



ESCAMBIA PROJECT



The Florida Bar
Foundation

Leadership and Funding for Justice in Florida



Legal Services

of NORTH FLORIDA

HOPE. JUSTICE. FOR ALL.



The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-income Americans

The Legal Services Corporation (LSC) contracted with NORC at the University of Chicago to help measure the justice gap among low-income Americans in 2017. LSC defines the justice gap as the difference between the civil legal needs of low-income Americans and the resources available to meet those needs. NORC conducted a survey of approximately 2,000 adults living in households at or below 125% of the Federal Poverty Level (FPL) using its nationally representative, probability-based AmeriSpeak® Panel. This report presents findings based on this survey and additional data LSC collected from the legal aid organizations it funds.

86% of the civil legal problems reported by low-income Americans in the past year **received inadequate or no legal help.**

In the past year, **71%** of low-income households **experienced at least one civil legal problem**, including problems with domestic violence, veterans' benefits, disability access, housing conditions, and health care.





Low-income Americans seek professional legal help for only **20%** of the **civil legal problems** they face.

Top reasons for not seeking professional legal help are:

- Deciding to deal with a problem on one's own
- Not knowing where to look for help or what resources might exist
- Not being sure whether their problem is "legal"

Special Focus

The Special Focus section of this report presents key findings for several groups of interest.

Seniors	Rural Residents	Veterans	Persons with Disabilities	Parents of Children under 18	Survivors of Domestic Violence or Sexual Assault
56% of seniors' households had at least 1 civil legal problem in past year.	75% of households in rural areas had at least 1 civil legal problem in past year.	71% of households with veterans or other military personnel had at least 1 civil legal problem in past year.	80% of households with persons with disabilities had at least 1 civil legal problem in past year.	80% of households with parents or guardians of minor children had at least 1 civil legal problem in past year.	97% of households with survivors of domestic violence or sexual assault had at least 1 civil legal problem in past year in addition to domestic violence or sexual assault.
					

Part of access to justice gap is that Americans don't know when to seek legal help, says study

BY JAMES PODGERS

POSTED AUGUST 8, 2014, 6:28 PM CDT

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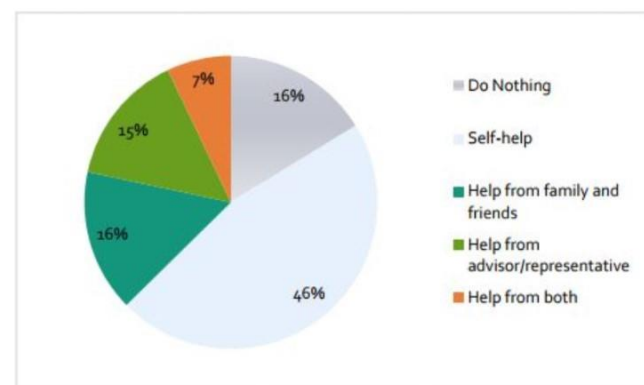
Rebecca Sandefur. Photo by ©Kathy Anderson.

Corrected: The findings of a study released Friday by the American Bar Foundation provide additional evidence of a serious gap in access to legal services for many Americans. But those findings also suggest that the reasons for the gap can't be blamed entirely on the usual suspects.

Using a list of 12 common types of civil justice issues that people are likely to encounter, the study found that people often seek help from family and friends, financial advisors, and housing matters, but not lawyers. The study also found that people often seek help from family and friends, financial advisors, and housing matters, but not lawyers. The study also found that people often seek help from family and friends, financial advisors, and housing matters, but not lawyers.

But despite the common thinking that people don't hire lawyers due to concerns about the cost of legal services, the study findings suggest that "Americans do not take most of their justice situations to lawyers or courts for another very important reason: they do not understand these situations to be legal."

