

LAW WEEK COLORADO

ROUNDTABLE

Pro Bono Pros



Partners involved in their firms' pro bono efforts talk about needs, strategies, benefits of pro bono work

BY **TONY FLESOR**
LAW WEEK COLORADO

Law Week gathered a group of attorneys specializing in pro bono work for its second quarter roundtable. Participants included Denver Bar Association Metro Volunteer Lawyers director Toni-Anne Dasent, Hogan Lovells partner Clay James, Rollin Braswell Fisher partner Marsha Piccone, Association of Corporate Counsel pro bono and community outreach committee chair Carolyn Powell and Davis Graham & Stubbs partner Peter Schwartz.

LAW WEEK: We typically do these roundtables with managing partners on business-focused topics, but this time we thought we'd do something a little different and focus on pro bono; how firms approach it, how firms can work with organizations such as (Metro Volunteer Lawyers or the Rocky Mountain Immigrant Advocacy Network) and where the greatest need is.

Just to start off, I was wondering if we could get a picture of what the overall need is for pro bono work.

DASENT: You're looking at me.

LAW WEEK: I'm looking at you specifically on this one. What types of cases are out there? I know Metro Volunteer Lawyers has its own specific focus, but in general, is there an increase in the number of people interested in volunteering as well as the need for pro bono services?

DASENT: I actually brought numbers for you.

LAW WEEK: Oh, perfect.

DASENT: So Metro Volunteer Lawyers operates through Colorado Legal Services. They do all of our intake, and they're funded by Legal Services Corporation, so they have regulations they need to follow, and as suit, we follow them with a little bit of tweaking.

They are between 125-200 percent of poverty guidelines, and, according to the Chief Justice Directive, for a family of one, that's \$1,026 a month. So you can tell that we're really helping people who have nothing. Who really have no money at all.

Our predominant need is always in full representation. That is our need. And our need is also in family law. As a result, we've developed clinics to facilitate that as much as possible.

We cannot serve everyone who comes through our doors — we served 1,356 people last year.

We can't serve everyone who comes through our doors with full representation, we just do not have the attorneys. We had 450 attorneys help us last year. We have 1,400 in our database, but we can't always get them, they don't always take cases, we get email bounce-backs.

I can tell you our courts are in huge need of help. Pro se litigants are huge, 75 percent pro se parties in Colorado in our (family) court system.

LAW WEEK: Has there been any increase or any change in those numbers over time?

DASENT: I think there's always going to be an increase. And I think

that we will never be able to fulfill all of the needs of everyone who needs help.

I will say to the big law firms and to even those in the corporate sector that having a portion of your billable hours dedicated to pro bono work is huge. I know that if an attorney can say, "OK, I know I need to meet this requirement, but I can do it with my pro bono," that helps us immensely.

To answer the bigger question, we work with RMIAN, which is the immigration sector, and they've seen a huge increase in the last six months to a year in people panicking, people concerned about ICE. We get a lot of phone calls with respect to immigration needs. We don't handle immigration cases, but we've seen a lot of calls come in, a lot of requests with respect to those issues.

ON MEETING THE NEED

LAW WEEK: To everyone else at the table, has there been an increase in the interest from your firms, or in the corporate environment, has there been a shift in the focus for pro bono? As you're saying (Tori), there's always an increase.

DASENT: There's always an increase, there's always a need.

LAW WEEK: So what does that look like from your side?

JAMES: I think for us, it hasn't been a shift in so much the kind of matters we're handling, but there has been a shift in the way that we try to expand beyond traditional pro bono.

We decided that we wanted to focus also on community service, re-

gardless of whether it might qualify as pro bono. Part of the idea was to open up different things for people to do, but also at the staff level, at the non-attorney level, making programs available so they can go out and do things even if they're not a lawyer and can't practice law, which eliminates a lot of the pro bono stuff. Maybe they can go volunteer at a school or clean up a park or volunteer at a homeless shelter.

We usually try to come up with different programs that lots of people can participate in to put some structure around it, but we've tried to formalize it so that every person in the firm can do 25 hours of community service.

It's not mandatory but it's highly encouraged. And the pro bono commitment, in addition to that, for every attorney. I think that's the thing we've tried to change more so it's more of a whole-firm effort instead of just the attorneys doing pro bono services.

DASENT: I can address both of those issues, can I address both of those issues?

