

**ARIZONA'S STATE PLAN  
FOR DELIVERY OF LEGAL SERVICES  
BY FEDERALLY FUNDED LEGAL SERVICES PROGRAMS**

**History of Civil Legal Services for the Poor in Arizona**

The history of the delivery of legal services for the poor in civil matters in Arizona began as early as the 1950's. During that period, under the leadership of the county bar association and the Junior League, a small legal aid program was developed in Phoenix with part-time staff to handle intake and to refer cases to private attorneys who volunteered their time to address the local legal needs of the poor. The program received funding from members of the private bar and from the United Way (formerly referred to as the Red Feather or the Community Chest).

In the mid 1960's, with the advent of the Office of Economic Opportunity's (OEO) "War On Poverty," federal funding made it possible to expand programs in Arizona to reach more people living in Maricopa County and to begin to offer services to people living in urban areas in Pima County. DNA was created in 1967 to assist in providing legal assistance to low income Navajos residing within the geographical boundaries of the State of Arizona. A small program was also developed in Pinal County to offer services to low income clients as early as 1967. Other communities in the state continued to operate informal volunteer efforts under generally accepted expectations that members of the local bar would each handle their share of cases for the poor for no cost or for a much lower fee than would be charged to clients who were able to pay for their legal assistance.

During the 1970's, there was an even greater growth and expansion in the legal services delivery system in Arizona. The Legal Services Corporation Act was enacted by Congress in 1974, and federal funds began to flow to existing programs in Phoenix and Tucson and newly formed programs in other parts of the state. The stated goal of LSC was to insure access to legal assistance for the poor in civil matters throughout every county and territory in America. By 1979, every county in the State of Arizona was included within the service area of one of the six federally funded legal services programs: Coconino Legal Aid, Community Legal Services, DNA-Peoples Legal Services, Pinal and Gila Counties Legal Aid, Papago Legal Services and Southern Arizona Legal Aid.

Despite the expansion of the availability of legal assistance to the poor in Arizona during the 1970's, by the beginning of the decade of the 1980's the need for the delivery of civil legal assistance to the poor in Arizona far exceeded the available resources to provide that assistance. This was primarily due to the rapid increase in Arizona's population and a simultaneous decrease in the amount of available funds to serve the ever expanding poor population. In 1982, federal funds for the delivery of legal assistance to the poor were cut by 25%, resulting in legal services programs serving Arizona communities closing some offices, reducing staff, and generally reducing available services.

By the mid-1980's, leaders in the legal community had joined together to recommend that the Arizona Supreme Court adopt a rule change to permit the establishment of the Interest on

Lawyers' Trust Account (IOLTA) program as an additional source of funding for legal assistance to the poor. The advent of IOLTA funding lessened to some extent the impact of federal funding losses. It was funding from IOLTA which enabled legal services programs to place more emphasis on creating a statewide delivery network. It created growth in pro bono programs in the urban areas and provided the impetus for the development of pro bono programs co-sponsored by the local bar associations in the rural areas. IOLTA funding also reached out to provide financial support to specialized programs that serve populations previously unserved or underserved by the federally funded legal services programs ( i.e., low income immigrants to the United States, migrant farm workers, Native Americans living on reservations throughout the state, the disabled, the homeless, and residents of rural communities). By the end of the 1980's, the growth in IOLTA funding reached its peak with grants totaling \$1.7 million, and the legal community joined with legal service program advocates to concentrate on increasing the availability of legal services by encouraging lawyers to become more involved in providing pro bono assistance to the poor in their communities.

The 1990 census revealed a substantial increase in Arizona's poor population and a corresponding increase in the demand for legal assistance to those individuals and families without the resources to pay for it. Domestic violence and homelessness were identified as significant problems plaguing both urban and rural communities, and these problems were exacerbated by isolation and language and cultural barriers for the Native American and migrant populations in the state. While federal funding for legal services remained stagnant, in 1992, due to a drastic decline in interest rates, the IOLTA funding took a significant downturn, resulting in legal services programs suffering a 25%- 50% decrease in funding from the IOLTA program in less than a year. This crisis prompted federally funded programs and the legal community to focus increased energy on the development of programs designed to increase lawyer participation in delivering legal services, while supporting the preservation and enhancement of the network of staff attorneys maintained by the federally funded legal services programs.

