



## **Supplemental Materials**

Nebraska Research Materials:

### **Inventory of Resources for Self-Represented Litigants in Nebraska (Legal Aid 2015)**

**The Nebraska Supreme Court Committee  
on Self-Represented Litigation**

**Inventory of Resources for  
Self-Represented Litigants in Nebraska**

**February 24, 2015**

**DISCLAIMER:** This inventory is limited. It was amassed within narrow time constraints and without the aid of comprehensive records. There is information we simply did not have or did not know how to obtain. Given the concentration of resources in urban areas, information about rural resources and regional gaps may be particularly incomplete. Any errors, omissions or misrepresentations are best attributed to the time and resource limitations of the Committee.

If you would like to submit corrections or additions, please contact Katelyn Cherney, Legal Aid of Nebraska (Rural Access to Justice Project), 402-933-5178, [kcherney@legalaidofnebraska.com](mailto:kcherney@legalaidofnebraska.com).

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## **The Nebraska Supreme Court Committee on Self-Represented Litigation**

The purpose of the Nebraska Supreme Court Committee on Self-Represented Litigation is to engage in continuing analysis and study of the challenges which self-represented litigation poses for court staff, the judiciary, and the practicing bar; to continue assessment of the challenges to the right of self-representation; to propose solutions or improvements in response to such challenges; and to implement the recommendations of the Self-Represented Litigation Committee which the Nebraska Supreme Court approves.

**Chairperson:** Hon. Frankie J. Moore, Chief Judge of the Court of Appeals

### **Contact**

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### **Formal Subcommittees:**

- Forms & Instructions
- Library Partners
- Self-Help Desks
- Limited Scope Representation

**Source:** <https://supremecourt.nebraska.gov/12568/pro-se-committee-programs-and-projects>

## **Limited Scope Representation**

Both the Nebraska Court Rules of Pleading in Civil Cases and Nebraska Rules of Professional Conduct allow lawyers to provide limited scope services to clients (unbundled legal services).

- **Neb. Ct. R. of Prof. Cond. § 3-501.2** – Scope of representation and allocation of authority between client and lawyer.
- **Neb. Ct. R. Pldg. § 6-1109** – Pleading special matters.
- The Limited Scope Subcommittee works to increase awareness of limited scope opportunities within the legal community and to communicate the benefits of limited representation to the public. The committee's initial efforts revolved around amending Supreme Court Rules to authorize Nebraska attorneys to enter a "Limited Appearance" on behalf of an otherwise unrepresented party for a limited and defined purpose. Nebraska's rules have been replicated by a number of other states, particularly Nebraska's concept of automated withdrawal of counsel upon filing of a Certificate of Completion.
- Other efforts include education seminars at joint meetings of judges and lawyers along with written materials in legal publications and on the Judicial Branch Website. 'Frequently Asked Questions' flyers for both litigants and lawyers are available on the Limited Scope Representation page: <https://supremecourt.nebraska.gov/self-help/7896/limited-scope-representation>.

## Nebraska Supreme Court Online Legal Self-Help Center

**Location:** <https://supremecourt.nebraska.gov/self-help/welcome>

1. Brief description of services.

This “virtual” Self-Help Center has information and links to legal resources to help you represent yourself in Nebraska Courts. The forms and information found on this online self-help center are provided by the Nebraska Supreme Court Committee on Self-Represented Litigation.

2. What substantive legal areas are the focus of your program?

Substantive

- Estates
- Families and Children
- Financial / Medical
- Guardians & Conservators
- Name Change
- Protection from Abuse
- Small Claims
- Workers’ Compensation

Procedural

- Appeals
- Court Records
- General Trial Courts
- Where to Go for Help if You Cannot Afford a Lawyer

3. What kind of self-help services do you provide?

- A. Substantive court forms and instructions for completing the forms; link to Legal Aid of Nebraska’s Access to Justice Interactive Forms for Simple Divorce; court procedures and instructions for how to testify in court; procedures for filing certain appeals and forms that effect those appeals; resources for additional assistance.
- B. Online specialists – see next section Website.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

The Online Self-Help Center provides resources only.

5. Does your program measure outcomes for self-represented litigants?

Not applicable.

6. What are your eligibility criteria?

No eligibility criteria.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

During the one year period of January 29, 2014, to January 30, 2015, there were 248,040 hits to all Self-Help pages, which is 5.99% of total hits on the Supreme Court website during the year.

8. How many people were turned away during the same time?

Unknown.

9. What are your funding sources?

No specific Judicial Branch budget line item for the Online Self-Help Center. It is supported by staff of the Administrative Office of the Courts.

- a. Do you have separate funding to serve SRLs?

No

- b. Do you use volunteers to serve SRLs?

Yes; volunteer Committee members helped to draft online forms, instructions, webpages.

10. What is the geographical range of your service area?

Statewide.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

There are forms translated into Spanish and Vietnamese.

## Nebraska Supreme Court Website and Forms

**Location:** <https://supremecourt.nebraska.gov/forms>

1. Brief description of services.

The Judicial Branch's website has several sets of resource for Self-Represented Litigants, including the Forms page, <https://supremecourt.nebraska.gov/forms>, and specific Programs and Services for the Public.

The Forms page provides access to legal forms currently available to the legal community and the public through the Administrative Office of the Courts. These forms are from Supreme Court rules, the Administrative Office of the Courts, the Nebraska Supreme Court Committee on Self-Represented Litigation and other organizations.

2. A. What substantive legal areas are the focus of your program? **FORMS PAGE:**

Substantive

- Juvenile Court
- Guardianships / Conservatorships
- Probate / Estates
- Small Claims
- Fence Dispute
- Traffic
- Enforcement – Child Support Orders
- Divorce
- Name Change: Adult or Minor Child
- Protection Orders
- Power of Attorney
- Child Support

Procedural

- Motions / Stipulations
- Bonds
- Criminal Procedure
- Praecipe for Execution
- Financial Affidavit
- In Forma Pauperis
- Personal Service; Service by Publication
- Lien
- Dismissal
- Continuances

B. What substantive legal areas on the focus of your program: **PROGRAMS / SERVICES FOR THE PUBLIC** section of the website:

- Children in the Courts, including: Court Improvement Project, Through the Eyes of the Child, Parenting Plans and education.
  - Resources and program development designed for the protection/care of children who become involved in the court system.

