced: Lucinda Nord, Executive Director of the Indiana Library Federation, will be the Indiana Bar Foundation's CCA appointment, taking Andy Fraizer's place on the CCA effective July 1, 2018. Catheryne Pully, the Director of Outreach and Partnerships for the Indiana State Bar Association (ISBA), will be attending the CCA meetings representing the ISBA going forward.

The minutes of the March 20, 2018 CCA meeting were reviewed and unanimously approved.

The CCA reviewed and discussed the April 12, 2018 presentation to the Court and discussed the draft CCA 2018 report to the Court. The 30-minute presentation that Scott Wylie presented to the Indiana Supreme Court on April 12, 2018 was included in the meeting materials. A group of CCA members who were able to attend joined the Justices for lunch immediately following the April 12<sup>th</sup> presentation. The CCA is undertaking an economic impact analysis for civil legal aid services in Indiana.

Mary Fondrisi and Scott Wyle updated the group on the planning for the CCA's Pro Bono Strategic Planning Retreat – August 8 – 9, 2018

On page 19 of your meeting materials is the Save the Date for the upcoming CCA pro bono strategic planning retreat, scheduled for August 8 – 9 at the Prindle Institute for Ethics at DePauw University in Greencastle. This retreat is taking place with a grant from Faegre Baker Daniels. Mary Fondrisi and Scott Wylie are leading the effort to organize this retreat and will report on its progress. The goal of the retreat is to develop recommendations for the CCA on how to strengthen Indiana's pro bono system.

Indiana had 13 CCA members, staff, civil legal aid providers, and law students who attended the Equal Justice Conference and Access to Justice (ATJ) Chairs meeting. Several sessions that were reported as helpful:

- Civil Right to Counsel session. New York City has implemented this as a law for housing cases. There was a 3-year campaign to pass this law.
- Implicit bias session - helpful in looking at how we interact with clients and each other.
- Microsoft triage portal - how Alaska and HI are preparing for their statewide portal – what process they went through to develop a pipeline of program and coordinated referral data.
  - o 1 – 3 years to do a good job on planning and developing a triage portal.
- Role of civil legal aid in disaster recovery – 11 counties in IN were named disaster areas at the beginning of May. ILS phone number is included for disaster response.
- State ATJ chairs meeting book – reports from every state with an ATJ commission. Helpful to see what other states are doing:
  - o (1) statewide initiatives on court navigators – in the courthouse to help SRLs to understand how to interact with the system – not practicing law.
  - o (2) statewide recognition of pro bono attorneys donating 50+ hours.
  - o (3) looking at rules of judicial conduct to make it clearer what judges can do with SRLs. In many states there is more interaction between ATJ commission and state bar association – something we can work on to strengthen
  - o (4) Legal Aid Interagency Roundtable – identify funding sources across the federal government that could direct money to civil legal aid – veterans, housing, domestic violence, - many states are incorporating this at the state level.
- J. Slaughter noted that the time he spent conferring with other state chairs was useful. Each state is at a different level of development. Break out sessions on strategic planning and technology were helpful.

May 8 – May 11, 2019 is next year’s Equal Justice Conference /ATJ Chair’s meeting in Louisville, KY

Joe Skeel, the new Executive Director of the ISBA and Catheryne Pully have conferred about partnering with the CCA and this will be a new assignment for Catheryne.

**Best Practices group update:** Hon. Kim Dowling reported on the group’s progress with the self-help court forms project

The group worked with Sarah Kidwell, Kathryn Dolan and LaKesha Triggs to inventory the self-represented litigant (SRL) forms on the Court’ website. The group worked with the main list of 42 SRL forms to vet and approve forms. CCA will put these forms on the CCA’s website once they have completed a substantive law review. The usability and accessibility review of the forms will be done at a later stage. The Court has approved the group’s request to have two senior judges working on this SRL project. Nancy Gettinger, senior judge, is part of the Best Practices group and she is working with Judge Dowling to develop a proposed process for the senior judges – aiming to find two who are already involved and interested in this work.

**Communications:** In Joel Schumm’s absence, Marilyn Smith reported on the group’s website project

The CCA website is continuing to be developed. Once the Find Legal Help and SRL sections of the website are completed, there will be a usability phase to develop guided plain language interviews for

website users. One goal of this project is to think about this website from the perspective of individuals coming into court rather than only from the attorney and court's perspective.

**Data Collection:** Judy Fox reported on the group's 2018 civil legal needs study

The Civil legal needs study is moving forward and we're now doing a six-week intake census. We have 17 civil legal aid agencies taking part. We thank the groups who are participating in this – we know it's extra work. We've added an internal review so that the CCA and Court will have a chance to comment before it's circulated. We're starting to discuss where and how the data is maintained going forward. Tomorrow we are having a training for the summer Fellows about data gathering. Susan Hyatt, IUPUI Anthropologist, will conduct a part of the training

**Pro Bono:** In Chris Purnell's absence, Judge Wentworth reported on the group's work

Emeritus pro bono rule is pending. Also working on revising the pro bono reporting FAQs to add information about guardian ad litem, and public defender questions. Lawyers in Libraries is focused on increasing legal services in rural counties through partnerships with libraries during the week of Oct. 22, 2018.

National Pro Bono week (Oct. 22) will have two Lawyers in Libraries projects. The goal is to get attorneys in rural county libraries to volunteer at advertised times, also connecting remotely by Skype in Allen county and Hamilton County.

Lucinda Nord explained that there are 235 public library systems with 428 branches in Indiana. One in six Hoosiers live in an area without access to broadband. The Indiana Library Federation is excited to partner with the CCA on this project. We're going to focus on 4 counties around District C (Fort Wayne) and 10 counties in District F (New Castle).

**Resource Development:** Scott Wylie reported on the group's 2018 goals

Main issue between now and the next meeting is assisting with advocacy that's appropriate to support the Court's efforts to present civil legal aid data. We're also focusing on the Unclaimed and Unidentified Property rule with the Attorney General's office.