In 1993, the Legal Services Corporation began to utilize the results of the 1990 Census to allocate its funds. As a result, the increase in the population resulted in Arizona programs receiving an increase in their federal funding. For most of the legal services programs, this served to replace the loss of IOLTA funding and helped to preserve the statewide network of pro bono programs. Through innovations in the delivery system and assistance from private attorneys, the programs developed a statewide network that insured access to some legal assistance in civil matters was available in every county and for every Indian tribe in the State of Arizona.

In 1996, despite the existence of a statewide delivery system created by the six federally funded legal services programs and supported by the pro bono efforts of the private bar, there is a need for legal services in Arizona to undergo major changes. This will be necessary for several reasons. First, there will be a significant reduction in federal funding for legal services programs. Second, there will be massive changes in the policies and laws that affect the lives of low-income people. Third, based upon current Congressional actions there will be significant new restrictions on the legal work permitted by legal services programs which receive LSC funding. And lastly, LSC has requested that states undergo a planning process which would result in submission of this plan to LSC making recommendations for design, configuration and operation of legal services in Arizona. LSC has indicated its intentions to utilize the recommendations in making its decisions to fund legal services programs in 1996.

## **How Legal Services Works in Arizona in 1995**

In Arizona, LSC awards funds to six field or Native American programs to provide direct service to low-income clients in every county in the state: Coconino Legal Aid, Community Legal Services, Pinal and Gila Counties Legal Aid Society, Papago Legal Services, DNA-People's Legal Services and Southern Arizona Legal Aid.

Each of the field programs is a private, non-profit corporation governed by a volunteer board of directors. Pursuant to LSC regulations, each board of directors includes lawyers appointed by the state or local bar associations, and representatives from the community who are financially eligible to be served by the program. The boards of directors annually approve priorities for the allocation of program resources, operating budgets, income eligibility guidelines for clients, and other policies which govern the operation of the programs.

The six legal services programs provide services through offices and intake sites across Arizona, and on the reservations. Staff includes attorneys, tribal advocates, paralegals, secretaries, outreach workers, intake workers, receptionists, clerks, and other professionals.

In order to qualify for legal assistance from one of the legal services programs, an applicant must have income less than 125% of the federal poverty level; reside in one of the counties or on one of the reservations that the programs serves; and have a legal problem which falls within the program's priorities which have been adopted by the programs' local board of directors.

### **Legal Service Programs in Arizona**

Coconino Legal Aid - CLA provides free legal services to low-income persons in Coconino County, the second largest county in the United States. CLA staff work out of an office in Flagstaff and also regularly hike ten miles into the Grand Canyon to provide services to members of the Havasupai Tribe. Staff also travel north of the Grand Canyon to serve the residents of Fredonia, Arizona and the Kaibab-Paiute Tribe, and west to Peach Springs to serve the Hualapai Tribe.

Almost 21,000 persons lived in poverty in Coconino County in 1990. Coconino employs six staff persons, including three attorneys. CLA's case priorities include family law, consumer, housing and income maintenance. CLA promotes private attorney involvement by referring individual cases, coordinating CLA's Law Day dial-a-lawyer project and through private attorney workshops for domestic violence case workers. To further expand services with limited resources, CLA staff conduct monthly divorce workshops and community education seminars on topics of concern to low-income residents such as tenants' rights, how to finance an automobile and how to obtain orders of protection.

Community Legal Services - CLS provides legal services to the largest population of indigent and low-income people in the State of Arizona. Based upon information provided by the 1990 Census Report, more than 309,000 people or 50% of Arizona's poverty population reside in the five counties served by CLS: Maricopa, Mohave, Yavapai, Yuma and La Paz. CLS also serve Native Americans who reside off-reservation in Maricopa County, and migrant farm workers, regardless to where they work or reside in the State of Arizona.

CLS provides service to these communities from nine offices with seventy-three staff members, including twenty-seven attorneys. Each of these offices include a minimum of 2 attorneys, 1 paralegal, 1 secretary, and 1 intake/receptionist. Each office also provides a full-range of services which includes advice, brief service, self-help divorce clinics, community education materials, and individual direct representation of clients in court and administrative proceedings.

CLS' primary case priorities include family law, housing, government benefits (including health, Supplemental Security Income (SSI), Aid to Families with Dependent Children (AFDC), Food Stamps and General Assistance), consumer law, and education.