- Community Outreach and Public Education
  - Special events planning and community outreach programming for citizens of all ages.
- Dispute Resolution and Mediation
  - Manages and assists the statewide organization of non-profit mediation centers.
- Domestic Violence/ Sex Offender
  - Serve as the single point of contact for the Judicial Branch on domestic violence, sexual assault, and victim specific issues.
- Jury Service
  - Provides materials and information designed to enhance the understanding of the Petit and Grand Jury systems throughout the state.
- Problem-Solving Courts
  - Development and coordination of drug and other specialized Problem-Solving courts.
- Public Guardian
  - Serves as a means of last resort as guardian or conservator where no family member or suitable individual is available.
- Self-Represented Litigants/Pro Se Resources
  - Provides access to the courts for those unable to afford legal counsel.

3. What kind of self-help services do you provide?

Substantive and procedural court forms.

Court specialists:

- Guardian/Conservator Specialists: [nsc.guardianconservator@nebraska.gov](mailto:nsc.guardianconservator@nebraska.gov). An email-based contact for SRLs.
- Court Information Specialists: <https://supremecourt.nebraska.gov/contact>. A phone and email-based contact person for SRLs.
- Link to Nebraska.gov chat and email for online payments, citations (<https://www.nebraska.gov/courts/epayments/>) and the trial court calendar (<http://www.nebraska.gov/courts/calendar/>).

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

The Judicial Branch forms page provides forms only.

5. Does your program measure outcomes for self-represented litigants?

Not applicable.

6. What are your eligibility criteria?

No eligibility criteria.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

Unable to determine SRL usage from attorney or court personnel usage.

8. How many people were turned away during the same time?

Unknown.



9. What are your funding sources?

No specific Judicial Branch budget line item for the Forms page. It is supported by staff of the Administrative Office of the Courts.

a. Do you have separate funding to serve SRLs?

No

b. Do you use volunteers to serve SRLs?

Not for this purpose.

10. What is the geographical range of your service area?

Statewide.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

There are forms translated into Spanish and Vietnamese.

## Nebraska Supreme Court County Court Information Specialists

**Location:** <https://supremecourt.nebraska.gov/contact>

1. Brief description of services.

Nebraska's County Court Information Specialists provide telephonic and email assistance to SRLs regarding questions about court schedules, locations, individual case status, and other legal information to assist parties to better access the Nebraska county courts.

As of January 2015, the court provides toll free access during normal business hours at 844-704-0328 and email access 24/7 with responses during normal business hours at [nsc.courtinformation@nebraska.gov](mailto:nsc.courtinformation@nebraska.gov). Live chat is planned soon.

2. What substantive legal areas are the focus of your program?

This program focuses upon substantive issues in county courts primarily; with some assistance in district court issues. No legal advice is given. Information on court procedure, case status, hearings, court location is typical of the resources.

3. What kind of self-help services do you provide?

Telephonic and email assistance to SRLs. Live chat during business hours is planned.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

The information specialists respond to SRLs contacts.

5. Does your program measure outcomes for self-represented litigants?

No.

6. What are your eligibility criteria?

None.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

This is newly launched. Data is not yet available.

8. How many people were turned away during the same time?

This is newly launched. Data is not yet available.

9. What are your funding sources?

- a. Do you have separate funding to serve SRLs? No.
- b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

Statewide.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Need to ascertain.

## Nebraska Supreme Court Public Access Screens

**Location:** County courthouses

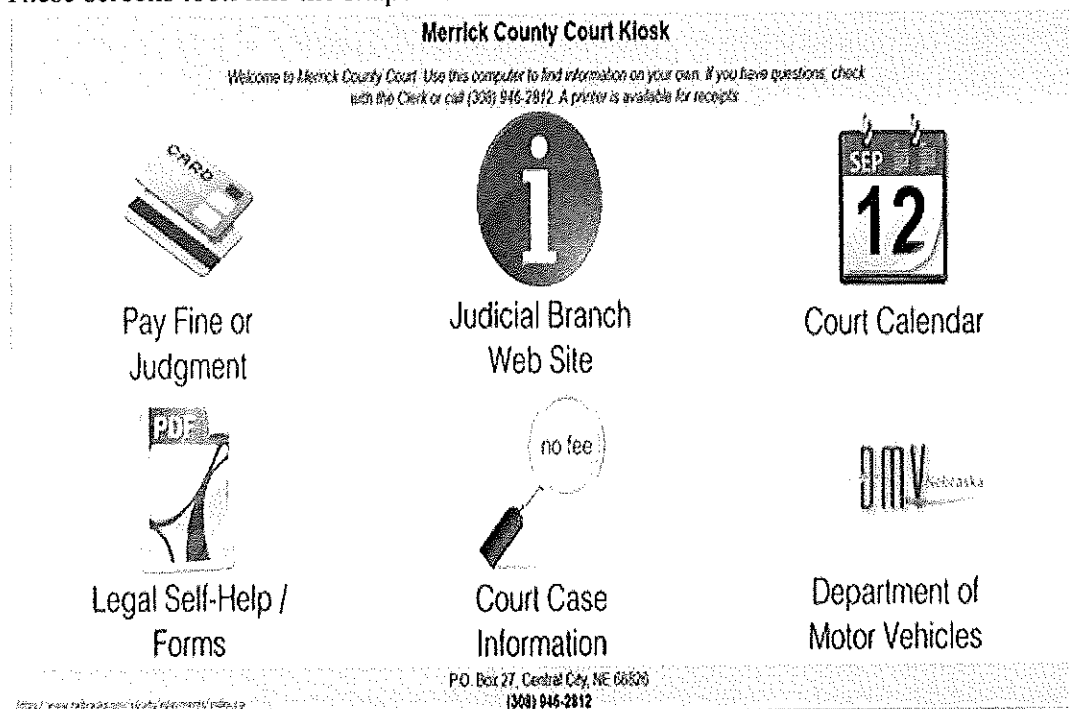
1. Brief description of services.

The Supreme Court IT Division initiated a project to provide easy-to-use public computer screens in each county court house across the state. These computers are provide general internet access, with specific icons linking users to:

- Payment of fines or judgments
- Judicial Branch website
- Court calendar
- Legal Self-Help forms
- Court case information
- Department of Motor Vehicles.

Not all, but many of these computers have access to a printer.

These screens look like the snapshot below:



2. What substantive legal areas are the focus of your program?

Not applicable.

3. What kind of self-help services do you provide?

Courthouse site-specific computer access to relevant court-connected and legal information.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

Not applicable.

5. Does your program measure outcomes for self-represented litigants?  
Not applicable.
6. What are your eligibility criteria?  
None.
7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
This is newly launched. Data is not yet available.
8. How many people were turned away during the same time?  
Not applicable.
9. What are your funding sources?
  - a. Do you have separate funding to serve SRLs? No. Funding for these computers came from the Nebraska Supreme Court budget.
  - b. Do you use volunteers to serve SRLs? No. However, court staff can and do assist users.
10. What is the geographical range of your service area?  
Statewide.
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
Need to ascertain. There are non-English court forms available on the court website.

