



Oregon State Bar

Legal Services Program

Joint Committee on Ways and Means
Subcommittee on Public Safety
May 16, 2023



Roadmap

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OREGON'S JUSTICE GAP & THE ROLE OF CIVIL LEGAL AID

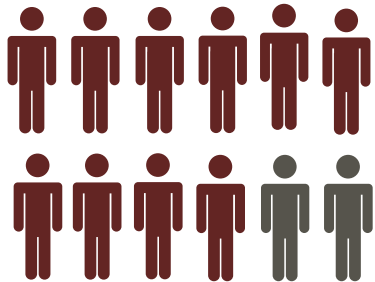


Oregon's Civil Legal Justice Gap



75%

of low-income Oregonians experience at least one civil legal problem in 12 months, averaging **5.4** per household.



84%

of low-income Oregonians with a legal problem do not receive assistance.



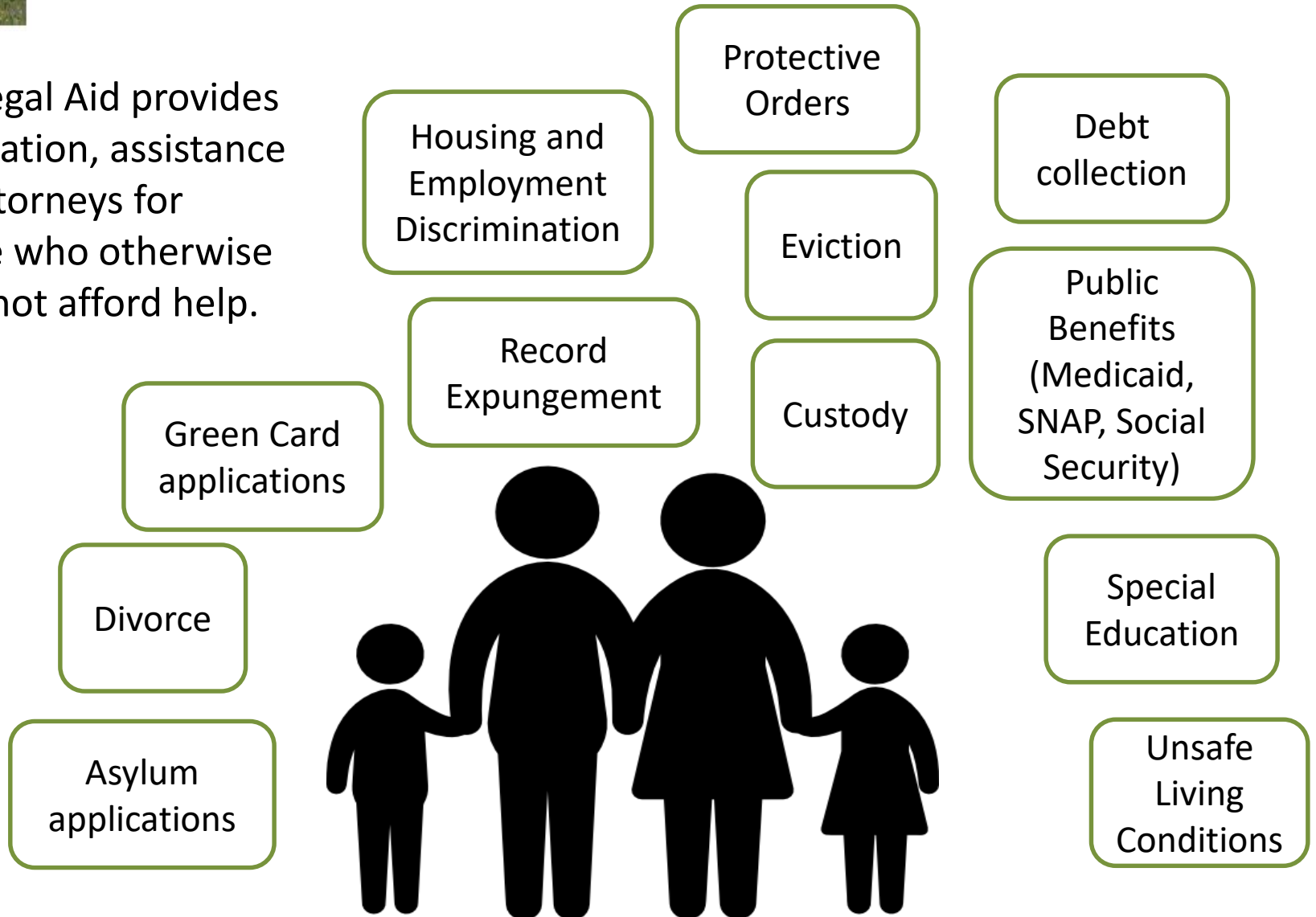
97%

of low-income Oregonians live in a *Legal Desert*.



