

AUG 17 2020

CLERK SUPREME COURT

2020 Report
IOWA  ACCESS TO JUSTICE

The Iowa Access to Justice Commission serves Iowans by promoting and advancing innovative strategies for ensuring equal access to justice.



Members of the Commission

Anthony Allen, Dubuque
Justice Brent Appel, Chair, Ackworth
Steven Bradford, Muscatine
Marvin DeJear, Des Moines
Kristie Fortman-Doser, Iowa City
Brian Farrell, Toddville
Phil Garland, Garner
Glennay Jundt, Council Bluffs,
Leslie Kilgannon, Davenport
Daniel Mart, Polk City
Kevin McKeever, Iowa City
Bob Oberbillig, Des Moines
Kevin Patrick, Des Moines
Christopher Patterson, Waukeee
Carol Phillips, Des Moines
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Carrie Slagle, Cedar Rapids
Chantelle Smith, Des Moines
Megan Srinivas, Fort Dodge
Jennifer Tibbets, Marion
Bruce Walker, Iowa City
Shelley Whitcher, Council Bluffs
Mark Zaiger, Cedar Rapids

“Justice depends on having a fair chance to be heard, regardless of who you are, where you live, or how much money you have. At minimum, a person should be able to learn about her rights and then give effective voice to them in a neutral and nondiscriminatory, formal or informal, process that determines the facts, applies the rule of law, and enforces the result.

That is access to Justice.” *



*From the [Justice Index website](#).

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Introduction

The 2020 Iowa Access to Justice Commission Report highlights the Iowa Access to Justice Commission's (Commission) fourth year of work towards improving the civil justice climate in the State of Iowa.

The Iowa Supreme Court established the Commission in 2016 to help address the unmet civil legal needs of Iowans. In the order establishing the Commission, Iowa Supreme Court Chief Justice Mark Cady noted:

There are, however, longstanding and entrenched barriers to the access to justice for too many Iowans. To safeguard the fundamental right of access to justice requires a concerted, sustained, and strategic effort. . . . Iowa courts are seeing an increasing number of self-represented litigants, many of whom have no choice but to proceed without the assistance of counsel. . . . Iowa must do more to assure meaningful and informed access to justice for all persons.

Chief Justice Cady's words ring true this day as clearly as they did four years ago. Sadly, with his untimely passing in November 2019, the Iowa Supreme Court and all Iowans unexpectedly lost Chief Justice Cady and the unwavering commitment, integrity, and kindness that

A bedrock principle of our court system is that justice should be accessible to all persons.

he brought to fulfill his vision of making the Iowa court system the best in the land.

This year, 2020, has brought hard to imagine challenges to all Iowans and Americans and court systems across the land. The Covid-19 pandemic has caused serious problems for the timely delivery of justice, creating court backlogs that likely will endure

well into the years ahead. The decline in state revenues and individual pocket books, will disproportionately affect persons already struggling with access to justice issues.

The access to justice problem is not unique to Iowa. The World Justice Project Rule of Law Index (WJP) measures the accessibility and affordability of civil justice systems for ordinary people in 128 countries. Pre-pandemic, the overall civil justice ranking for the United States fell six spots from 2019 to 2020 to number 36. Gauging whether people are able to access and afford civil justice, however, the WJP found the United States ranked a lowly 109th out of 128 countries. Measuring whether civil justice in the United States is free of discrimination, the WJP ranked the United States an even more abysmal 115th. Another WJP measurement considered the accessibility, impartiality, and effectiveness of the country's alternative dispute resolution mechanisms and ranked the United States number 43.

Introduction

Twenty-six Iowans, whom the chief justice has appointed, currently serve as members of the Commission. Iowa Supreme Court Justice Brent Appel continues to serve as Chair of the Commission, and Attorney Anjela Shutts continues to serve as Vice-Chair of the Commission. The Commission continues to work closely with The Iowa State Bar Association (ISBA), which provides invaluable support to the Commission with financial assistance and conference facilities for Commission meetings. The ISBA generously committed up to \$25,000 of available funding for the Commission during its 2019-2020 year. ISBA President-Elect Jerry Schnurr III has served on the Commission during its 2019-2020 year. Timothy Eckley, Assistant Counsel to the Chief Justice, serves as Secretary to the Commission. 

Supreme Court Review

During its 2019 Administrative Term, the Iowa Supreme Court reviewed the Commission's 2019 Report (available on the Iowa Judicial Branch website under "Reports"). Chief Justice Cady, on behalf of the court, expressed appreciation for the Commission's "dedication to its mission, hard work, and willingness to engage difficult issues confronting Iowans and [the Iowa] justice system." Chief Justice Cady further wrote:

Upon reviewing the commission's 2019 report, the court noted many areas where the commission's recommendations and goals intersect or complement efforts that State Court Administration, on behalf of the Iowa Judicial Branch, has taken or considered taking to make our court system more responsive to the needs of Iowans. . . .

The court appreciates the progress of the Iowa Access to Justice Commission and its work groups in improving meaningful access to justice for all Iowans and encourages the commission to continue its promising work.

See Appendix A.

One of the Commission's Recommendations from the 2019 Report was #19: "Work with the Iowa Judicial Branch to promote Pro Bono Week annually." On October 15, 2019, the Iowa Supreme Court issued a

resolution in support of "Pro Bono Legal Services," recognizing the week of October 20-26, 2019, as the National Celebration of Pro Bono. The resolution stated in part as follows:

Many Iowans of limited means are unable to afford legal services to address their civil legal problems. National estimates are that 80% of low-income persons in the United States cannot afford critical legal assistance. . . . Recent reports indicate that the legal needs of 40-60% of middle class persons go unmet. These legal needs include fundamental aspects of living: loss of a home or job, the well-being of children, access to health benefits, access to veterans' benefits, personal safety, and liberty. . . .

The supreme court recognizes that many Iowa attorneys serve the public good and honor their professional commitment by donating thousands of hours of pro bono services and making financial contributions to legal service organizations and pro bono programs. The supreme court commends these attorneys for their important contributions, which benefit our state, our justice system, our communities and, most of all, the clients they serve. 

See Appendix B.

Commission Meetings

The Commission held quarterly meetings featuring educational components, work group breakout sessions, and Commission-wide discussions.

The Commission held a first special meeting of the 2019-2020 year on August 5, 2019, at the ISBA headquarters. BluOpal Consulting, LLC, facilitated a strategic planning session for the Commission. Bruce Kawahara, Co-Principal of BluOpal Consulting, and Clare Kelly, a BluOpal strategic consultant, conducted a highly interactive SPOT analysis (Strengths, Problems, Opportunities, and Threats) to identify Commission attributes, conditions, and environmental influences affecting the success of the organization. Discussion and prioritization of critical strategic themes of the Commission laid a solid foundation precipitating the work of the Commission's Strategic Planning Work Group for the year.

The Commission held its first regular meeting September 20, 2019, at the ISBA headquarters. The meeting commenced with a call to order from Commission Chair Justice Brent Appel and introductions of new Commission members—Kevin Patrick, Judge Dustria Relph, Jerry Schnurr, Carrie Slagle, Megan Srinivas, Johna Sullivan, and Shelley Whitcher. The meeting primarily focused on the 2019 Commission Report and supreme court review of the report, discussion of the BluOpal Consulting strategic planning session, Commission work group

reports, and consideration of reorganization of work groups. The Commission decided to rename the Public Outreach Work Group to the Community Outreach Work Group and established a new Libraries Work Group.

The Commission has scheduled its quarterly meetings for the coming year on the following dates:

- Friday, September 25, 2020
- Friday, December 4, 2020
- Friday, March 5, 2021
- Friday, June 4, 2021

In addition, the Commission will hold a special strategic planning meeting, by remote video conferencing, on August 7, 2020.

The Commission held its second meeting December 6, 2019, also at the ISBA headquarters. Justice Appel opened the meeting with a report on the letter of support from Chief Justice Cady on behalf of the Iowa Supreme Court and on the court's adoption of the resolution in support of pro bono legal services. Iowa Legal Aid's Executive Director, Nick Smithberg,

Commission Meetings

and legal aid senior staff attorney Kristie Kuntsman-Stern presented on the innovative Iowa Legal Aid Community Schools Project. Kiley Fleming, Executive Director of the Iowa Mediation Service presented on the organization's services.

The next Commission meeting was scheduled for March 13, 2020. Onset of the Covid-19 pandemic, however, led to the Commission canceling this meeting and focusing on the final 2019-2020 meeting to be held virtually on June 5, 2020.

The June 5 virtual meeting included a scaled down agenda with a focus on presentation and approval of final work group reports.

Commission Vice-Chair Anjie Shutts presented the Strategic Planning Work Group report and the Commission approved and adopted the Purpose Statement and Values Statement for the Commission as well as the Elevator Speech—a very brief summary of the Commission and its mission. These documents are provided in full in the Strategic Planning Work Group report below.

Angela Reier and Travis Sheets presented the Corporate Involvement Work Group report, Commission member Glennay Jundt presented the Community Outreach Work Group report, Mandy Easter presented the Libraries Work Group report, Judge McKeever presented the Veterans Work Group report, and Brian Farrell

presented the Rural Access Work Group report.

The Commission approved all work group reports, and the entirety of each report is included in the appendix to this report. ¶

Strategic Planning

During the summer of 2019, with funding from The Iowa State Bar Association, BluOpal Consulting, LLC, facilitated the Commission's August 5 meeting designated as a formal strategic planning session. Commission staff worked with BluOpal consultants to provide a thorough understanding of the history and work of the Commission, from which the consultants designed a strategic planning session that included:

- Development of key phrases and Commission values that would later be refined into a Values Statement or Statement of Purpose.
- Conducting a SPOT analysis (strengths, problems, opportunities, and threats). This analysis structure was consistent with the Strategic Planning Work Group's recommendation in the 2019 Commission Report.
- Review the goals and recommendations the work groups had developed to that point.
- Determine key strategic goals and actions from the SPOT analysis and discussion of recommendations.
- Discuss how implementation of the plan might affect work group composition.

Barriers include financial, technological, and cultural obstacles. The Commission works to find ways to break through those barriers.

Values Statement based on the meeting input and drafted a set of strategic goals and actions for the Commission. Working from these materials, and holding bi-weekly meetings, the Strategic Planning Work Group developed a Commission, a Purpose Statement, a Values Statement, and an

Elevator Speech, which were presented to and approved by the Commission during its June 5, 2020 meeting.

The Strategic Planning Work Group developed a 2020-2023 Strategic Plan to present to the Commission for discussion at its August 7, 2020 meeting. 

After the strategic planning session, BluOpal proposed a Commission

Strategic Planning

Purpose Statement

The Iowa Access to Justice Commission serves Iowans by promoting and advancing innovative strategies for ensuring equal access to justice.

Elevator Speech

The foundation of democracy is a fair system for resolving legal issues that is accessible to everyone. The Iowa Access to Justice Commission works to build awareness of the civil legal system and to identify barriers Iowans often face when accessing and navigating our courts. Barriers include financial, technological, and cultural obstacles. The Commission works to find ways to break through those barriers.

Values Statement

Change agent

We motivate change, acting with vision and boldness to break down barriers that prevent access to the civil justice system.

Education

We identify barriers and promote solutions impacting access.

Collaboration

We respect all viewpoints and value the diverse perspectives and experiences of our commission members, partners, and stakeholders, recognizing that all persons should have a voice and deserve to be heard.

Equality of access

We promote equal access to civil justice for all.

Leadership

We act as the voice of equal access to civil justice for all, and hold ourselves accountable by measuring progress through established benchmarks.

Work group members

Jerry Schnurr, Co-chair
Anjie Shutts, Co-chair
Carol Phillips
Steve Simmons

Corporate Involvement

I. Overview

The Corporate Involvement Work Group comprises members of the corporate legal community, the pro bono legal community, and the business community. The work group has three current objectives:

- Educate Iowa corporate counsel, business leaders, and industry groups on access to justice issues and how and why to provide access to justice solutions in Iowa.
- Engage business lawyers in pro bono and other access to justice initiatives and track engagement metrics.
- Advocate for access to justice by creating awareness and prioritization among legislative, judicial, non-profit, and industry groups regarding resources for access to justice.

II. Update from 2019 Commission Report

During the Commission's first three years, the Corporate Involvement work group centered its efforts on two initiatives:

Access to Justice Corporate Playbook

This 8-page document provides all of the information a corporation and its legal department needs to establish a robust pro bono legal services program utilizing the talent of corporate counsel legal departments. *See Appendix C.*

Lack of Access to Affordable Legal Help is Hurting Businesses: What Business Leaders and In-House Counsel Can do to Help

This document provides corporations the "why" for addressing access to justice issues, and it outlines how business leaders and in-house counsel can address issues arising from lack of access to affordable legal services.

The guidance includes a Pro Bono Program Policy for corporations to tailor to their specific legal departments and resources. *See Appendix D.*

The work group has reached, and distributed the Playbook to, approximately 200 corporate legal counsel in Iowa through four separate and geographically diverse legal education presentations to educate each attendee on the how, why, and who of starting a corporate pro bono legal program. Additionally, the work group advanced discussions with the Iowa Association of Business and Industry regarding Access to Justice.

Though not a specific prior goal, the work group also pivoted towards advocacy since the 2019 Commission Report. Since 2019, members of the work group partnered with the Greater Des Moines Partnership and United Way of Central Iowa to highlight Access to Justice issues in each organization's state legislative agenda. For example, the work group engaged with the Greater Des Moines Partnership in connection with the formulation of the Partnership's annual state legislative

Corporate Involvement

agenda. The Partnership included “Access to Justice” as a 2019 and 2020 policy position as follows:

The Partnership supports funding opportunities and programs that help ensure fair and equal access to the justice system. Recent studies have shown American businesses lose more than \$300 billion annually due to concerns in the legal system and anxieties impacting employees and their inability to get appropriate help. Access to justice initiatives include but are not limited to adequately funding the judicial branch, supporting programs to promote efficient and fair access to the court and legal system, alternative methods to provide appropriate assistance from legal counsel, including legal aid programs, and various studies and task forces seeking ways to more efficiently and fairly ensure justice for all.

In early 2020, the Work Group provided support for the Iowa Supreme Court Supervisory Order regarding the impact of Covid-19 on court services. Among other matters, the Supervisory Order permits an attorney licensed in another jurisdiction to provide pro bono services

American businesses lose more than \$300 billion annually due to concerns in the legal system and anxieties impacting employees and their inability to get appropriate help.

throughout the emergency. Furthermore, the work group advocated for pro bono legal service participation in the Covid-19 hotline established by Iowa Legal Aid, The Iowa State Bar Association, and the Polk County Bar Association Volunteer Lawyer’s Project. Members of the work group provided direct services, both through the Covid-19 hotline and through corporate department programs.

This past year, the work group moved beyond the pilot phase of pro bono legal programs at volunteer corporate law departments. It established partnerships with the appropriate nonprofit (Iowa Legal Aid or the Polk County Bar Association’s Volunteer Lawyer’s Project), creating a corporate plan for pro bono activity and commencing the volunteer legal work.

III. Looking forward

Objective One: Educate

The Corporate Involvement Work Group will continue to educate Iowa corporate counsel, business leaders, and industry groups (target audiences) on how and why to provide access to justice solutions in Iowa. The work group will provide an additional “How to Start a Corporate Pro Bono Program” continuing education opportunity in the Cedar Rapids/Iowa City corridor during

Corporate Involvement

the third quarter. The educational program will address the unmet education and training needs of corporate counsel to overcome perceived obstacles to providing pro bono service and informing corporate leaders regarding access to justice to provide support for in-house counsel commitment of time. The work group is creating a coordinated program and accompanying material to educate business leaders and corporate foundations about access to justice issues—what the issues involve and why access to justice should be important to them.

The work group will also prepare two one-page resources on access to justice initiatives that will tailor messaging for nonlegal business leaders (CEOs, etc.) and for legal business leaders (general counsel) focusing on support for establishing new in-house pro bono programs.

Additionally, the work group will establish a follow-up program for the new and past educational opportunities. The goal of the follow-up will be to bridge the gap from learning about the access to justice opportunities to providing actual services. It will also create a tracking mechanism for the work group to measure the impact of the programs.

Objective Two: Engage

The work group will continue to broaden its outreach in the coming year. It will create a post-CLE program that offers engagement, ongoing

support, and analysis of success on the creation of corporate volunteer opportunities. The work group will provide and track the corporate counsel (target audience) resources partnering with pro bono legal services organizations to measure success of the program.

Objective Three: Advocate

In 2020, the work group will focus on continuing advocacy, by identifying additional industry, judicial, nonprofit, and legislative groups (target audience) for advocacy, and moving access to justice to a heightened level of attention on policy agendas. The work group will create a strategy for each group identified and work to execute on the engagement and advocacy based upon that strategy.

Additionally, the work group will review laws and rules that impact corporate counsel's ability to impact access to justice and will advocate for change similar to its early 2020 efforts related to Covid-19. 