## **Nebraska State Bar Association's Volunteer Lawyers Project**

The Nebraska State Bar Association's Volunteer Lawyers Project (VLP) was created to provide legal assistance to persons who cannot afford to hire an attorney, nor can they receive assistance through the federally-funded legal services program in the state (Legal Aid of Nebraska).

To apply for services, you will first need to contact Legal Aid of Nebraska at 1-877-250-2016 or make an application on their website, [www.legalaidofnebraska.com](http://www.legalaidofnebraska.com). If your case is not accepted by Legal Aid of Nebraska, you may be eligible to receive assistance from the Volunteer Lawyers Project.

### **Contact**

Jean McNeil  
Director of Legal Services  
635 S 14th St. #200  
Lincoln NE 68508  
(402) 475-7091  
[jmneil@nebar.com](mailto:jmneil@nebar.com)

## The Volunteer Lawyers Project (VLP) Self-Help Centers

The Self-Help Centers can provide guidance to you if you would like to represent yourself. Self-Help Centers are located at the following courthouses on the following days:

- Buffalo County – The first Friday of the month, 10:00AM – 2:00PM.
- Douglas County – Mondays, Wednesdays, Fridays, 10:00AM – 2:00PM.
- Hall County – Fridays, 10:00AM – 2:00PM.
- Lancaster County – Mondays, 10:00AM – 2:00PM, and Thursdays, 9:00AM – 1:00PM.
- Madison County – The third Friday of the month, 10:00AM – 2:00PM.
- Scotts Bluff County – The first and third Thursday of the month, 11:00AM – 1:00PM.
- \*Phelps County – The first and third Friday of the month, 10:00AM – 12:00PM.

If the staff at the Self-Help Center determines that it is not advisable that you represent yourself, the staff may provide you with an application to request that your case be placed with a volunteer attorney. Or, if you do not reside in one of these counties or cannot get to them easily, you can ask a local attorney to refer you to VLP. They can do this by contacting Jean McNeil at [jmcneil@nebar.com](mailto:jmcneil@nebar.com).

**Source:** <http://www.nebar.com/?page=VLPPublic>

\* **The Phelps County Bar Association** runs its own self-help desk. The VLP provided initial support to the bar association but does not coordinate the Phelps County desk.

- Phelps Co. Self-Help is available the first and third Friday of the month, 10:00AM – 12:00PM.
- It is on a first come, first serve basis. Individuals needing assistance check in at the District Court office.
- Phelps County Courthouse  
715 5th Avenue  
P.O. Box 255  
Holdrege, NE 68949  
(308) 995-6561

**Contact:** Phelps County Bar Association  
Natalie G. Nelsen, President  
(308) 995-8621  
[nnelsen@qwestoffice.net](mailto:nnelsen@qwestoffice.net)

### 1. Brief description of services.

The VLP was created to provide legal assistance to persons who cannot afford to hire an attorney, nor can they receive assistance through LAN. VLP works to ensure that all citizens have access to the legal system. VLP can only succeed with the willingness of volunteers to donate their time and their money.

VLP provides services through the following:

- a. Self Help Centers (listed above)
- b. Direct Case Placement

The core of the VLP has been matching volunteer attorneys with individuals who need legal assistance on a pro bono or reduced fee basis. VLP will continue to offer direct case placement through its network of pro bono attorneys, but the intake process and referral source has changed. VLP no longer has the staff to operate a separate intake hotline/process. Referrals and intakes will now be received in the following ways:

- Referrals from Self Help Centers: Some clients who visit the Self-Help Center have legal issues/situations where staff would advise them to seek legal counsel rather than proceeding as a pro se litigant. In these situations, VLP staff will conduct a client intake, check conflicts, and work to place the case through VLP's volunteer network.
- Referrals from Domestic Violence Shelters: VLP has had a long standing commitment to serving victims of domestic violence. When the need for legal services arises, domestic violence shelters will contact VLP directly to complete the intake process. In these situations, VLP staff will check for conflicts, and work to place the case through VLP's volunteer network.
- Referrals from Legal Aid of Nebraska (LAN): VLP will accept 40 referrals a month from LAN. To be accepted by VLP, the referrals must be sent with a completed LAN intake and fall within the VLP priorities.
- Referrals from private attorneys where there is not a self-help desk located in their community.

VLP will pay litigation costs for the pro bono cases.

2. What substantive legal areas are the focus of your program?  
VLP priorities include (not in order):

Wills/Probate, Guardianship of Children, Guardianship of Incapacitated Adults, Domestic Relations Cases with Domestic Violence, Divorces with or without children that involve domestic violence, Establishment of Custody (cases where the individual who has had physical custody of the child needs to establish custody due to threat of other parent taking the child, or other cases to assist in situations where there is a credible danger to the child), Parenting Time (cases where the person who does not have physical possession of the child/children cannot access the child), Bankruptcy (when the individual is not judgment proof), and Disability Cases.

3. What kind of self-help services do you provide?  
The Self-Help Centers provide advice, forms, brief service and other guidance regarding their legal problems by volunteer attorneys.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
Our self-help desks do not follow up with the SRLs.
5. Does your program measure outcomes for self-represented litigants?  
In the past VLP has not measured outcomes. Going forward, VLP is tracking what cases have been filed, and if the cases have obtained an order.
6. What are your eligibility criteria?  
Under the Legal Aid and Services Grant, VLP can only provide services to individuals whose household income is at or below 125% of the federal poverty rate. There are deductions that can

apply. The Self-Help Centers provide services to individuals that are over income; however, we do not count these individuals in our reports to the Commission on Public Advocacy.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

In 2014, the Self-Help Centers assisted 4,018 individuals. VLP assisted an additional 843 individuals who did not qualify financially.

VLP received 1,945 calls. These calls received advice and referral. VLP took applications in 232 of these calls, and 81 of these cases were placed.

8. How many people were turned away during the same time?

VLP was not able to place 151 cases with volunteer attorneys. However some of these individuals did receive some level of advice.

9. What are your funding sources?

VLP receives a grant from the Commission on Public Advocacy. In addition, VLP is one of the charitable projects of the NLF (Nebraska Lawyers Foundation) and receives funding from their fundraising events, including Barristers Ball and the NLF Golf Tournament.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? Yes, volunteers staff our Self Help Desks.