CLS currently serves the general population of Maricopa County through three offices located in Mesa, Central Phoenix and Peoria. CLS' clients are also served through the Volunteer Lawyers Program which has a panel of 900 private attorneys. Through the VLP, individuals receive services for consumer, bankruptcy, debt collection, housing, domestic relations, probate and tort defense problems from practicing volunteer attorneys in Maricopa County.

The Urban Indian Law Project serves Native Americans living off-reservation in Maricopa County. Staff provides a full-range of general legal representation with an emphasis on consumer law issues.

In Mohave County, CLS opened satellite offices in Bullhead City and Lake Havasu City to provide greater access to services for those communities. In La Paz County, the Yuma office staff travels to Parker to interview clients, provide advice and brief service, and to offer divorce workshops.

The CLS Farm Worker Program represents the very poorest of Arizona's migrant working population. The average earnings of a farm worker is less than \$3,500 per year. According to the survey conducted by the Office of Program Economics of the US Department of Labor, more than 50,000 farm workers work or reside in the State of Arizona during any given year. Common problems of the seasonal and migrant farm worker are the failure of employers to pay an adequate or promised wage, lack of access to government safety net programs which are available to poor people in general, lack of adequate housing, lack of adequate transportation and lack of access to medical care.

The substantive areas of practice CLS provides are labor and employment law, public benefits, housing, health care, and migrant and bilingual education. The office provides a full-range of services which include community education materials, brief service and advice, individual direct representation of client in court, and administrative advocacy and class action litigation.

*DNA-People's Legal Services* - DNA is the largest and one of the oldest Native American legal services programs in the United States. It was established in 1967 to serve the Navajo Nation under the name Dinebeiiina Nahiullna Be Agaditahe, Navajo for "attorneys who contribute to the economic revitalization of the People".

DNA also serves the Hopi Tribe and the San Juan Southern Paiute Tribe. In Arizona, DNA serves a client eligible population of approximately 100,000 low-income people from five offices. DNA serves a rural area that is as large as the State of West Virginia and that covers parts of Arizona, New Mexico and Utah. DNA closed over 7,500 cases in 1993, approximately half of which were for Arizona clients. In addition to assisting thousands of families and individuals with

civil legal needs, DNA focuses resources on cases involving issues of Indian law, including tribal sovereignty and the rights of individual tribal members.

DNA also works with other community groups to help resolve systemic problems facing people living in poverty. That work has led to the development of a Protection & Advocacy Project to serve Native Americans with disabilities, a Home Ownership Project to help develop housing opportunities, a Youth Law Project to focus on the special needs of children, and a Community Legal Education program which works to educate the community about basic legal rights.

| *Papago Legal Services* - PLS serves the people in the Tohono O'odham Reservation. The reservation is the second largest in the United States with an area the size of Connecticut. Within the reservation, PLS represents all financially eligible people, whether Tohono O'odham, other Indian or non-Indian. PLS' priorities are domestic relations, probate, health, employment, housing, community development, consumer law, and public benefits. The five staff persons work out of an office in Sells, Arizona.

| *Pinal & Gila Counties Legal Aid Society* - PGCLAS provides legal services to low-income persons in Pinal and Gila Counties, Native Americans from the San Carlos Apache Reservation and other reservations in Pinal and Gila Counties, and migrant farm workers from Southern Arizona. It employs nine staff attorneys or advocates, and a total of 16 persons to provide legal assistance.

Legal Aid Society's priorities are domestic relations that involve abuse, government benefits, employment/farm labor, housing, Native American issues, health, bankruptcy, and consumer protections. Currently there are offices in Coolidge, Miami, Apache Junction, Page and San Carlos. Outreach is provided on a regular basis to most outlying towns in the program's service area.

| *Southern Arizona Legal Aid* - SALA serves low-income persons who live in Apache, Cochise, Graham, Greenlee, Navajo, Pima and Santa Cruz Counties through offices in Tucson, Douglas, Safford, Nogales and Lakeside. In addition, the program is the administrative office for Four Rivers Indian Legal Services, Arizona Statewide Legal Services Project, and most recently, White Mountain Indian Legal Services.

SALA's priority areas include domestic violence, consumer law, housing, health care and government benefits. SALA employs a staff of forty-nine, including twenty-one attorneys. The Pima County Volunteer Lawyers Project (a collaborative effort between the Pima County Bar and SALA) has nearly 900 private attorneys on its panel.