**Rural:** Carl Pebworth reported on the CCA Fellows project

Report of 2017 Fellows is in the CCA meeting materials. Nine law students were Fellows in 2017, overseen by J. David, Joel Schumm, Monica Fennell and Carl Pebworth. Rural Indiana is fundamentally different than the urban communities. We have a larger proportion of rural counties relative to other states. There's 15 counties classified as legal deserts – 10 or fewer lawyers practicing there. Supporting rural local bars will be critical to our ATJ efforts.

This year, we have 5 Fellows from IU Maurer and IU McKinney. The Fellows will be using the Data Collection/legal needs study template for a scan of some rural counties - refining the way we collect data to be more comprehensive. Each county has differing resources.

Rural group wants to expand its membership to include people who practice in rural areas -both legal and social/human service stakeholders. Any development/funding approach needs to be focused on rural areas.

The CCA was asked to consider who else can be connected to serve on CCA working groups? People don't need to be a CCA member to be on a work group. What geography, diversity, non-lawyer groups are missing from the work groups?

**Technology:** Jon Laramore reported on the 2018 LSC Technology Innovation Grant application and requested a motion of support from the CCA for the grant application, which was unanimously approved.

The technology group has been waiting for the Microsoft portal technology which is scheduled to be available during the first quarter of 2019 before bringing it to Indiana. The portal incorporates artificial intelligence learning technology to guide people to legal information, resources and referrals.

ILS, in partnership with the CCA, submitted a letter of intent to the Legal Services Corporation (LSC) to get a planning grant for the LSC technology improvement and innovation plan. The full grant application is due June 4. This \$25,000 grant would allow the CCA to interact with Michigan and Minnesota who have been innovating with web and phone based triage portals. The grant would include hiring a consultant to facilitate discussions on: governance, resources, staffing, funding, and what resources would be available through the portal.

The CCA then watched a short video from Washington state – an example of a communications tool for educating the community on the value of civil legal aid: <https://vimeo.com/243002236>

The CCA discussed that It would be good to have two separate videos – one for the legal profession and one for the general public. Focus on the message of how civil legal aid helps people economically. Show how people are healthier – safe housing = better health. This affects everyone not just the people who have the legal problems. If your neighbor's house gets foreclosed your property values go down. Powerful if we could talk about how this affects the society, community, schools. We're looking for money, votes and larger support through contributions – funding, private philanthropy. Study what the community impact is when individuals receive the legal help they need.

Chuck Dunlap reported on the **2018 Community Redevelopment Justice (CRJ) Grant** awards. The Indiana Bar Foundation Joint Grants Committee made grant recommendations which were approved by the Foundation board. A total of \$435,000 grants were approved in April 2018. The Foundation gave \$240,000 more in 2017 – this year that \$240,000 went to supplement the IN Pro Bono District grants. The first installment of these CRJ grants will be distributed starting at the beginning of July 2018. Range of grants was from \$15,000 to \$145,000.

**CCA November 2 conference planning** – The now annual CCA statewide conference planning committee is convening for the first time on May 22 at 2:00p ET at the Indiana Bar Foundation office

and by phone. Chief Justice Rush has agreed to speak at the opening plenary of the conference and we're looking forward to a full day of interesting programming, networking and fun.

**Economic Impact Study** - In preparation for the upcoming legislative budget session, Chief Justice Rush has asked to receive Indiana-focused economic impact data on civil legal services. The CCA recognizes and thanks all of the civil legal aid agencies for their hard work on the 6-week intake census that is currently being done for the civil legal needs study. The CCA knows that this type of data collection is a stretch for your resources - we believe that doing this labor-intensive work now will help our community to increase resources in the future. In the coming weeks we hope to share a proposal with you on collecting additional data to be used for an economic impact analysis.

**Proposed change to CCA rule re ex-officio appointments** – The CCA discussed a proposed revision to Rule 6.6 that alters the ex officio appointments on the CCA.

Motions approved by a majority to:

- Remove the ex-officio appointment of the immediate past presidents of the Indiana State Bar Association and Indiana Bar Foundation.
- Make the Indiana State Bar Association and Indiana Bar Foundation Executive Directors or their designee voting members

Lucinda Nord will be replacing Andy Fraizer

Michael Tolbert will be replacing Roxana Bell

Victor Quintanilla will be replacing Prof. Joel Schumm

Hon. Melissa May will be replacing Hon. Patricia Riley

CCA members were asked to consider who else, what entities are missing on the CCA.

The outgoing CCA members, staff and chair were recognized and thanked for their service.

Meeting adjourned at 1:30 p.m. EDT

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**Coalition for Court Access Meeting Agenda**  
**Indiana Supreme Court**  
**200 W. Washington St.**  
**Indianapolis, IN 46204**

**Monday, May 21, 2018, 10:30 a.m. – 1:30 p.m. ET**

- 10:30a:** Meeting called to order and introduction of guests
- 10:35a:** Review and approve March 20, 2018 CCA meeting minutes
- 10:40a:** Review April 12 report to the Court and discuss draft CCA 2018 report to the Court
- 10:50a:** CCA Pro Bono Strategic Planning Retreat – August 8 – 9, 2018
- 11:00a:** Report from Equal Justice Conference and Access to Justice Chairs meetings
- 11:10a:** Work Group updates and requests for CCA action/voting:
- |                              |  |
|------------------------------|--|
| <b>Best Practices:</b>       | SRL Court Forms project & IU Maurer Law School MOU |
| <b>Communications:</b>       | CCA Website  |
| <b>Data Collection:</b>      | 2018 civil legal needs study                       |
| <b>Pro Bono:</b>             | Lawyers in Libraries                               |
| <b>Resource Development:</b> | Legislative advocacy campaign                      |
| <b>Rural:</b>                | 2018 CCA Fellows                                   |
| <b>Technology:</b>           | 2018 LSC Technology Innovation Grant               |
- 11:50a:** Lunch
- 12:20p:** Civil Legal Aid short video: <https://vimeo.com/243002236>
- 12:30p:** 2018 Community Redevelopment Justice Grant awards
- 12:40p:** New Business
- Proposed change to CCA rule re ex-officio appointments
- CCA November 2 conference planning
- CCA meeting conclusion and next steps
- Meeting adjourned