10. What is the geographical range of your service area?

VLP serves the state of Nebraska and coordinates Self-Help Desks in Buffalo, Douglas, Hall, Lancaster, Madison, and Scotts Bluff Counties.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Arrangements have been made for a Spanish interpreter at the Douglas County Self-Help Desk on Friday, 1-2 pm, and at Lancaster County on Thursdays.

In addition, our volunteers will be able to use the interpreter pilot project that is currently being established through the Minority Justice Project/Certified Court Interpreters.

**NSBA Pilot Project: Provide on-call interpreter services for attorneys.**

The Nebraska State Bar Association has received a \$25,000 grant from Woods Charitable Fund to pilot an on-call interpreter service for attorneys. With the exception of public defenders and prosecutors, certified language interpreters report that they are rarely retained by attorneys.

Through this pilot project, the NSBA hopes to create a demand for certified court interpreters by showing attorneys the impact and quality of improved communication with their clients. The NSBA will make the services of court interpreters easy to access and, at least during the pilot project, make these services free of charge.

The NSBA hopes to have the project operational in February of 2015.



## **LEGAL AID OF NEBRASKA**

### **Legal Aid of Nebraska's Virtual Access to Justice Self Help Center**

Legal Aid of Nebraska has gathered the most common types of legal issues facing low-income Nebraskans and developed a virtual self-help center. In the Center, you will find automated court forms, handbooks and links to other resources. This Center is provided as a service to low-income Nebraskans to help them protect their legal rights and to understand their legal responsibilities.

**Location:**     <http://www.legalaidofnebraska.com/node/415/represent-yourself>

### **Legal Aid of Nebraska Access to Justice (A2J) Centers**

A2J was created to help people who are trying to handle legal problems on their own and need guidance, advice or forms not otherwise available to the public. A person must be eligible for Legal Aid services to get legal assistance through the walk-in center.

The attorneys can explain a particular process, what a client should expect as part of that process, answer simple legal questions or help a client complete legal forms. A client can return to A2J for advice or assistance at each stage of the process.

Intakes for full representation may be conducted through the A2J Centers, or potential clients may be directed to LAN's AccessLine® for intake.

- **A2J-Omaha** is open Mondays-Thursdays from 1:00PM – 4:00PM. It is located on the 2nd floor of the Douglas Building at 209 S. 19th Street, Omaha, NE 68102.
- **A2J-Lincoln** is open on Mondays and Wednesdays, 1:00PM – 4:00PM, and Fridays, 9:00AM – 12:00PM. It is located on the 8th floor of the Terminal Building, 941 "O" Street, Lincoln, NE 68508.

### **Legal Aid of Nebraska A2J Clinics**

- **Child Support Modification and Visitation Clinics** – LAN conducts two-session, “assisted” clinics to help individuals representing themselves in contested cases. The separate clinics are designed for:
  - Changing the amount of a child support order, if the legal requirements for making that change have been met;
  - Helping non-custodial parents get court-ordered visitation with their children; and
  - Helping people establish paternity, custody, child support and parenting time.

Clinic intake is conducted through the AccessLine®. We also receive direct referrals from the Fathers for a Lifetime Program, public defenders, federal probation, clerks of court and referees. Individuals in Lincoln and Omaha can apply through an A2J Center.

These clinics are currently available in Omaha, Lincoln, and Grand Island.

- **Pro Se Bankruptcy Clinic** – LAN conducts two-session, “assisted” clinics to help self-represented bankruptcy litigants with paperwork and preparing for their hearing.

- 1st clinic sessions are Wednesdays at 9:30AM, scheduled as-needed. 2nd sessions are scheduled at the client's convenience as they are much shorter.

Clinic intake is conducted through the AccessLine®. Individuals in Lincoln and Omaha can apply through an A2J Center.

These clinics are currently available in Omaha and Lincoln.

- **North Platte Pro Se Divorce Clinic** – A class for self-represented divorce litigants to fill out paperwork, schedule hearings, and ask questions. The two-hour class helps litigants understand the necessary paperwork required for their case.
  - The session is run by Jeff Eastman, Managing Attorney of LAN's North Platte Office. Bailiff Patty Wonch attends the sessions to review paperwork and schedule court dates.
  - Held monthly at North Platte Public Library  
120 West 4th Street, North Platte, NE 69101  
The third Wednesday of every month, 1:00 – 3:00 pm.  
Free to attend, and no pre-registration required.
  - <https://supremecourt.nebraska.gov/12206/lincoln-county-court-partners-legal-aid-and-public-library-serve-needs-pro-se-court-clients>

## Legal Aid of Nebraska AccessLines®/Hotlines

Our AccessLines® also provide self-help forms and assistance to SRLs.

Most of our legal services begin with the statewide toll-free Accessline®, where attorneys and paralegals offer advice, brief service, and referrals. Applicants may also apply online at <https://www.formrouter.net/forms@LAON/start.html>.

### AccessLine®

Toll Free: 877-250-2016

Local: 402-348-1060 (Douglas County)

Hours:

Monday & Wednesday 9 am – 11 am CST

Tuesday & Thursday 1:30 pm – 3:30 pm CST

### Elder AccessLine®

**For applicants who are 60 years of age or older**

Toll Free: 800-527-7249

Local: 402-827-5656 (Douglas County)

Hours:

Monday – Thursday 9 am – 12 pm CST

Monday – Thursday 1 pm – 3 pm CST

Friday 9 am – 12 pm CST

### Native American AccessLine®

**For applicants who are Native American and/or have cases in Tribal court**

Toll Free: 800-729-9908

Hours: Monday—Friday 9 am – 12 pm CST

**Farm Ranch Hotline**

**For farmers and ranchers**

Toll Free: 800-464-0258

Local: 402-648-3457 (Cuming County)

Hours: Monday—Friday 8 am – 5 pm CST

Hours may vary for holidays, staff trainings or other purposes.

**Breast Cancer Legal Hotline**

**For applicants who have been diagnosed with breast cancer.**

Toll Free: 855-916-4540

Local: 402-916-4540 (Douglas County)

Hours:

Monday – Thursday 9 am – 12 pm CST

Monday – Thursday 1 pm – 3 pm CST

Friday 9 am – 12 pm CST

1. Brief description of services.

Legal Aid of Nebraska (LAN) is the only nonprofit law firm in the state. LAN is a statewide civil legal services organization that provides free legal representation to underprivileged citizens.