Civil Legal Aid's Foundational Role

Civil Legal Aid provides information, assistance and attorneys for people who otherwise could not afford help.





BENEFITS OF CIVIL LEGAL AID INVESTMENT



Civil Legal Aid Helps Oregon's Courts

Reduces number of self-represented litigants .

Provides representation in high-volume and impactful legal areas.

Fairness in the Legal System

Reduces Court Congestion

Increases trust, understanding, confidence in the legal system.



Civil Legal Aid Supports Systems

Civil legal aid can prevent and solve problems associated with inequality and poverty, reducing the need for other resources and services.





Civil Legal Aid is an Upstream Tool

Access to high-quality civil legal services can also prevent or minimize contact with the criminal, juvenile justice and dependency systems.

Restorative Representation

- Challenging Collateral Consequences.
- Clearing and expunging records.
- Expediting Reunification.

Preventive Representation

- Preventing family separation.
- Preventing contact with the criminal or juvenile legal system.



THE OREGON STATE BAR'S OVERSIGHT OF CIVIL LEGAL SERVICES



Oregon State Bar: Mission and Primary Functions

Public corporation and an instrumentality of the Oregon Judicial Department.

The OSB Board of Governors shall at all times direct its power to serve the public interest by:

- Regulating the legal profession and improving the quality of legal services;
- Supporting the judiciary and improving the administration of justice; and
- Advancing a fair, inclusive and accessible justice system.



OSB Legal Services Program

History

- Established in 1996 within the Oregon State Bar with bipartisan support of the Legislature.
- Incorporated into the Oregon Judicial Department budget process in 2019.

Scope

- Statutory authority to fund legal services for people with low-incomes through multiple funding streams and programs.
- Guidance and input from OSB Legal Services Committee.

Principal Functions

- Fiscal and Regulatory oversight of State-Funded Civil Legal Aid and Immigration Legal Services Organizations.
- Monitoring to ensure compliance with best practices, national and regional standards.



OSB Legal Services Program (LSP)

Five Guiding Performance Areas



Primary Sources:

Oregon LSP Standards and Guidelines (Est. 1998, Revised 2023)

National Standards on the Provision of Civil Legal Aid (Est. 2006, Revised 2021)

Legal Services Corporation (LSC) Standards for the Provision of Civil Legal Aid

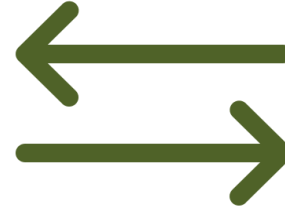


OSB Accountability Process



Ongoing Oversight and Periodic Reviews:

- Site Visits
- Stakeholder and Consumer Surveys
- Case Data
- Financial information
- Narratives on successes and challenges



Feedback to Support Strategic Direction, Structural and Service Delivery Improvement:

- Portal Project
- Coordination
- Consumer Protection
- Economic and Operational Efficiencies
- Technological Improvements
- Recruitment and Retention