Figure 5. How People Handle Civil Justice Situations: Percent Handled by Each Means, Middle City, 2013



BRIDGING THE GAP: CLIENT-CENTRIC LEGAL SERVICES

REBECCA L. SANDEFUR
AMERICAN BAR FOUNDATION AND UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN
AUGUST 14, 2015

WHY THEY'RE NOT CALLING

- Many more people could be using lawyers' services than currently are.
 - Americans experience millions of civil justice problems every year.
- They're not thinking about law or lawyers (ie, they're not thinking about you).
 - The most important reason that people do not take their problems to lawyers or courts is that law is simply not considered. People usually do not think of these problems as legal problems and often do not think that there is anything anyone could do to help.
- Meet them where they are.
 - Successful strategies for connecting these problems with assistance, whether market-based or subsidized, will be
 - Timely
 - Targeted
 - Trustworthy

THE LAUNCH

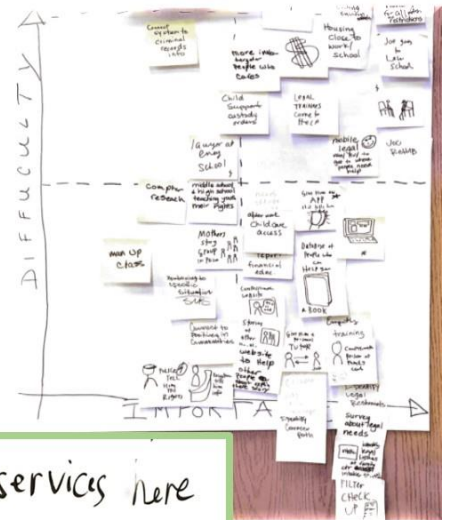
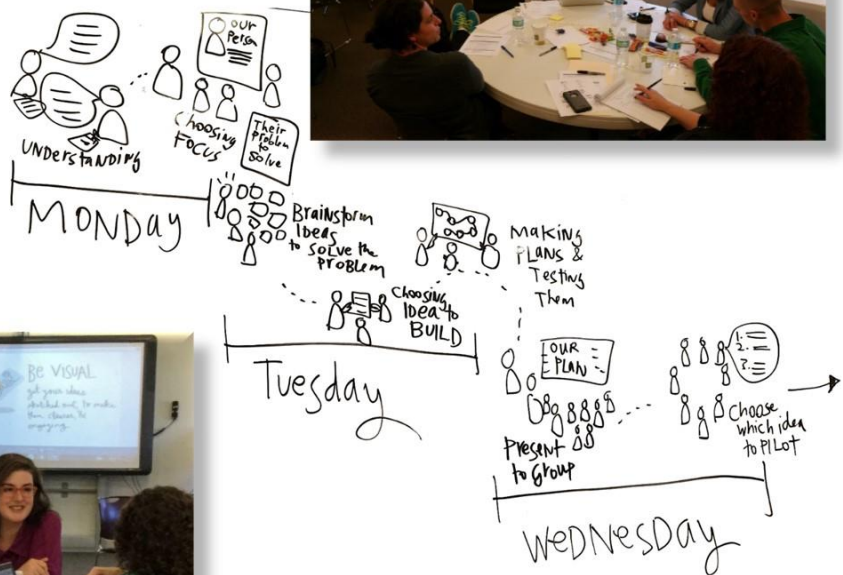


MUST DO:

- Simple/Intuitive/Plain language
- Free/Trade-off
- Convenient: one location; available hours
- Must build step-by-step (not all @ once)
- Positive/Encouraging/Inviting
- Holistic

MUST NOT DO:

- Be too "techy"
- Too many steps/steps
- No Jargon



- ⊙ integrate legal services here
- ⊙ fill gaps here, for legal/needs
- ⊙ lawyers learn about needs + community impact engagement
- ⊙ our relationships
- ⊙ plan for measuring/outcome defining
- ⊙ think about translating this to other communities

Community Driven LEGAL SERVICES DESIGN

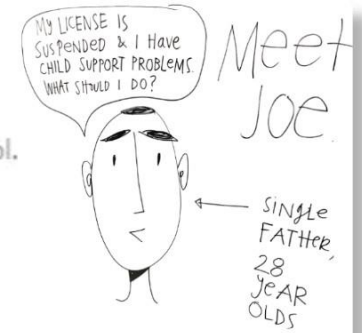


Margaret Hagan

Follow

Director of the Legal Design Lab @StanfordLaw's @StanfordCLP, Lecturer at @Stanforddschool.
<https://www.linkedin.com/pub/margaret-hagan/41/189/a7b>

Feb 21 · 18 min read



Community Design for New Modes of Legal Service: The Escambia Project

I am part of an ambitious new project in Florida to fundamentally rethink how to get legal help to people—and to do so through an inclusive, interdisciplinary, participatory design approach.