2. What substantive legal areas are the focus of your program?

While this is not an exhaustive list (there may be other cases we help with), LAN routinely takes cases in the following areas:

- Family, including domestic violence: Divorce, Custody, Child Support, Protection Order, Guardianship, Juvenile, Indian Child Welfare Act (ICWA)
- Consumer: Bankruptcy, Collections/Garnishments
- Housing: Landlord/Tenant, Foreclosure, Homeownership
- Disability Benefits: Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI)
- Public Benefits: Food Stamps/SNAP, Temporary Aid for Needy Families/TANF, Kids Connect, General Assistance
- Employment: Unemployment Benefits
- Clearing a criminal record
- Health: Medicaid, Medicare
- Wills, Durable Power of Attorney (finances), Health Care Power of Attorney/Living Will (medical)

Legal Aid of Nebraska does not handle criminal matters in state or federal court, personal injury or workers' compensation cases.

3. What kind of self-help services do you provide?

- A. Legal Aid of Nebraska's Virtual Access to Justice Self Help Center
  - B. Legal Aid of Nebraska Access to Justice (A2J) Centers
  - C. Legal Aid of Nebraska A2J Clinics
    - Child Support Modification and Visitation Clinics
    - Pro Se Bankruptcy Clinic
    - North Platte Pro Se Divorce Clinic
  - D. Legal Aid of Nebraska AccessLines®/Hotlines
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

A2J Clinics: With respect to our "assisted" pro se clinics for modification of child support, visitation and establishment of paternity, LAN offers an extraordinary amount of collateral support. We track:

- Filing;
- Addition of third parties;
- Service, including publication;
- Completion of parenting seminar requirements;
- Status of mediation;
- Progression orders;
- Temporary orders; and outcomes.

If a client we have accepted for services has failed to comply with any step, we are in contact.

A2J Bankruptcy Clinic – Omaha: Cases are tracked through the Court's electronic docket to make sure they are progressing as they should be and that all discharge requirements are met.

5. Does your program measure outcomes for self-represented litigants?

AccessLines®: LAN has no formal method for tracking or measuring outcomes in the PIKA case management system. Thus, we do not technically measure outcomes at the hotline level. However, if a client calls us back to report the outcome, we make a note of it in the Notes tab of the PIKA case.

Although we do not measure or track outcomes, the hotline tracks SRL who receive forms from us. Three or 4 years ago, after tracking that data, we compiled data from JUSTICE and surveyed all clients who received the forms. Pursuant to that survey, we learned few clients followed through with the forms; and, the main reason was they were skeptical or fearful of the court system or felt they weren't capable of proceeding pro se.

A2J Child Support Clinic - Omaha: Yes. In preparation for all clinics we obtain court file information. When we close a case, we also know when the final hearing has been scheduled. As a result, part of the closing protocol includes scheduling a tickler to follow-up on the outcome. The outcome is then added to our electronic case file along with a pdf of the order. We calculate the benefit in our case management system.

A2J Bankruptcy Clinic – Omaha: Yes. Success is defined as either obtaining a chapter 7

discharge, or, obtaining advice which makes the client decide they don't want to file (for a variety of reasons, but deemed successful because they are making their own choice rather than failing due to inability to get through court system.)

We also measure outcomes by sending out 6 month and 1 year post-discharge surveys to see if the clients' financial health has improved.

A2J Clinic – Lincoln: Yes. We provide ongoing collateral support to clients in child support or bankruptcy clinics.

A2J Center – Lincoln: We do track outcomes. A clerk looks up the A2J cases on Justice to determine whether the client filed the case for which they left the A2J Center with paperwork. We count that as successful.

6. What are your eligibility criteria?

In general, you are financially eligible for LAN's assistance if your household income is no greater than 125% of the federal poverty level and you have limited assets. Income eligibility is based upon household size and the household's gross annual income. Some exceptions may apply to these guidelines.

If an applicant is age 60 or older, these financial eligibility guidelines may not apply.

LAN may determine an applicant whose income exceeds the maximum income standard of 125% of the current official Federal Poverty Guidelines amount to be financially eligible if the applicant's income does not exceed 200% of the official poverty guidelines. The applicant may qualify for services by "spending down" their income to 125% FPL.

With respect to the A2J Clinics, in addition to financial eligibility criteria, an applicant is eligible only under these circumstances:

- **Pro se modification:** the standard for legal eligibility is met;
- **Pro se visitation:** there are no recent protection orders against the applicant, there are no criminal convictions for 3<sup>rd</sup> degree assault, and there are no recent convictions for any child abuse or neglect; the applicant completes the Fathers for a Lifetime Program; the applicant is not seeking custody (not a hard and fast requirement);
- **Establishment of Paternity:** if a putative father, same requirements as for pro se visitation.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

In total, LAN handled 11,545 cases in 2014, serving 9831 clients.

A2J-Omaha opened approximately 1340 cases and closed approximately 1279 cases in 2014.

A2J-Lincoln opened approximately 636 cases and closed approximately 640 cases in 2014.

8. How many people were turned away during the same time?  
5256 people were turned away in 2014.
9. What are your funding sources?  
LAN is funded by a variety of sources, including federal, state and county funding. The federal Legal Services Corporation and the Nebraska Commission on Public Advocacy are LAN's largest revenue sources.
- a. Do you have separate funding to serve SRLs?      Yes, for the A2J Centers.
- | <u>A2J-Omaha</u>           | <u>A2J-Lincoln</u>                |
|----------------------------|-----------------------------------|
| Gendler Foundation         | Wells Fargo                       |
| Mutual of Omaha Foundation | Woods Charitable Fund A2J Lincoln |
| Private donor              |                                   |
| Scott Foundation           |                                   |
| Weitz Family Foundation    |                                   |
- b. Do you use volunteers to serve SRLs?  
Yes. LAN uses volunteer law students and volunteer attorneys in our A2J Centers. LAN hopes to utilize volunteer attorneys in our Rural Access to Justice self-help pilot clinics.
10. What is the geographical range of your service area?  
LAN serves all 93 counties. We have eight office locations: Omaha, Bancroft, Lincoln, Norfolk, Grand Island, North Platte, Scottsbluff and Lexington.
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
Yes. Services are available for clients for whom English is a second language. Spanish speaking attorneys and paralegals are available at all times. In addition, we have a contract with an interpretation service.

## Law School Legal Clinics

### **The Milton R. Abrahams Legal Clinic (Creighton University School of Law)**

- Applying for Legal Services – If you're a Douglas County resident who falls within the Federal Poverty Guidelines and are involved with a civil matter (non-criminal), you are eligible for free legal services through the Abrahams Legal Clinic.
- Applications are taken over the phone. Please call 402-280-3068 between 9:00AM – 4:00PM, Monday–Thursday.