**Reading Materials:**

**Minutes of 3/20/18 CCA meeting**

**April 12 Report to the Court**

**Indiana Pro Bono Strategic Planning Retreat - Save the Date**

**Draft CCA Report to the Supreme Court**

**Civil Legal Needs Study – Intake Census Matrix**

**LSC Technology Innovation Grant letter of intent**

**2018 Community Redevelopment Justice Grant awards**

**Draft revision to Rule 6.6 re ex-officio CCA members**

**2018 CCA meeting dates:**

**Friday, August 17 – Indiana Legal Services**

**Monday, October 1 – Notre Dame Law School**

***Save the Date: Friday, November 2: CCA conference (Ivy Tech Conference Center, Indianapolis)***

**Coalition for Court Access Meeting Agenda**  
**Faegre Baker Daniels LLP**  
**300 N Meridian Street, Suite 2700**  
**Indianapolis, IN 46204**

**Tuesday, March 20, 2018, 10:30 a.m. – 1:30 p.m. ET**

**Members attending:** Justice Steven David, Hon. Kim Dowling, Chuck Dunlap, John Floreancig, Mary Fondrisi, Judy Fox, Jane Henegar, Jon Laramore, Don Lundberg, Carl Pebworth, Chris Purnell, Mark Robinson, Joel Schumm, Justice Geoffrey Slaughter, Scott Wylie

**Staff:** Michelle Langdon, LaKisha Triggs, Theresa Browning, Sarah Kidwell, Marilyn Smith

**Guests:** Monica Fennell, Faegre, Baker Daniels; Bob Jones, Jennifer Thuma, Inge Van der Cruysse, ISBA Legal Education Conclave; Emma Leonard, HSE Senior and IN Bar Foundation Intern; Prof. Victor Quintanilla

The meeting was called to order at 10:35 a.m. and guests were introduced.

The minutes of the January 19, 2018 CCA meeting were reviewed and approved.

Bob Jones (Notre Dame Law School), the Co-Chair Chair of the ISBA 2018 Legal Education Conclave presented the theme of the Conclave: "Bridging the Gaps: Connecting with Communities and their Leaders to Improve Understanding and Access to Justice" which will be held on July 27 – 28, 2018 at IU McKinney School of Law

He also introduced two of the members of the Access to Justice Breakout Committee: Jennifer Thuma (IU McKinney School of Law) and Inge Van der Cruysse (IU Maurer School of Law).

There have been three conclaves so far, primarily focused on the issues that ISBA presidents identify. Andi Metzel convened a planning committee and requested a focus on access to justice – and divides that exist between the legal profession and the communities we aim to serve – especially those of color and impacted by poverty. The goal is to explore how to build bridges with communities. How does the legal profession provide services – problem solving courts, etc.

**Ideas to consider: how do we better leverage law student efforts; IU Maurer and IU McKinney students are working on the legal needs study; Notre Dame Law School students built a start-up tech platform to connect unaccompanied minors with legal resources; looking at unbundling limited scope legal services; looking at language access efforts to train students as interpreters – LLMs serving as interpreters.**

**The Committee is aiming to have topics compiled in the next month – CCA members are asked to email suggestions to Marilyn in the next two weeks. Suggestions that were raised at the meeting:**

- **Has regulating become an enemy of the good? Is some legal services better than no services? Have we created a regulatory regime that has squashed out Innovation? Are we really protecting the public or freezing providers out of the system?**
- **A lot of attorneys who practice outside of the areas of our law schools are unfamiliar with what law schools provide and don't consider seeking help from the law schools. Hear more about the legal services provided through law schools.**
- **How to expand partnerships to include education, health care (MLPs) and social service connections to legal services; how non-legal institutions connect to legal service issues.**
- **How to build communication bridges to the general public; create a PR campaign to understand the connection between meeting legal needs and economic growth – interconnection with every aspect of society.**
- **Make sure that communities of interest include clients with mental health problems.**
- **Focus on rural access to justice issues**
- **Unbundling is a real possibility to explore for teaching students and incorporating into law firm practice and pro bono programs**

**The CCA agreed to create a summary of the CCA initiatives for the Conclave; and a short summary of the Court's initiatives; Aim to educate the attendees about the good work that is currently being done in this area; Explore how to continue the dialogue after the conclave for people who cannot attend.**

The ISBA is seeking input on the invitation list – if there are suggestions on people to invite please let us know.

**Presentation by Faegre Baker Daniels LLP on its pro bono initiatives:**

Faegre Baker Daniels plays a unique role in pro bono in Indiana – it is the only firm that has a full time professional supporting firm pro bono – Monica Fennell. The firm consistently aims to develop new pro bono programs and to engage its lawyers and other law firms to join in. Pro bono is one piece of the access to justice puzzle – large law firms have a lot of lawyers who can volunteer. Main goal: remind lawyers about the benefits of doing pro bono and remove the barriers. They focus on who the attorneys are as people and how they want to develop their career. They work across offices frequently and can help clients around the country – especially with veterans cases. Through the 7<sup>th</sup> circuit pro bono project lawyers have had the chance to do appellate work and Jon Laramore argued a pro bono case before the U.S. Supreme Court.

There are a lot of limited scope clinics in collaboration with legal aid providers. They organized an expungement clinic at Eskenazi Health– ILAS was a trainer; NCLC provided training and volunteers. ABA studies show barriers to pro bono – time constraints (family, balancing with billable) and attorneys seek more training and skills. Often attorneys are volunteering outside of their practice areas. Attorneys like the limited scope, discrete pro bono projects. At a pro bono clinic in Putnam County they partnered with Scott Wylie's pro bono district. Legal aid partners know the needs, are in the communities and know how to do the outreach.