[See Appendix E for full report.](#)

Work group members

Travis Sheets, Co-Chair
Angela Reier, Co-Chair
Steven Bradford
Kirstin Esche
Tony Farrell
Kevin Patrick
Sarah Smerage
Mark Zaiger

Community Outreach

I. Overview

The Community Outreach Work Group (formerly known as Public Outreach) is working to promote access to justice as an Iowa value. Messaging is an important component of public outreach. The work group has developed a communications plan, which can assist the Commission in achieving its Purpose Statement and fulfill the elements of the Commission's Values Statement. This effort includes exploring low or no cost opportunities such as social media, public service announcements (PSAs), and press releases similar to those that other state Commissions have used.

Although the work group is confident that there is generally a need for additional services to promote access, no comprehensive study of legal needs in Iowa has specifically identified and defined those needs. Specifically, more information is needed on how best to handle moderate and modest means persons with identification of their legal issues and providing resources for such persons. It is important that this population be included in community outreach, as it is also a population likely not able to afford an attorney's full services. The work group acknowledges that community outreach may confront language and diversity barriers as well.

An area of focus must include how best to handle moderate and modest means persons with identification of their legal issues and providing resources for such persons.

Many organizations, such as Iowa Legal Aid and the ABA, have substantial information resources. It is imperative the Commission continue to research all of the resources available to understand how best to educate the public and alert the resources, if applicable, about the possible increased public demand for legal services due to the Commission's increased education and public outreach.

II. Update from 2019 Commission Report

The Community Outreach Work Group has continued to explore available legal services resources, technological tools, and potential collaborative efforts to promote education and awareness of access to justice issues.

The work group continued its efforts to identify partners, such as businesses willing to provide volunteer marketing, writing, speakers, help with PSAs, social media dissemination, and education. Voices for Civil Justice and other entities could provide communication services and help the Commission with its initiatives.

III. Looking forward

Objective One: Communications plan

Community Outreach

During the last two years, the work group has primarily worked on drafting a communications plan to better message the work and mission of the Commission. The work group will work to enhance and expand the communications plan to promote Commission initiatives and include integrated strategies that educate and engage Iowans and community service providers to better identify legal needs and responsive available resources.

Objective Two: *Integrate communications strategies*

The work group will work in 2020-2021 to amend the communications plan to reflect the Commission's Strategic Plan in consistent messaging. The work group will promote achievement of strategic plan goals and the Commission's Values and Purpose Statements. This strategic plan will also include how, when, and how frequently to educate the general public on identifying legal issues and available resources. It will also work from the mission statement developed with the commission and the Strategic Planning Work Group to use consistent messaging in communications related to access to justice.

Objective Three: *Reach beyond a public summit*

The work group will explore next steps to better leverage public informational and educational summits to form collaborative partnerships with service providers to expand the reach of such

providers. For future collaborations and partnership building, the work group will focus on how to develop and expand the ability to disseminate information to the public through these partnerships and collaborations with other work groups. As the work of the group continues to expand and grow, the group will continue to explore other resources, technology, and collaborations to expand education and help people navigate legal issues. 

See Appendix F for full report.

Work group members

Marvin DeJear Co-chair
Shelley Whitcher, Co-Chair
Anthony Allen
Glennay Jundt
Leslie Kilgannon
Jennifer Tibbetts
Sarah Vandenberg

Libraries

I. Overview

The Commission established the Libraries Work Group during Fall 2019. The Commission recognized the unique and ubiquitous role public libraries occupy across the State of Iowa.

Iowa boasts 544 public libraries from some of its smallest towns to its biggest cities. For many persons, libraries offer their only access to internet services. Many Iowans, especially those who encounter access to justice barriers, rely on information resources that libraries provide.

As the number of people without legal representation increases, disadvantaged communities across the state have relied on libraries for legal assistance and referral information. As such, Iowa's libraries are natural partners of the civil legal justice community.

There is a dire need in Iowa to centralize and consolidate legal information in one digital location, providing an integrated approach to legal services for low- and moderate-income people.

perceived high cost of consultations or because of the scarcity of legal professionals in certain parts of the state.

Work group members Mandy Easter of the State Library of Iowa

and Virginia Sipes of ISBA partner to contact every Iowa library in time for interested libraries to register with the ISBA as live-stream sites, to advertise to their communities, and to get promotional assistance in the way of posters, news releases, radio or television commercials, and other advertising items from the ISBA. More than 50 public libraries across the state regularly host the live-stream events seen by more than 500 Iowans.

The Lawyers in Libraries initiative is a collaboration between the State Library, The Iowa State Bar Association, the Polk County Volunteer Lawyers Project, and Iowa Legal Aid. Twice a year, attorneys are recruited to make live presentations followed by question-and-answer sessions on particular topics of popular interest at local public libraries. Work group members Mandy Easter and Virginia Sipes partnered to promote the program to Iowa's 544 public libraries, as well as the ISBA membership, for presentations in October 2019 and May 2020.

Forty-four public libraries participated in the October 2019 event. About 200 Iowans heard attorney presentations.

II. Update from the Commission 2019 Report

Beginning in 2019, the Iowa State Bar Association's People's Law School live-streamed webinars have been promoted to Iowa's public libraries by the State Library of Iowa. The webinars provide authoritative legal information on a variety of common legal subject areas to those who have questions about their own situations and would not otherwise ask an attorney, either because of the

Libraries

Sixty-three libraries were registered to host the May 2020 event, but the Covid-19 pandemic closed public libraries in March. Most remain closed until at least July, forcing cancellation of the May event.

III. Looking forward

Objective One: Continue established initiatives

The Covid-19 pandemic forced closure of Iowa's public libraries in March 2020, suspending the People's Law School live-streamed events and the Lawyers in Libraries initiative. The work group will continue to monitor the effects of the pandemic on library activities and offer assistance where it can to the State Library of Iowa, the ISBA, and other stakeholder groups collaborating on these initiatives.

Objective Two: Limited scope legal advice clinics

This initiative recruits attorneys to provide free 15- to 20-minute one-on-one brief, limited scope advice to Iowans who walk-in or pre-register for clinics hosted by public libraries across the state. Some lawyers will appear in person and some will appear over Skype, Zoom, or a similar remote technology. At least one clinic will be conducted in Spanish. The clinics will be open to all who are interested; services will not be restricted to low-income participants.

The well-documented recurring legal advice clinics sponsored by the Louisiana State Bar Association and Louisiana's libraries will provide the template for the Iowa events. Work Group member and private attorney Bruce Walker has a great deal of experience offering free walk-in legal advice clinics and will provide valuable guidance for this project. Work group members Mandy Easter and Virginia Sipes will coordinate between libraries and attorneys to carry out events in a broad range of different communities with differing levels of access to legal professionals.

Objective Three: People's Law Library of Iowa

There is a dire need in Iowa to centralize and consolidate legal information in one digital location, providing an integrated approach to legal services for low- and moderate-income people, helping them understand possible civil remedies and providing diagnostic tools to help them evaluate their likelihood of prevailing in court. The State Library of Iowa is willing and able to host a new People's Law Library of Iowa to accommodate these needs.

The State Library will seek to partner with the Iowa Access to Justice Commission, the Iowa Judicial Branch, Iowa Legal Aid, The Iowa State Bar Association, Drake Law School, the University of Iowa College of Law, and possibly the Iowa State Association of Counties and the Iowa League of Cities

Libraries

Optimistically, the State Library would like to debut the new website at the summer 2021 Iowa Access to Justice Commission meeting.

Objective Four: *Printed resources for outreach*

As the People's Law Library of Iowa website is established, it will be necessary to alert Iowans to its existence as an important access-to-justice resource. Outreach materials will be broadly distributed to libraries, county courthouses, and stakeholder groups, so that the information is available where potential website users frequent. A visible reminder of how to access authoritative plain-language legal information quickly and conveniently at any time removes many barriers to justice for low- and moderate-income people with legal needs. 

[See Appendix G for full report.](#)

Work group members

Mandy Easter, Co-Chair

Dan Mart, Co-Chair

Virginia Sipes

Carrie Slagle

Bruce Walker

Veterans

I. Overview

The Veterans Work Group continues to identify the primary unmet legal needs of Iowa's veterans, existing legal resources, ways to disseminate information regarding those resources to veterans in need of legal assistance, and ways to provide contextual or "cultural-sensitivity" training to attorneys who are interested in providing legal assistance to veterans. The work group is working to identify ways to refine the use of limited resources by relying on statistical data and other research and to identify partnership opportunities with key organizations.

Members of the work group have consulted with state and county veteran's service officers, the Iowa Attorney General's Office, officials from Iowa Workforce Development, and county bar associations.

II. Update from 2019 Commission Report

During the 2018-2019 Commission year, the Veterans Work Group identified the most likely categories of civil legal need for veterans: (1) eviction and foreclosure, (2) driver's license restoration, (3) child support issues, (4) outstanding warrants and fines, and (5) discharge upgrades.

To reach a large percentage of Iowa veterans with access resources, the work group identified the Iowa counties in which most Iowa veterans live: (1)

Polk, (2) Black Hawk, (3) Linn, (4) Scott, (5) Woodbury, and (6) Johnson.

During the 2019-2020 Commission year, the work group continued its initiatives to identify veterans in need of assistance, encourage attorney volunteer help for veterans, identify stakeholder partners for collaborative efforts, explore funding options for outreach efforts, and explore veterans legal clinic options.

III. Looking forward

Objective One: Identify veterans in need

The effort to identify individual veterans in need of legal assistance has included outreach through local bar associations, key partnership organizations who regularly interact with veterans, Veteran Service Officers who office in all 99 counties in the State, and through other means. The work group will expand its network of partnerships to work towards this goal. Success in this area would mean that any veteran in Iowa in need of legal assistance will know where to turn for such assistance.

Objective Two: Make information available

During the years of 2019 and 2020, Iowa Legal Aid held a number of clinics for the benefit of Veterans. Iowa Legal Aid also held a CLE event in Cedar Rapids, Iowa. The CLE event encouraged attorneys to volunteer to assist veterans with legal issues and

Veterans

provided interested attorneys with strategies they could use when dealing with veterans. The event was well attended by local attorneys and members of the local bar. The last clinic was held in February of 2020 due to Covid-19 concerns. The work group anticipates resuming the clinic effort as soon as it can be done safely.

It is important to develop different types of media to reach different audiences under different circumstances. Some veterans would be likely to read a brochure, others are likely to visit a website, and others would be more interested in a phone app. The workgroup is exploring different options for disseminating information.

Objective Three: ***Increase pro or low bono legal services***

The formation of partnerships and information dissemination are inextricably linked with one another. The work group believes that partnerships will help connect veterans in need of legal help with volunteer attorneys and other resources.

The workgroup has managed to form a number of partnerships with groups and organizations that have regular contact with veterans.

The work group continued its initiatives to identify veterans in need of assistance, encourage attorney volunteer help for veterans, identify stakeholder partners for collaborative efforts, explore funding options for outreach efforts, and explore veterans legal clinic options.

The Veterans Work Group is planning to meet with county bar associations in the western part of the state to urge their members to volunteer to help veterans. The work group has collaborated with Iowa Legal Aid on legal clinics specifically focusing on veterans. Unfortunately, the Covid-19 pandemic has halted clinic efforts.

Objective Four: Veterans' treatment courts

The long term goals the Veterans Work Group has identified—expanding veterans' treatment courts or adding a veteran-centric overlay to Iowa's existing drug treatment courts, and creating a veterans legal clinic at one of Iowa's law schools—remain aspirational goals for the group. Strategies to achieve these long term goals will be developed and refined during the coming years.

[See Appendix H for full report.](#)

Work group members

Kevin McKeever, Co-Chair
Chantelle Smith, Co-Chair
Bob Oberbillig

Rural Access

I. Overview

The Rural Access Work Group has explored a wide range of issues related to access to justice in Iowa, including the shortage of attorneys in rural Iowa and possible solutions, the potential role of technology in addressing rural access, and how reduced judicial resources impacts rural Iowans. Maintaining and improving availability of legal services through the consistent presence of legal counsel is a crucial lynch pin in addressing access issues in rural communities. Rural attorneys, however, are aging and retiring, rural county populations are declining, and it is becoming increasingly difficult to recruit new attorneys to practice law in rural Iowa.

Current providers of free civil legal assistance are not able to provide sufficient personnel to address the needs of low income rural Iowans. Volunteer lawyers projects assist in filling the gaps but are not able to fully meet the need.

The inability to meet the legal needs of low income rural Iowans through free legal assistance has resulted in more litigants appearing in court without lawyers. This self-representation puts an additional burden on clerks and judges. Persistent lack of adequate financial resources to the judicial branch may disproportionately affect rural Iowans if clerks offices are closed and court service days are reduced.

When considering substituting technology for a physical presence in the counties, the capacity of the population served must be considered. Limited means persons often do not have the ability or sophistication to fully use technological resources. In addition, rural areas often do not have the high speed internet capability that is necessary to access the available resources. Finally, persons may have physical or mental limitations that make it difficult to effectively use technology.

II. Update from 2019 Commission Report

The work group participated in the Iowa League of Cities annual conference in Dubuque in September 2019 with a promotional booth to help cities and municipalities recognize the importance of addressing access to justice needs of rural Iowans. The work group prepared an Iowa Access to Justice Quick Reference Guide for Iowans in Need of Legal Resources. The pamphlet listed legal resources for a variety of subject areas, including housing, family law, juvenile matters, domestic violence, immigration, employment, and others.

[See Appendix I.](#)

The work group continued to explore methods for promoting unbundled legal services in rural areas, and the possibility of providing pro bono legal services in conjunction with rural medical clinics.

Rural Access

III. Looking Forward

Objective One: Promote innovative delivery of private legal advice in rural areas

Educating private attorneys on innovations in the delivery of legal services can increase the availability of legal information, advice, and representation for individuals, particularly in rural areas where a lack of resident attorneys, distance, and economic conditions can present additional barriers to access to justice.

The Commission should encourage professional associations (e.g., The Iowa State Bar Association and county bar associations) and the state's law schools to continue to educate lawyers about rural needs and alternative practice models that can provide economic opportunities for attorneys while increasing access to justice through legal advice and representation. The Commission can facilitate discussion among stakeholders and highlight successful models (e.g., host a conference to promote models). These practice models might include: low bono or sliding scale representation; limited scope representation; remote or virtual representation; and for-profit clinics in underserved communities.

The Commission should encourage professional associations and the state's law schools to continue to educate lawyers about rural needs and alternative practice models.

Objective Two: Make pro bono services available to rural Iowans

The Rural Access Work Group will engage The Iowa State Bar Association and Iowa Legal Aid to explore interest in and potential funding sources for new rural pro bono approaches such as a mobile clinic or legal services provided in conjunction with rural health clinics.

Objective Three: Increase awareness of sources of legal information, services, advice, and nonjudicial dispute resolution

With this objective, the work group would target rural Iowans and referral entities such as schools, health care providers, social services providers, government entities, and libraries.

With assistance from providers of legal information and legal services, the work group would identify relevant legal resources for rural Iowans, create greater awareness of these resources, publicize the information through a campaign that specifically targets rural residents, and seek funding to support various tactics. The work group would communicate with other Commission work groups to ensure coordinated approach.

Objective Four: Increase access to courts and other dispute resolution means for rural residents

Rural Access

This objective relates to the operations of the Iowa Judicial Branch, with benefits accruing to rural Iowans. The work group will assess recent judicial branch initiatives and support continued innovation. In particular, the effort would reflect on the recent use of technology and remote proceedings during the Covid-19 pandemic to determine whether these adaptations might be sustainable on a continued basis. The work group could consider the possibility of seeking user and stakeholder feedback on experiences with the recent adaptations, if such information is available or obtainable. 

See Appendix J for full report.

Work group members

Phil Garland, Co-Chair
Brian Farrell, Co-Chair
Kristie Fortman-Doser
Christopher Patterson
Dustria Relph
Megan Srinivas

Conclusion

Early in its fourth year, the Commission assessed the structure of its work groups and decided to disband the Case Processing and Pro Bono Work Groups. The Iowa Judicial Branch and State Court Administration are being aptly handling case processing innovations on a continuous basis. The Commission had noted previously that most if not all work group efforts contain significant elements of pro bono legal services and the Pro Bono Work Group was disbanded with the intent that each work group would be tasked with how its ongoing initiatives affect or facilitate pro bono services.

The Commission has also revised the structure of its annual report for submission to the Iowa Supreme Court. This report moves away from the recommendations and long term goals format to better streamline the report's content. While not replicated in this report, many recommendations and long term goals the Commission previously identified remain viable and will be reviewed accordingly.

As in years past, an overriding goal of the Commission has been to continue to broaden the umbrella of stakeholders committed to working with the Commission and work groups on access issues. The Commission should redouble this effort in year five.

The Commission's development of a strategic plan, to begin implementation in the coming year, should further invigorate the Commission, sharpen its current efforts, and provide long-term stability.

The Commission begins its fifth year with the nation significantly impacted economically from the Covid-19 pandemic. Perhaps now more than ever, the State of Iowa needs its Access to Justice Commission to continue working towards fulfilling its purpose: to serve Iowans by promoting and advancing innovative strategies for ensuring equal access to justice.