#### Contacts

Catherine Mahern, Clinic Director (Spring 2015 sabbatical)  
[katemahern@creighton.edu](mailto:katemahern@creighton.edu)

Martha Lemar, Domestic Violence Project Director  
[MarthaLemar@creighton.edu](mailto:MarthaLemar@creighton.edu)

1. Brief description of services.  
The Civil Clinic of the Milton R. Abrahams Legal Clinic provides free legal services in civil matters to low-income residents of Douglas County.
2. What substantive legal areas are the focus of your program?  
Our main areas of focus are Landlord-Tenant, Family, and Probate law, including our Domestic Violence Project, which provides comprehensive legal representation to survivors of domestic violence.
3. What kind of self-help services do you provide?  
None.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
N/A
5. Does your program measure outcomes for self-represented litigants?  
N/A
6. What are your eligibility criteria?  
All clients must be residents of Douglas County. In our general civil clinic, clients' income must be at or below 125% of the federal poverty guidelines. In the Domestic Violence Project, clients' income must be at or below 200% of the federal poverty guidelines.
7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
247
8. How many people were turned away during the same time?  
928

9. What are your funding sources?  
Private donors, publically-funded grants, and Creighton University School of Law.
- a. Do you have separate funding to serve SRLs? No.  
b. Do you use volunteers to serve SRLs? No.
10. What is the geographical range of your service area?  
Douglas County, Nebraska
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
We are only able to provide very limited services to Spanish-speaking clients.



## **Law School Legal Clinics**

### **University of Nebraska College of Law Civil Clinic**

A limited number of cases are accepted by the UNL Civil Clinical Law Program. Clients are represented by students under the supervision of College of Law faculty. Call 402-472-3271 to conduct an intake.

#### **Contact**

Kevin Ruser, Director of Clinical Programs  
[kruser1@unl.edu](mailto:kruser1@unl.edu)

1. **Brief description of services.**

The primary focus of the Civil Clinical Law Program (CCLP) is to help students develop litigation skills in a closely supervised setting by representing clients who have legal problems of a civil nature. An important by-product of this primary focus is the CCLP's provision of legal services to low-income clients.

2. **What substantive legal areas are the focus of your program?**

The CCLP handles a variety of civil cases including divorces, bankruptcies, adoptions, immigration, landlord/tenant, guardianships, conservatorships, probate, torts, etc. Given its litigation focus, the CCLP seeks to accept cases that will result in a significant litigation experience for the students. Thus, preference is given to representation of individual clients whose cases might lead to court proceedings, or, at the very least, give the students the opportunity to file or defend cases, conduct discovery, and be involved in the pretrial development of cases.

3. **What kind of self-help services do you provide?**

Referrals to pro bono attorneys and attorneys providing unbundled services.

4. **To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?**

None

5. **Does your program measure outcomes for self-represented litigants?**

No

6. **What are your eligibility criteria?**

The CCLP does not adhere to strict financial eligibility guidelines; however, accepts cases based upon the type of case and makes an effort to not accept cases in which the private bar would have an interest.

7. **How many people did your organization serve in 2014 (or the most recent point for which data is available)?**

Approximately 210

8. How many people were turned away during the same time?  
Unknown
9. What are your funding sources?  
University of Nebraska and grants
- a. Do you have separate funding to serve SRLs?      No.
- b. Do you use volunteers to serve SRLs?                      No.
10. What is the geographical range of your service area?  
Lancaster, Seward, Saunders, Butler, Polk, York, Fillmore and Saline Counties
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
Yes.

## Law Libraries

### **Nebraska State Library**

325 State Capitol

1445 K Street

Lincoln, NE 68509

(402) 471-3189

[nsc.lawlibrary@nebraska.gov](mailto:nsc.lawlibrary@nebraska.gov)

<http://supremecourt.ne.gov/1082/state-library>

- The Nebraska State Library serves the needs of the Nebraska Supreme Court, the Nebraska Court of Appeals, attorneys within the State of Nebraska, members of the Nebraska Legislature and their respective staffs, members of other state agencies, self-represented litigants, and interested members of the general public. The Nebraska State Library is primarily a reference/research library as opposed to a circulating library.
- Offers access to legal resources including access to the internet to do legal research. Located in room 325 of the State Capitol Building in Lincoln.

### Contact

Marie Wiechman, Deputy Librarian

[Marie.Wiechman@nebraska.gov](mailto:Marie.Wiechman@nebraska.gov)

1. Brief description of services.

We provide service to anyone who e-mails, mails a request, phones a request or walks into the Nebraska State Library. We help them find information, cases or forms that will help them. If we cannot help them, we try and send them to other resources that can provide them with the help needed.

2. What substantive legal areas are the focus of your program?

We focus on all legal areas.

3. What kind of self-help services do you provide?

We direct people to the information they need through the Supreme Court web site, Westlaw and other materials we have in the library. We send forms and cases when asked for specific ones. When we cannot help them, we try to direct them to places that might be of help.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

We do not follow up after providing information requested.

5. Does your program measure outcomes for self-represented litigants?

No.

6. What are your eligibility criteria?

We do not have an eligibility criteria for our services.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

We do not keep statistics on this service. As a library we help everyone who comes in or calls or e-mails us the best we can or we try to find them the help they need.

8. How many people were turned away during the same time?

We try not to turn anyone away. If we cannot help them find the information requested, we suggest other places where they may get help if we cannot provide.

9. What are your funding sources?

We do not have separate funding and we do not use volunteers for SRLs.

a. Do you have separate funding to serve SRLs?      No.

b. Do you use volunteers to serve SRLs?              No.

10. What is the geographical range of your service area?

Primarily we service state wide, but we do receive calls from across the country.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

No.

## **Law Libraries**

### **Schmid Law Library (University of Nebraska College of Law)**

1875 N. 42nd Street

Lincoln, NE 68503

402-472-3548

lawref@unl.edu

<http://law.unl.edu/library/>

- The Law library has one public access computer for members of the public to conduct legal research. The library is open to the public and reference librarians are available 8:00AM-5:00PM.
- As part of a 2012-2013 library-outreach program, Professor of Law Library & Reference Librarian, Stefanie Pearlman, volunteered to provide direct assistance to clerks who find themselves in uncomfortable positions with a self-represented litigant. Clerks should feel free to call Pearlman if they are unsure of how much “assistance” they can or should give. Pearlman will be happy to discuss ways to deal with repeat visitors and individuals who simply can’t be helped with the resources currently available.