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> SPEAKING OF JUSTICE > SPRING 2017 > ESCAMBIA PROJECT UTILIZES COMMUNITY

Escambia Project utilizes community design to create new legal services models

POSTED ON MARCH 11, 2017

CATEGORIES: FOUNDATION INITIATIVES, PARTNER INITIATIVES, SPEAKING OF JUSTICE, SPRING 2017, STORIES OF JUSTICE

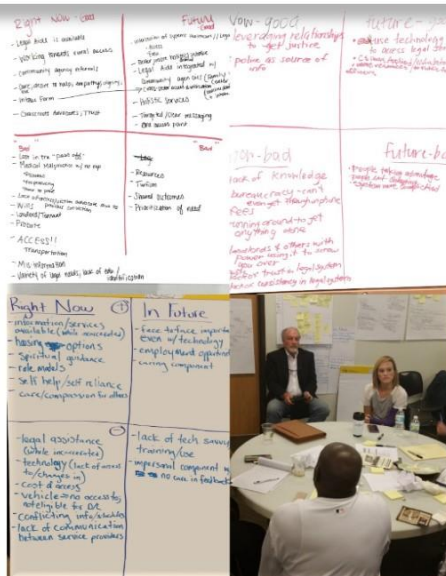
NO COMMENTS YET

For two and a half days in early February, legal aid attorneys, community activists, social service providers, law professors, Florida Bar Foundation staff and others gathered at a community service center in Pensacola to design new approaches to the delivery of legal services.



With funding from The Florida Bar Foundation, design teams for The Escambia Project are mapping out new models of legal services delivery based on the client perspective at Pathways for Change in Pensacola.

Led by Margaret Hagan, director of the Legal Design Lab at Stanford Law's Center for the Legal Profession, the group began with a question: "How do we get legal help to those who need it and who may not even know they need it?"



Escambia County Legal Service Design

How can we offer legal services in effective and engaging ways through the community center?

Goals



Legal Services offered to people through the community center



User and staff voice in creating these new services



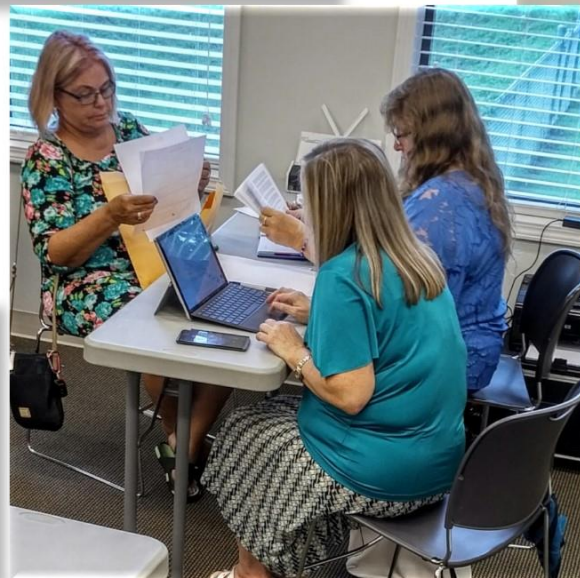
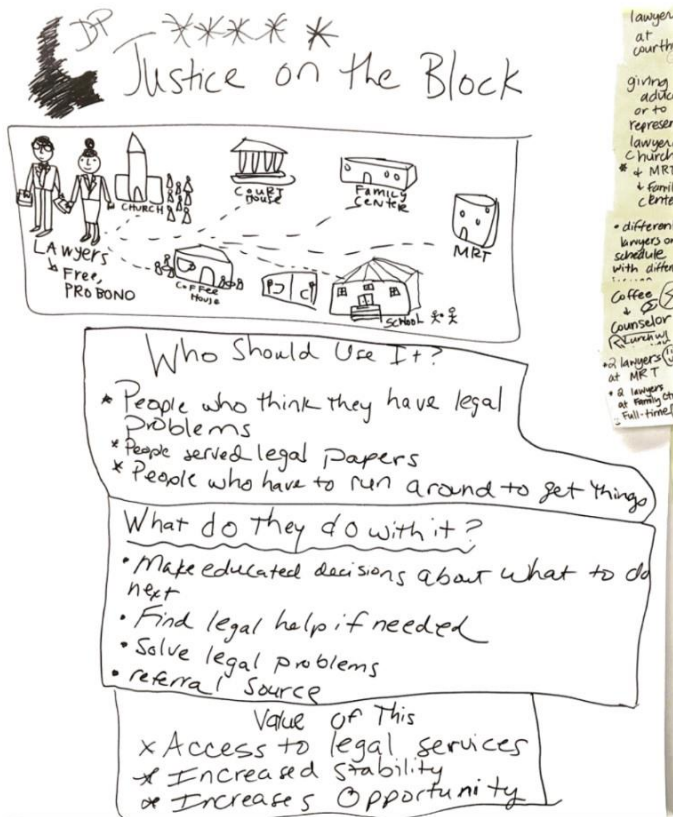
Innovative new service delivery, that is user-friendly and effective