The members of the Commission wish to thank the Iowa Supreme Court for the opportunity to serve in this important undertaking. 

Appendix

- A. Letter from Chief Justice Cady, October 25, 2019
- B. Iowa Supreme Court Resolution in Support of Pro Bono Legal Services
- C. Access to Justice Corporate Playbook
- D. Lack of Access to Affordable Legal Help is Hurting Businesses: What Business Leaders and In-House Counsel Can do to Help
- E. Corporate Involvement Work Group report
- F. Community Outreach Work Group report
- G. Libraries Work Group report
- H. Veterans Work Group report
- I. Iowa Access to Justice Quick Reference Guide
- J. Rural Access Work Group report

Appendix A

A. Letter from Chief Justice Cady, October 25, 2019



Supreme Court of Iowa

MARK S. CADY
CHIEF JUSTICE

IOWA JUDICIAL BUILDING
1111 E. COURT AVENUE
DES MOINES, IA 50319

(515) 348-4962

October 25, 2019

The Honorable Brent Appel
Chair, Iowa Access to Justice Commission
1111 East Court Avenue
Des Moines, IA 50319

Dear Justice Appel and the Members of the Iowa Access to Justice Commission,

During its 2019 administrative term, the Iowa Supreme Court reviewed the 2019 Iowa Access to Justice Commission Report. On behalf of the court, I express our appreciation for the commission's dedication to its mission, hard work, and willingness to engage difficult issues confronting Iowans and our justice system. It is apparent that the commission has already made progress on initiatives that will facilitate Iowans' access to justice.

Upon reviewing the commission's 2019 report, the court noted many areas where the commission's recommendations and goals intersect or complement efforts that State Court Administration, on behalf of the Iowa Judicial Branch, has taken or considered taking to make our court system more responsive to the needs of Iowans.

For example, state court administration has been working with The Iowa State Bar Association to add limited scope representation as an area of referral on the bar association's online Find-a-Lawyer service. The branch also supports expanding limited scope services in rural areas. In addition, the branch is consistently considering ways in which more pro bono or low bono services could be made available in Iowa. The court issued a statement in support of Pro Bono Week, October 20–26, 2019.

The judicial branch works hard to maintain its existing specialty treatment courts, including its veterans court, and is putting in place data standards and performance measures and conducting a needs assessment. The branch continues to ensure a robust judicial presence in each of Iowa's 99 counties.

The judicial branch engages ongoing efforts to make all pro se litigant-oriented court forms fillable and savable and is implementing a project to convert divorce forms into interactive interview forms.

Hon. Brent Appel
Members of the Iowa Access to Justice Commission
Page 2
October 25, 2019

The court is supportive of the Commission's efforts to develop a process for measuring progress on its access to justice initiatives.

Other court initiatives consistent with commission recommendations include the following: implementation of new legislation following the Guardianship and Conservatorship Task Force Report; maintaining ongoing training on procedural fairness for new and existing employees; and supporting the commission's recommendation of bringing uniformity and ensuring high quality of material for Iowa's Children in the Middle programs.

The court appreciates the progress of the Iowa Access to Justice Commission and its work groups in improving meaningful access to justice for all Iowans and encourages the commission to continue its promising work. Thank you again for bringing your time, energy, and expertise to bear on these difficult, but vitally important, issues.

Sincerely,



Mark S. Cady
Chief Justice

tjhb

Appendix B

B. Iowa Supreme Court Resolution in Support of Pro Bono Legal Services



IOWA SUPREME COURT

RESOLUTION

PRO BONO LEGAL SERVICES

WHEREAS,

The origins of our justice system are centuries old. And for just as long of a time, attorneys and judges have grappled with how to ensure a justice system applies laws equally to all persons. American legal history from its earliest days offers examples of pro bono representation. The Latin phrase is *pro bono publico*, which translates into English as “for the public good.” Pro bono representation in this context means legal work performed voluntarily and without pay, using the professional skills of attorneys to provide legal services for those persons unable to afford those services.

The need for pro bono services is as urgent today as it has been over the centuries. The Iowa Access to Justice Commission 2019 Report highlights the need for pro bono services in Iowa, noting that The Iowa State Bar Association reported that in 2015 “more than one million Iowans have difficulty affording an attorney to handle basic legal needs.”

Many Iowans of limited means are unable to afford legal services to address their civil legal problems. National estimates are that 80% of low-income persons in the United States cannot afford critical legal assistance. The problem extends further, however, than many may realize. Recent reports indicate that the legal needs of 40-60% of middle class persons go unmet. These legal needs include fundamental aspects of living: loss of a home or job, the well-being of children, access to health benefits, access to veterans’ benefits, personal safety, and liberty.

Attorneys, as officers of the court, and recognizing their unique role in society, have long made outstanding efforts to fill the “justice gap,” the difference between the legal needs of persons and the resources available to address those needs. Legal service organizations, such as Iowa Legal Aid, and volunteer attorneys provide substantial contributions to fill the gap.

For example, according to the Office of Professional Regulation, Iowa attorneys in calendar year 2018 provided a record number of 43,348 hours of pro bono legal services to charitable organizations that were unable to afford legal services. Also, in calendar year 2018, Iowa attorneys provided 89,484 hours of pro bono legal services to persons of limited means who could not afford such assistance. These are impressive numbers and the Iowa Supreme Court commends the legal profession for all of its efforts to satisfy the unmet legal needs of Iowans.

Unfortunately, there remains a substantial gap between available legal services and the demand for such services.

The American Bar Association has designated the week of October 20-26, 2019, as the National Celebration of Pro Bono to recognize the valuable pro bono contributions attorneys make throughout the year and to increase pro bono participation across the nation to address the unmet needs of Americans for legal services.

NOW, THEREFORE, BE IT RESOLVED THAT

The Iowa Supreme Court recognizes the week of October 20-26, 2019, as the National Celebration of Pro Bono.

The supreme court recognizes that many Iowa attorneys serve the public good and honor their professional commitment by donating thousands of hours of pro bono services and making financial contributions to legal service organizations and pro bono programs. The supreme court commends these attorneys for their important contributions, which benefit our state, our justice system, our communities and, most of all, the clients they serve.

The supreme court continues to urge all Iowa attorneys to devote at least 50 hours of pro bono legal services each year.

The supreme court encourages all judges to promote pro bono service by attorneys. To this end, the supreme court encourages judges to write and speak in support of pro bono service, recruit attorneys to do pro bono service, participate in events to honor and recognize attorneys who do pro bono service, train attorneys for pro bono service, make appropriate administrative accommodations for cases involving litigants receiving pro bono services, and give advisory assistance to pro bono programs.

ISSUED BY THE IOWA SUPREME COURT
OCTOBER 15, 2019



Appendix C

C. Access to Justice Corporate Playbook

ACCESS TO JUSTICE CORPORATE PLAYBOOK

Overview

- 1. Preface.**
- 2. Pro Bono Policy Statement.**
- 3. FAQ.**
- 4. Case Studies.**
- 5. Logistics & Resources.**
- 6. Appendix**

Preface

The majority of Americans don't have access to affordable legal services. When the World Justice Project measured the accessibility and affordability of civil justice in 113 countries around the world in 2017, the United States tied for 94th place with Cameroon, Uganda and Zambia.ⁱ

Access to justice issues don't just affect individuals. They impact:

- ✓ Businesses
- ✓ Communities
- ✓ The Court System

Corporate counsel are particularly powerful messengers of the access to justice message because they are familiar with all aspects of the problem and are representatives of the business community. Corporate counsel are participating in pro bono legal services at lower rates than their private practice counterparts, and this playbook is designed to help Iowa corporate counsel overcome barriers to participation.

We start with a Pro Bono Policy Statement, which is designed to get endorsement from your company and legal department for participating in pro bono legal activities. Then we move into FAQ's, which help address common questions and hurdles corporate counsel face in deciding whether to volunteer. After which we look at several case studies that provide current examples of corporate pro bono programs currently active in Iowa. Finally, we provide you a list of contacts and other resources to help get you started.

Please also feel free to reach out to any of us, your Access to Justice Corporate Counsel Committee members.

Robert Perna, Co-Chair
Sr. VP & General Counsel
Rockwell Collins, Inc.

Steven Bradford, Co-Chair
Sr. VP & General Counsel
HNI Corporation

Medha Johnson
VP Human Resources
American Enterprise Group

Gerry Neugent
President & CEO
Knapp Properties, Inc.

Carol Phillips
Executive Director
Polk County Bar Assn

Angela Reier
Associate General Counsel
HNI Corporation

Travis Sheets
VP & General Counsel
BH Management Ser., LLC

Anjela Shutts
Attorney
Whitfield & Eddy, PLC

Brett Toresdahl
Administrator
Iowa Public Information Board

Pro Bono Policy Statement

In recent years, more and more corporate law departments have developed pro bono programs. While companies recognize the need to provide pro bono legal services as part of their commitment to good corporate citizenship and in furtherance of their responsibility to the communities in which they are located, there are a number of other reasons why law departments should encourage their legal professionals to provide pro bono service, including the following:

- A pro bono program permits the corporation to enable its lawyers to fulfill their professional responsibility to provide pro bono assistance to persons in need of legal services who cannot afford them;
- Participation in pro bono activities may result in improved recruiting and retention of legal professionals by satisfying their sense of purpose and desire to “give back” to the community;
- A strong pro bono program can contribute to a positive office environment, and improve employee engagement and loyalty to the corporation;
- A successful pro bono program can also provide opportunities for lawyers from different practice areas to work together as a team and share pro bono successes, fostering a sense of pride and accomplishment among your department;
- Pro bono is an excellent way for your legal professionals to use their special skills and training to add to your corporation’s overall community service;
- Pro bono engagements are a great way to raise the visibility of your legal department, and enhance your organization’s reputation;
- By partnering with outside lawyers to provide pro bono services, in-house counsel can foster closer relationships with attorneys and firms with which they have existing relationships; and
- Through pro bono projects, junior attorneys have an opportunity to gain valuable hands on experience, substantial client contact and valuable skills development.

Developing a pro bono policy for your legal department is the first step in establishing a strong pro bono program. It underscores the corporation’s commitment to pro bono work, promotes a shared understanding of the pro bono process, establishes consistent guidelines and procedures, and helps build the necessary support for the program among senior management and better ensures the sustainability of the program.

In addition to defining how your pro bono programs fits into your corporation’s mission statement and describing why pro bono is important, a written pro bono policy should address the following topics:

- Definition of pro bono;
- Management of pro bono program;
- Process of taking on a pro bono case;

- Insurance coverage;
- Use of corporate facilities and resources for pro bono work;
- Training; and
- Legal ethical rules governing pro bono.

Attached as Appendix A is a sample pro bono policy to give you an idea of what other corporations have incorporated into their pro bono programs. You should tailor the policy to align with your particular pro bono program and the different procedures you may have adopted for implementing and managing the program.



Sample Pro Bono
Policy.pdf

FAQ

1. How do I handle malpractice insurance?

If clients are referred to you or you participate in a clinic organized by Iowa Legal Aid or the Polk County Bar Association (each have a Volunteer Lawyers Project (VLP), primary professional liability insurance is provided through the respective program. Both programs are insured through NLADA Insurance Program. The face page for policies for both VLP programs are attached in the Appendix.

2. Will I need to set up a trust account?

If there are costs collected for the representation of a client referred to you by one of the VLP, there are trust accounts provided for these cases by each program.

3. What if I do not know anything about this area of law?

If you are totally unfamiliar with an area of law but want to assist by taking that particular type of case, there are frequent CLE's provided. If you are part of a group of attorneys that would like training, programs have been made available through the VLP programs to train that group in a particular area of law. Examples are representing clients in uncontested dissolution of marriage cases, expungements, and eviction cases.

If you have some familiarity with a particular area of law but are not comfortable proceeding without assistance there are several resources available. The VLPs will provide either a staff attorney or a volunteer attorney in private practice to assist you with a case by being available to answer questions that may arise. Additionally, the Resource Section of this Playbook provides a list of private practice attorneys who are willing to be a first contact to help point you in the right direction. There is also an online resource ProBono.net/Iowa available to volunteers.

4. Where do I meet with my client?

There is not a uniform answer to this question. In some cases you may be able to meet in a conference room at your office or place of business. If that is not available to you, the Polk

County VLP has a conference room that can be used by appointment. Regional Legal Aid offices generally have meeting space available as well. The Iowa State Bar Association has two visiting attorney offices that may be used by appointment. It is also acceptable to meet in a public place, like a coffee shop, if that is the most convenient for you and your client, provided you can address the need for confidentiality in these areas.

5. What if I only have a limited in-house license in the State of Iowa?

For Iowa licensed attorneys who registered as “in-house” under Rule 31.16, there are no license restrictions on providing pro-bono services. For attorneys licensed in states other than Iowa who are providing legal services only to their employer pursuant to Rule 32:5.5(d)(1), there is an exception that allows those attorneys to provide pro bono legal services (“a lawyer registered under this rule is authorized to provide pro bono legal services through an established not-for-profit bar association, pro bono program or legal services program...”).

Case Studies

To start a pro bono legal services program at your company, there typically are three key players. The first is the pro bono project champion. Both Iowa Legal Aid and the Polk County Bar Association have full-time employees running volunteer lawyer programs (VLP), and these individuals are excited to help you develop a program that fits your company’s goals and time commitment limitations (current contacts listed in Resources section of this Playbook). Second, we recommend you identify someone in your law department who will be the company champion. This person can filter the information and coordinate with the VLP. The law department champion need not be a lawyer. This may be a great opportunity for other members of the department to participate in your volunteer program. After the VLP and law department champion have met and discussed ideas, the next step is to involve the whole department. Once you have established a course of action for your departments (i.e., pursue all family law cases), then it is time to identify the third player: the private practice resource. With an overall goal of reducing the workload of the pro bono service providers and reaching additional cases, we recommend finding a private practice partner that can assist with forms, questions that arise, and general counseling. If this isn’t viable, a legal aid staff attorney is another great resource.

The following case studies provide ideas of programs currently utilized in Iowa. The VLP is excited to brainstorm with you should your volunteer goals differ from existing programs.

a. General

There are two general forms of pro bono volunteering. First, is intake work. Iowa Legal Aid utilizes a state-wide intake hotline accessible through any Legal Aid office (listing here: <https://www.iowalegalaid.org/find-legal-help>). Lawyers in your company can sign up to do reoccurring intake work (typically a three-hour shift). Legal Aid will provide training prior to commencing the first shift.

A second “general” form of volunteering emanates from a partnership between law department professionals and those of a law firm. These partnerships can take various forms, from an ad hoc engagement with a law department employee working informally with a law firm attorney, to having a written protocol and process for engagement. Best practices would dictate that law department professionals indicate areas of interest for volunteer case referrals, and when a case is assigned to a law firm, the law firm consults with the coordinator of the law department

to seek volunteers for the particular case. This partnership fosters development of legal professionals in both departments. In Des Moines, American Equity Investment Life Insurance Company has recently adopted a similar approach for no-fault divorces by partnering with Whitfield & Eddy and the Polk County Bar's VLP.

Of note, the volunteer case work can be limited in scope. Limited scope work provides a lawyer an opportunity to agree to provide a defined scope of services for a client (i.e., at a single hearing, reviewing one document) rather than seeing the case through from start to finish. Please see the limited scope rule outline included in the Appendix.

b. **No contest divorces.**

Low-income individuals face significant barriers to obtaining a divorce, as multiple filings, costs and deadlines are involved in the process. Other factors, including the presence of children or divisible property, further complicate the proceedings. Additionally, if low-income individuals proceed *pro se*, they impose a significant burden on the judicial system, with its judges and staff serving as the only guides and resources to *pro se* parties. The Polk County Bar Association, through its VLP and in partnership with Whitfield & Eddy, provides intake and matches individuals with attorneys willing to represent them on a pro bono basis.

How does the process work? Attorneys interested in providing pro bono support for no contest divorces, or in-house legal departments wanting to engage in pro bono partnerships, should reach out to Carol Phillips at the Polk County Bar VLP. The VLP and Whitfield & Eddy have created a resource that provides templates for all required filings. In addition, they have provided group training sessions and ongoing support to assist pro bono attorneys with the process. The VLP then matches clients seeking representation with a pro bono attorney. Additionally, the VLP holds and disburses all client funds.

What is required of volunteer attorneys? Attorneys typically meet with their clients 1-2 times during the process and may have to attend a conference with the presiding judge. Attorneys prepare filings on behalf of their clients, including the petition, service documents and stipulation, and assist them with serving notice on the client's spouse. Attorneys coordinate with the VLP to disburse filing fees to the court.