Case Types & Clients Served

Clients Served

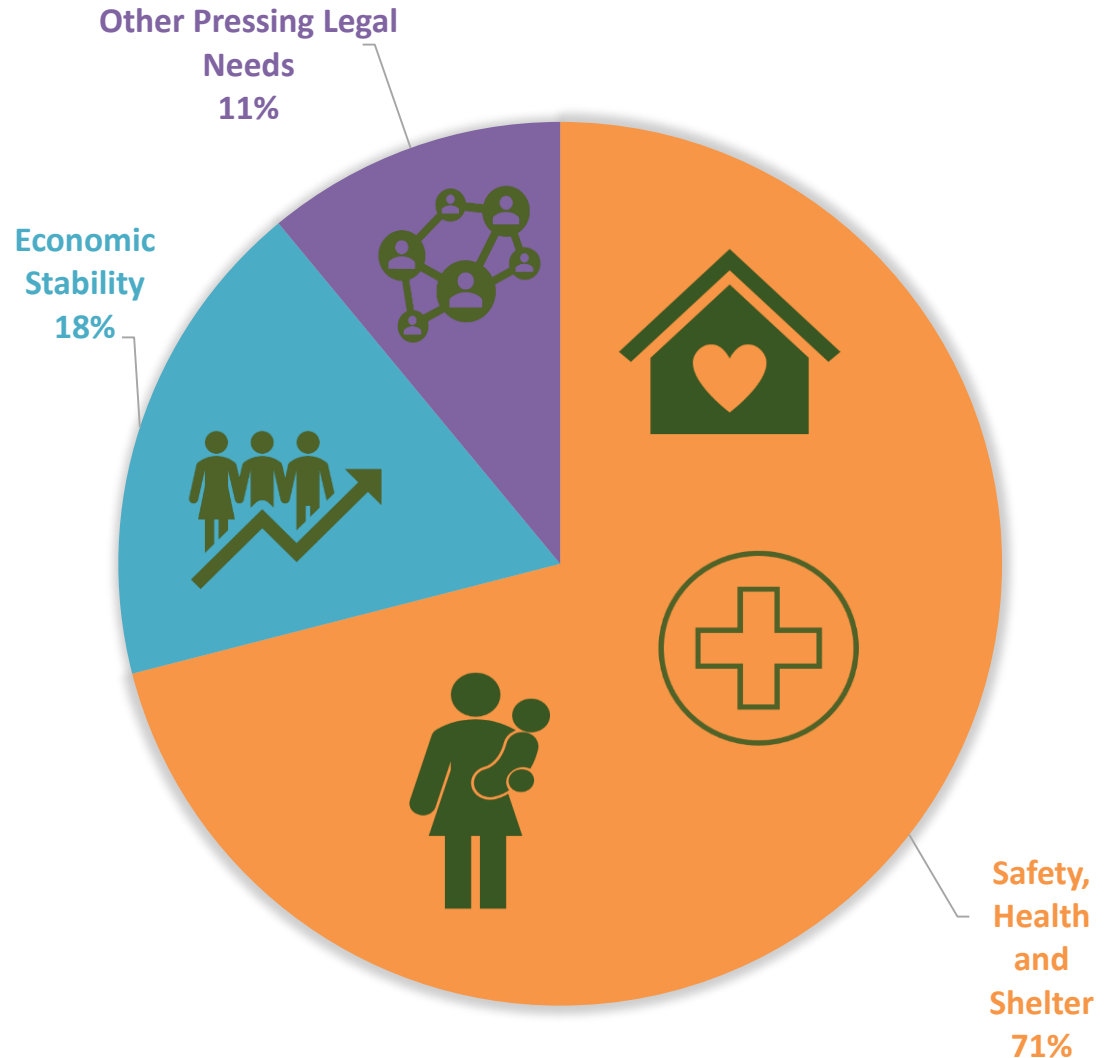
Approximately 72% of clients are female



and 24% are senior citizens (60+).