Timeline

	Who & When	What	Deliverables
PREP WORK	Steering Team and Margaret work in November - December 2016	Define specific goals and metrics for project. Research inspiration, analogies, and models. Create an invite list for stakeholders and advisors.	An inventory of concepts and inspiration. A schedule, invite list, and training materials for design sprint.
DESIGN SPRINT	In early 2017, over 2.5 days in person and then 2 weeks after, a wider group of stakeholders and advisors, plus the Steering Team and Margaret.	In-person training in design process. Map specific user needs, requirements. Propose and vet ideas to pilot, then narrow to one.	Research findings written up re: user needs and service maps. Drafts of prototypes and early development plans for piloting.
BUILD SPRINT	In Spring 2017, a Build Team is formed, and they work with the Steering Team and Margaret to create the pilot.	Identify and form the Build Team. Set project timeline. Define data and metrics to evaluate pilot. Create working prototype for pilot.	A working pilot from one of the proposed ideas. Metrics and evaluation plan. Implementation plan
PILOT & REFLECT	In late Spring, early Summer 2017 pilot is launched by the Implementation Team, with Steering Team checking in. In September, all-hands meeting to review.	Pilot is implemented. Checkins every week or 2 weeks for bug fixes or course corrections. Metrics gathered and reviewed. All-stakeholder meeting	Report of projects, findings and process. Internal plan for next steps, edits, new pilots, scaling, etc.

JUSTICE ON THE BLOCK 1 & 2

DESIGN/TEST



JUSTICE ON THE BLOCK

Lawyers coming to a location near you

October 17, 2017

2:30-6:30 PM

COMMUNITY ACTION PROGRAM

1380 N. PALAFOX
PENSACOLA, FL 32501

FREE ONSITE CHILDCARE

REFRESHMENTS PROVIDED



FREE legal advice to income eligible individuals who cannot afford private counsel.

Services are provided on a first come-first served basis with limited availability.

Attendees should bring with them all documentation and paperwork regarding the issues in question.

SMART INTAKE DESIGN/TEST

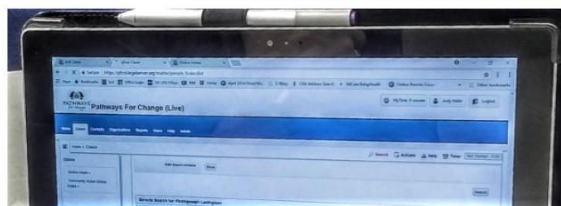
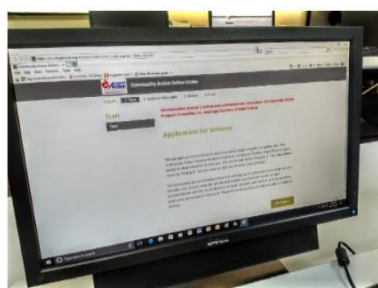