Why should in-house legal departments volunteer? This process lends itself to group meetings and ongoing collaboration as in-house attorneys are working on similar issues and filings. It provides an increased opportunity for engagement and team building, and it builds core legal skills related to litigation management and filing. Additionally, it provides an opportunity for hands-on client service.

c. **Expungement clinics for the Race Equity Project.**

A person with a criminal record may have trouble finding housing and employment or getting a driver's license or a vehicle registration. Criminal charges also impose huge financial burdens on low-income Iowans, including fines, jail fees, and the costs of court-appointed attorneys. Many of these costs are more related to being low-income than being culpable. In Iowa, the civil collateral consequences of criminal justice involvement disproportionately impact African Americans. Iowa's African American population experiences higher rates of poverty, even compared to most of the rest of the United States, and comprises 25.9% of Iowa's prison population, despite comprising only 3.4% of Iowa's total population. African Americans in Iowa

have also recently experienced the highest unemployment rate in the nation. The disparities in criminal justice involvement for African Americans may have some influence on the higher unemployment and poverty rates for this group.

How do the clinics operate? The clinics are held in affected communities at the facilities of site hosting partners. Prior to the day of the clinic, a full criminal background review is conducted by Iowa Legal Aid staff or a volunteer law student. Iowa Legal Aid has developed a tool called a “criminal records spreadsheet” that allows for efficient analysis of a client’s legal options, which the volunteer or staff member uses to prepare the client’s file. On the day of the clinic, registrants meet with Iowa Legal Aid staff or volunteer lawyers. The attorneys ask further questions, provide advice and where appropriate help the clients fill out forms for expungement, temporary restricted licenses, and other issues. Clients who need more extensive service are considered for representation by Iowa Legal Aid or referral to the Volunteer Lawyer Project.

How can volunteer attorneys help? The volunteer lawyer will receive education on expungements and participate in a single-day clinic. While the relief can sometimes be life changing, there is no expectation that the volunteer will provide services to any particular client beyond the day of the clinic itself. Finally, Iowa Legal Aid provides a training session a few days before the clinic, a printed manual with detailed legal advice for most situations, and a lot of support on the day of the clinic itself. The expungement clinics are funded by a grant and are limited to the following cities: Davenport, Dubuque, and Cedar Rapids.

d. Community economic development.

Iowa Legal Aid has started a new program focused on helping low income individuals start a business. For low-income people in distressed communities, entrepreneurship is not only an economic lifeline for the entrepreneur, but for the entire community. However, there are many legal pitfalls and mistakes that can sever this lifeline before it has a chance to create true community impact. Iowa Legal Aid’s Community Economic Development project endeavors to help clients avoid the avoidable mistakes, provide financial stability to clients, and improve economically depressed areas by reducing barriers to growing small businesses, create jobs, and replace vacant storefronts with thriving enterprises.

Iowa Legal Aid needs help from corporate attorneys to assist clients in the following areas: business entity formation; drafting operating documents; non-profit formation; non-profit 501c3 application; commercial lease review; contract review; tax planning; taxation; regulatory compliance; intellectual property; commercial collection; employment law; land use/zoning; permitting and licensing; and risk/liability evaluation.

e. Veteran’s affairs.

Jones Day and the American Bar Association have partnered with Unite Us, a technology company, to build a web-based platform called, VetLex. VetLex is a tool for lawyers who would like to represent veterans but don’t know how to get involved or how to find veteran clients. VetLex does not provide legal services; rather, it is a cooperative system of intake, assessment, and referral designed to more efficiently and effectively bring together veterans in need of legal services with those who can best assist them. VetLex will provide veterans a method to request legal aid on a particular matter while providing existing pro bono legal service providers a way to connect to these veterans needing their services. Lawyers can sign onto VetLex and create a profile that limits the kinds of cases they are willing to take on. For example, many in-house corporate attorneys

have difficulty finding pro bono opportunities because they live and work in a place where they are not barred. Corporate legal departments may want to create a monthly or quarterly clinic during which its legal professionals handle veterans benefit cases, referred through the VetLex tool. VetLex can provide those lawyers with training to become accredited with the Department of Veterans Affairs to handle veterans benefit cases. VetLex may also provide brief banks, chat boards, and other case management mechanisms to allow lawyers serving veterans to share resources nationally.

For more information, please see www.vetlex.org.

Logistics and Resources

Your most important contacts are the leaders of the Volunteer Lawyer's Project for both Polk County Bar Association and Iowa Legal Aid:

Carol Phillips
Executive Director
Polk County Bar Association
CPhillips@pcbaonline.org
515.243.3904

Meg Norberg
Managing Attorney, VLP
Iowa Legal Aid
mnorberg@iowalaw.org
515-243-1198 Ext. 1675

Both Phillips and Norberg are committed to kick start and oversee a successful pro bono program implementation in your company. The Polk County Bar Association facilitates programs within Polk County and Iowa Legal Aid can assist you throughout the State of Iowa.

Additionally, the following corporate attorneys are available to discuss this Playbook and how we have implemented the program at our companies:

Robert Perna
Sr. VP & General Counsel
Rockwell Collins, Inc.
Robert.Perna@RockwellCollins.com
319.263.0212

Steven Bradford
Sr. VP & General Counsel
HNI Corporation
BradfordS@hnincorp.com
563.272.4919

Travis Sheets
VP & General Counsel
BH Management Services, LLC
TSheets@BHManagement.com
515.348.6504

Angela Reier
Associate General Counsel
HNI Corporation
ReierA@hnincorp.com
563.272.7940

Lisa McCraw
Assistant General Counsel
Deere & Company
mccrawlisaj@johndeere.com
309.765.4611

Julie Rosales
Senior Counsel
Deere & Company
rosalesjuliem@johndeere.com
309.765.5086

The following private practice attorneys have experience partnering with corporate law departments for pro bono work. These individuals have agreed to be a point of contact to help you know what to look for in finding a private practice partner:

Anjela Shutts
Whitfield & Eddy, P.L.C.
Shutts@WhitfiledLaw.com
(515) 246-5536

Judith Herrmann
Lane & Waterman
JHerrmann@L-WLaw.com
563.333.6640

Any concerns you have regarding the potential practice of law in Iowa with an “in-house” license can be directed to:

Jessica J. Taylor
Assistant Director for Boards and Commissions
Office of Professional Regulation of the Supreme Court of Iowa
Jessica.Taylor@iowacourts.gov
515.348.4670

Appendix

If you need some help answering the “why” this is important, please see the attached whitepaper from the Iowa Supreme Court’s Access to Justice Commission’s corporate working group:

Further support for the “why” comes from a letter to Congress from 251 General Counsel for some of the country’s most prominent companies:



[Letter to Memb](#)

Here you can find the Access to Justice Commission’s overview of “limited scope” representation referenced in the Case Studies.



[Iowa Limited Scope Law and Practices.doc](#)

Also attached are the proof of insurance for the Volunteer Lawyer Program through the Polk County Bar Association and Iowa Legal Aid.



[NLADA Insurance.pdf](#)

Other resources: Corporate Pro Bono <http://www.cpbo.org/resources/consulting-services/>

¹ Agrast, Mark David, Juan Carlos Botero, & Alejandro Ponce. *The World Justice Project Rule of Law Index 2017-2018*. Washington, D.C.: The World Justice Project, 2018.

Sample Pro Bono Policy

_____(the “Company”) Pro Bono Program Policy

I. Policy

Recognizing the ethical obligation of every attorney to provide legal services to those of limited means and to undertake activities to improve the legal system, and in furtherance of the Company’s corporate responsibilities to the community, it is the policy of the Company to strongly encourage and facilitate pro bono service by its legal professionals. In support of this policy, the Company has established a Pro Bono Committee to administer and support the provision of pro bono services by the Company’s legal staff through the Pro Bono Program (Program).

II. Pro Bono Program

A. Scope of Program. The Program facilitates the provision of pro bono legal services by Company legal staff to people and organizations that could not otherwise afford them. Iowa Rule of Professional Conduct 6.1(a) defines *pro bono* as: legal services without fee or expectation of a fee to individuals of limited means; or charitable, religious, civic, community, governmental and educational organizations in matters designed to address the needs of persons of limited means.

1. The types of engagements that qualify as pro bono work are varied. Examples include:
 - Representing an indigent client in a landlord-tenant dispute;
 - Drafting advance directives for a senior citizen;
 - Developing and presenting a training session on a substantive law topic for pro bono attorneys; and
 - Assisting veterans with applying for governmental benefits.
2. Not all charitable activities qualify as pro bono work, nor do matters handled on behalf of employees, family and friends. Examples of activities that do not constitute pro bono work include:
 - Community service activities, such as volunteering at a homeless shelter or soup kitchen;
 - Judging a mock trial program;
 - Serving as a director of a charitable or civic organization; and
 - Fundraising for organizations.

B. Goal. The Company strongly encourages each of its attorneys to provide 50 hours of pro bono legal services annually. This is an aspirational goal. The decision to

participate in the Program is an individual one. No employee will be penalized for declining to participate in the Program.

C. Work Quality. The Company believes that pro bono matters must be handled with the same level of competence and professionalism as any other matter handled by Company attorneys.

D. Time Devoted to Pro Bono Activities. The Company expects that pro bono work may be done during normal business hours. Any pro bono work undertaken is in addition to assigned work responsibilities. Please make sure to coordinate the provision of pro bono services with your supervisor and co-workers in your department to make sure that the performance of the pro bono services does not interfere with the performance of the duties by you or your department.

III. Administration of the Program

A. Pro Bono Committee. The Program will be administered by a Pro Bono Committee, who will be appointed by the General Counsel. The responsibilities assigned to the Pro Bono Committee include the following:

1. Implement and monitor the Program.
2. Select pro bono service projects.
3. Pre approve not-for-profit agency partners for whom Program participants may perform pro bono services without the prior approval of the Pro Bono Committee
4. Receive and approve or deny requests to perform pro bono services for other than pre approved non profit agency partners or Company-sponsored pro bono service projects.
5. Ensure that pro bono service is in compliance with the objectives of the Program and that such service would not present an ethical, legal, or business/public relations conflict with the Company.
6. Provide for training opportunities (which may be provided by a law firm, a not-for-profit agency partner or by continuing legal education providers) in areas unfamiliar to members of the Legal Department (i.e., landlord-tenant, wills and trusts, probate, etc.).
7. Maintain a list of resources for pro bono opportunities and serve as a source of information regarding the Program.
8. Promote the Program, celebrate successes and communicate information regarding the Program both internally and externally.
9. Assess the Program's participation and effectiveness annually.

B. Coordination and Approval The Company legal staff desiring to perform pro bono legal services as part of the Program must request and receive approval from the Pro Bono Committee unless such services will be performed for one of the pre-approved non-profit agency partners, or such service is part of a the Company-

sponsored pro bono service project.

C. Time, Expenses, and Recordkeeping. Employees performing pro bono services as part of the Program will report time spent and expenses incurred in the manner designated by the Pro Bono Committee. The Pro Bono Committee shall maintain a record of all current and closed pro bono matters.

D. Use of Company Resources and Facilities. Legal support staff, legal assistants, secretaries, copiers, computers, and the like may be utilized as appropriate for Company approved pro bono matters. Requirements for support staff and expenses of a non-routine nature must be reviewed in advance and approved by the volunteer's supervisor. Program participants should make every effort to minimize all Program costs. The Company will reimburse Program participants for reasonable pre-approved out-of-pocket costs incurred in providing pro bono services including parking, mailings, copying, and training.

It is anticipated that most client interviews or other meetings will take place at the office of one of the non-profit agency partners. If that option is not suitable, members of the legal staff may host pro bono client meetings at a Company location with the prior approval of the Pro Bono Committee. The attorney hosting the meeting should take care to remind the pro bono client that, although the meeting is taking place at a Company location, the client is represented by the attorney not the Company.

E. Insurance. Professional liability insurance is generally provided by the non-profit organization or partnering law firm through which pro bono services are provided. Participants should not engage in pro bono service activities for which adequate insurance coverage is not provided, unless approved by the Pro Bono Committee.

F. Affiliation with the Company. While the Company strongly endorses the provision of pro bono services by its legal staff, pro bono clients are clients of the attorney, not the Company. The Company does not endorse the position taken by members of the legal staff on behalf of pro bono clients, and the Company does not have an attorney-client relationship with pro bono clients. As such, actions conveying the impression that the Company is providing legal services should be avoided. The Company's letterhead, including e-mail letterhead, may not be used for pro bono activities. Similarly, Company business cards must not be distributed to pro bono clients.

G. Contacts. The Company legal staff interested in participating in the Program should contact the Pro Bono Committee. The Pro Bono Committee will provide interested staff information regarding the Program and available opportunities for pro bono services.

H. Training. Legal staff providing pro bono services should exercise their best judgment regarding their qualifications to handle the issues necessary to provide pro

bono services. Those providing pro bono services should obtain training on the legal issues they most likely will be asked to handle. Training is available through various pro bono organizations, bar associations, law firms, and CLE course offerings.

I. Conflict of Interest. Employees may not engage in the provision of any pro bono service which would create a conflict of interest or give the appearance of a conflict of interest. This includes, but is not limited to, direct conflicts, business/public relations conflicts, and politically sensitive issues. Conflicts analysis must be ongoing throughout the course of any representation as an issue raising a conflict may present itself at any time during the course of representation.

IV. Legal Ethics Rules Governing Pro Bono

All attorneys who are members of the Iowa Bar and those registered as “house counsel” must comply with the Iowa Rules of Professional Conduct in pursuing pro bono activities, including ensuring the confidentiality and security of all files, communications and other matters involving your pro bono clients. Under Rule 31.16(3)(b), those attorneys registered as house counsel may not handle a pro bono matter alone, but rather must only provide pro bono services through an established not-for-profit bar association, pro bono program or legal services program.

Date of adoption: _____

April 17, 2018

To: All Members of Congress:

The undersigned 251 corporate legal department leaders from across the country write to urge you to deliver on the promise of equal justice for all Americans by providing an increase in funding for the Legal Services Corporation (LSC) for FY19. In every state in our country, low-income people rely on civil legal assistance to help them protect their livelihoods, their health, and their families. LSC is the foundation on which the civil justice infrastructure is built, and we strongly believe that access to counsel is vital both for the health of our democracy and the prosperity of our communities.

As lawyers, we understand clearly how those who cannot afford to pay for an attorney when facing a legal problem are deeply disadvantaged by the complexity of our justice system. When improperly addressed, civil legal problems can result in life-altering consequences as significant as the loss of income or a home, lack of access to physical safety, or denial of benefits earned by serving in our military. As corporate leaders, we recognize that the problems affecting our communities directly impact the success of our businesses. LSC grantees help families gain a foothold in the middle class, strengthening our local workforce and economy, including by serving:

- active duty military personnel, as well as veterans returning from wars;
- individuals and families impacted by the opioid crisis;
- domestic violence victims;
- elderly individuals;
- families who are in danger of losing their homes;
- victims of natural disasters such as hurricanes;
- families involved in child custody disputes; and
- small business owners

This is why corporations across America are steadily increasing their investment in pro bono programs, through which we are able to contribute to our local communities in a significant way. These efforts are made possible by partnerships with civil legal aid programs, without which pro bono volunteers could not receive either the necessary training and guidance, or the access to clients who need help. Through these partnerships, the private sector greatly extends the impact of the federal investment in LSC.

The network of LSC grantees serves Americans in every state and territory, but it is especially critical for those underserved communities, particularly in rural areas, for whom there are no other options. Without a robust investment in LSC, the disparity in access to justice will continue to widen along geographic contours as civil legal aid remains less accessible to those who live outside our major cities.

The promise of equal justice for all engenders trust in our justice system. Such trust is an important competitive advantage for our country that attracts investment from across the world. LSC ensures that we keep this promise. We urge Congress to demonstrate its commitment to our country's foundational values, the success of our businesses, and the strength of our people by expanding its investment in LSC.

Sincerely,

John F. Schultz

Executive Vice President, Chief Legal and
Administrative Officer
Hewlett Packard Enterprise
*Immediate Past Chair, NLADA Corporate
Advisory Committee*

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General Counsel
Twitter

Ivan Fong

Senior Vice President, Legal Affairs and
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Iowa Limited Scope Law and Practices

Ethics Rule

Rule 32:1.2(c) A lawyer may limit the scope of the representation if the limitation is reasonable under the circumstances and the client gives informed consent.

(1) The client's informed consent must be confirmed in writing unless:

- (i) the representation of the client consists solely of telephone consultation;
- (ii) the representation is provided by a lawyer employed by a nonprofit legal services program or participating in a nonprofit or court-annexed legal services program and the lawyer's representation consists solely of providing information and advice or the preparation of court-approved legal forms; or
- (iii) the court appoints the attorney for a limited purpose that is set forth in the appointment order.

(2) If the client gives informed consent in a writing signed by the client, there shall be a presumption that:

- (i) the representation is limited to the attorney and the services described in the writing; and
- (ii) the attorney does not represent the client generally or in any matters other than those identified in the writing.

Civil Procedure Rules

Rule 1.404(3) Limited appearance. Pursuant to Iowa R. Prof'l Conduct 32:1.2(c), an attorney's role may be limited to one or more individual proceedings in the action, if specifically stated in a notice of limited appearance filed and served prior to or simultaneously with the proceeding. If the attorney appears at a hearing on behalf of a client pursuant to a limited representation agreement, the attorney shall notify the court of that limitation at the beginning of that hearing.