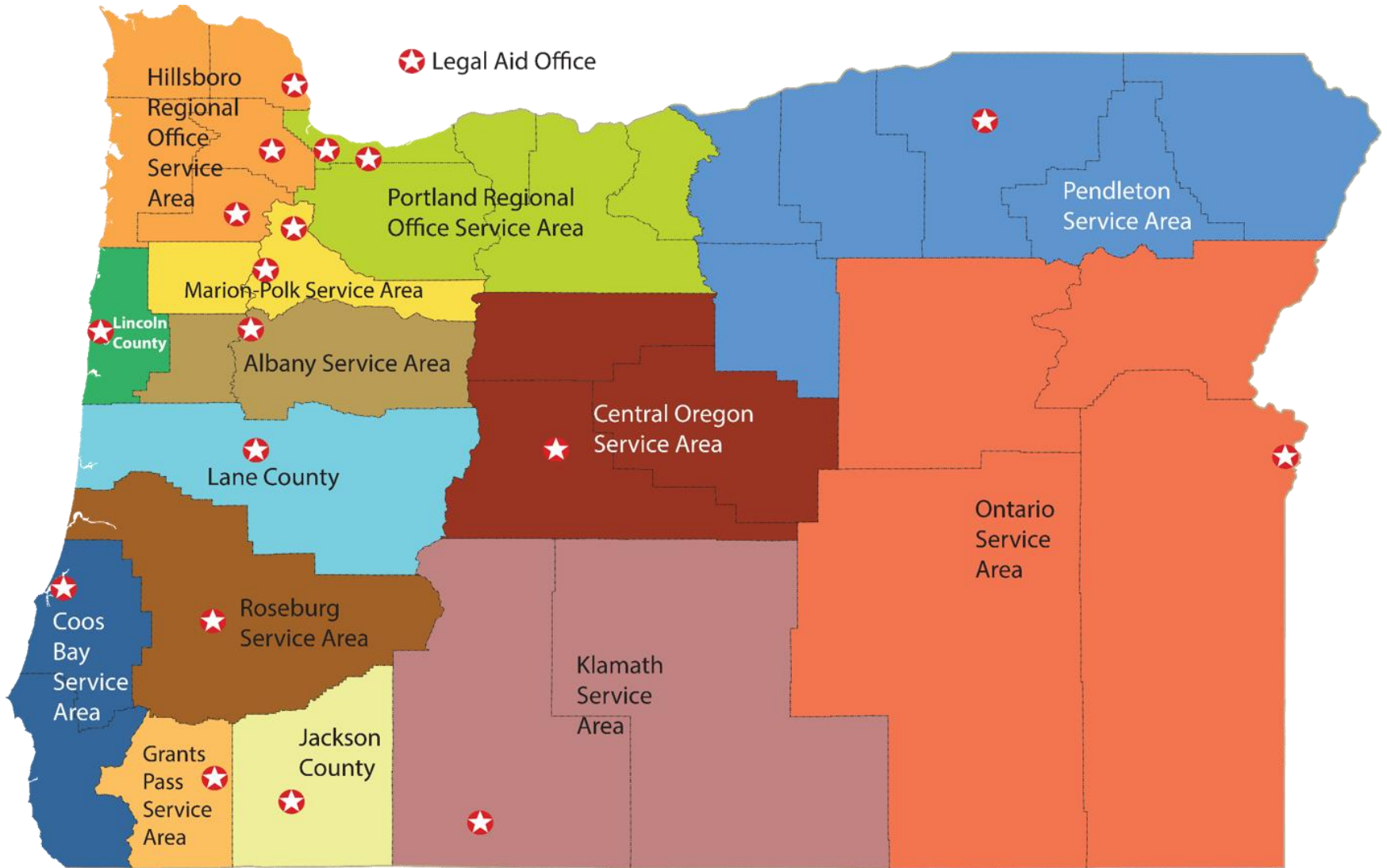


Case Types





Oregon's Integrated Statewide Civil Legal Aid Infrastructure





Performance Area: Centered on Community Need

Community Needs Assessment

Conducted by regional offices with support from State Support Unit.

Broad input from client community, stakeholders and system partners.



Case acceptance priorities based in identified need.

Meet most pressing legal needs impacting Oregonians living in poverty.