The CCA could consider working on how to support other law firms, including small, medium and large firms, to follow Faegre Baker Daniels' model by having a point person for pro bono.

**2018 Faegre Baker Daniels grant: Indiana Pro Bono Strategic Planning Retreat:**

The goal of the retreat is to map the current pro bono delivery system in Indiana and to make recommendations to the CCA on how to strengthen our pro bono civil legal aid system. Preparations for the retreat will include:

- Looking at other pro bono delivery system models used throughout the US
- What is the best approach for delivering pro bono legal services:
  - o how the pro bono programs can best interact and align with staffed legal aid agencies

- Pro Bono Districts D and E – both housed in the Lafayette office of ILS, are drafting a merger agreement
- Pro Bono Districts K and L are in discussions about merger

**Work Group requests for action and/or CCA voting:**

1. Chris Purnell presented the Pro Bono group recommendation for 2016 pro bono reporting infographic – the infographic is identical format as last year's
  - Increase in total hours contributed by 23%
  - Total financial contributions increased by 29%
  - 4% increase in number of attorneys contributed time and/or money
    - Court's communications team gets regular inquiries on pro bono reporting. Recommendation for the Court's communications office to release the data without a CCA approval.
    - Do we need to take a closer look at what's included in "In-Kind tangible property"?
  
2. Proposal and recommendation regarding 2018 Summer Fellows program
  - Carl Pebworth presented the 2018 fellows program proposal
  - Connecting the fellows work with the data collection group's metrics – common shared vocabulary; proposal includes teams of fellows using a commonly understood methodology; recruit fellows in April- last year we had 9 fellows; law schools helped recruiting; students will have coaches to provide structure
  - Some fellows will be doing a literature review; some will be doing legal needs scan
  - Susan Hyatt, Anthropologist at Notre Dame, has volunteered to do a training on interviewing for the fellows
  - IUPUI and Maurer have been including students in access to justice service learning projects; 11 teams are matched with particular communities – exploring legal needs;
  - 2018 interview focus will be broader than 2017
  - CCA approved the 2018 fellowship program proposal
  
3. ILS Technology Innovation Grant letter of intent –
  - Jon Laramore explained that LSC invited ILS to submit a letter of intent – ILS applied for a grant of \$25,000 to build the statewide website that is being

developed by the CCA. Grant would pay for consulting services and travel with Michigan and Minnesota who already have these websites.

- o Grant focus is on portal to direct people to services; access to legal information and self-help forms; and mobile access to these tools.
- o If ILS uses this money effectively it can apply for a larger grant next year.

**Update on the CCA's recommendations for Court rule changes:**

Justice David presented that the memo on the CCA's endorsement of four rule change proposals is ready to go to Judge Willis Judge Dowling could assist with navigating these rule change proposals:

- o Trial rule substituting CCA for Pro Bono Commission
- o Pro bono emeritus
- o Local bar foundations – included in Rule 6.7
- o Judicial Code of Conduct – guidance on SRL

**Discuss composition and diversity of CCA roster:**

On June 30 a number of CCA member's terms are expiring. Please consider whether you want to stay on the CCA. Please look at the composition of the CCA with the goal of expanding diversity – gender, race, practice, geography, stakeholder groups that are not included now. Do we want to include ex officio members going forward? Do we want to revise the work groups, is it the right composition? Are there people and groups we want to include that are not already included?

April 12, from 11a – 11:30a, the CCA has 30 minutes on the Court's agenda for a presentation to the five justices and the Chief Administrative Officer. Scott Wylie has been invited to present on behalf of the CCA and all CCA members will be invited to attend with non-speaking roles.

**2018 Civil Legal Needs Study and Communications Plan:**

Prof. Victor Quintanilla (IU Indiana University Maurer School of Law and IU Department of Psychological and Brain Sciences) presented on the civil legal needs study:

**First Part:**

- GIS and state analysis of low income Hoosiers – how many have family income lower than 125%; what are demographic characteristics; what are educational; levels? Use GIS to break down these categories geographically

- Then do the GIS on available lawyers and per capita availability
- GIS will review ratios at the county level
- Number of lawyers engaged in each county
- Begin estimating how many people are served by pro bono and legal aid hours
- GIS of self-represented litigants (DR; protective orders)
- Summary of 2-1-1 data reflected in their referrals

**Second Part:**

- Looking on the demand side – LSC 2017 report looking at need across the country – amount of need – use this to draw inferences and estimates (propensity score matching) – create estimates of the prevalence of legal needs in low income households and the degree to which low income Hoosiers sought help
- We're doing this on a statewide level for the first time – It's only been done on a national level before
- We're doing an intake census – a team approach to do a six--week intake census – look at who is being served and who has not been served or fully served

**Third Part:**

- \* Qualitative scans of legal needs in specific counties – these scans are being conducted within the law school curriculum – 58 students in the access to justice service learning class to develop these scans. First legal needs study being incorporated into legal education itself.

**Fourth Part: Literature review**

**Fifth Part: Key stakeholder interviews**

April – May – intake census  
 June – July – collecting data  
 Initial findings – August  
 Final Report – November

The CCA will seek a letter from the Court encouraging people to pay attention to the study.