Rule 1.404(4) Termination of limited appearance. At the conclusion of a proceeding in which an

attorney has appeared pursuant to a limited representation agreement, the attorney's role terminates without the necessity of leave of court upon the attorney's filing a notice of completion of limited appearance. The notice of completion of limited appearance shall state that the attorney was retained to perform a limited service; shall describe the limited service; shall state that the service has been completed; and shall include the personal identification number, address, telephone number and, if available, facsimile transmission number of the client. The attorney shall serve a copy of the notice on the client and all other parties to the action or their attorneys.

Rule 1.423

1.423(1) Disclosure of limited representation. Every pleading or paper filed by a pro se party that was prepared with the drafting assistance of an attorney who contracted with the client to limit the scope of representation pursuant to Iowa R. Prof'l Conduct 32:1.2(c) shall state that fact before the signature line at the end of the pleading or paper that was prepared with the attorney's assistance. The attorney shall advise the client that such pleading or other paper must contain this statement. The pleading or paper shall also include the attorney's name, personal identification number, address, telephone number and, if available, facsimile transmission number, but shall not be signed by the attorney. If the drafting assistance was provided as part of services offered by a nonprofit legal services organization or a volunteer component of a nonprofit or court-annexed legal services program, the name, address, telephone number and, if available, facsimile transmission number of the program may be included in lieu of the business address, telephone number, and facsimile transmission number of the drafting attorney.

1.423(2) Drafting attorney's duty. In providing drafting assistance to the pro se party, the attorney shall determine, to the best of the attorney's knowledge, information, and belief, that the pleading or paper is well grounded in fact and is warranted by existing law or a good faith argument for the extension, modification, or reversal of existing law, and that it is not filed for any improper purpose, such as to harass or to cause an unnecessary delay or needless increase in the cost of litigation. The attorney providing drafting assistance may rely on the pro

se party's representation of facts, unless the attorney has reason to believe that such representation is false or materially insufficient, in which instance the attorney shall make an independent, reasonable inquiry into the facts.

1.423(3) Not an appearance by attorney. The identification of an attorney who has provided drafting assistance in the preparation of a pleading or paper shall not constitute an entry of appearance by the attorney for purposes of rule 1.404(1) and does not authorize service on the attorney or entitle the attorney to service as provided in rule 1.442.

Rule 1.442(2) How service is made. Service upon a party represented by an attorney shall be made upon the attorney unless service upon the party is ordered by the court. Service on an attorney who has made a limited appearance for a party shall constitute valid service on the represented party only in connection with the specific proceedings for which the attorney has appeared, including any hearing or trial at which the attorney appeared.

Practices

I. Two Types of Limited Scope Representation

- a. "One or more individual proceedings"
 - i. In Iowa Legal Aid's Pro Bono Revitalization Project, the volunteer attorney and client discuss which specific parts of the case the attorney can handle on a volunteer basis. This type of limited scope representation is described in Rules 32:1.2(c), 1.404(3), and 1.404(4).
 - ii. The specific proceedings and actions are spelled out in a limited scope retainer and included in the attorney's limited scope appearance.
 - iii. Once the attorney has completed all the specific actions and proceedings, the limited scope representation is finished.
- b. Drafting assistance
 - i. Rule 1.423 provides that an attorney may give legal assistance to a pro se party without entering an appearance in the case.

- ii. Unless the attorney works for a nonprofit legal services organization, the attorney's name must appear on any pleadings filed by a pro se party that were prepared with the attorney's help.
- iii. As noted in Rule 1.423, the identification of the attorney who helped with the drafting does not constitute that attorney's appearance in the case.

II. Law and Ethics

- a. What it means to limit the scope of representation
 - i. As Rule 32:1.2(c) provides, the limited scope representation must be reasonable under the circumstances and undertaken with the client's informed consent.
 - ii. The attorney must ensure there is a mutual understanding between the attorney and the client about the limited scope nature of the representation.
 - 1. Both the retainer and the appearance must reflect that the attorney has been retained for specific actions and proceedings.
 - 2. As a New Jersey court wrote, "Consent to limit the scope of representation under RPC 1.2(c) should be included in a single, specifically tailored form of retainer agreement." *Lerner v. Laufer*, 819 A.2d 471, 484 (N.J. Super. Ct. App. Div. 2003).
 - iii. If the attorney takes actions beyond the scope of the retainer or the appearance, the attorney risks committing to extended representation, perhaps through the conclusion of the case.
- b. Iowa caselaw
 - i. *Sabin v. Ackerman*, 846 N.W.2d 835 (Iowa 2014).
 - 1. Executor of estate (also daughter of decedent) sued estate counsel hired to administer the estate.
 - 2. During probate, executor's older brother exercised option to buy 120-acre family farm. Counsel did not advise executor that option was subject to legal challenge.

3. Executor argued the law required estate counsel to represent her interests unless he limited the scope of his representation under 32:1.2(c).
4. The Iowa Supreme Court held that Rule 32:1.2(c) allows an attorney and client to “agree to limit a duty a lawyer would otherwise owe to the client” (quoting the Restatement Governing Lawyers § 19(1), at 162).



NATIONAL LEGAL AID DEFENDER ASSOCIATION RISK PURCHASING GROUP

BINDER

This certifies that AIX Specialty Insurance Company is hereby binding the coverage described as follows:

Insured: Polk County Bar Association Volunteer
Lawyers Project
625 E. Court Avenue, Suite 100
Des Moines, IA 50309
Attn: Carol L. Phillips

Producer: The Leavitt Group

Administrator: NLADA Service Corporation
1901 Pennsylvania Ave. NW, Suite 500
Washington, DC 20006
Tel: 800-725-4513

Please be advised that AIX Specialty Insurance Company is a Surplus Lines Insurer and payment of taxes and fees is the responsibility of the Insured or Insurance Broker. The Policy Premium does not include any applicable taxes and/or fees.

It is expressly stipulated that, except as otherwise provided herein, the coverage provided by this binder is subject to all of the terms and conditions provided in the policy form noted below as issued by AIX Specialty Insurance Company.

If prior to the effective date of the policy the Insured's professional services change or new claims are made against the Insured, then this binder is of no force and effect. We may be willing to revise your quotation based on new underwriting information. Please contact the NLADA Service Corporation immediately.

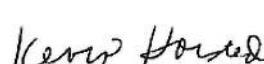
Policy Number: L1A9167642 07

Policy Period: 12:01 AM 8/1/2017 to 12:01 AM 8/1/2018

Binder Period: 12:01 AM 8/1/2017 to 12:01 AM 9/1/2017

<u>Coverages / Limits</u>	<u>Deductibles</u>	<u>Premium</u>
Lawyers Professional Liability: \$1,000,000 each claim and \$1,000,000 in the aggregate Retroactive Date: 4/19/2005	\$1,000 Annual Aggregate (Does not apply to Defense Costs)	\$1,000.00
Management Liability Errors and Omissions Endorsement: \$1,000,000 each claim and \$1,000,000 in the aggregate Retroactive Date: 4/19/2005	\$1,000 Annual Aggregate (Does not apply to Defense Costs)	\$400.00
104196-CT/1	Page 1 of 3	Date Printed: 7/20/2017

<u>Coverages / Limits</u>	<u>Deductibles</u>	<u>Premium</u>
Employment Practices Liability: \$50,000 each claim and \$150,000 in the aggregate Retroactive Date: 4/19/2005	\$1,000 Annual Aggregate (Does not apply to Defense Costs)	\$200.00
Criminal Defense Endorsement: \$50,000 each claim and \$50,000 in the aggregate Retroactive Date: 6/19/2007	\$1,000 Annual Aggregate (Does not apply to Defense Costs)	\$100.00
Punitive Damages Endorsement: \$50,000 each claim and \$50,000 in the aggregate Retroactive Date: 6/19/2007	\$1,000 Annual Aggregate (Does not apply to Defense Costs)	\$50.00
Outside Practice of Law Endorsement: No Coverage		No Coverage
Primary Pro Bono Endorsement: Retroactive Date: 6/19/2007		Included
Additional Insured(s):		Included
	Total Premium:	\$1,750.00
	Surplus Lines Tax:	1.000% \$17.50
		=====
	Total:	\$1,767.50
Insurer:	AIX Specialty Insurance Company (a member company of The Hanover) Your coverage will be provided on an excess and surplus lines basis.	
Conditions/Comments:	None.	
Administrator:	NLADA Service Corporation 1901 Pennsylvania Ave. NW Suite 500 Washington, DC 20006 Tel: 800-725-4513	Producer: The Leavitt Group



Kevin Horsted

Kevin Horsted, Vice President



David L. Bridges

David L. Bridges

SURPLUS LINES DISCLOSURE

IOWA SURPLUS LINES POLICYHOLDER NOTICE:

This policy is issued, pursuant to Iowa Code section 515.147, by a nonadmitted company in Iowa and as such is not covered by the Iowa Insurance Guaranty Association.



Leavitt Group

INVOICE

Invoice / Policy Information		Insured Information
Invoice No.:	NLADA-2017-052364	Polk County Bar Association Volunteer Lawyers Project
Invoice Date:	7/11/2017	625 E. Court Avenue, Suite 100 Des Moines, IA 50309
Policy No.:	L1A9167642 07	Attn.: Carol L. Phillips

Coverage / Taxes / Fees	Effective Dates	Total
Lawyers Professional Liability	8/01/2017 - 8/01/2018	\$1,000.00
Management Liability Errors and Omissions Endorsement	8/01/2017 - 8/01/2018	\$400.00
Employment Practices Liability	8/01/2017 - 8/01/2018	\$200.00
Criminal Defense Endorsement	8/01/2017 - 8/01/2018	\$100.00
Punitive Damages Endorsement	8/01/2017 - 8/01/2018	\$50.00
Surplus Lines Tax		\$17.50

Notes

REMEMBER—For continuous coverage, the quote must be accepted in writing, and we must receive the payment in full, prior to the current policy's expiration date. Failure to pay the total amount specified herein will result in a lapse of coverage, as no policy will be deemed effective unless the total payment has been received.

Total Due: **\$1,767.50**

Payment Terms	Questions / Contact
Payment Due: 8/01/2017 Payable To: NLADA Insurance Program Remit Payment to: NLADA Service Corporation P.O. Box 932016 Atlanta, GA 31193-2016	NLADA Service Corporation Tel: 800-725-4513 Email: K.Horsted@NLADA.org

Appendix D

D. Lack of Access to Affordable Legal Help is Hurting Businesses: What Business Leaders and In-House Counsel Can do to Help

Lack of Access to Affordable Legal Help Is Hurting Businesses

What Business Leaders and In-House Counsel Can Do to Help

The majority of Americans don't have access to affordable legal services. When the World Justice Project measured the accessibility and affordability of civil justice in 113 countries around the world in 2017, the United States tied for 94th place with Cameroon, Uganda and Zambia.¹

This rating measures whether "ordinary people" can resolve their grievances affordably in our justice system. Many find the rating shocking because it not only shows how far we must go as a country to provide access to affordable legal help, but also how widespread this problem is. Contrary to popular belief, it's not just low-income people who can't get the help they need with their legal problems. In fact, one study estimated 60 percent of the legal needs of middle-income people are **not** being met.²

Access to justice issues don't just affect individuals. They impact:

- ✓ Businesses.
- ✓ Employees.
- ✓ Communities.
- ✓ The Court System.

Take the critical impact of limited access to legal services on businesses. Dealing with legal issues is similar to dealing with health issues (and the financial stresses accompanying them) — both lead to employee absenteeism, low productivity and high turnover.

One ARAG legal insurance study found three out of four working Americans experience one or more legal situations a year.³ When they do experience a legal issue, they feel very or somewhat stressed about:



The study also found there is a lot of financial uncertainty surrounding legal issues. When asked about their ability to pay for legal expenses, 76 percent of those surveyed had no defined way to handle such an expense. They also underestimated the average cost of an attorney by nearly \$150 an hour.⁴

How Employee Stress About Legal Issues Impacts Your Bottom Line

The stress from dealing with legal issues seeps into employees' work day: 68 percent of employees surveyed spent time at work dealing with their legal issues — an average of 18 hours per issue. And half of employees had to take an average of four days off work to resolve their legal issues.

All this time spent worrying and trying to sort out what to do or who to ask for help adds up to less productive and engaged employees, which means trouble for your company's bottom line. Experts estimate **American businesses lose more than \$300 billion every year because of employees' stress-related issues**, such as productivity, absenteeism, turnover and worrying about out-of-pocket medical, insurance and legal costs.⁵ In one study, nearly half (47 percent) of employees surveyed said these problems cause performance issues at work.⁶

Many in-house counsel can speak to this because they have seen firsthand employees struggling with legal issues. In-house counsel can be powerful messengers about unequal access to justice and its impact on employees and often they have skills to help address this need.

Corporate America is well aware of the need for access to legal services. A group of 185 senior counsel from some of the largest companies in America, including 3M, Cisco, Fidelity, NBC Universal and Walmart, recently sent a letter to all members of Congress urging increased support for civil legal services.⁷

"As in-house attorneys, we see how employees suffer with personal legal issues they're experiencing – but often we are unsure how to help them." says Steven Bradford, Senior Vice President and General Counsel, HNI Corporation. "We have the desire to help, but may need guidance on how best to get involved."

The Impact on Your Community — Why Businesses Should Be Concerned

A company's success is directly impacted by the success and safety of the community where it's located. When you connect the dots about how a lack of legal access can impact the community, it creates a troubling picture for businesses trying to attract and retain employees.

Consider what a community looks like when veterans, children, victims of domestic abuse, tenants being forced out of their homes, and the elderly don't have access to the legal help they need. As Jay Byers, CEO of the Greater Des Moines Partnership, points out, "The lack of access to justice is a workforce issue that negatively impacts economic development and the attraction of new businesses to the region."

The Link Between Court Budget Cuts and a Company's Bottom Line

Across the nation, the judiciary continues to experience budget cuts year after year, causing staff vacancies and mandatory furloughs that lead to delays in cases being heard and justice being served. The impact of these budget cuts extends far beyond the courthouse In Iowa, Chief Justice Cady has recognized how budget cuts impact residents. "Iowans are losing access to justice," Cady said. "Already,

courts have been forced to walk back from our commitment that all cases can be tried in a timely matter, without delay, because we don't have enough people to do the work."

President of the Iowa State Bar Association Stephen R. Eckley points out judiciary budget cuts affect "the individuals, families and businesses who need the courts to achieve justice and resolve disputes.... Businesses will find it harder and more expensive to collect accounts, enforce contracts and resolve disputes."⁸

Why? As the court system becomes overwhelmed with *pro se* litigants, everyone — whether an individual or a business — will experience court delays. Eckley states it's hard to quantify economic costs when it comes to budget cuts, but, as an example, Georgia estimates three years of reduced court funding crippled the state's economic output by somewhere between \$337 and \$802 million every year.

The court system isn't the only area where lack of funding is having an impact. Funding cuts for Legal Services Corporation at the federal level and legal aid at the state level have caused a shortage of legal services for people in need. While one in five Americans is eligible for legal aid and more than 1.7 million people nationwide will reach out to legal aid organizations for support, more than half of those people will receive limited or no legal help due to lack of program funding.⁹

Why Legal Aid Is Important

Legal assistance can stabilize housing and help prevent homelessness, keeping families in communities and children in schools. Around the country, 90 percent of tenants don't use attorneys when they go to court to fight eviction notices (but 90 percent of the landlords **do** use attorneys).¹⁰ One study found when tenants did have an attorney, however, evictions declined by 77 percent.¹¹

The decline in evictions benefits everyone in the community – one pilot program in Boston found for every dollar spent on legal services for eviction, two to three dollars were saved by reducing municipal expenses like the costs of housing, health care and public benefits.¹²

Legal aid can help domestic violence victims build new, safe lives for themselves where they are self-sufficient.

One University of Iowa School of Social Work study, in collaboration with Iowa Legal Aid, demonstrates that legal services dramatically improve the safety, psychological well-being and economic self-sufficiency outcomes for women who experience intimate partner violence.

The study found that when civil legal services were available to domestic abuse survivors:

- Total monthly income increased by an average of \$253/month over one year.
- Program assistance utilization decreased over one year from 1.09 programs used to 0.87.
- Ability to live off their current income significantly increased.
- Resources to meet their family's needs increased substantially.¹³

How to Increase Access to Justice in Your Business and Community

Only when everyone in a community can afford and access legal help will communities prosper – and businesses will reap the benefits. How can in-house counsel and business leaders lead the way in improving access to justice? Here's how you can help close the gap:

- **Encourage action** from your legislatures, chambers of commerce and business associations that makes access to justice issues a priority on their agendas.
- **Support pro bono services in your community** by lending office resources – including pro bono legal services and non-legal resources – to your local legal aid organizations.
- **Prioritize state legal aid and legal service organizations** when determining your business's corporate philanthropy and social responsibility priorities and programs.
- **Offer employees a legal insurance plan** with access to legal resources and attorneys for advice and representation. Legal insurance plan members report saving an average of \$2,100 in attorney fees per legal matter¹⁴ and 90 percent report it reduces their stress.¹⁵

"Equal justice . . . is perhaps the most inspiring ideal of our society. It is one of the ends for which our entire legal system exists . . . it is fundamental that justice should be the same, in substance and availability, without regard to economic status." — Justice Lewis F. Powell, Jr., U.S. Supreme Court Justice (Ret.), during his tenure as president of the American Bar Association (August 1976)

The Iowa Access to Justice Commission would like to recognize the Association of Corporate Counsel and ARAG legal insurance for their collaboration on this paper.