Smart Intake Project Plan

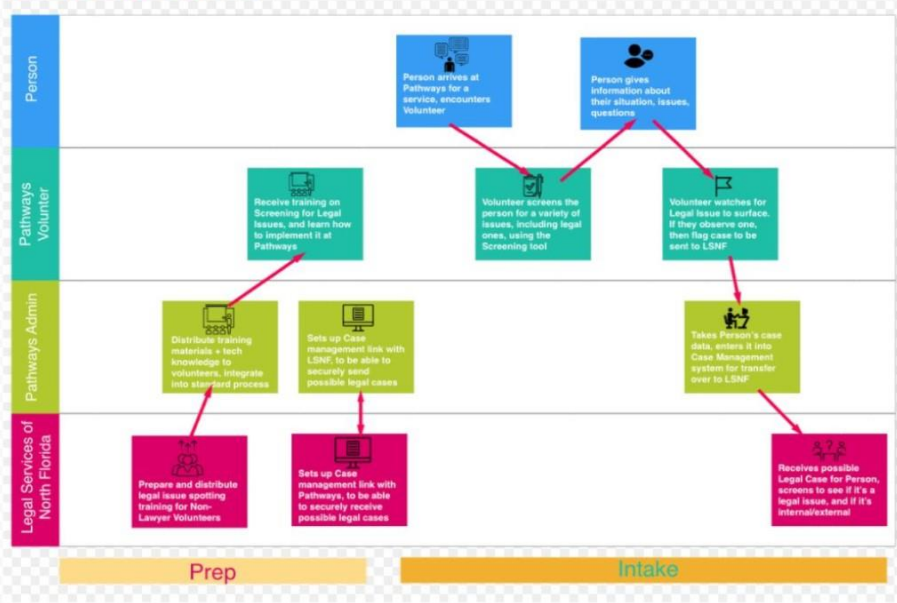
Goal

The Smart Intake project aims to make it easier for non-legal orgs to scout legal problems among their client base, and to get them to legal services agencies.

We're beginning with Pathways for Change as the non-legal org, and Legal Services of North Florida as the legal services agency. The groups will work together in Spring-Summer 2017 to set up an intake, referral, and appointment process. They will combine screening questions, with collaboration from the Community Needs Assessment, and then will use Legal Server to gather and send client information.



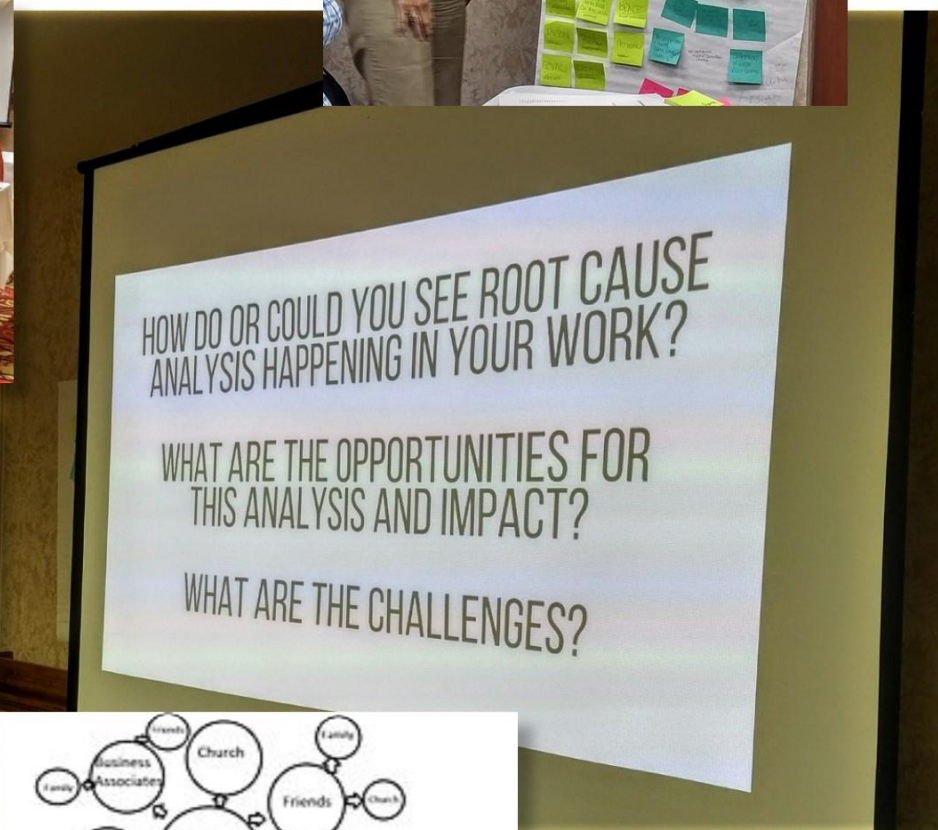
The Escambia Project service map
Part 1, Prep and Intake