JAMES: Yes, please.

DASENT: With respect to all staff, I can tell you that when we do the family law court program and we're filling out paperwork, they don't need to be attorneys. We have paralegals, we have admin staff, we have law students.

And even with our permanent orders hearing, we have those same people come along to observe and to

support in whatever way we can. With the post-decree program, the Attorney General's Office runs Adams and Arapahoe (counties) for us, and all of their staff does all of the prep work for us.

They pull the files off ICCES, they're getting their hours in that way even though they're not attorneys. So I think there are places for that.

I agree that everyone should do everything in their community, but I'm selfish. I think that if you practice law, you should give back legally. I can tell you that only 50 percent of attorneys actually give back legally to pro bono work and only 10 percent consistently.

For me that's a hard sell, but I'm helping in my church, and I'm helping in my community, but I should also be helping legally.

JAMES: I agree. For us, I think because we made it a mandatory program, and also on the pro bono side, but just because I think people think it's the right thing to do. Our average tends to be around 90 hours a year per attorney, even though the threshold is a lot lower.

I do think there needs to be outlets for people to do things that aren't necessarily part of the law but still benefit the community.

I think law can be pretty overwhelming on a day-to-day basis, and it's good for people to go out and contribute in different ways.

A lot of our people go volunteer in a local elementary school we've adopted, and it will just be teaching little kids civics stuff that's legal related but this isn't really offering legal services, and I think people find it really rewarding.

DASENT: I agree with you. And I think working for the CBA and DBA, there is a big push to make sure that there are different avenues for attorneys to be able to volunteer ... and I think there is a great push for that to fulfill those needs, I'm just selfish. I'm just trying to make sure we're also getting attorneys to help us in the law.

ACTIVATING IN-HOUSE ATTORNEYS

POWELL: With in-house in particular. In the last four or five years, we've made a real push to get in-house lawyers involved in pro bono. We've made some reasonably good progress.

One of the things that we really do have to talk about is most corporate attorneys have the social responsibility aspects with their company and they do community outreach, for lack of a better word, and that's important, but that isn't and doesn't fall under Rule 6.1 — that doesn't qualify as pro bono work.

We have been really careful to distinguish between the two and to encourage both. I think there's a need for us, but the pro bono in itself is a significant need in Colorado and generally.

With in-house, what we have done is we've started a program where we said we're going to take away your excuses and provide opportunities. So what we have done is our association now has malpractice insurance for any of our attorneys to do pro bono work. We do legal audit clinics, legal nights, Project Homeless Connect, to the extent there's still a need there. Various things.

It's harder for transactional attorneys; they can't take on a full-blown case. In terms of taking away their excuses, malpractice insurance was one. The other was that sense of, "I'm not specialized, I don't do employment law or I don't do family law," and so what we have done is a lot of partnering with law firms and law firm attorneys. Like at the legal audit clinic, we will pair a law firm attorney with an in-house attorney just to make sure there's a comfort level there.

In all honesty, except for very-new-to-in-house attorneys, in-house attorneys can do a lot more than they think they can do, they're just reticent, and rightfully so, that they don't want to be practicing or representing a client that is outside of their scope of comfort.

JAMES: It's interesting that you solved the insurance issue. I was in-house for about nine years, and that was the number one impediment to people in-house doing any kind of pro bono work.

POWELL: Because much of our involvement pro bono-wise doesn't fall under either of us, we just felt like it was important.

I work with Dave Stark on the pro bono committee, and we have written and gotten adopted by the Supreme Court a model policy for in-house attorneys. We send out the legal audit clinic notices, people come and they enjoy it, so we just talk it up every

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— Peter Schwartz
Davis Graham & Stubbs



time we get a chance.

I really am just encouraged that we went from zero to whatever percentage it is — way better.

JAMES: The trend is in the right direction.

SCHWARTZ: I just want to add that from the firm side, we're seeing a lot of asylum cases.

What you're referring to, (Tori,) a lot of volunteering, and a lot of people getting involved in that. I think that's just something that's in the air right now. And there are some good training programs that are offered around town.

So I think that's an area that's become much more active since the fall.

Just to add a little color to what Carolyn was referring to, my background is in the corporate side, and I've always been interested in that question of how do you get corporate attorneys to volunteer. I do sense the same pushback with people who say, "I really want to be able to do work where I think I'm adding value and showing my expertise," so we've worked with ACC and the Nonprofit Association lawyers committee to create a couple of pro bono programs for that.