¹ Agrast, Mark David, Juan Carlos Botero, & Alejandro Ponce. *The World Justice Project Rule of Law Index 2017-2018*. Washington, D.C.: The World Justice Project, 2018.

² Rhode, Deborah. "Access to Justice: Connecting Principles to Practice." *Georgetown Journal of Legal Ethics* 17 (2004): 369-422.

³ "How Legal and Financial Stress Impacts Employee Wellness." Russell Research for ARAG. February 2017.

⁴ *Ibid.*

⁵ Workplace Stress."American Institute of Stress. 2017. stress.org/workplace-stress/

⁶Bensinger, DuPont & Associates. "Stressed at Work: What We Can Learn from EAP Utilization." 2013. bensingerdupont.com/stressed-at-work

⁷ <http://online.wsj.com/public/resources/documents/CorporateCounselLSCLetter.pdf>

⁸ Eckley, Stephen R. "President's Letter." *Iowa Lawyer*. February 2018.

⁹ Legal Services Corporation. *The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-Income Americans*. Washington, D.C.: Legal Services Corporation, 2017.

¹⁰ Grabar, Henry. "New York City Has Taken Up the Fight Against the Eviction Machine." July 21, 2017.

http://www.slate.com/blogs/moneybox/2017/07/21/new_york_city_has_taken_up_the_fight_against_the_eviction_machine_in_a_big.html

¹¹ Frankel, Martin, Carroll Seron, Gregg Van Ryzin, & Jean Frankel. "The Impact of Legal Counsel on Outcomes for Poor Tenants in New York City's Housing Court: Results of a Randomized Experiment." *Law and Society Review*, 419. 2001. Indianapolis: Wiley Publishing.

¹² Boston Bar Association. "Investing in Justice: A Roadmap to Cost-Effective Funding of Civil Legal Aid in Massachusetts." October 2014.

<http://www.bostonbar.org/docs/default-document-library/statewide-task-force-to-expand-civil-legal-aid-in-ma---investing-in-justice.pdf>

¹³ Carolyn Copps Hartley, PhD & Lynette Renner PhD, *The Longer-Term Influence of Civil Legal Services on Battered Women*, University of Iowa School of Social Work & University of Minnesota School of Social Work (2016).

¹⁴ Average amount saved based on 2017 ARAG claims data.

¹⁵ 2016 ARAG plan member satisfy action survey.

Appendix E

E. Corporate Involvement Work Group report

Iowa Access to Justice Commission
Corporate Involvement Work Group
2020 Report

I. Overview

The Corporate Involvement Work Group is comprised of members of the corporate legal community, the pro bono legal community and the business community. The work group has three current objectives:

- (1) **educate** Iowa corporate counsel, business leaders, and industry groups on access to justice issues and how and why to provide access to justice solutions in Iowa;
- (2) **engage** business lawyers in pro bono and other access to justice initiatives and track engagement metrics; and
- (3) **advocate** for access to justice by creating awareness and prioritization among legislative, judicial, non-profit, and industry groups regarding resources for access to justice.

II. Update from 2019 Commission Report

In prior years, the Corporate Involvement Work Group produced two documents to address education and engagement:

- (1) Access to Justice Corporate Playbook (Playbook)—provides all of the information a corporation and its legal department needs to establish a robust access to justice program; and
- (2) “Lack of Access to Affordable Legal Help is Hurting Businesses: What Business Leaders and In-House Counsel Can do to Help”—provides the “why” for addressing access to justice issues and outlines how business leaders and in-house counsel can address issues arising from lack of access to affordable legal services.

Since the 2019 Commission Report, the work group has completed two main objectives. First, the Playbook has been implemented through continuing education presentations to the corporate legal community. The work group has reached, and distributed the Playbook to, approximately 200 corporate legal counsel in Iowa through four separate and geographically diverse legal education presentations to educate each attendee on the how, why and who of starting a corporate pro bono legal program. Members of the work group also followed-up with attendees at the continuing education events to encourage future engagement.

Second, the work group partnered with the Greater Des Moines Partnership and United Way of Central Iowa to highlight Access to Justice issues in each organization’s state legislative agenda. Additionally, the work group advanced discussions with the Iowa Association of Business and Industry regarding Access to Justice.

Though not a specific prior goal, the work group also pivoted towards advocacy

since the 2019 Commission Report. In early 2020, the work group provided support for the Supervisory Order regarding the impact of COVID-19 on court services. Among other matters, it permits an attorney licensed in another jurisdiction to provide pro bono services throughout the emergency.

III. 2020 Objectives

This year, the Corporate Involvement Work Group focused on further education, engagement, and advocacy:

Objective one: Educate

The work group will continue to educate Iowa corporate counsel, business leaders, and industry groups (target audiences) on how and why to provide access to justice solutions in Iowa. We will provide an additional “How to Start a Corporate Pro Bono Program” continuing education opportunity in the Cedar Rapids/Iowa City corridor (Q3, COVID-19 pending). The purpose of this educational program is to address the unmet education and training needs of corporate counsel to overcome perceived obstacles to providing pro bono service and informing corporate leaders regarding access to justice to provide support for in-house counsel commitment of time. We are creating a coordinated program and accompanying material to educate business leaders and/or corporate foundations about access to justice issues—what the issues involve and why access to justice should be important to them.

The work group will also prepare two one-page resources on the Access to Justice initiative: one for non-legal business leaders (CEO) and one for legal business leaders (General Counsel) (Q4). The purpose of these is to allow members of the work group or pro bono legal community to have tailored messaging for the leaders that focus on support for starting up a new program.

Additionally, the work group will establish a follow-up program for the new and past educational opportunities. The goal of the follow-up will be to bridge the gap of learning about the opportunity to providing actual services. It will also create a tracking mechanism allowing us to understand the impact of the program.

Objective two: Engage

This past year, the work group moved beyond the pilot phase of pro bono legal programs at volunteer corporate law departments. It established partnerships with the appropriate non-profit (Iowa Legal Aid or the Polk County Bar Association’s Volunteer Lawyer’s Project), creating a corporate plan for pro bono activity and commencing the volunteer legal work. Furthermore, the work group advocated for pro bono legal service participation in the COVID-19 hotline established by Iowa Legal Aid, The Iowa State Bar Association, and the Polk County Bar Association Volunteer Lawyer’s Project. Members of the work group provided direct services, both through the COVID-19 hotline and through corporate department programs.

The work group will continue to broaden its outreach in the coming year. The work group will create a post-CLE program that offers engagement, ongoing support, and analysis of success on the creating of corporate volunteer opportunities (Q3). The work group will provide and track the corporate counsel (target audience) resources partnering with pro bono legal services organizations to measure success of the program.

Objective three: Advocate

Since 2019, members of the work group partnered with the Greater Des Moines Partnership and United Way of Central Iowa to highlight Access to Justice issues in each organization's state legislative agenda. For example, the work group engaged with the Greater Des Moines Partnership in connection with the formulation of the Partnership's annual state legislative agenda. The Partnership included "Access to Justice" as a 2019 and 2020 policy position as follows:

"The Partnership supports funding opportunities and programs that help ensure fair and equal access to the justice system. Recent studies have shown American businesses lose more than \$300 billion annually due to concerns in the legal system and anxieties impacting employees and their inability to get appropriate help. Access to justice initiatives include but are not limited to adequately funding the judicial branch, supporting programs to promote efficient and fair access to the court and legal system, alternative methods to provide appropriate assistance from legal counsel, including legal aid programs, and various studies and task forces seeking ways to more efficiently and fairly ensure justice for all."

Additionally, the work group advanced discussions with the Iowa Association of Business and Industry regarding Access to Justice. In 2020, the work group will focus on continuing this advocacy, identifying additional industry, judicial, non-profit and legislative groups (target audience) to advocate, and moving access to justice to a heightened level of attention on the policy agendas. The work group will create a strategy for each group identified and work to execute on the engagement and advocacy based upon that strategy (Q3).

Additionally, the work group will review laws and rules that impact corporate counsel's ability to impact access to justice and will advocate for change similar to its early 2020 efforts related to COVID-19 (Q4). In early 2020, we provided support for the Supervisory Order regarding the impact of COVID-19 on court services. Among other matters, it permits an attorney licensed in another jurisdiction to provide pro bono services throughout the emergency.

IV. Resources and cost

For each of the above, the primary resource is Committee and Commission members. We are hoping to identify an industry event for 2021 in which we can invite a Commission member to speak and drive engagement. Otherwise, no substantial out

of pocket costs are anticipated.

Work group members

Travis Sheets, Co-Chair

Angie Reier, Co-Chair

Steven Bradford

Kristin Esche

Tony Farrell

Kevin Patrick

Sarah Smerage

Mark Zaiger

Appendix F

F. Community Outreach Work Group report

**Iowa Access to Justice Commission
Community Outreach Work Group
2020 Report**

I. Overview of issues

The Community Outreach Work Group (formerly known as Public Outreach) is working to promote access to justice as an Iowa value. Messaging is as important component of community outreach. The Iowa Access to Justice Commission and organizations providing legal services need to market their brand and value. The work group has developed a communications plan and will adopt the strategic plan to help the Commission meet its mission short and long term, which includes exploring the use of social media, public service announcements (PSAs), and press releases similar to those that other state Commissions have used.

The work group is aware that current resources may not be able to handle increased demand, and it recognizes that the Commission does not have substantial funds to assist initiatives. Low or no cost opportunities including social media, general media, PSAs, and electronic communications should be identified.

Although the work group is confident that there is generally a need for additional services to promote access, no comprehensive study of legal needs in Iowa has specifically identified and defined those needs. Specifically, more information is needed on how best to handle moderate and modest means persons with identification of their legal issues and providing resources for such persons. It is important that this population be included in community outreach, as it is also a population not likely to be able to afford an attorney's full services. The work group acknowledges that community outreach may confront language and diversity barriers as well.

II. Identification of available resources

Many organizations, such as Iowa Legal Aid and the ABA, have substantial information resources. It is imperative the Commission continue to research all of the resources available to understand how best to educate the public and alert the resources, if applicable, about the possible increased public demand due to the Commission's increased education and community outreach.

The comprehensive list of current providers should include all agencies offering some type of legal assistance, including Iowa Legal Aid, Justice for our Neighbors, providers of volunteer translators, pro bono attorneys, Iowa Free Legal Answers, Drake Legal Clinic, the University of Iowa College of Law Legal Clinic, and the Iowa ACLU. In addition, a list of potential service providers that could assist in identifying legal problems should be developed, including Habitat for Humanity, Food Bank of Iowa, the Human Service Advisory Council, veterans organizations, United Way, the NAACP, Hospice of Iowa, hospitals, doctors, and human service providers.

The work group continues to identify other partners, such as businesses willing to provide volunteer marketing, writing, speakers, help with PSAs, social media dissemination, education, and the like. Voices for Civil Justice and other entities could provide communication services and help the Commission with its initiatives.

III. Identification of unmet needs

Overall, unmet legal needs arise from the difficulty of persons knowing that they have a legal problem, lack of awareness about current legal resources or other resources, and inability of current legal resources to handle the identified legal needs.

Current legal and judicial resources may not be able to handle the increased demand the Commission may create through broad public education. There is a need to determine the capacity of current legal resources for handling increasing demand and determine appropriate education to service organizations so they can identify, handle, or provide alternative resources. Attention should be paid to not cause more demand than current legal resources can handle. Any outreach thus needs to be calculated, strategic, and right sized.

Consideration must be given to how best to handle moderate or modest means persons with identification of legal issues, education, and providing resources for those issues. Another population with unmet legal needs is incarcerated persons.

II. Short term recommendations

Recommendation#16(2017)-2020: Develop a communications plan or report around all community outreach opportunities and events.

2020: Enhance and expand the Communications plan to include integrated strategies that educate and engage service providers and the community on identifying legal issues and how to access available resources.

During the last two years, the Community Outreach Work Group has primarily worked on drafting a communications plan to better message the work and mission of the Commission. The work group completed an initial draft in early 2018. The workgroup also forged a relationship with Voices for Civil Justice (VCJ), a national not-for-profit organization that seeks to strengthen the connection between civil legal organizations and media.

VCJ educated the work group about the elements of a communications plan and then critiqued the work group's initial draft of the plan under the lens of SMART marketing, which ensures that goals are Specific, Measurable, Achievable, Realistic, and Timely. After reviewing a written critique of the first plan, the work group essentially started anew and ultimately produced a second draft communications plan. The plan focuses on six objectives:

1. The general population of Iowa will believe that access to civil justice is a fundamental Iowan and American value.
2. Recruitment of at least five major corporations, chambers of commerce, or

other major business associations in the effort to eliminate barriers to access civil justice.

3. The general population, especially nonlawyer service providers, will understand the types of problems that require a civil legal solution.

4. Diversification of and increase in pro bono participation by lawyers. Increase in pro bono participation by nonlawyer professionals.

5. People in need of civil legal services, and those who serve them, will know the full range of options to get assistance.

Each objective includes identification of the Message, Decision—maker, Audiences, Tactics, Capacity, and Timelines.

The workgroup will work in 2020 to amend the previous communications plan to reflect the work of the Strategic Plan in consistent messaging. The workgroup will further research strategies and engage service providers and the community to identify unmet needs and resources available.

IV. Long term goals

Goal #3 (2017)-2021: Develop a strategic plan {expanding upon the communications plan} in conjunction with the Strategic workgroup on how, when, and how frequently to educate service providers on identification of legal issues and possible resources for referral.

This strategic plan will also include how, when, and how frequently to educate the general public on identifying legal issues and available resources. It will also work from the mission statement developed with the commission and the Strategic workgroup to use consistent messaging in communications related to access to justice.

Goal #6 (2017)-2020: Develop and hold a series of public forums, such as law Day, Free Will Day, Veterans' Day, ABA Pro Bono Day, Court Service Days, Corporate Days of Caring (allow employees to use volunteer hours For access to justice initiatives), and events in communities that will reach a broad and diverse audience.

It will be the work of the Community Outreach group in 2020 to define ways to develop beyond a summit to become more about collaborations and partnerships.

The Commission's outreach could include advertising through different avenues, including general media, social media, PSA's, service organizations, corporate counsel, and HR departments. The Commission could recruit the Governor and other public figures to endorse public outreach efforts to show access to justice is a value in Iowa—this should create wide-spread media coverage. An informal legal needs study could be done through public forums from consumers, attorneys, and providers of services. Members of the Commission and others could be trained to engage in public outreach.

The Commission should consider the viability and scope of a law in libraries program that has been implemented in other jurisdictions where trained legal volunteers present at community meetings in public libraries. Collaboration with other Commission work groups is required for these efforts. A subcommittee of the Public Outreach Work Group may be required to work on this goal.

For future collaborations and partnership building, the Community Outreach group will focus on how to develop and expand the ability to disseminate information to the public on resources through these partnerships and collaborating with other workgroups.

Goal #7 (2017)-2021: Determine whether certain technology should be developed in addition to the website of resources: e.g., develop an App to help navigate through legal issues and resources (such as a legal checkup, ABA Innovation Center).

The ABA has several technology initiatives, including a Legal Checkups Tool that the Commission should continue to watch to determine if it is a good resource for community outreach and education in Iowa. Cost may be issue.

As the work of the Community Outreach group continues to expand and grow, the workgroup will continue to explore other resources, technology, and collaborations to expand education and navigate legal issues.

Work group members

Marvin DeJear Co—chair
Shelley Whitcher, Co-Chair
Anthony Allen
Kimberly Baxter
Glennay Jundt
Leslie Kilgannon
Jennifer Tibbetts
Sarah Vandenberg

Appendix G

G. Libraries Work Group report

Iowa Access to Justice Commission

Libraries Work Group

2020 Report

This is a new Commission work group, formed after the Commission's June 2019 meeting.

Initiatives

I. People's Law School live-streamed webinars

Objective: Beginning in 2019, the Iowa State Bar Association's People's Law School live-streamed webinars have been promoted to Iowa's 544 public libraries by the State Library of Iowa. Libraries interested in hosting the webinars in their meeting rooms advertise the real-time programs to their communities. The high-interest legal topics discussed, such as writing wills, understanding real estate transactions, and child custody issues, have broad appeal. The webinars provide authoritative legal information to those who have questions about their own situations and would not otherwise ask an attorney, either because of the perceived high cost of consultations or because of the scarcity of legal professionals in certain parts of the state.

Target: Adult Iowans are targeted by this initiative, especially those who are hesitant to contact attorneys for help with common legal problems.