**Camille Ward, Voices for Civil Justice, presented on the value of doing an early communications plan to best use the civil legal needs study when it's complete.**

- **Who are the stakeholders and people that the CCA wants to support the study**
  - **Identify the main stakeholders**
  - **Hold community listening sessions**
  - **Create a steady drumbeat – seeking input – in anticipation of the report release**
  - **Generate well placed news articles and op-ed pieces by Sup Ct. justices in local media**
  - **Discuss how best to leverage the civil legal needs study**
  - **Top 5 reasons to develop a communications plan:**
    - o **Limited time and resources – focused and realistic goals – don't waste energy**
    - o **Tactics follow strategy – very clear and concrete on who we're trying to reach**
    - o **Coordinating among stakeholders – bring relevant voices to the table for buy in and resources**
    - o **Measure progress**
    - o **Media savvy people:**
- **Proposed Goal: "Have the CCA and Supreme Court approve and accept the conclusions of the Civil Legal Needs Study by \_\_\_\_\_, 2018."**
  - o **What would success look like if we met this goal?**
    - **Examples include:**
      - **Court press release**
      - **Justice op-ed**
      - **Preview presentation to the Court**
      - **Cultivate 5 spokespeople and media advocates to be media messengers**
  - o **Possible goal is to have the Court and CCA ask the General Assembly to build on the conclusions of the civil legal needs study to increase the Civil Legal Aid Fund**

- What would the approval, endorsement of the study look like? Including support for the methodology, undertaking and outcomes.
- CCA will make recommendations based on the findings of the study.
- Objective: take the study and use it to help formulate what the CCA's next goals are
- Approval and acceptance for the study should be highly visible
- Use the stakeholder interviews in the study to solicit feedback and recommendations
- CCA and Court will have an opportunity to review the study before it's released.

How does the CCA want to use the civil legal needs study? – "A goal without a plan is just a wish"

The CCA meeting was adjourned at 1:30 p.m.

**2018 CCA meeting dates:**

Monday, May 21 – Indiana Supreme Court

Friday, August 17 – Indiana Legal Services

Monday, October 1 – Notre Dame Law School

*Save the Date: May 10 – 12: Equal Justice Conference and ATJ Chairs Meeting (San Diego)*

*Friday, November 2: CCA conference (Ivy Tech Conference Center, Indianapolis)*

**Coalition for Court Access Meeting Agenda**  
**Faegre Baker Daniels LLP**  
300 N Meridian Street, Suite 2700  
Indianapolis, IN 46204

**Wednesday, March 20, 2018, 10:30 a.m. – 1:30 p.m. ET**

- 10:30a: Meeting called to order and introduction of guests
- 10:35a: Review and approve January 19, 2018 CCA meeting minutes
- 10:40a: ISBA 2018 Legal Education Conclave: "Bridging the Gaps: Connecting with Communities and their Leaders to Improve Understanding and Access to Justice"  
July 27 – 28, 2018 at IU McKinney School of Law  
Bob Jones (Notre Dame Law School) Co-Chair  
Access to Justice Breakout Committee: Jennifer Thuma (IU McKinney School of Law),  
Ernani Magalhaes, and Inge Van der Cruysse (IU Maurer School of Law)
- 10:55a: Presentation by Faegre Baker Daniels LLP on its pro bono initiatives
- 11:10a: 2018 Faegre Baker Daniels grant: Indiana Pro Bono Strategic Planning Retreat
- 11:20a: 1) Work Group requests for action and/or CCA voting:
- Pro Bono group recommendation for 2016 pro bono reporting infographic
  - Proposal and recommendation regarding 2018 Summer Fellows program
  - ILS Technology Innovation Grant letter of intent
- 2) Update on the CCA's recommendations for Court rule changes
- 3) Discuss composition and diversity of CCA roster
- 11:50a: Lunch
- 12:20p: Video on civil legal aid communications: <https://vimeo.com/243002236>
- 12:30p: 2018 Civil Legal Needs Study Communications Plan with and Prof. Victor Quintanilla (IU Indiana University Maurer School of Law and IU Department of Psychological and Brain Sciences) and Camille Ward (Voices for Civil Justice)
- 1:15p: CCA meeting conclusion and next steps
- 1:30p: Meeting adjourned

**2018 CCA meeting dates:**

Monday, May 21 – Indiana Supreme Court

Friday, August 17 – Indiana Legal Services

Monday, October 1 – Notre Dame Law School

*Save the Date: May 10 – 12: Equal Justice Conference and ATJ Chairs Meeting (San Diego)*

*Friday, November 2: CCA conference (Ivy Tech Conference Center, Indianapolis)*

**Reading Materials:**

Minutes of 1/19/18 CCA meeting

CCA 2018 goals

Legal Education Conclave – draft agenda

Faegre Baker Daniels grant: Indiana Pro Bono Leadership Summit outline

Draft 2016 pro bono reporting infographic

CCA Fellows 2017 Report and proposal for 2018 Fellows

ILS Technology Innovation Grant Letter of Intent

CCA Member Roster

CCA Work Group Roster

**Coalition for Court Access Meeting Summary**  
**Indiana Bar Foundation/Indianapolis Bar Association offices**  
**615 N. Alabama, Indianapolis – Conference Room #7 on the lower level**  
**Friday, January 19, 2018, 10:30 a.m. – 1:30 p.m. ET**

Hon. Geoffrey Slaughter, Chuck Dunlap, Don Lundberg, Hon. Kim Dowling, Hon. Martha Wentworth, Mary Fondrisi, John Floreancig, Hon. Patricia Riley, Scott Wylie, Judy Fox

LaKesha Triggs, Michelle Langdon, Marilyn Smith, Kate Guerrero, Theresa Browning

1. Meeting called to order at 10:30a
2. Hon. Kim Dowling introduced Kate Guerrero, the CCA's self-help court forms coordinator:
  - Her resume, job description and preliminary goals are included in your meeting materials.
  - Kate is a McKinney Law School graduate and has been working in an entrepreneurial manner, developing and teaching classes at the Paralegal/Legal Studies Department at Ivy Tech; serving as a mediator and Independent Hearing Officer for Indiana's Department of Education.
  - Kate is bringing an understanding of the issues facing self-represented litigants and a passion and skill for developing forms and materials to meet the goals we've set.
  - Kate will be working part time as an independent contractor for a one-year term, supervised by Marilyn.
  - Kate's preliminary goals are:
    - o Finalize and get approval for the forms vetting/approval process, including developing a role and process for two senior judges to participate
    - o Develop a plan and timeline for revising and migrating forms from the Court's website to the CCA's website
    - o Start creating and formatting the approved court forms for posting on the CCA website pursuant to the forms vetting/approval process.
    - o Get trained in using WordPress on the CCA website and start uploading approved forms
3. The summary of the October 31, 2017 CCA meeting in Evansville was reviewed and unanimously approved.
4. Presentation by John Floreancig of the Indianapolis Legal Aid Society on its initiative with Heartland Pro Bono and Indiana Landmarks to: (1) assist senior and disabled adults whose homes are threatened with condemnation; (2) provide legal services to individuals dealing with

foreclosure, housing and debt issues; (3) train and place pro bono lawyers in housing cases; and (4) offer legal assistance for acquiring and rehabilitating livable homes in low-income neighborhoods.