SALA implemented a number of projects to increase services to clients in both the urban and rural communities. In Tucson, SALA developed a pilot project intake system where attorneys are assigned to conduct intake on the telephone and can determine the need for representation, brief service or counsel and advise. Those needing representation are then referred to staff. SALA also hired a Community Education/Outreach Coordinator to expand community education efforts and develop self-help materials for persons representing themselves. The SALA office in Lakeside began an outreach program to neighboring cities of Winslow, Holbrook, St. Johns and Spingerville. SALA has also recently implemented the Legal Aid for Native Americans project which coordinates services to Native Americans program-wide.

Four Rivers Indian Legal Services, a component of Southern Arizona Legal Aid, serves Native Americans living on or near the Ak-Chin, Fort McDowell, Gila River, Salt River, Pascua Yaqui, Camp Verde, Cocopah and Quechan Reservations. Four Rivers' service covers approximately 817 square miles.

Four Rivers' main office is in Sacaton, the governmental center for the Gila River Indian Community. Eligible clients living on or near the Salt River and Fort McDowell Indian Communities are served out the Four Rivers' office located on the Salt River Reservation. Four Rivers has twelve staff, including four attorneys and three tribal court advocates.

Four Rivers represents clients in civil cases, with priority given to the areas of domestic relations, juvenile law, Indian law, consumer law and governmental benefits. Four Rivers' practice in Children's Court has helped clarify rights and procedures in neglect, dependency and abuse matters. Four Rivers also provides defense in criminal matters in the Gila River and Pascua Yaqui Tribal Courts. In addition to legal representation, Four Rivers has been working with the Cocopah and Quechan Communities in developing their tribal courts. Four Rivers staff also provides training to staff members of the Cocopah Social Services Department in the area of the Cocopah Children's Code.

White Mountain Indian Legal Services, a component of SALA, began serving the members of the White Mountain Apache Tribe in 1989. There are approximately 12,000 members of the tribe, of which 85%-90% are income eligible for the program's services. WMILS provides representation in both civil and criminal matters. Highest priority is given to consumer law issues, public benefits, juvenile cases, and misdemeanor criminal defense. WMILS is working to expand the community education component of their program.

### **Planning for the Future of Legal Services in Arizona**

The Legal Services Corporation has issued "Program Letters" to legal services programs, and to the state and local bar associations, requesting that the legal services programs in each state begin a statewide planning process which results in a report that will address the following nine issues:

1. A statewide legal services system. Operation of LSC funded programs in an integrated, statewide legal services system which meets as many needs of eligible clients as possible.
2. Configuration of programs. The capacity of LSC funded programs to operate in a highly efficient and effective manner to assist clients, including appropriate consideration of the consolidation of programs into entities of adequate size.
3. Pro Bono. The effective engagement of private attorneys in a broad range of pro bono activities, including assistance to clients in all substantive areas on both day-to day matters and more difficult and resource intensive cases.

4. Access. Consideration of how (consistent with resource limitations) to increase the efficiency of intake and the provision of advice and brief service; and to provide access for eligible persons from all parts of the state; and from special populations with access difficulties, including migrants and Native Americans.
5. High performance. Assuring that the performance meets the ABA Standards for Providers of Civil Legal Services to the Poor and the LSC Performance Criteria, including the dissemination of information about significant legal developments to clients and their advocates, and training of staff and volunteers.
6. High efficiency. Assuring the highest level of efficiency and effectiveness of the system through the utilization of technology and effective use of paralegal, clients and others.
7. Development and leveraging of resources. Developing and leveraging resources to increase the capacity to provide legal services in face of reduced federal funding.
8. Accountability. Facilitating the capacity for effective oversight and accountability to funding source and to clients.
9. Transition. Providing for the transition to the new system with a minimum of disruption of services to clients.

In order to respond appropriately to the LSC planning requirements, the executive directors and staff representatives from each of the six federally-funded legal services programs have been meeting since June, 1995. At a two-day meeting in August 1995, they discussed how they could plan together to maximize their resources to continue to meet the needs of the low income clients in Arizona. They continued their discussions in a statewide conference on October 26-28, 1995 which included staff, representatives from their boards of directors, clients and other agency staff. In addition, each of the LSC funded programs is examining its own situation to determine how it can reduce expenditures to remain in operation in 1996. The information provided by these processes and the input of knowledgeable and supportive members of the judiciary, local bar associations, other legal services providers, and members of the broader community will be utilized to finalize a statewide Arizona plan.