One is the legal audit clinic where we try to pair 20 eligible nonprofits — and they're generally nonprofits that couldn't otherwise afford legal services. ... There's a lot of value and also the hope that they might take them on as clients going forward. You never know.

And the other program, which is run by a colleague of mine, is more of a recurring monthly email with questions that are sent to the nonprofit association by eligible nonprofits.

They kind of vet them and turn them into one- or two-line squibs ... and they're just handled first-come, first-served, and it goes to the entire Colorado community including pro bono coordinators at other firms.

So there are opportunities for corporate attorneys.

It's harder for corporate attorneys to find something that is in their wheelhouse so just trying to reduce those barriers is an important thing that we're working on.

And I'm working with Carolyn a lot on that.

There's progress that could be made, and there are people who are willing to volunteer, it's just being able to connect the dots.

AS PART OF FIRM CULTURE

LAW WEEK: I definitely want to ask about how to connect those dots, but I also wanted to make sure you had an opportunity, Marsha.

PICCONE: What we've done, and what our focus is at this point, is to help lawyers who want to volunteer to find ways to volunteer. I agree with that, a lot of people are asking how can I help, and what can I do, but they don't know where to go.

We hosted an event for RMIAN where we invited anyone who wanted to come, and RMIAN did an hour presentation and folks chose to do the further training with RMIAN and to take those cases.

In today's climate, there's a huge emphasis and focus on those kinds of cases.

We're looking for ways to partner so we can help lawyers in the community who are maybe with smaller firms to be able to join with another group and say maybe we can ask another group to help this other group, people with like-minded ideas.

Also, one of our associates, one-third of his billable hours is dedicated to pro bono, whether that's putting the programs together that we're hoping to put together, partnering with other law firms or organizations and then his time.

I think he's done several cases now for RMIAN.

Part of the culture is to give back to the community. We want to find ways to give, not just the lawyers, but everybody in the firm, should they choose to do it, ways to get involved. And most do.

POWELL: I did the RMIAN training, and we have pushed that with our membership too, because the bonds and paroles in particular, that's something they should be able to manage.

One other thing is Faculty of Federal Advocates and their programs, particularly for in-house, they have a bankruptcy program and those are fairly easy for people to pick up and not a full-blown representation.

LAW WEEK: I was also curious, you mentioned, Marsha, that you have an associate dedicating a portion of his time to pro bono, I'm curious in hearing other ways that firms or corporations, how you might organize that pro bono effort? Is it built in to the expectations, is it just a cultural thing, what does that look like?

JAMES: So for the attorneys, it's

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— Marsha Piccone
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always been built in as an expectation. It’s tracked, we get reminders when we fall behind for the year, we have one partner in D.C. whose job is pretty much full-time pro bono, and we usually have associates doing it full time on a rotating basis. I think that’s a big commitment for them to step off their normal track for a while and do that for a year or two and come back.

It’s pretty hardwired into the firm structure that this has to be a core part of what we do.

SCHWARTZ: I think ours is about the same, when you say hardwired. We have a lot that’s built in. We have one partner who is always the pro bono lead partner on these issues, he’s tasked with just getting the word out, what’s going on, what opportunities are available. ... There’s also the firm’s commitment to voluntary pro bono commitment which we’ve been involved in since it started in 2006. Each year we made that average 50 hours across the firm.

I think there’s institutional pieces and there’s softer pieces as well. The pro bono coordinator will have some sort of meeting with the associates at least once a year, partners and summer associates as well.

I think there’s a strong awareness of what’s going on.

JAMES: And I don’t find from the associates it’s hard these days, because they get more court time, if that’s what they’re interested in. It’s harder and harder for them to get a lot of that in a civil litigation docket. They can go do immigration cases, there’s lots of opportunities to get them into the courtroom fairly early in a way that they might not get in a normal civil practice.

THE BUSINESS CASE FOR PRO BONO

LAW WEEK: And that raises the question for me, if you could describe the business case for pro bono, as far as the firm picture, what might be the incentive other than just meeting that hours requirement? Obviously, as you’re saying, there’s experience for younger attorneys, what else might that be?

JAMES: I don’t know that we’ve ever thought about it in terms of business case. I haven’t that much. It’s not how we describe it internally.