### **Contact**

Stefanie Pearlman, Reference Librarian

402-472-3548

[spearlman2@unl.edu](mailto:spearlman2@unl.edu)

Richard A. Leiter, Director

402-472-5737

[rich.leiter@unl.edu](mailto:rich.leiter@unl.edu)

#### **1. Brief description of services.**

The mission of the Schmid Law Library is to support the research and teaching activities of the law college. As such, the library endeavors to support the law college in every way available including collecting, organizing and circulating appropriate library materials to faculty, students and members of the public who use our library.

#### **2. What substantive legal areas are the focus of your program?**

We collect resources in a wide variety of substantive legal areas. Our catalog is freely accessible online at <http://law.unl.edu/library/>.

#### **3. What kind of self-help services do you provide?**

Our collection is available for public use in the library. Most of our print collection does not circulate. We offer reference assistance (but not legal advice) in person, over the phone, and via email ([lawref@unl.edu](mailto:lawref@unl.edu)). We also offer document delivery and interlibrary loan services (see our policy for possible fees and other relevant information at: <http://law.unl.edu/library/info/>).

We are members of the Federal Depository Library Program (FDLP) as a selective depository library.

A summary of our policies and available resources can be found here:  
<http://schmidguides.unl.edu/SchmidLawLibraryNutshell>. There is a tab labeled “for the public” that might be particularly useful.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
N/A
5. Does your program measure outcomes for self-represented litigants?  
No.
6. What are your eligibility criteria?  
N/A
7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
We do not keep this statistic, but we do keep the number of reference questions asked by category. The “other patron” category consists of non-attorneys, non-librarians, non-students, & non-faculty members. We had 321 questions by other patrons. We had 2743 total reference questions (including attorney, librarian, student, faculty, and other patron questions).
8. How many people were turned away during the same time?  
N/A
9. What are your funding sources?  
We are funded similarly to other departments at UNL (a combination of state and private funds). We also receive some federal materials as a part of the FDLF.
  - a. Do you have separate funding to serve SRLs? No.
  - b. Do you use volunteers to serve SRLs? No.
10. What is the geographical range of your service area?  
Most patrons must use our print and electronic resources in our library in Lincoln. Our document delivery and interlibrary loan services are able to provide some resources to libraries in other locations. Patrons can call or email reference questions from any location.
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
No, but we do comply with laws supporting individuals with disabilities.

## **Law Libraries**

### **Klutznick Law Library (Creighton University Law School)**

2500 California Plaza

Omaha, NE 68178

402-280-2242

[lawref@lists.creighton.edu](mailto:lawref@lists.creighton.edu)

<http://www.creighton.edu/law/library/>

- The Creighton Law School Library has public access computers available for legal research. Reference assistance is also available.
- It is located in Omaha on the corner of 21st and Cass Streets on the second floor of the Ahmanson Law Center.

### **Contact**

Kay L. Andrus, Law Library Director

402-280-2251

[andrus@creighton.edu](mailto:andrus@creighton.edu)

#### 1. Brief description of services.

The Creighton University Law Library is open to the public Monday through Friday from 7:00 AM to 7:00 PM while school is in session. The collection, which includes electronic resources that can be accessed through the library's public computers, can be used for legal research during those hours. Our operating hours vary during break periods and holidays; see our law library website for the most current information (<http://law.creighton.edu/current-students/law-library>).

#### 2. What substantive legal areas are the focus of your program?

The Creighton University Law Library collection covers a wide spectrum of legal areas. In addition to topical areas such as torts, civil procedure, contracts, constitutional law, criminal law, property, taxation, trusts and estates, etc., the library has an extensive collection of materials on Nebraska law and carries the state statutes in print for all fifty states. There is also a collection of do-it-yourself legal guides published by Nolo Press.

#### 3. What kind of self-help services do you provide?

Although they will not offer or provide legal advice, the Creighton Law Library reference librarians are available to assist SRL's with their legal research needs, to the degree possible, Monday through Friday from 9:00 AM to 4:30 PM. They are available during that time in person, via phone, or via e-mail. We can also provide phone numbers to low-cost legal services such as the Nebraska Volunteer Lawyers Project. Online guides on topics such as "Pro Se Assistance in Simple Divorce," "Nebraska Legislative History," "Updating the Code of Federal Regulations," and other legal areas are available through the Library Guides at the library's website (<http://law.creighton.edu/library>).

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
Creighton reference librarians offer legal research assistance services to SRLs as a public service, but are not in a position to follow-up, or monitor, the progress of any SRL case as it progresses through the judicial system.
5. Does your program measure outcomes for self-represented litigants?  
No.
6. What are your eligibility criteria?  
Any SRL, with a legal research need, is welcome to visit and use Creighton's Law Library during the hours we are open to the public. However, the Law Library reserves the right to deny access to any person whose behavior disrupts or hinders library use by Creighton university students, faculty or staff.
7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
Unknown.
8. How many people were turned away during the same time?  
Unknown.
9. What are your funding sources?  
Creighton University is a private school. Nearly all of the Law Library budget is allocated from the general operating funds of the university.
  - a. Do you have separate funding to serve SRLs? No.
  - b. Do you use volunteers to serve SRLs? No.
10. What is the geographical range of your service area?  
We estimate the SRL's who visit Creighton's Law Library live within 40 miles of the law school, typically referred to as the Greater Omaha Metropolitan Area.
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
No.



## **Law Libraries**

### **Honorable Michael W. Amdor Memorial Law Library (Douglas County Law Library)**

Room H07 Civic Center, Harney Street Level  
1819 Farnam Street  
Omaha, NE 68183  
Phone 402-444-7174  
Open 8:30AM - 4:30PM, Monday–Friday  
<http://dc4dc.com/law-library>

- The Library is open to attorneys and the public for limited use.
- The materials in the Library are available for use on the premises only, no materials may be checked out. There are copy machines available for self-service copying and scanning to a USB device. The library staff is available to assist you in using the library.

#### **Contact**

Ann Borer, Director  
[ann.borer@dc4dc.com](mailto:ann.borer@dc4dc.com)

1. Brief description of services.  
Law Library in Douglas County Courthouse, open to public, direct research for district court judges & law clerks, support research for judges located in the complex as well as judges from other jurisdictions via phone or email, research for county offices, research for local bar, provide public patrons with resources, referrals, forms or sample documents and access to print and computer resources, answer questions via phone, provide referrals to other services via phone, provide information about law, procedure and resources.
2. What substantive legal areas are the focus of your program?  
All areas of law.
3. What kind of self-help services do you provide?  
Patrons are provided access to forms, online materials, print materials, and the Library provides referral contact information. Public Access Computers are available.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
No follow-up
5. Does your program measure outcomes for self-represented litigants?  
No measured outcomes, informal polling of judiciary.
6. What are your eligibility criteria?  
No eligibility, the library is open to the public.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
N/A
8. How many people were turned away during the same time?  
N/A
9. What are your funding sources?  
Douglas County/District Court Budget; Omaha Douglas County Law Library Foundation;  
Creighton Law School.
- a. Do you have separate funding to serve SRLs?  
No, but Legal Aid provides print resources for 2 public access computers.
- b. Do you use volunteers to serve SRLs? No.
10. What is the geographical range of your service area?  
Omaha Metro
11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?  
No.