COMMUNITY LAWYERING TRAINING

OUR TOOLS

- RESEARCH & TRAINING
- COMMUNITY EDUCATION
- ORGANIZATIONAL DEVELOPMENT
- LITIGATION & ADMINISTRATIVE ACTION
- POLICY ADVOCACY
- MEDIA SUPPORT



The Escambia Project



We'd like to introduce you to the Escambia Project. This is an ongoing initiative to expand Escambia residents' access to legal help for issues around family, housing, money, employment, driving, and more. We know that people have legal needs that they're not getting addressed -- whether it's around divorce, child custody, restoration of driver's license, housing issues, clearing criminal records, getting disability benefits, student loan debt, or more. Our goal is to make it very easy for people to find free or low-cost lawyers to help them.

We are an interdisciplinary team, supported by Pathways for Change, Legal Services of North Florida, and The Florida Bar Foundation, working with community members to identify key needs, and to devise new legal help services that are user-friendly and easy to access. We are conducting our project as a series of experiments -- launching first versions of these possible new services, seeing how people use them, collecting feedback on them, and then setting our strategy from there.

We have three initial services that we are trying out this summer and fall: Justice on the Block, Smart Intake, and One Stop Life Shop.

Justice on The Block is about getting lawyers out into the community where people need them. We are organizing volunteer or legal aid lawyers to come in-person or via videoconference to community events and centers. They can do initial consultations for free with people, and then get them set up on a path for other services and ongoing help. The first Justice on the Block event will be held on August 22, 3-7pm at Pathways for Change Family Center.

Smart Intake is focused on spotting people's legal needs, and then easily referring people to legal aid groups for help. The tool can be used by other social service, medical, financial, or religious service providers. It can help nonlawyer service-providers ask people a few questions, and listen to their stories -- to identify if there's a legal issue to pursue. The tool will then send the person's information to a legal aid group, so they can follow up with the person. We are implementing the Smart Intake tool at the Pathways for Change Family Center initially, and will expand out to other groups thereafter.

One Stop Life Shop is about coordinating the delivery of legal help with other services, all at one in-person event. Anyone can come to receive legal help and address court issues, housing, driver's licenses, financial care, and more. The services will be free, or at a reduced cost. The goal is for a person to come to one event, and get multiple problems solved (or at least started). The first One Stop Life Shop will be held on September 15, 9am-3pm at Pathways' Family Center.

We hope that you might be interested in partnering with us. That could mean:

- Informing your clients and community groups about these events,
- Attending these events yourselves, and if you are a service-provider, offering services at One Stop Life Shop
- If you are a lawyer, volunteering at Justice on the Block events, or using the Smart Intake tool to refer people to legal aid
- Becoming a Smart Intake partner, to help spot community members' legal problems and connect them with lawyers
- Other ideas you have for improving the community's access to legal help

For more information, visit www.escambiaproject.org.

August 2017

FAQ's

Frequently Asked Questions

Escambia Project

Find answers to the most frequently asked questions about the Escambia Project here!




01 What is the Escambia Project?

The Escambia Project is an experiment geared toward developing a delivery system that accelerates access to legal assistance and improves the experience for both the client and the attorneys working to help underserved populations. Based in Escambia County, Florida, the project consists of three pilot programs: One Stop Life Shop, Justice on the Block and Smart Intake.

The Escambia Project demonstrates the benefits of integration of legal services into the continuum of care for people in need, and of using community-driven design thinking, rapid prototyping and testing principles to get services to those who need them.