Strategy: Work group members Mandy Easter of the State Library of Iowa and Virginia Sipes of the Iowa State Bar Association partner to contact every Iowa library in time for interested libraries to register with the Bar as live-stream sites, to advertise to their communities and to get promotional assistance in the way of posters, news releases, radio or television commercials and other advertising items from the Bar. After each presentation, Virginia collects statistics from the hosting libraries.

Timeframe: The webinars are scheduled ten times per year, so there is a constant cycle of outreach, preparation and execution.

Measurement: More than 50 public libraries across the state regularly host the live-stream events seen by more than 500 Iowans. The measurement of success is the maintenance or increase of the number of libraries interested in hosting the events, as well as the number of Iowans who watch them.

Resources: The State Library, the Iowa State Bar Association and individual hosting libraries provide the necessary resources and bear any costs associated with this initiative.

II. Lawyers in libraries

Objective: Twice a year, during October and May, attorneys are recruited to make live presentations followed by question-and-answer sessions on particular topics of popular interest at local public libraries expressing interest in providing such programs for their constituents. The American Bar Association's National Pro Bono Celebration Week is in October and its Law Day is in May. The webinars provide authoritative legal information to those who are curious about the particular topics' relevance to their own situations and would not otherwise ask an attorney for help, either because of the perceived high cost of consultations or because of the scarcity of legal professionals in certain parts of the state.

Target: Adult Iowans are targeted by this initiative, especially those who are hesitant to contact attorneys for help with common legal problems.

Strategy: This initiative is a collaboration between the State Library, the Iowa State Bar Association, the Polk County Volunteer Lawyers Project and Iowa Legal Aid. Work group members Mandy Easter of the State Library of Iowa and Virginia Sipes of the Iowa State Bar Association partnered to promote the program to Iowa's 544 public libraries, as well as the Bar's membership, for presentations in October 2019 and May 2020. Topics were chosen and a multi-question survey for interested host libraries was created. The survey answers feed into a spreadsheet that allows Virginia to match attorneys with specialized knowledge to libraries whose patrons requested information about those areas of the law. If a library cannot be matched with an attorney, Virginia finds acceptable alternative legal information programming for that library. Statistics and comments are reported to both Mandy and Virginia after the events are held.

Timeframe: It takes approximately four months to plan these programs, especially since libraries like to advertise their programs six to eight weeks ahead of time. It is doubtful that libraries will be hosting live programming this fall, so the next event may have to wait until May 2021.

Measurement: Forty-four public libraries participated in the October 2019 event. About 200 Iowans heard attorney presentations. Sixty-three libraries were registered to host the May 2020 event, but the COVID-19 pandemic closed our state's public libraries in March. Most remain closed until at least July, so the May event was forced to be cancelled. Success will be measured by increased numbers of libraries interested in hosting the presentations, as well as increased numbers of Iowans in attendance, and the number and strength of positive comments about the events received by Mandy and Virginia.

Resources: The State Library, the Iowa State Bar Association, and individual hosting libraries provide the necessary resources and bear any costs associated with this initiative.

III. Limited-scope legal advice clinics in public libraries

Objective: Attorneys are recruited to provide free 15- to 20-minute one-on-one brief, limited scope advice to Iowans who walk-in or pre-register for clinics hosted by public libraries across the state. Some lawyers will appear in person and some will appear over Skype, Zoom or a similar remote technology. At least one clinic will be conducted in Spanish. Legal aid and pro bono resources are perpetually exhausted. As the numbers of people without legal representation increases, disadvantaged communities across the state have relied on libraries for legal assistance and referral information. As such, Iowa's libraries are the natural partners of the civil legal justice community. To meet the needs of those without access to an attorney, this initiative will provide much-needed assistance to Iowans who have legal questions or problems, especially people in Iowa counties in which there are no private attorneys. The clinics will be open to all who are interested; services will not be restricted to low-income participants.

Target: Adult Iowans are targeted by this initiative, especially those who are hesitant to contact an attorney because of the perceived high cost or because of the scarcity of legal professionals in certain parts of the state.

Strategy: The well-documented recurring legal advice clinics sponsored by the Louisiana State Bar Association and Louisiana's libraries will provide the template for the Iowa events. Work group member and private attorney Bruce Walker has a great deal of experience offering free walk-in legal advice clinics and will provide valuable guidance for this project. Work group members Mandy Easter of the State Library of Iowa and Virginia Sipes of the Iowa State Bar Association will coordinate between libraries and attorneys to carry out the events in a broad range of different communities with differing levels of access to legal professionals. Training, guidance, promotional materials, instructions, policies, procedures, sign-in sheets, intake waivers and other resources for libraries, attorneys and participants will be developed.

Timeframe: This project was initially scheduled to take place over the summer and early fall of 2020. However, the COVID-19 pandemic closed public libraries in March. They are slowly reopening, but programming—especially any in-person programming—has been postponed indefinitely, so the implementation of this project will depend on when the state's public libraries are receptive to it. The planning is estimated to take four to six months.

Measurement: Detailed statistics will be collected and analyzed. Success will be measured by the amount of positive feedback and levels of participation.

Resources: The State Library, the Iowa State Bar Association and individual host libraries will provide the necessary resources and bear any costs associated with the initiative, including malpractice insurance for participating attorneys.

IV. People's Law Library of Iowa website

Objective: There is a dire need in Iowa to centralize and consolidate legal information in one digital location, providing an integrated approach to legal services for low- and moderate-income people, helping them understand possible civil remedies, and providing diagnostic tools to help them evaluate their likelihood of prevailing in court. Other states have done this. The People's Law Library of Maryland, managed by the Maryland State Law Library, is the award-winning gold standard and by all measures, the website to emulate. Maryland has a Web Content Coordinator who is an attorney with a technological background. He works closely with an advisory panel called the Content Advisory Committee. The coordinator cultivates relationships with the legal community, whose members contribute authoritative articles to the website. The website includes many interesting features, including the ability to be translated into several different languages, a "quick escape" button embedded in each article on domestic violence, and a layout targeted to mobile devices. **The State**

Library of Iowa is willing and able to host a new People's Law Library of Iowa website similar to Maryland's. A plain-language public legal information and referral website geared to the needs of Iowa's self-represented litigants is a significant way to increase access to justice by providing clear explanations of legal subjects, step-by-step procedures, legal forms, and other legal information resources. For people with no alternative, such a site provides a level of information and guidance to help them decide whether or not to represent themselves, with tools and assessments designed to objectively warn people of the risks and challenges in order for them to make an informed decision. To facilitate access to the legal system, people need to know and understand what the law is. Self-representation is also a constitutional right, so the idea of a website like this is to facilitate self-representation when appropriate. The site would be an integrated toolkit aimed to challenge a legacy of legal complexity, and move toward the goal that individuals should have real access to the courts.

Target: Low- to moderate-income Iowans who need legal information or are considering representing themselves in court are targeted by this initiative.

Strategy: The State Library would want to partner with the Iowa Judicial Branch, the Iowa Access to Justice Commission, Iowa Legal Aid, the Iowa State Bar Association, Drake Law School, the University of Iowa Law School, and possibly the Iowa State Association of Counties and the Iowa League of Cities. It will be important to get "buy in" from these partners so that we all share a vision and agree to work together to centralize legal information in the state. These partners' support, guidance, expertise, input and labor are crucial to the success of the website. The State Library has already consulted with the Web Content Coordinator for the People's Law Library of Maryland. Stakeholders will need to draw up a five-year plan. The State Library will begin the process of building a new website in the fall of 2020, which is when the domain name for the People's Law Library of Iowa would have to be purchased and the "space" for the website designated and reserved. A Web Content Coordinator would need to be hired to shepherd the project from the beginning.

Timeline: Potential partners should be contacted and recruited now. A five-year plan should be written in the fall of 2020, as the State Library begins building its new website. It's estimated that a basic website would be ready to launch within six months. Optimistically, the State Library would like to debut the new website at the Summer 2021 Access to Justice Committee meeting.

Measurement: Other states measure the success of such websites by the number of 'hits' it receives and supposedly, Iowa would do the same. Comments from the public are also considered.

Resources: The State Library can provide the website, as well as much of the software and IT support necessary to start this project. Because of the COVID-19 impact on state revenues and the State Library's budget, the Web Content Coordinator's salary and benefits may require alternative funding, at least until the public finance crisis has passed. The State Library may also have to contract with a vendor that provides "backend" web design support, which would cost around \$15,000 per year. Vendors that translate web content to several different languages charge by the volume of work, so that may also cost several thousand dollars, at least while the majority of the website is being translated. It might be possible to fund start-up costs with grants.

V. Printed resources for outreach efforts

Objective: Once the People's Law Library of Iowa website is up and running, it will be necessary to devise a method by which to alert Iowans to its existence as an important access-to-justice resource. States with similar websites say that 75-85% of their website traffic comes from "Google" key-word searches. All the rest of the traffic emanates from the library's efforts to market the website to partners who have clients that could use the information, including private organizations, libraries and courthouses. Brochures do NOT bring in any measurable uptick in use. Librarians report that the public wants business card-sized information they can stick in their wallets. Libraries also have success with bookmark-sized handouts. Furthermore, the public wants ONE website address to visit, with minimal information on the rest of the card or bookmark. "QR" codes printed on the cards or bookmarks, leading smart-phone users directly to the website, are also popular. These items will be designed, printed, distributed and also made available for printing by interested entities, so that they are always available where potential website users frequent. A visible reminder of how to access authoritative plain-language legal information quickly and conveniently at any time removes many barriers to justice for low- and moderate-income people with legal problems.

Target: All Iowans who may need to use the legal information resources consolidated on the People's Law Library of Iowa website are targeted by this initiative.

Strategy: The State Library's Communications Director and the members of the Library Work Group, with input from the entire Access to Justice Commission, will

design the branding on the card and bookmark to be consistently marketed across the state. The State Library has the ability and resources to print and distribute some cards and bookmarks to public offices, all 99 courthouses and all 544 public libraries in the state, and can distribute the digital template to any entities wishing to print more on their own. These cards and bookmarks can also be distributed at key conferences such as the Iowa School Counselor Association's annual meeting, for instance.

Timeline: The implementation of this project would take place at the same time the website is being developed so that the finished products are printed and ready for distribution when the website is launched, hopefully by the June 2021 meeting of the Access to Justice Commission.

Measurement: Success will be measured by the number of "hits" on the digital template, as well as comments from our partners and the public.

Resources: The State Library of Iowa will provide the necessary resources and bear any costs associated with the implementation of this initiative.

Work group members

Mandy Easter, Co-Chair

Dan Mart, Co-Chair

Virginia Sipes

Carrie Slagle

Bruce Walker

Appendix H

H Veterans Work Group report

Iowa Access to Justice Commission
Veterans Work Group
2020 Report

I. Overview of issues

The Veterans Work Group has been engaged in working to identify the primary unmet legal needs of Iowa's veterans, identify existing legal resources, identify ways to disseminate information regarding those resources to veterans in need of legal assistance, and identify ways to provide contextual or "cultural sensitivity" training to attorneys who are interested in providing legal assistance to veterans. These endeavors are ongoing as new legal needs arise for Iowa's veterans on a regular basis. The work group also continues to refine ways to use the limited resources available by relying on statistical data and other research and to identify new partnership opportunities and continue to develop previously established partnerships with key organizations. To that end, individual members of the group continue to consult with, State and county veterans service officers, the Iowa Attorney General's Office, Officials from Iowa Workforce Development, county bar associations.

The Work Group has continued to rely on existing studies that have identified the unmet legal needs of veterans nationwide and compared the results of the surveys with the needs reported by individuals with whom veterans in Iowa have regular contact. These efforts strongly suggest that our preliminary conclusions were correct, namely that these needs (including matters of eviction and foreclosure, restoring driver's license, child support, outstanding warrants and fines, and military discharge upgrades) are significantly impacting Iowa's veterans. As we serve an increasing number of veterans, the workgroup plans to re-examine these beliefs by comparing our preliminary conclusions with the actual legal issues we observe while serving veterans.

During the 2019 – 2020 Commission year, the work group utilized the data obtained during the 2018-2019 Commission year, during which the Veterans Work Group focused on research and planning. Having determined that it was imperative to understand the legal needs of veterans before attempting to address them, the work group determined that the most likely areas of civil legal need for veterans fall into one of five different categories: (1) eviction and foreclosure, (2) driver's license restoration, (3) child support issues, (4) outstanding warrants and fines, and (5) discharge upgrades. Now that we have managed to hold several clinics, we can begin to compare the data gathered from the clinics to the research data we previously collected. This will enable us to further understand the legal needs of the veterans in the State of Iowa.

A direct way to reach a large percentage of Iowa veterans with access resources is

to focus efforts on the counties with the largest veteran populations. The work group has identified the Iowa counties in which most Iowa veterans live. Those counties include: (1) Polk, (2) Black Hawk, (3) Linn, (4) Scott, (5) Woodbury, and (6) Johnson. Clinics have already been held in Linn County and Scott County. Dozens of clinics have been held to date resulting in hundreds of veterans being provided legal assistance.

One of the major accomplishments of the workgroup came through a partnership it formed with Iowa Legal Aid. Through this partnership, we were able to secure grant funding through Equal Justice Works. As a result of the grant funding, two attorneys were hired to work on legal issues for veterans and their families. However, in the fall of 2019, the funding for the grant expired. This has presented some challenges. Nevertheless, Iowa Legal Aid has remained a steadfast partner and continues to sponsor training and legal clinics to benefit veterans across the state.

In 2016, the ABA launched its Veterans Legal Services Initiative to address veterans' legal needs through (1) creating centralized resources, (2) developing policy, and (3) supporting the delivery of legal services. One of the Initiative's Stated goals is to encourage State and local bar groups and law schools to create new programs and highlight existing programs that serve veterans. The Veterans Work Group will continue to study the ABA's Veterans Legal Services Initiative and may possibly emulate some of its strategies.

Finally, the work group identified several short and long term goals. The short term goals include: (1) developing a means of identifying veterans in need of legal assistance, (2) developing a means of more effectively disseminating information to veterans, (3) providing information on VA benefits to active duty members, and (4) encouraging Iowa attorneys to provide pro or low bono services to veterans.

The long term goals the Veterans Work Group identified—expanding veterans' treatment courts or adding a veteran-centric overlay to Iowa's existing drug treatment courts, and creating a veterans legal clinic at one of Iowa's law schools—remain aspirational goals for the group. Strategies to achieve these long term goals will be developed and refined during the coming years. However, a lack of adequate funding remains a challenge.

II. Recognizing and leveraging available resources

The Veterans Work Group has continued the work of canvassing available resources for veterans. It found many state, federal, and local resources. Part of the challenge to robustly improving access to justice for veterans is effectively communicating with them about these resources.

During the 2019-2020 Commission year, the work group developed resources in the following subject areas:

- Encouraging attorneys to volunteer to help veterans in need of legal assistance.

- Identifying partners who can assist veterans with legal issues and provide information on legal resources.
- Identifying veterans in need of legal assistance.
- Facilitating a method to connect veterans in need of legal assistance with attorneys who are willing to provide it.
- Exploring potential funding for outreach efforts.
- Exploring options for veterans legal clinics.

III. Recognizing the typical problems veterans experience

A 2016 VA study has identified the top five unmet legal needs of veterans nationwide (male and female, homeless and non-homeless) as: (1) legal assistance to prevent eviction and foreclosure, (2) legal assistance to help restore a driver's license, (3) legal assistance for child support issues, (4) legal assistance for outstanding warrants and fines, and (5) discharge upgrades. The June 2016 VA Fact Sheet, Community Homelessness Assessment, Local Education and Networking Groups (CHALENG) provides much information. The CHALENG study is referenced in the First Annual Report of the White House Legal Aid Interagency Roundtable (WH-LAIR), Expanding Access to Justice, Strengthening Federal Programs. The full WH-LAIR report might be of interest to other work groups, and is available at:

<https://www.justice.gov/atj/page/file/913981/download>.

Based on conversations with veterans, VA social workers, and state and county veterans service officers, Iowa's veterans have the same unmet legal needs that as identified in the 2016 CHALENG report. The need for assistance with discharge upgrades is the only unmet legal need on the 2016 list that applies only to veterans and not the general population. In general, veterans are entitled to VA benefits as long as they were discharged under conditions "other than dishonorable" (i.e., honorable, other-than-honorable, general). For most state benefits, a veteran must have an honorable discharge. Many veterans who are in the criminal justice system on drug-related charges also have mental health issues, but they may not be entitled to VA healthcare benefits because of their discharge status.

IV. Identifying individual veterans in need of legal assistance

The effort to identify individual veterans in need of legal assistance has included outreach through local bar associations, key partnership organizations who regularly interact with veterans, Veteran Service Officers who office in all 99 counties in the State, and through other means. The Veterans Workgroup will seek to expand its network of partnerships to work towards this goal. Success in this area would mean that any veteran in Iowa in need of legal assistance will know where to turn for such assistance.