- (1) Laurie Goggins, PhD Social worker attorney at ILAS, is point person in the probate court. 85% save rate for homes. Elderly hoarders are the primary clients. We call this remedial probate – aunt dies in 1950 and relatives are still living there. Assistance can only go to the deed holder. Judge Holder in the Probate court helped ILAS to develop an affidavit to transfer property to get elderly clients help. Elderly client with serious mental health issues won't leave his house with no heat, which is in total state of disrepair. Health Dept. has community liaisons and advocates; and ILAS works closely with them – especially with clients who have severe mental illness. ILAS can't save his home and is helping him apply for senior housing.
- (2) Uplifting for those of us who survived the foreclosure crisis that we're no longer seeing the foreclosures like we were. Most foreclosures now are not poverty, pro bono clients – they're people who got in over their heads. We're assisting a lot of issues with debt, restoring credit. ILAS is working with Heartland Pro Bono to train and place lawyers – they have 15 volunteers now, including students from McKinney who volunteer with attorneys.
- (3) Indiana Landmarks work has been very interesting. Marsh Davis wanted to be here today but was traveling. Landmarks deals with rehab of old and distressed properties. Haughville neighborhood just west of IUPUI – Christamore House is an institution in that area. Archdiocese of Indianapolis closed down the parish at the center of Haughville – they had a very nice, sturdy school building – ideal for a low-income housing development. There is a center for elderly attached. Deed was transferred to Indiana Landmarks and they are looking for nonprofit partners to develop low-income housing. ILAS grant worked on transferring the deed and now re-zoning process. IN Landmarks is doing this work in 4 – 5 areas around the state. The CRJ grant has allowed them to work more closely with community development organizations to transfer deeds and redevelop in distressed areas.

This project is from the Community Redevelopment Justice grant program (funding by Bank of America) – best opportunity is to collaborate across groups.

Expungement and specialized driver's license issues are very big – Amy Tate is doing only expungement work to help clients who have decades old convictions which prevent them from getting jobs and participating in their lives and communities (library cards, school events).

Used to be that a client would come in with one issue (ie., a divorce) and now clients are coming with multiple issues (family, housing, CHINS, guardianship, expungement).

While foreclosures are going down, deed transfer cases are going up. Legal service lawyers are helping keep housing on the tax rolls. Unscrupulous developers are trying to knock elderly (mostly women) out of their homes

5. Update on Voices for Civil Justice Communications Plan sessions for the CCA's civil legal needs study

The Communications and Data Collection work groups would like the full CCA's support to spend 60 minutes at the March 20 CCA meeting to develop a communications plan for the 2018 CCA civil legal needs study. The proposal is to work at no charge with the national marketing and public relations firm Voices for Civil Justice (VCJ) facilitating the discussion. VCJ would join the March 20 meeting remotely through Faegre Baker Daniels video conference system. VCJ will be at Faegre Baker Daniels' Washington D.C. office and the CCA's meeting will take place at their Indianapolis office. The topics of discussion for this session will include:

- Who is the intended audiences for the study
- How best will the CCA leverage the study to reach decisionmakers (state legislature, public and private sector)
- What decisionmakers and legislators does the CCA most want to reach (and what local papers do they read)
- Who are the best spokespeople for the study?
- What evidence will be most compelling to persuade people on the value of civil legal aid
- What are the best arguments to use to make a civil legal aid pitch

We want to be able to tell the stories of the civil legal needs study and consistent message to sell the value of our services and launch a PR campaign.

We want to make sure that the civil legal needs study is well received and understood by a broad group when it's released. We want the story to include.

Victor Quintanilla, the head of the IU research team, would attend the March CCA communications planning session. 2008 legal needs study was not well received – the Data Collection work group discussed why that study was not well accepted. One view was that the former study used too broad of a definition of legal needs. 2008 survey included issues like “not being able to pay a bill” which was not viewed as a “legal issue.” CCA wants the new study to include broad education component for the community. One question to a poor client: “How many legal needs do you think you will have in the next year?” This was deemed way too broad. It would be great to have those people who criticized the old study to get onboard with the new study. Old study was done on a very small budget. This time our audience is going to be larger and includes broader than the court system.

IU is broadening their methodology and documenting their research. Legal Education Conclave would like the CCA to do a session on the civil legal needs study. Important in the communication to show that social needs have changed dramatically in the last decade.

6. 2018 special opportunity grant awarded from Faegre Baker Daniels to the IN Bar Foundation on behalf of the CCA, restricted to use for convening a group of pro bono stakeholders to discuss how best to strengthen Indiana's pro bono delivery system.

Faegre Baker Daniels has given a \$5,000 grant to the Indiana Bar Foundation to be used on behalf of the Coalition for Court Access as a restricted grant to convene a group of pro bono stakeholders in Indiana to work on strengthening the state's pro bono delivery system. The vision is to gather a group of approximately 25 of Indiana's pro bono leaders in a session or series of sessions to move forward on recommendations for strengthening the pro bono system. The plan is to have a small planning task force with CCA members and others to guide the process, chaired by Mary Fondrisi and Scott Wylie. We would like the CCA's feedback on whether this makes sense conceptually.

This grant overlaps with what the Pro Bono work group has identified as a 2018 goal. Review the district configuration; how the districts work with ILS and other civil legal aid organizations; how the districts are formed and governed; how the funding system works; how conflicts are addressed; how pro bono district staff are supported. Goal is to come out with a plan that would be implemented by January 1, 2019.