02 Who is involved in the Escambia Project?

The Escambia Project is supported by The Florida Bar Foundation, in partnership with Pathways for Change and Legal Services of North Florida

Who does the Escambia Project help?

Low income individuals and struggling communities who may not know that a barrier they face could be overcome with legal assistance or who lack the financial means to get help with legal issues.

04 Where can I find more information about the Escambia Project?

You can find more information about the Escambia Project at www.escambiaproject.org



The Escambia Project

The majority of individuals with a civil legal problem do not know they have a legal problem. Often they distrust lawyers or do not think they can afford one. In Pensacola, Florida, in Escambia County, we decided to use a design approach to tackle this big challenge, to create new ways to improve access to and use of legal services.

Our project is a systems-change one, with multiple target user groups:

- 1) Low income and vulnerable populations who are not aware that there are legal options for their problems, or who are intimidated by lawyers, or who don't know how to access an affordable one
- 2) Social service providers or other non-lawyers who serve as trusted intermediaries in low income communities or among special populations. Other stakeholders include legal aid and pro bono lawyers, community agencies, United Way, government services, and students.

The Designs

We ran the project using a multi-stakeholder co-design process. In early 2017, we invited in various community members, social service providers, legal groups, and local leaders. We held all our meetings in a local community center, Pathways for Change's Family Center, along with a Men's Residential Treatment program. Our participatory design sprints created and tested many different ideas, and vetted three to move forward as working prototypes. Then multi-stakeholder task forces were formed around each to plan a pilot for summer 2017:

Justice on the Block, through which community centers would host free legal help sessions that would integrate legal aid and pro bono lawyers in person, via Skype or by appointment;

One-Stop Life-Shop, which would bring together legal and other social services at the Pathways Family Center; and

Smart Intake, a tech tool that would enable a volunteer – not necessarily a lawyer – to better spot when people have a legal issue and craft a game plan for how he or she could access legal services.

Initial Outcomes

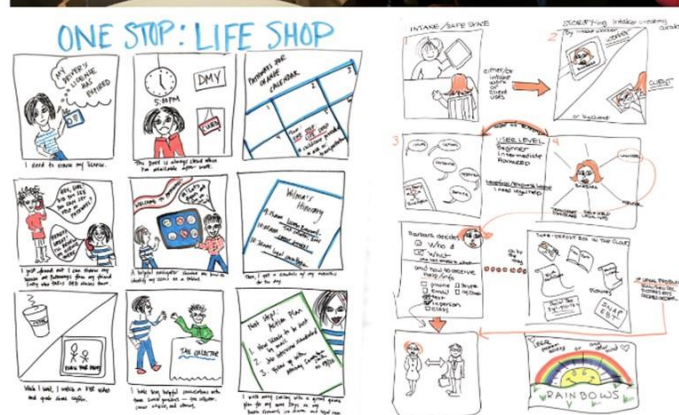
The first Justice on the Block provided free in-person civil legal advice to 15-18 clients at Pathways for Change (which also provided childcare), awaiting compilation of exit interviews. Its second implementation will provide free civil legal advice via Skype in October.

One Stop Live Shop event took place Sept. 15, and now we are planning for iteration. It didn't have as many attendees as we had hoped for, but this prototype version of the event helped us to learn how best to engage and coordinate service providers. We also had technical difficulties in the new Smart Intake system we had an alpha version of, which helped us spot what new interfaces and training protocol we needed — showing us how to make it more user-friendly and scalable.

We have taken a prototype-iteration approach to all the projects, and are taking a critical look about what we could do better, while gradually scaling out and replicating the initiatives as they're most effective.

See more:

<https://thefloridabarfoundation.org/escambia-project/>



One Stop Life Shop

All kinds of services
All in one place
All at the same time

Come to our first One Stop Life Shop!

Who? Everyone is welcome to attend. Limited child care will be provided. RSVP by texting "Yes" to (224)443-2020. Or call (850)439-2941 for information.

Where? Pathways for Change's Family Center, 2050 W Blount St, Pensacola, FL 32501

When? Friday, September 15, 2017 from 9am to 3pm

Sponsors: Pathways for Change, Legal Services of North Florida & The Florida Bar Foundation



Escambia Project system map