V. Events to help veterans

During the years of 2019 and 2020, Iowa Legal Aid held a number of clinics for the benefit of Veterans. Iowa Legal Aid also held a CLE event in Cedar Rapids, IA. The CLE event was to encourage attorneys to volunteer to assist veterans with legal issues and to provide interested attorneys with strategies they could use when dealing with veterans. The event was well attended by local attorneys and members of the local bar. Unfortunately, due to COVID 19, the clinic effort has been on hold for the past several months. The last clinic was held in February of 2020. We anticipate resuming the clinic effort as soon as we are able to do so safely.

VI. Disseminating information to veterans in need of legal assistance

The Veterans Workgroup believes that it is important to develop different types of media to reach different audiences. Some veterans would be likely to read a brochure, others are likely to visit a website, and others would be more interested in a phone app. The workgroup is in the process of exploring different options for disseminating information. Iowa Legal Aid has developed a brochure which contains a variety of information helpful to veterans.

VII. Short term recommendations

- a. Develop a more effective means of identifying veterans in need of legal assistance.
- b. Efficiently leverage access to justice resources for the benefit of veterans.
- c. Develop and maintain a strong support base among Iowa attorneys for the benefit of veterans.
- d. Conduct further study of the American Bar Association's Veterans Legal Services Initiative for strategies to employ in Iowa.
- e. Continue to incorporate strategies to develop, refine, and achieve long term goals to improve legal services for veterans.
- f. Engage in effective dissemination of information to veterans
- g. Continue to develop partnerships with key organizations thereby increasing awareness of legal needs of veterans and increasing awareness among veterans regarding the availability of assistance.
- h. Continue to improve and refine the referral system for veterans seeking legal assistance.
- i. Effectively provide information to veterans regarding available benefits.
- j. Encourage Iowa attorneys to provide pro-bono or low-bono assistance to veterans.
- k. Encourage attorneys across the state to assist veterans by serving as a volunteer.
- l. Seek grants and fellowships to augment the support for legal services to veterans.

VIII. Long term goals

The long term goals the Veterans Work Group has identified—expanding veterans' treatment courts or adding a veteran-centric overlay to Iowa's existing drug treatment courts, and creating a veterans legal clinic at one of Iowa's law schools—remain aspirational goals for the work group. Strategies to achieve these long term goals will be developed and refined during the coming years. A lack of adequate funding, however, remains a challenge.

In the fall of 2018, Iowa Legal Aid, with support from the workgroup, managed to secure funding from Equal Justice Works to host two attorneys in the State of Iowa to work on the legal needs of veterans and their families. In the fall of 2018, these attorneys were officially hired and began to work on legal issues for veterans across the State of Iowa. The two fellows are strategically located within the State of Iowa. One is located in Iowa City and the second is located in Council Bluffs. However, in the fall of 2019, the funding for the grant expired. Prior to the expiration of the grant funding, legal clinics were held in Cedar Rapids and. Legal clinics were also held in the Council Bluffs area. Despite the expiration of grant funding, both attorneys have continued to hold clinics and have continued regularly handling a variety of cases on behalf of veterans across the State.

The loss of grant funding was a bit of a setback. However, the Veterans Work Group is hopeful that a new source of grant money can be attained. The workgroup continues to believe that it is imperative to effectively target the areas in the state likely to be in the greatest need. In support of this endeavor, the workgroup will continue to collect data to identify those areas in the state where a high number of veterans can be reached. The workgroup is committed to utilizing data to develop and maintain an efficient approach which will constitute a reasonable and wise use of our limited resources.

The workgroup continues to work to refine our understanding of three questions in particular. 1) which counties have the highest numbers of veterans 2) which counties have the highest percentage of veterans by population and 3) which counties have the highest numbers of low income veterans. Aided by statistical data, the Veterans Work Group hopes to continue the efforts to target certain counties in order to have the greatest effect possible with the limited resources we have available.

The workgroup has concluded that the formation of partnerships and information dissemination are inextricably linked with one another. Through the utilization of partnerships, the group hopes to increase awareness across the State both of the need to address the legal issues of veterans and the resources which are currently available to meet that need. More specifically, the group is hoping that partnerships will help connect the veterans in need of legal help with the volunteer attorneys and other resources. The workgroup has managed to form a number of partnerships with groups and organizations which have regular contact with veterans. The theory is that by providing information to groups and organizations with whom veterans have regular contact, said groups and organizations will share the relevant information directly

with the veterans, after which, the veterans will know how to seek out the help that they need.

Our partners at Iowa Legal Aid, Iowa Workforce Development, the Iowa Attorney General's Office, local bar associations and county veterans service offices have proven to be of great assistance in providing veterans information related to available legal resources. The workgroup will strive to grow and develop these worthwhile partnerships in the future.

The efforts are still underway to secure partnerships and volunteers from county bar associations across the State. In the fall of 2020, members of the Veterans Work Group are planning to meet with county bar associations in the western part of the state in an attempt to spread the message urging their members to volunteer to help veterans. Additional meetings will be scheduled during the year 2021.

Work group members

Honorable Kevin McKeever, Co-Chair

Chantelle Smith, Co-Chair

Bob Oberbillig

Appendix I

I. Iowa Access to Justice Quick Reference Guide

Legal Resources in Iowa

A GUIDE FOR IOWANS in need of legal help

GENERAL LEGAL AID ORGANIZATIONS:

- **Iowa Legal Aid**

<https://www.iowalegalaid.org/>

1-800-532-1275

Provides free legal help for civil law problems for eligible low-income Iowans.

- **Drake University Legal Clinic**

<https://www.drake.edu/law/clinics-centers/clinic/>

515-271-3851

Drake law students help provide legal assistance.

- **University of Iowa Clinical Law Program**

<https://law.uiowa.edu/clinic>

319-335-9030

University of Iowa law student interns represent clients.

- **ISBA Find-A-Lawyer Service**

<https://www.iowafindalawyer.com/>

- **Others listed at:**

<https://www.iowabar.org/page/LegalAssistance>

RESOURCES BY SPECIFIC AREA OF LAW:

DOMESTIC VIOLENCE:

There are 30 organizations in Iowa that provide domestic violence services.

- **National Domestic Violence Hotline:**

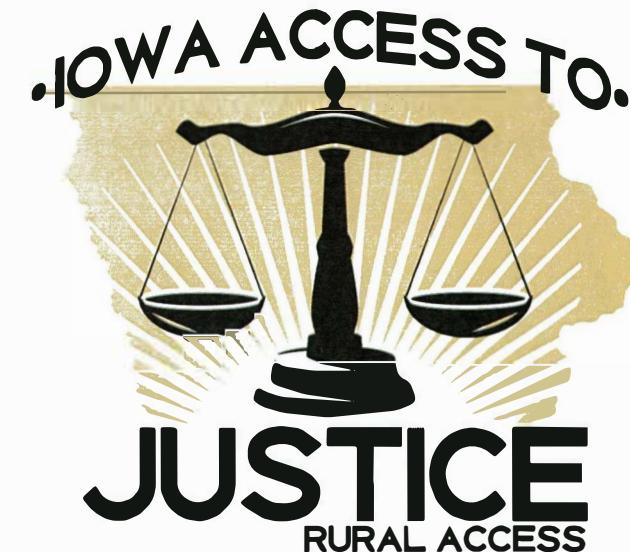
(English and Spanish)

Llámalo a 1.800.799.7233

<https://espanol.thehotline.org/>

Over the past decades the number of rural attorneys have receded dramatically. And every year they continue to dwindle even more, making access to legal advice for most citizens increasingly difficult.

A committee has been created to help give direction and assistance to its rural communities by creating a directory. This directory will assist individuals looking for legal aid, of all kinds. They feel this comes at a very important time in our area. As life becomes more complex it creates more legal needs for the average Iowan. More, and more, litigants are attempting self-representation out of lack of local legal aid options. It is imperative that every Iowan is aware of their options and their rights. This committee believes everyone should have access to any, and all aid that is available to them.



Quick Reference Guide for Iowans in need of Legal Resources & General Legal Aid

If you feel there are additional agencies or care to comment contact Phil Garland at (641) 923-3792 garlandlawfirm@gmail.com

Iowa Domestic Violence Hotline

Children & Families of Iowa runs the 24/7 hotline.
1-800-942-0333
<http://cfiowa.org/programs/domestic-violence/>

Iowa Coalition Against Domestic Violence (ICADV)

Find the services that are right for you at <https://www.icadv.org/>
• Many more listed at:
<https://www.domesticshelters.org/help/ia>

HOUSING ISSUES:

- **Iowa Legal Aid** (SEE IN GENERAL LEGAL AID SECTION)

FAMILY AND JUVENILE MATTERS:

- **Iowa Legal Aid** (SEE IN GENERAL LEGAL AID SECTION)
- **Iowa State Public Defender Juvenile Division**
<https://spd.iowa.gov/defense-resources/juveniles-resources>
- **List of Resources Provided by Iowa State Bar Association**
<https://www.iowabar.org/page/FamilyLinks>

DIVORCE:

- **Resources for Parents**
<http://www.kidsfirstiowa.org/additional-resources/resources-parents>

CUSTODY:

- **Iowa Legal Aid** (SEE IN GENERAL LEGAL AID SECTION)
- **Iowa Fathers**
<https://iowafathers.org/>
Provides support and educational services to single, divorcing, and divorced parents regarding child custody issues, child support issues, child visitation issues, and other domestic related issues.

VETERAN RIGHTS:

- **Iowa Legal Aid** (SEE IN GENERAL LEGAL AID SECTION)
- **List of Resources from the Iowa Attorney General**
<https://www.iowaattorneygeneral.gov/for-consumers/for-veterans-and-service-members/for-veterans>

DISABILITY:

- **Disability Rights Iowa**
<https://disabilityrightsia.org/resources/resource-center>
(515) 278-2502
Provides support to individuals with disabilities, including mental health, suffering from discrimination. They support directly and provide referrals.

PERSONAL INJURY:

- **List of Resources Provided by Iowa State Bar Association**
<https://www.iowabar.org/page/PersonalInjury>
Connects individuals with attorneys specialized in this field and gives an overview of the law relating to different types of accidents.

EMPLOYMENT:

- **Iowa OSHA**
<https://www.iowaosha.gov/iowa-osha>
515-725-5621
Provides support for OSHA complaints.
- **Iowa Workforce Development**
<https://www.iowaworkforcedevelopment.gov/>
866-239-0843
Provides information on how to apply for unemployment benefits.
- **Iowa Civil Rights Commissions.**
<https://icrc.iowa.gov/file-complaint>
515-281-4121
Provides support for employment discrimination claims.

CONSUMER AND SMALL CLAIMS:

- **Iowa Office of the Attorney General**
<https://www.iowaattorneygeneral.gov/for-consumers/file-a-consumer-complaint/>
Support for individuals filing consumer complaints.
- **Iowa Judicial Branch**
<https://www.iowaattorneygeneral.gov/for-consumers/file-a-consumer-complaint/>
Overview of Iowa's small claims court.
- **Iowa Legal Aid**
<https://www.iowalegalaid.org/files/A3ED30CF-AFFE-7431-9310--0D521E4312AF/attachments/44B42758-808A-4DDC-B62E-61E9E3240BE8/small-claims-court-jul-2012.pdf>
Detailed guide to small claims court.

ELDER RIGHTS:

- **Handbook for Older Iowans**
https://cdn.ymaws.com/www.iowabar.org/resource/resmgr/docs/older_iowan_handbook.pdf
Information and resources on different areas of elder law.
- **Legal Hotline for Older Iowans**
[\(800\) 992-8161](https://www.iowalegalaid.org/organization/legal-hotline-for-older-iowans#intake-tab)
Individuals 60 and older can call for brief legal advice and self-help materials free of charge.

IMMIGRATION:

- **Iowa Department of Human Rights**
<https://humanrights.iowa.gov/immigration-resources>
Compilation of immigration service providers and other resources available in Iowa.
- **University of Iowa**
<https://hr.uiowa.edu/immigration/resources>
Additional immigration resources and related links.

Appendix J

J. Rural Access Work Group report

Iowa Access to Justice Commission
Rural Access Work Group
2020 Report

Initiatives

I. Promote innovative delivery of legal advice & representation in rural areas among private attorneys (Incorporating 2019 Goal #40 and Recommendations #15, #16, #17, #18, #19, & #20.)

Objective: Attorneys are the key provider of legal advice and representation. Educating and encouraging private attorneys regarding innovations in the delivery of legal services can increase the availability of legal information, advice, and representation for individuals, particularly in rural areas where a lack of resident attorneys, distance, and economic conditions can present additional barriers to access to justice.

Target: Efforts directed at private attorneys and legal services entities to benefit the residents of Iowa's rural areas.

Strategy: The Commission should encourage professional associations (e.g., Iowa State Bar Association and county bar associations) and the state's law schools to continue to educate lawyers about rural needs and alternative practice models that can provide economic opportunities for attorneys while increasing access to justice through legal advice and representation. The Commission can take an active role in this effort by facilitating discussion among stakeholders and highlighting successful models (e.g., hosting a conference to highlight some approaches). These practice models might include: low-bono/sliding scale representation; limited scope representation; remote/virtual representation; for-profit clinics in underserved communities.

Timeframe: Communicate with stakeholders ISBA and law schools by December 2020 and seek stakeholder input for a coordinated approach by March 2020. Begin exploring the possibility of an in-person or virtual conference to be held by June 2020.

Measurement: Success will be quantified by: 1) communication with stakeholders; 2) successful development of a plan with stakeholder input; 3) number of educational events conducted by stakeholders; and 4) completion of conference. Broader success could be quantified through a survey of practitioners to determine how many have adopted new practice models.

Resources: This initiative would require work group and Commission time. We would rely on stakeholder partners to coordinate CLEs and other means of reaching law students and practitioners.

II. Potential new programs to provide pro bono advice and representation in rural areas (Incorporating 2019 Goals #40 & #41.)

Objective: Explore new initiatives to make pro bono advice and representation available to rural Iowans.

Target: Existing entities such as Iowa State Bar Association and Iowa Legal Aid capable of collaborating on new initiatives to deliver pro bono legal services, ultimately increasing the availability of pro bono advice and representation to the rural public.

Strategy: Engage in discussions with ISBA and ILA about interest in and potential funding for new rural pro bono approaches such as a mobile clinic or legal services provided in conjunction with rural health clinics. Identify opportunities for grant funding through organizations focused on legal services and rural issues.

Timeframe: Communication with stakeholders by December 2020. Identify potential funding sources and develop plan for applications by June 2021.

Measurement: Success would be quantified by: 1) completed communication with stakeholders; 2) identification of potential funding sources and grant applications submitted; and 3) grants received.

Resources: This initiative would require work group and Commission time. It would also rely on contributions from stakeholders but would ultimately be dependent on the availability of new sources of funding via grants.

III. Campaign to educate rural public on availability of legal information, legal services, and means of dispute resolution (Incorporating 2019 Goal #40 and Recommendations #15 & #16.)

Objective: Make rural residents more aware of the availability of sources of legal information, advice, representation, and judicial and non-judicial dispute resolution.

Target: Rural Iowans and referral entities such as schools, health care providers, social services providers, government entities, libraries, etc.

Strategy: Work with providers of legal information and legal services (e.g., ISBA; ILA; State Law Library; Judicial Branch) to determine primary resources of relevance to rural Iowans (e.g., IA Free Legal Answers; State Law Library; Find a Lawyer; Iowa Legal Aid; Volunteer Lawyer Program; law school clinics; Judicial Branch forms; limited scope representation); work with rural Iowans and referral entities to assess the best way to create greater awareness of these resources; develop plans to publicize this information through a campaign that specifically targets rural residents (perhaps inc. online, radio, print, etc.); seek funding to support various tactics. Communicate with other Commission work groups to ensure coordinated approach.

Timeframe: By December 2020: communicate with other work groups and full commission; reach out to relevant legal info & legal services stakeholders; preliminary

work to identify potential sources of funding. By June 2021: reach out to referral entities to determine effective means of sharing information. By Dec. 2021: apply for funding.

Measure: Success would be quantified by: 1) competed communication with legal services and rural stakeholders and referral entities; 2) identification of potential funding sources and grant applications submitted; and 3) grants received.

Resources: This initiative would require Work group and Commission time. It would also rely on contributions from stakeholders but would ultimately be dependent on the availability of funding.

IV. Enhance access to judicial processes in rural areas (Incorporating 2019 Recommendations #38 & #39 and Goal #20.)

Objective: Increase access to courts and other dispute resolution means for rural residents

Target: Primarily Judicial Branch, with benefits accruing to rural Iowans.

Strategy: Assess recent JB initiatives and support continued innovation. In particular, reflect on temporary use of technology and remote proceedings during COVID-19 pandemic to determine whether these adaptations might be sustainable on a continued basis. Consider possibility of seeking user feedback on experiences if available or obtainable (e.g., parties, judges, attorneys, reporters).

Timeframe: Seek updates on recent initiatives from Court Administration and Judicial Branch leadership by December 2020. If possible, seek debriefing regarding success and feasibility of temporary pandemic measures by March 2020.

Measure: Success would be quantified by receipt of input from JB personnel.

Resources: This initiative would primarily require time from JB personnel. A survey might be accomplished through an academic partnership.

Work group members

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