The following are recommendations by the Legal Services Committee of the State Bar of Arizona for recommendation to the State Bar of Arizona Board of Governors and the Arizona Bar Foundation Board of Directors:

1. A statewide legal services system. The Legal Services Committee finds that the current legal services programs and the pro bono network, created, in part, with funds from the Arizona Bar Foundation, provides an adequate framework for a statewide legal services system. However, to further enhance that system, the Legal Services Committee recommends the following:

- That the legal community must join with legal service providers to expand delivery mechanisms, simplify court procedures and provide more self-help activities and community legal education seminars, clinics and trainings so more poor and low-income people throughout the State of Arizona will have access to the legal system.
- That the Arizona Bar Foundation should continue to support legal services programs that provide legal representation to migrant farm workers, Native Americans, and other populations whose federal funding is threatened with immediate elimination.
- That the organized bar has an obligation to assure access to justice, but an obligation it shares with both the corporate and foundation community and the public at large.
- That there should be increased focus on court reform involving domestic relations in order to simplify proceedings and reduce the need for representation in such cases.
- That there needs to be more cooperation between all the diverse legal service organizations in Arizona, and that the Legal Services Committee of the State Bar should serve as an integral part of the ongoing process for developing the coordination of legal services statewide.

2. Configuration of programs. The Legal Services Committee recommends that the legal services community continue to explore changes in structures and configuration in programs so as to maximize resources available to serve more clients. The factors to be considered should include continuation of access to high quality services to each Arizona community, cost effective and efficient delivery of services to clients in each county or reservation and minimum disruption of services to existing client communities. In addition, the Legal Services Committee should consider:

- Consolidation of Arizona legal services programs which has been already considered by the programs themselves and is going to be implemented to a small degree.
- Ways to increase cooperation between legal services programs, in order, for example to establish a statewide specialists to act as mentors in various areas of poverty law.

3. Pro-bono. To increase the involvement of the legal community in pro-bono activities, the Legal Services Committee will recommend the establishment and implementation of a statewide Pro Bono plan. The plan will be sensitive to the difficulties associated with pro bono service to populations with specialized legal needs, and language and cultural barriers. It will recommend the engagement of pro bono attorneys in a broad range of activities including, but not limited to, direct service to individual clients, assistance in coordinating training events for legal services advocates and low-income clients, development and distribution of educational materials, serving on conflict panels, training advocates and



participation in client self-help workshops and clinics. It will also recommend ways to increase the utilization of public lawyers. In addition it will:

- Study changing the current voluntary pro bono reporting system to a mandatory one such as Florida has, or, in the alternative, ordering a one-time mandatory pro bono survey of all Arizona attorneys.
- Suggest ways to provide private attorney training for areas of legal services cases.
- Investigate Oregon's voluntary contribution to legal services (\$200) which can be offset by actual pro bono service or mandatory pro bono with a buy out option for committee discussion.
- Suggest ways to provide malpractice coverage - primary or secondary - and back up services - assistance, training, brief banks, reference materials and mentoring.
- Study ways to utilize advice only clinics, e.g. bankruptcy, to expand the current self-help system by such methods as providing recognition within and outside the Bar.
- Study each of the legal services organizations to identify the areas where they need private bar involvement.
- Seek ways to provide expanded pro bono opportunities for law students.
- Suggest ways to offer acceptable pro bono opportunities to public attorneys
- Review the feasibility of a centralized directory of available volunteer attorneys throughout the state.
- Study ways to by develop a "forms bank" of standardized pleadings for every potential legal services case.
- Investigate ways to appeal to attorneys at CLE seminars, such as passing out information concerning federal funding cuts, substantial restrictions on the types of cases that can be accepted and the possibility of all legal aid programs ceasing to exist.
- Discuss ways to recruit attorney intake volunteers to do initial intake, such as a "Lawyer for a Day" program, since attorneys can do quick screening and provide brief service via telephone.