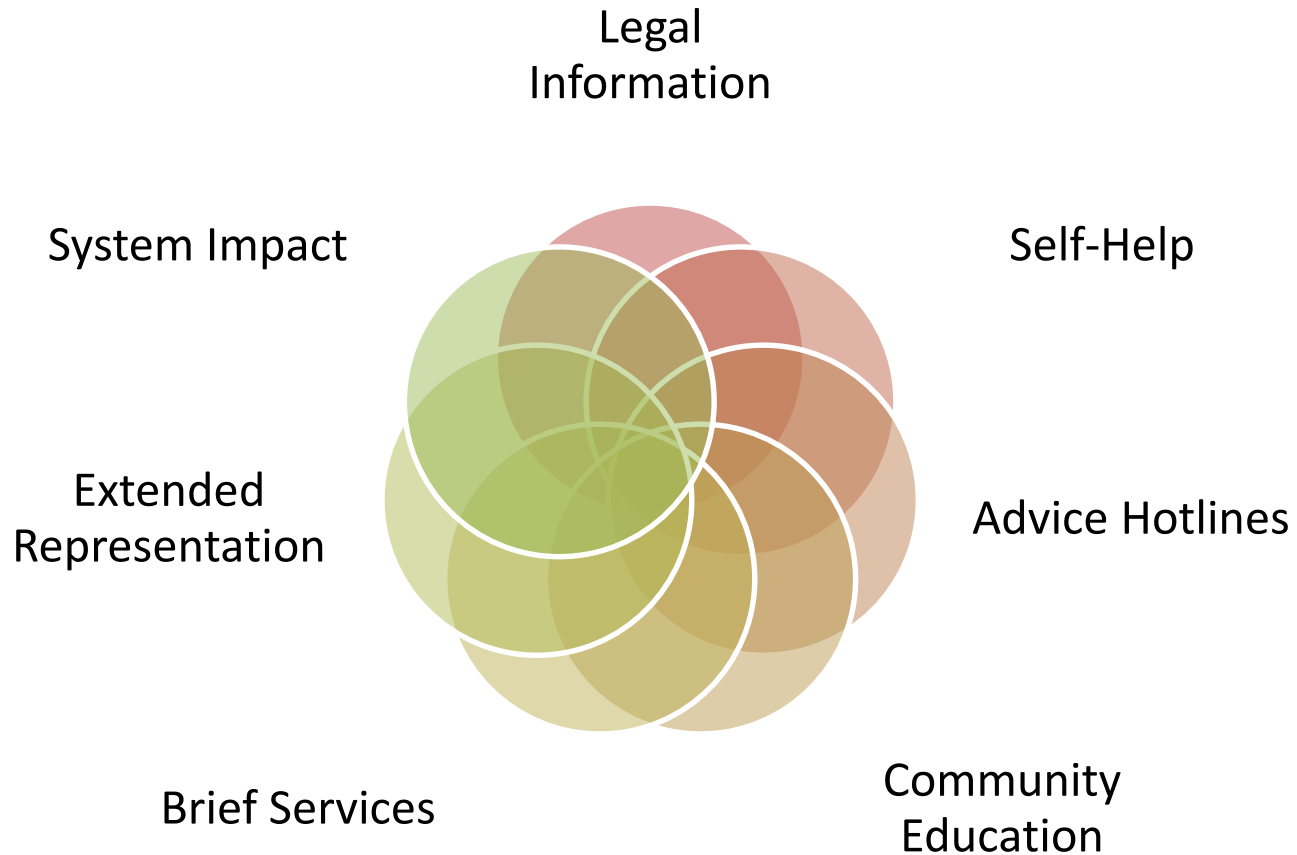
Minimize duplication and enhance coordination.



Maximize Limited Resources



Performance Area: Full Spectrum of Legal Services





Performance Area: Integrated and Statewide System

Strategic Planning

- Input from regional and statewide community-based organizations, Oregon State Bar, Oregon Law Foundation, Oregon Judicial Department, Campaign for Equal Justice, Oregon Legislature and Oregon Governor's Office.
- Identifies service gaps and sets priorities to guide resources allocation.

Shared Decision-Making and Resource Allocation

- Strive to achieve equitable access, including geographic proportionality and accessibility.
- Coordination to minimize duplication and increase efficiencies.



Performance Area: High-Quality Legal Services





Program Highlights

Emergency Response



Program shifts and additions to meet rising legal needs:

- Unemployment,
- Domestic violence,
- Public benefits,
- Housing.

Eviction Defense Project



Helped households across Oregon facing eviction since 2021.



Immigration Legal Services Program

SB 1543 Directs OSB To:

Allocate funds to "provide legal services to individuals on immigration matters and related matters" and

To "adopt standards and guidelines for the provision of [those] services"

Implementation (To Date):

Legal Services

Provider solicitation: December-February

Contracting: February-March

Services initiated: April

Standards and Guidelines

Work group formed and listening sessions held: November – December

Standards drafted and approved by OSB Board of Governors: January-February



Immigration Legal Services Program: *Program Components and Service Providers*

Organizational Capacity Grants

Direct Representation

- Catholic Charities of Oregon
- Immigrant and Refugee Community Organization (IRCO)
- Lutheran Community Services of the Northwest
- Metropolitan Public Defenders
- Oregon Law Center

Clinics and Help Desks

- Catholic Charities Community Services of Lane County
- Portland Community College CLEAR Clinic



Immigration Legal Services Program Goals

2023-24



- Provide full-scope representation (affirmative and defensive) to individuals referred by Equity Corps of Oregon
- Grow capacity of current providers
- Monitor and assess for quality and efficiency of service, modes of service delivery
- Adopt standards and guidelines

2024-25



- Expand provider cohort
- Contract for additional FTE
- Implement learnings from program assessment and provider feedback

Work with stakeholders (Innovation Law Lab, Office of Immigrant and Refugee Affairs) to refine and improve program delivery



OTHER OSB EFFORTS TO CLOSE THE JUSTICE GAP



OSB Access to Justice Initiatives

Licensed
Paralegals

Lawyer
Referral
Services

Pro Bono

Portal Project



Portal Project

Goal

A centralized and simple pathway for Oregonians to understand their civil legal problems and connect with resources that can help.