The grant would bring in national expertise on pro bono delivery systems. We want to make sure we communicate with the pro bono districts clearly. There have been active discussions with the pro bono districts.

CCA wants to include technology in our planning. Need to address how many people do not have internet access in rural areas.

#### 7. Request for revisions and additions to the statewide civil legal aid funding chart

Chuck Dunlap developed this DRAFT chart to start capturing a view of Indiana's statewide funding system which is one of the Resource Development group's goals. The goal of this chart is to capture where we are, not yet where we want to be. The chart is not complete and we are seeking input from all the civil legal aid providers and funders to expand it and make it more accurate. For instance, the current draft chart does not include funding from private, family and community foundations, government contracts and other sources.

We want to paint a picture of the broader system and think creatively about how we can collaborate and strengthen the funding system. We want to have the clearest and most detailed understanding of Indiana's civil legal aid funding system before we start recommending and advocating changes.

The Resource Development work group is seeking comments to the chart by the next CCA meeting on March 20. The CCA is uniquely situated to bring all these disparate pieces together and work on strengthening the funding system.

#### 8. Update on the CCA's recommendations for Court rule changes

CCA chair Justice Steven David is working on a memo to summarize the work the CCA has done on recommended rule changes that the CCA believes would strengthen the state's civil legal aid system.

## 9. Discussion on composition and diversity of CCA in 2018

- Andy Fraizer has accepted a job in New Jersey and will be stepping off the Coalition on March. While he wasn't able to be at the meeting today, we thank him for his creative, energetic participation since the CCA launched.
  - Discussion on where the CCA and its work groups are seeking more diversity in geography, ethnicity, perspective and background?
  - CCA wants to start the discussion now about terms and new members rather than waiting until later in the spring.
  - Want more people from the north central part of the state. Lucinda Nord would be a good CCA member.
  - Circulate the list of CCA member terms by email and check in with members whose terms are ending 6/30/18 to see if they want to renew or step off

## 10. Review, discuss and finalize CCA's 2018 Goals

### **Best Practices:**

1. Finalize and get approval for the forms vetting/approval process, including developing a role and process for two senior judges to participate (goal date: TBD after Kate starts on 1/17/18)
2. Migrate forms from the Court's website to the CCA's website (includes revise, vet, approve, create and post). (goal date: TBD after Kate starts on 1/17/18)
3. Develop an IN unbundling initiative – IN has Rule 6.5 that addresses limited scope representation. Judge Dowling and Monica Fennell attended a national unbundling conference. Approach is important: make more money; simplify your practice; improve your receivables rather than "help SRLs"

Group will set goal dates by the next CCA meeting. CCA approved these goals.

### **Communications:**

1. Launch the CCA website (goal date: 3/20/18)

2. Develop a communications plan for civil legal needs study (hold two 60 minute planning sessions with Voices for Civil Justice – one in early March and one at the 3/20/18 CCA meeting)
3. Collaborate with the Pro Bono work group on 2017 pro bono reporting and recommendations for revision to Rule 6.7 and/or the FAQ (complete before the 2018 attorney registration process begins at the end of July)
4. Develop a plan for communicating CCA's work to stakeholders (legislators, judiciary, providers, attorneys, academics, social/human services, corporate and civic leaders) and collaborate with the Resource Development group on a legislative advocacy campaign for the 2018/2019 budget session.

Top three goals are approved by CCA. 4<sup>th</sup> goal will be derivative of Goal #2.

### **Data Collection:**

1. Complete the CCA's Indiana civil legal needs study (5-page interim report on 8/1/18 and final report on 11/1/18)
2. Collaborate with the Communications work group on developing a communications plan for the civil legal needs study. (hold two 60-minute planning sessions with Voices for Civil Justice – one in early March and one at the 3/20/18 CCA meeting)
3. Develop a shared common set of definitions for the civil legal aid community.

Legal needs study will ask civil legal aid providers to do an intake census for 6 weeks in April/May. It would be great to have a central repository for storing the data that we're collecting.

### **Pro Bono:**

1. Pro Bono Reporting – make recommendations to revise Rule 6.7 and the CCA's FAQs to clarify public defender, GAL and mediation work for pro bono reporting.
2. Get the proposed emeritus pro bono rule approved.
3. Sponsor a Lawyers in Libraries day during the October 2018 national Pro Bono Week. Modeled on MLK Day where everyone gets out and does service projects, followed by ongoing pro bono service programs in rural libraries. Lucinda Nord and Terri Ross have been key to this project. Project wants to connect with remote services in underserved areas. Also presenting at the IN Library Federation conference and mini-CLEs for librarians on SRL issues – how to support people who show up at the library with legal questions.

4. Support discussions about how best to strengthen and upgrade Indiana's pro bono network.

CCA approved these goals.

**Resource Development:**

Primary Goals:

1. Use non-budget year of Legislature to develop major funding request(s) in 2019 based on priorities of the CCA

-- **First and Second Quarter:** Work with pro bono lobbyist to determine messaging and strategy.

-- **Third Quarter:** Do summer briefing for members of the state legislature, especially attorney members.

-- **Fourth Quarter:** Have plan ready to submit if appropriate.

2. Refine a fund development "Case Statement"

-- **First and Second Quarter:** Test messaging with groups such as the Cummins Foundation, Chambers of Commerce, United Ways, etc.

-- **Third and Fourth Quarter:** Use legal needs study and other data to draft a Case Statement that makes economic benefit arguments (especially to rural legislators and audiences) and engages other constituencies who might help broaden civil legal aid funding.

-- **Fourth Quarter:** Determine ways to use this information to increase support from lawyers, foundations, and other public and private sources.

3. Facilitate and encourage greater coordination of fund development efforts in Indiana

-- **First and Second Quarter:** Create a common shared calendar to encourage cooperative calendaring/scheduling of events and major development efforts of Indiana Civil Legal Aid group.

Secondary Goals:

4. Continue to monitor and steward the Proposed Rule 1.15 on Unclaimed and Unidentified Trust Account Funds (in whatever form it morphs...)