I think it has very pro-business benefits. For younger attorneys, it is a way to get more experience faster, it’s

a way for them to get a higher level of responsibility on matters than they might as an associate. It’s great training for them.

I think it’s just part of establishing the firm culture, too.

It’s become kind of cliché that culture eats strategy’s lunch, and I think there’s a lot of truth to that. Pro bono is part of what helps you build a positive culture. You’re part of your community, you’re networking, you’re out there, you’re meeting community needs. I think that’s part of building a successful firm.

SCHWARTZ: I would agree with all of that. I would also add that I think there’s the collaborative effort side of it.

You had mentioned the training and practice and learning; but there’s also just the ability to work in different teams, some of the groups will intentionally put together lawyers from different teams. I think that’s an important area.

I think our firm is also dedicated to trying to get people involved in board service at each organization, including Metro Volunteer Lawyers. I think that’s also an important aspect of that as well.

I think you get to meet other attorneys, you get to think about issues in a different way, in a more holistic way, and I think that ultimately helps with the practice as well.

JAMES: I just finished up with a multi-year death penalty effort — and it ended up being successful for once — and it had those benefits in spades. We had people across lots of different practice areas working together across different firms. People in different states. For the collaborative piece of it, it was really a great experience.

POWELL: In terms of in-house, I think the C-Suite doesn’t really care most of the time, and that’s usually where you live.

That being said, with my in-house, I’ve always met the challenge of the 50 hours, and my paralegals and everybody (too), and we do it in the company name, and we get the certificate in the company’s name.

I get it framed. I make sure it’s hung up where everybody has to look at it.

But, it’s just part of the goodwill sort of thing, to the extent that you have some support from C-Suite at least, or that they’re not going to discourage you from doing it, but it’s a

different pitch in terms of how you manage it.

And most of the time, most of what I do is outside of my regular work schedule, so it just depends. If we do a clinic, obviously, that’s part of the day. But the nighttime clinics, and some of this other stuff, there’s opportunities out there.

PICCONE: You asked about a business purpose. For us, it’s more part of the culture. The attorneys and others do it because they want to do it. But it’s also a way to attract and retain talent for the firm.

For the associates, it’s part of what they really want to do. They know the firm will support whatever those efforts are.

They’re going to be able to give more to the community. It helps to develop a culture.

And then there are organizations you can partner with. Companies see it and they like it, but I don’t think that’s the reason why we do it.

SCHWARTZ: I would add something to that, which is we always speak in generational buckets which are sort of artificial, but I think there is more of a call for that kind of work from younger associates.

Trying to figure out how to get them involved and get them involved in leadership positions as well is important.

Lawyers Committee has had a lot of success with their Young Lawyers Division that they set up recently.

Allowing them to do the work but also allowing them to form committees and chart their own path is a very powerful idea.

PICCONE: So many people go to law school because they want to help people, and then they get out and they realize, well I have this billable requirement, but they still have that desire to do the things they’re interested in to really help.

If the firm fosters that culture, and allows them to be able to — like you say — make their own path, that helps and it makes everybody happier and it makes everybody more excited to go to work every day.

DASENT: I agree. I think that both the CBA and DBA and their Young Lawyers Division really promotes this whole notion that we need to help at every level that we can and in every way that we can. So that’s definitely true.

I will say that the young attorneys will comment, “practice what you preach, don’t just tell us that we’re allowed to do this, we want to see that the partners in the firm are also giving to the community in some way.”

POWELL: One of the committees, the Pro Bono Access to Justice Committee, a lot of the conversation lately has been around graduating attorneys and the job market and their ability to hang up their own shingle because there just aren’t jobs out there or they aren’t interested in traditional firm jobs.

Looking at that, we’ve looked at what was initially Modest Means, and now it’s called the Modern Law Practice Initiative, but one of the discussions, though, is if people are basing their practice on modest means, then how do they still meet their aspira-

tional goals for pro bono and whether there’s any intersection there.

It’s been a very well-discussed topic. It really presents the relevance to today’s legal world and the changing face of law firms and law practice and everything else.

So there’s a lot going on out there, but there’s a lot of younger, newer-to-the-practice attorneys, I think, who are willing to take the leap and do their own practice, and one of the things we’re finding is now that we have unbundling and we can do some of this stuff, that it gives them the flexibility to have a livable practice.

LAW WEEK: On that point, is there an expectation of how that will play out that way?