Principles

- (1) Single Entry Point
 - (2) Accessible and Accurate Content
 - (3) User-Centered Design
-

Progress

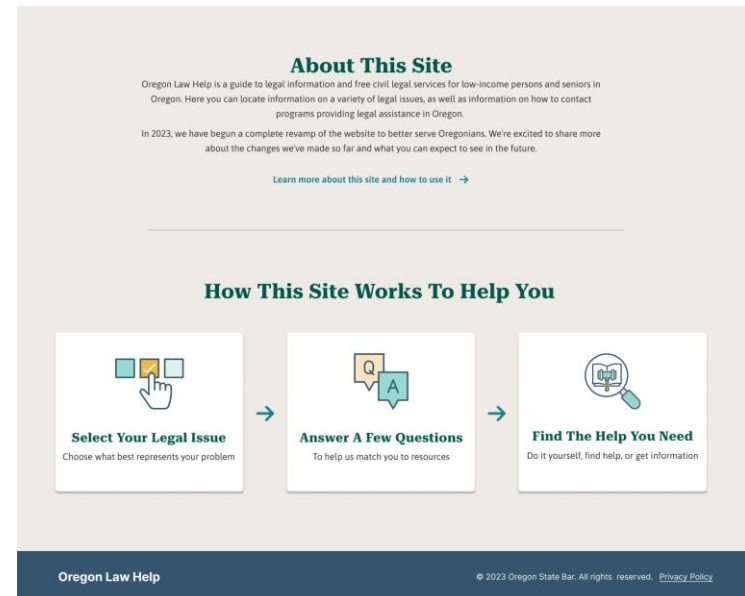
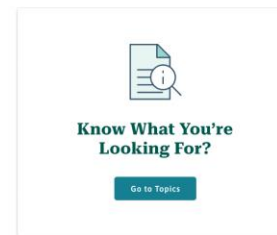
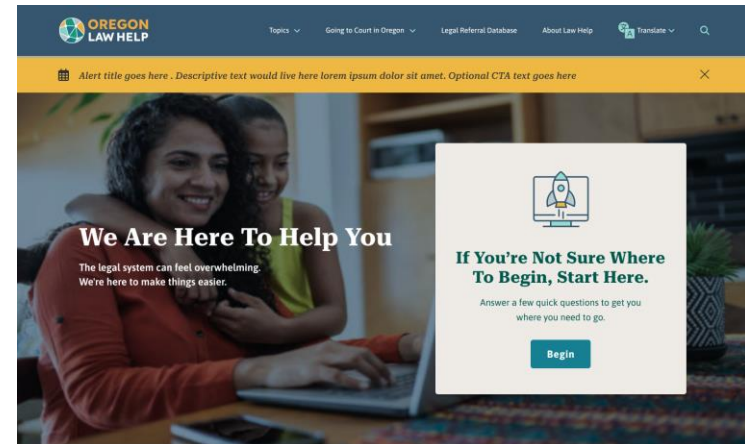
Set for July 2023 Launch



Home page with multiple user-friendly Pathways

Three pathways for Oregonians and trusted intermediaries to find civil legal help:

- (1) Triage Pathway
- (2) Self-Help Library
- (3) Statewide Civil Legal Help Resources





Triage Pathway to Identify Legal Needs

OREGON LAW HELP EXIT

1 Your Issue 2 Topic 3 Your Location and Income 4 A Little More About You

I Am Moving In Or Moving Out

A I have other questions about my rights as a renter

B I need to get money back from my landlord

C I have questions about getting my security deposit back

↻ Start Over ← Back Next →

OREGON LAW HELP

Making the Legal System Work for You

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Auctor, pharetra sem.