4. Access. Currently, legal services programs provide 27 offices and interview sites throughout the state to provide low-income people access to legal services. However, with a reduction in funds, these offices and sites may no longer be available to meet the increasing

demand for assistance. As a result, the Legal Services Committee offers the following additional recommendations for consideration by the legal community:

- The Legal Services Committee should explore the feasibility of a statewide hotline system to provide advice and brief service, referrals, and information. The system should include access to both staff attorneys and private attorneys willing to volunteer their time to respond to client problems. An essential part of the study will be the actual physical location of the hot line and whether or not it will be in a newly created independent agency.
- The Legal Services Committee further recommends that the Administrative Office of the Court bring together the county Superior Court judges and administrators to discuss the expansion of the Self Help Center of the Maricopa County Superior court and other similar programs statewide.
- The Legal Services Committee should investigate the creation of a statewide network of single access point offices for all needs of the poor like the Wellness Center in Amphitheater School District, where the school serves as central point for many health services, day care and other social services.
- The Legal Services Committee should discuss ways to expand ADR services for the poor, to allow telephonic appearances from rural areas and to make video clinics available to rural clients with metro specialists.
- The Legal Services Committee should suggest to the State Bar that at its convention next year it make the entire theme access to legal services by the poor. Then all Bar Sections could make presentations on the issue.

5. High performance and high efficiency. Each legal services provider should maintain high quality staff with adequate knowledge and competence to provide legal assistance to clients in each of the priority areas adopted by the program's board of directors. In order to continue to accomplish this with limited resources, the Legal Services Committee offers the following recommendations:

- The Legal Services Committee should consider the feasibility of providing opportunities to attend State Bar-sponsored continuing legal education at no cost to staff of legal services programs, and at reduced cost to private attorneys who participate in pro -bono programs. In addition, it should consider sponsoring seminars and training events that are geared to the specific educational needs of legal services staff and clients, and enlist private attorneys to assist in providing updated materials and develop new sections to the Arizona Legal Services Practice Manual.

- The Legal Services Committee should consider ways to ensure that state support activities currently being provided by Arizona Statewide Legal Services continue to be available to program staff, pro bono attorneys, and to legal services clients.
- The Legal Services Committee should study the use of technology as a means of rendering legal services to the poor.

6. Accountability. The Legal Services Committee supports the continued operation of legal services programs as local, non-profit corporations which are governed by a volunteer board of directors from the community the program serves. Having several independent organizations provides more local control, which is very important in rural areas and reservations, and ensure that program priorities are most closely aligned to local needs. In addition:

- The Legal Services Committee encourages the local boards to continue to provide for adequate oversight to ensure accountability to the client community.
- The Legal Services Committee also supports annual reports from legal services programs as to how they have allocated their resources during the previous year for public dissemination, Board education and fiscal and programmatic accountability.

7. Development and leveraging of resources. The Legal Services Committee recommends that the state and local bar associations continue to support federal funding of legal services for the poor through the Legal Services Corporation. In addition, the Committee recommends considering the formation of a work group which should include representatives of the judiciary, representatives of the legal services providers, and representatives of pro-bono coordinators as well as corporate, foundation, legislative and other public representatives to explore other options for consideration by the legal community for development of additional funds to provide legal assistance for the poor. In addition the Committee should:

- Study ways to develop new types of state funding for legal services including direct appropriations, filing fee surcharges, interest on real estate escrow funds and the assignment of federal block grant funds where appropriate.
- Suggest ways to provide expanded administrative advocacy, including ways that do not require involvement from the private bar.
- Support private fund raising by both the Arizona Bar Foundation and the Equal Justice Foundation (EJF) from attorneys and non-lawyers, including corporate contributions, and study the feasibility of employing filing fees, class action residual funds, settlement terms requiring contributions, punitive damage awards, client donations, state and local government - especially from block grants, Tribal governments in both in-kind and direct contributions.

- Suggest ways in which the State Bar can help support and defend legal services for the poor.
- Study the creation of fellowships or rotation programs where law firms, corporate law offices and public legal offices assign an associate to work at legal aid for from six months to a year, possibly their first year of employment.

- Investigate the use of payroll deductions by law firms to support funding for legal services for the poor.
- Recommend various fund raising events.
- Encourage the use of sweep accounts. Trust accounts can have higher rates if switched to a sweep account. Any firm that maintains \$50,000 can qualify. This increases the amount IOLTA has to distribute.
- Support the preparation of materials that show the private bar how to make money on low-income cases.
- Request an ethical opinion about providing limited services for a flat fee, performing only one specific act such as appearing at a temporary custody hearing only without becoming counsel for the entire divorce or custody case.
- Recommend funding for the expansion of a network of self-help centers statewide.
- Recommend specific areas of the law where the state legislature should provide funds for appointed counsel such as child support actions.

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