POWELL: We thought we had it all ironed out. If you sit in a room with attorneys and you work on re-writing a rule, it’s just painful.

We thought we were in pretty good shape, we went out then and had meetings with stakeholders and got all kinds of interesting opinions, so we’re working on it.

It’s just one of those things that’s going to take a little time, and I think the modern law practice is going to have to gel a little further to really have an understanding.

There’s a concern that because you have a modest means practice, that somehow you’re looked down upon as not being a full-scale attorney.

DASENT: Or that it’s expected that you just do pro bono, there’s that conflict for sure.

POWELL: And that’s not where we’re trying to go with that. We’re trying to make sure that young, new-to-the-practice lawyers have opportunities at the same time that we widen that scope of people that can be served.

Two-hundred percent of the poverty level, there’s a whole bunch of people over that level who can’t afford attorney representation. And one thing that committee has looked at is how we go to clients.

Faegre Baker Daniels has a program where they’re at Children’s Hospital and help right on the premises.

We’re evaluating how we can encourage more of that kind of thing and law firms identify their own clients where there might be an opportunity to put an attorney with that client two days a week and do help for clients in all of the issues that come along with complicated medical issues.

COMPARING COLORADO

LAW WEEK: The other thing I wanted to ask about is collaborations. How firms can pair up with organizations like yours, (Tori), how that can play out, how you find the right way to meet that increase in need.

DASENT: I went to an equal justice forum in Pittsburgh, and we’re such a fortunate state in Colorado. People in that conference were competing with one another with access for information, for attorneys, for funding, and we really don’t. We’re a very collaborative state.

This is still a who-you-know place, and the other thing for young attorneys is that networking is huge.

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— Carolyn Powell
Association of
Corporate Counsel



Young attorneys don’t like to network, I keep hearing that from them, they don’t want to be in a room with people they don’t know, they don’t want to network in the same way that my generation

did, but they still want to meet people.

And they still want to get access to things. The Young Lawyers Division has a golf tournament, so they’re looking for ways to network in that fun sort of way. That would be my two cents, that we’re very fortunate.

SCHWARTZ: I would agree with that, I was at a conference, meeting some of the different lawyers committees that grew out of the National Committee on Civil Rights at the Ford Foundation in New York about three weeks ago, along with Connie Talmage who’s the executive director. And Colorado is different.

With all my projects, and I love to move projects around firms and if we have it at one firm we’re going to have it at another firm.

I think the attitude that I like to foster, and that I think exists here, is that nobody owns it, because everybody owns it.

I think there’s a strong vibe of that with respect to pro bono here more in Colorado than I’ve seen when I was in D.C. or what I experienced at this meeting. I think there’s a lot of good working relationships, like you said, that helps foster that kind of view.

POWELL: The Colorado chapter (of the ACC), is kind of the leading edge with the Association of Corporate Counsels in terms of how we do pro bono. ACC and the Colorado Chapter, we do the corporate pro bono initiative, which is out of DC, so we do that but we don’t feel like that’s as critical as our chapter’s involvement in our state.

DASENT: I think we’re fortunate that we have judicial support as well. Justice Hood putting together the recognition ceremony, 50 hours, that’s huge. Justice Taubman trying to rewrite the ethical rules to make a bigger umbrella, I think it’s a big deal to have that support.

In going to this conference, there were places where the judiciary did not support pro bono in the courtroom or felt like it was too complicated to get people involved and didn’t want them on site.

We were given full access to our courtrooms, that’s where we hold most of our clinics, I think it’s just wonderful that we have that.

PICCONI: And there are programs through the U.S. District Court, and our appellate court has a program, where if one of the younger associates, or anybody for that matter, wants to get into trial or into the courtroom and volunteer on a case form beginning to end, the courts are helping with that by putting together those programs for those individuals who don’t qualify for some legal services but clearly can’t afford an attorney.

DASENT: Or even allowing our government workers like the AG’s office to help, has been huge for us, as far as rewriting the ethical rules to allow that to happen.

POWELL: They’ve done a really good job of coming to the table. They have a lot of constraints to work around and I think they’ve made a real effort to do everything they can within those constraints for sure.

FURTHER IMPROVEMENTS

LAW WEEK: I’m also curious what you think the next step is in terms of moving the conversation forward. What do you think needs to be done still that you’d like to see?