What We Are Doing

The Purpose

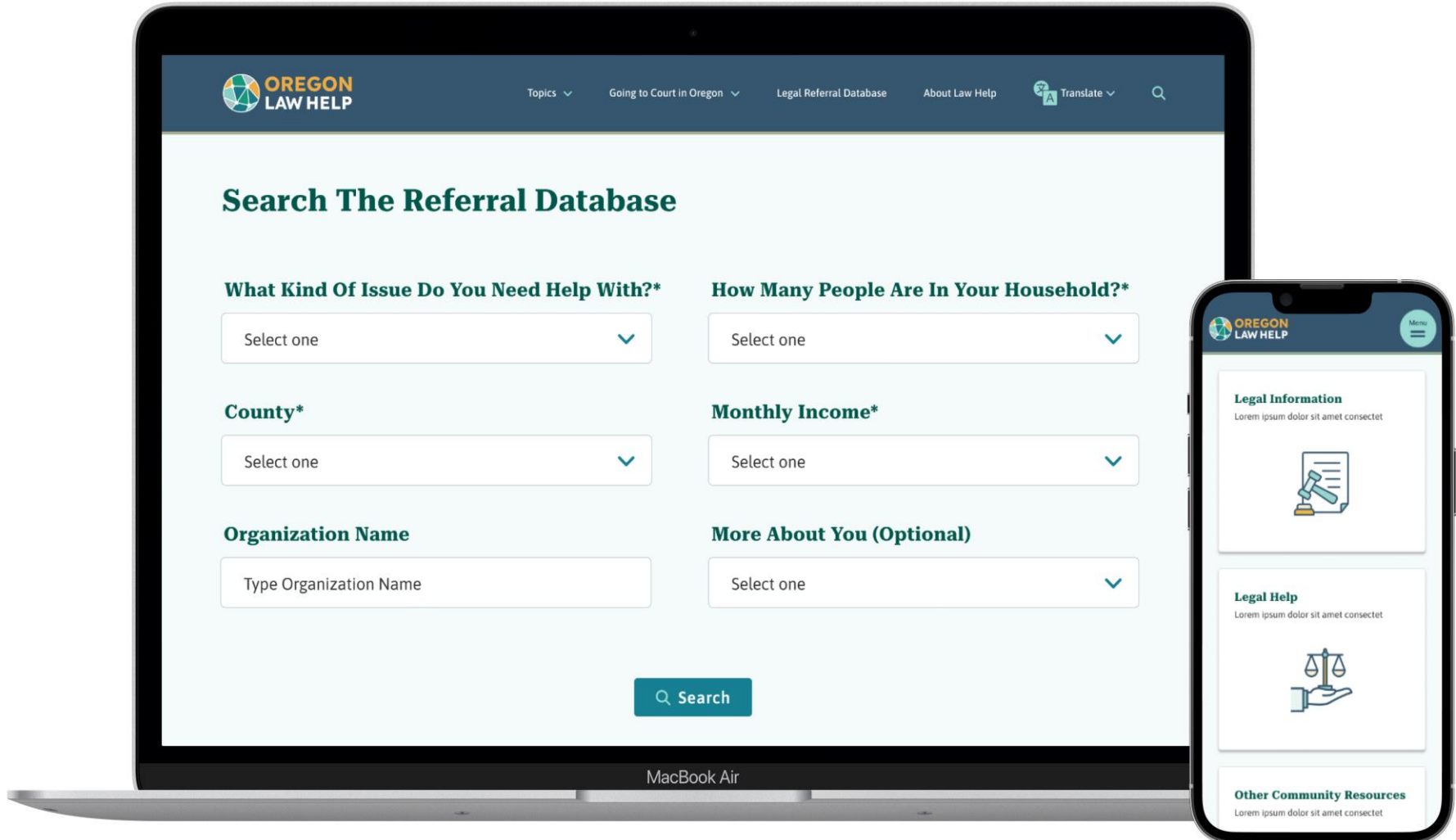
To make civil legal help more accessible, understandable and accurate for Oregonians facing a civil legal problem. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Modestie est phasellus, posuere quibus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Modestie est phasellus, posuere quibus.

The Mission

To create and provide on-going support for and access to an interactive self-help legal website for...



Referral Directory to Connect to Tailored Services





Oregon Judicial Department

Pop 118

Civil Legal Aid

Priority Area	Requested Investment
Preserve Current Client Serving Capacity Level	\$4,218,000
Expand Equitable Access & Proportionally Upgrade Statewide Infrastructure	\$5,280,000
Total Biennial Investment Request	\$9,500,000

Immigration Legal Services

Priority Area	Requested Investment
Extend Capacity	\$818,333
Expand Capacity	\$2,677,500
Build Capacity	\$1,200,000
Total Biennial Investment Request	\$4,500,000