-- **First Quarter:** CCA members to follow-up with Attorney General's Office for further guidance.

-- **Second Quarter:** Finalize proposal for approval.

5. Monitor Federal funding issues and propose action when necessary (LSC and other major civil legal aid sources)

-- On-going throughout year

6. Evaluate Civil Legal Justice Funding info-graphic to consider suggestions on systemic change and referrals to other work groups.

-- On-going throughout year

CCA approved these goals.

**Rural:**

1. Expand advisory and evaluative capacity of working group in 2018 by adding new members in both advisory and evaluative capacities.
2. Develop report for counties and judges that participated in 2017 surveying and data collection project.
3. Refine and develop 2018 surveying and data collection project with fellowship and academic support.

Judy Fox noted that Susan Hyatt is going to do a training in May on interviewing for the 2018 summer fellows. Also asking whether the fellows should open up to undergraduate anthropology students.

Justice David had a phone conference with Carl Pebworth, Joel Schumm and Monica Fennell to discuss 2018 fellowship initiative. Carl is finalizing the 2017 fellows report and will bring to the March CCA meeting for discussion and come up with a messaging plan for the judges who were interviewed for the 2017 project.

CCA approved these goals.

**Technology:**

1. Collaborate with the Communications work group on the development and launch of the CCA website.
2. Monitor the progress of the Legal Services Corporation/Microsoft portal prototype (currently being tested in Hawaii and Alaska)

CCA approved these goals.

11. CCA next steps discussion:

- Affirmation of the great work that's being done by the working groups.
- Keep the momentum. Want to identify the most critical objectives and turn 2018 into something incredible. We're well on our way to making up for lost time.
- State bar's Legal Education Conclave in July 2018 is focusing on civil legal aid. ISBA reached out for funding and the Court is encouraging coordination with the CCA.
  - o Bob Jones is co-chairing the Conclave
  - o Get the Legal Education Conclave on the CCA agenda for the next meeting
- Legal needs of the working poor (125% - 200%) continues to be a big issue and one that the CCA should not ignore. They may not be technically indigent but they are practically indigent. This ties in with unbundling and regulation of the bar. This calls for creativity of the private market and looking toward the future, not just the history of the legal profession. Let's not let the perfect be the enemy of the good. This is a project that should start with the family law area, the area of most need. Is there an opportunity to expand the CCA's working groups to include more diversity of practice, geography, color – who are we missing and what entities are not represented? Add clients or other service groups to the CCA? Consider having a new work group or subcommittee to look at these issues – sliding scale or other pricing models.
- Hackathon concept could be considered: host an intense dialogue focused on the production of a deliverable or a product (application) – rally around a specific discrete topic. Technology group could consider this idea.
- Must have clients involved in the website and portal – so many people cannot read. Could we include a client panel in the November 2<sup>nd</sup> conference to talk about client-centered issues. Schedule a focus group at the conference? How does an indigent person get help outside of the system? How much can you really afford? Where do you look for legal service?
- Look closer at how the Court handles these SRL issues with case management innovations? How to get more people through the court system? Attorneys would take more pro bono cases if the case management and forms issues were simplified. At judicial conferences judges always discuss the SRL challenges in family law. Continue exploring how to support judges in dealing with their SRLs. Judges want best practices guidance.
- SRLs don't do well filling out their own forms. What if we certify paralegals to help SRLs fill out forms? Address unauthorized practice of law issues for paralegals.

- E-Filing for SRLs is now a bigger problem. Many indigent people are being told they are not able to file with paper anymore. Get details on what courts are having these issues.
- Foundation is exploring the feasibility of an incubator project for modest means clients using a limited scope services. Explore a focus group on this incubator concept.

CCA meeting was adjourned at 1:20 pm.

**2018 meeting dates:**

Tuesday, March 20 – Faegre Baker Daniels

Monday, May 21 – Indiana Supreme Court

Friday, August 17 – Indiana Legal Services

Monday, October 1 – Notre Dame Law School

***Save the Date:           Friday, November 2 – CCA conference, Ivy Tech Conference Center***

**Coalition for Court Access Meeting**  
**Indiana Bar Foundation/Indianapolis Bar Association offices**  
**615 N. Alabama, Indianapolis – Conference Room #7 on the lower level**  
**Friday, January 19, 2018, 10:30 a.m. – 1:30 p.m. ET**

- 10:30a: Meeting called to order and introduction of guests
- 10:40a: Review and approve October 31, 2017 CCA meeting summary
- 10:45a: Presentation by Indianapolis Legal Aid Society on its initiative with Heartland Pro Bono and Indiana Landmarks to: (1) assist senior and disabled adults whose homes are threatened with condemnation; (2) provide legal services to individuals dealing with foreclosure, housing and debt issues; (3) train and place pro bono lawyers in housing cases; and (4) offer legal assistance for acquiring and rehabilitating livable homes in low-income neighborhoods.
- 11:05a: Update on Voices for Civil Justice Communications Plan sessions for the CCA's civil legal needs study
- 11:15a: 2018 special opportunity grant awarded from Faegre Baker Daniels to the IN Bar Foundation on behalf of the CCA, restricted to use for convening a group of pro bono stakeholders to discuss how best to strengthen Indiana's pro bono delivery system
- 11:20a: Request for revisions and additions to the statewide civil legal aid funding chart
- 11:25a: Update on the CCA's recommendations for Court rule changes
- 11:30a: Discussion on composition and diversity of CCA in 2018  
- Where does the CCA and its work groups seek more diversity in geography, ethnicity, perspective and background?
- 11:45a: Lunch
- 12:15p: Review, discuss and finalize CCA's 2018 Goals
- 1:15p: CCA meeting conclusion and next steps
- 1:30p: Meeting adjourned

**Reading Materials:**

Summary of 10/31/17 CCA meeting

Kate Guerrero resume, work plan and job description

Indiana civil legal aid funding chart

Work group reports and list of 2018 goals

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