PICCONI: One thing that I think lawyers do need is to know where they can go to volunteer. If you’re very interested and you hear something, well I’m going to Metro Volunteer Lawyers or Colorado Lawyers Committee, that’s one of the things that I think if I could pick something to find a way to get the word out to all lawyers about these are the organizations that you can help right now.

That will get more people involved. They will partner through firms or groups of lawyers will get together and help with a case. We’re hoping to be able to do some of that at our firm. For the greater good, it would be nice to have that word out.

DASENT: Colorado was just one of six states to receive a Justice for All grant to work on some of these issues. Part of the problem is there are a multitude of places to get access, and people are a little confused about where do I hang my hat, what does that mean? I hope the Justice for All grant will help us identify issues, especially in our rural communities, we have real issues in our rural communities, and to make sure everyone can do that.

There’s no question that small firms, modest means, rural communities, it’s harder for them to give back

to the community in the same way, they just can’t afford to.

JAMES: Maybe the flip side to the point that Peter made is that it permeates everything, so nobody really owns it, but that also means that there’s not just one organization that everyone identifies as the place to go or that is the starting point if you want to get involved, and in some communities that is the case.

I do a lot of work in Northern California, there is one group there that everyone knows.

They have one event every year that everyone goes to and everyone sees them — not that they’re meeting every need, but that they’re on everyone’s mind as a centerpiece for these kind of efforts.

SCHWARTZ: Like here it’s more of a web.

DASENT: And I think we can all be part of that web but to have a central location to start.

We’re not going to all be able to serve every interest, but at the same time it would be great if we could go somewhere and be directed.

LAW WEEK: To have a clearinghouse.

DASENT: Right, exactly.

PICCONI: Well our associate Corey, who is organizing this through our firm thought of something similar to a listserv.

I think it’s similar to what you’ve done Peter, with the transactional attorneys, but to figure out a way so that if you’re asked to help on something, or if you know of an organization that has a particular need but you can’t do it, whether it’s conflict or timing or whatever it is, to be able to send it out to lawyers you know that want to volunteer and see if you can help refer it through a referral network that has already committed to the pro bono effort.

A thought, but something I know he hopes he is able to get started.

JAMES: We need an app.

POWELL: Well we started a weekly email newsletter so we always have something about pro bono in there or some opportunity or something coming up. And we have a pro bono committee that ends up being me a lot of the time.

One of the things, the commission is now trying to find a central repository probably with the Colorado bar for all these kinds of resources and references that attorneys can access. Jim Coyle, and the Office of Attorney Regulation, has said maybe that can

be integrated into their website or something too.

So everyone is talking about that and recognizes the need, but I don’t think we’re there yet.

But there’s a discussion. Any kind of central repository and communication out from that would also be helpful.

DASENT: I think part of the difficulty with that is that things change so frequently that it’s a constant updating, it’s a constant need to make sure that it’s current and available in the different areas. And as society changes, for instance, immigration issues, there will be needs that surge that will need to be met.

POWELL: And that is the hot button, but for a little while, before RM-IAN, everybody was going out and getting training for veterans cases because there was just a big call out and I’m not sure where that came from, but it did come.

DASENT: And it’s still there.

POWELL: Yeah, but I mean that was sort of the hot button and I think now immigration has taken a lean on that one.

SCHWARTZ: I would add to that, depending on what happens in Washington with health care, that will be another area that will be complicated in Colorado in the future.

And another thing that interests me, is what you said about serving rural populations.

The difference between, like you said, the tools and attorneys like we have here in the greater Denver area and the other larger cities relative to what’s available in rural communities, it’s enormous.

It’s a search cost problem, again, people don’t even know who to ask or where to start, and the attorneys who might be interested in volunteering, finding the organization that could help them as you were describing. I think that’s an area where there’s potentially opportunities.

DASENT: I think the SHERLOCKS have been phenomenal for us, the Self Help Represented Litigants, in the courtroom have been wonderful us, and we network with them and they help with the modern means attorneys as well. But they can’t give legal advice so they are limited and overwhelmed.

POWELL: But they are great resources.

DASENT: But they need to be pulled into this net to make sure we’re all serving the greater need. •

“I think there’s always going to be an increase (in need). And I think that we will never be able to fulfill all of the needs of everyone who needs help.”

— Toni-Anne Dasent
Metro Volunteer Lawyers