**NOTE:** For more information on access to research materials and resources, check out the website <http://www.aallnet.org/sections/lisp/Public-Library-Toolkit>. This link will take you to the Public Library Toolkit page. Click on Nebraska to find information available in our state.

## **Free Legal Services Providers**

### **Nebraska Appleseed**

941 "O" St, Ste 920  
Lincoln, NE 68508  
402-438-8853  
<https://neapplebase.org/>

#### **Contact**

Sarah Helvey, Legal Director  
402-438-8853, ex. 106  
[shelvey@neappleseed.org](mailto:shelvey@neappleseed.org)

Nebraska Appleseed is a nonprofit organization that fights for justice and opportunity for all Nebraskans. The organization focuses on legal issues related to Child Welfare, Access to Health Care, Economic Justice and Immigration.

- Our services most often include referrals, legal information, and supportive advice. Because our litigation is focused on systemic issues, Nebraska Appleseed does **not** typically handle individual representation cases.
- Online application form available at: <https://neappleseed.org/gethelp>.

1. Brief description of services.

Nebraska Appleseed is a nonprofit organization that fights for justice and opportunity for all Nebraskans. Appleseed has an Intake and Information Line, which is a free service that helps community members find solutions to their problems while keeping Appleseed informed about important issues facing Nebraskans.

2. What substantive legal areas are the focus of your program?

Economic Justice, Health Care Access, Child Welfare, Immigration

3. What kind of self-help services do you provide?

- Legal Information
- Know your rights materials & trainings
- Referrals to free and low-cost legal services
- Referrals to community agencies for non-legal needs
- Supportive advice for non-legal needs, such as how to apply for public benefits

Note: Our services are generally provided by phone, email, and regular mail. In-person services are offered under rare circumstances in which those methods are inappropriate for the person seeking help.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

We do not typically follow up with intake calls after the intake process is complete, but we may advise some individuals to contact us again if they cannot resolve the issue in a timely manner using the information we have provided.

5. Does your program measure outcomes for self-represented litigants?

We measure outcomes during our annual (and possibly quarterly) customer service evaluation whether the information and referrals helped them solve their problem.

6. What are your eligibility criteria?

Yes, we serve low-income individuals. While our formal cutoff is 125% FPL, that applies to disposable income and not gross income, as we apply numerous generous deductions for basic expenses. We typically do not run a formal income calculation unless we are planning to formally investigate on behalf of an intake caller or represent them in court. We provide referrals to persons regardless of their income, and we also provide assistance to organizations or advocates who serve low-income clients. Additionally, we assist people regardless of their immigration status.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

We served 462 individuals and/or households in 2014.

8. How many people were turned away during the same time?

Two individuals were turned away in 2014 due to a conflict of interest.

9. What are your funding sources?

Our intake and information line is funded by the Legal Aid and Services Fund and a grant from the Omaha Community Foundation.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? No. Our Intake Line is staffed by one paid employee.

10. What is the geographical range of your service area?

Statewide.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Yes. At this time, we can assist English and Spanish speaking persons.

## **Free Legal Services Providers**

### **ACLU of Nebraska**

941 O St. #706  
Lincoln, NE 68508  
<http://www.aclunebraska.org/>

#### **Contact**

Amy Miller, Legal Director  
402-476-8091, ext. 106  
[amiller@aclunebraska.org](mailto:amiller@aclunebraska.org)

1. Brief description of services.

We represent people whose constitutional rights and/or civil liberties have been violated. That means it must be a government agency or employee who has violated your rights, and it must be one of the limited rights protected by the Constitution.

2. What substantive legal areas are the focus of your program?

Our biggest areas of work tend to be police misconduct (racial profiling, excessive force), free speech rights for students or protestors, the rights of new immigrants, the rights of prisoners, and the rights of LGBT people.

3. What kind of self-help services do you provide?

We provide “know your rights with police” trainings in person and materials online. Otherwise, we do not provide any self-help services.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

N/A

5. Does your program measure outcomes for self-represented litigants?

N/A

6. What are your eligibility criteria?

No income criteria; just must meet our mission guidelines. We do have a limited budget and select constitutional cases with an eye towards what we currently can take on.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

Too difficult to quantify: we have approximately 18 cases in court, but successfully negotiated resolutions for dozens of people outside of court—and most of our advocacy might be for one

person but have a larger impact on hundreds or thousands more. We've also presented trainings to thousands of people in 2014.

8. How many people were turned away during the same time?

We turn away 90% of the requests for assistance we get.

9. What are your funding sources?

Nearly all private donations, occasionally a private grant from a foundation.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? N/A

10. What is the geographical range of your service area?

State of Nebraska

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

We have a full time native Spanish speaker on staff.

## **Free Legal Service Providers**

### **Nebraska Area Agencies on Aging**

The eight area agencies on aging plan and promote the development, enhancement and promotion of community services and activities for older persons. Special emphasis is given to supporting and prolonging independent living through ensuring the right care is provided at the right time.

Legal Services available at some locations.

**Source:** <http://www.nebaaaa.org/default.html>

### **Contact**

Madhavi Bhadbhade, Legal Program Specialist

[Madhavi.Bhadbhade@nebraska.gov](mailto:Madhavi.Bhadbhade@nebraska.gov)

1. **Brief description of services.**

The Nebraska Association of Area Agencies on Aging contracts with Legal Aid of Nebraska for legal education and legal assistance through the Elder AccessLine®. In addition, the following Area Agencies on Aging (AAAs) contract with a private attorney to provide legal assistance in their respective Planning and Service Area (PSA): Aging Partners, South Central Nebraska AAA and Midland AAA. Northeast Nebraska AAA has two contracts with Legal Aid of Nebraska. One is for elderly Native Americans. The other NENAAA contract provides an annual legal education program to each of the identified senior centers and individual legal assistance to seniors.

2. **What substantive legal areas are the focus of your program?**

Substantive legal areas vary by individual contracts but include the following broad priority areas: Protective Services, Public Benefits, Housing, Healthcare, Debt Collection, Consumer Fraud, Spousal Impoverishment, Dissolution of Marriage and Advance Directives.

3. **What kind of self-help services do you provide?**

In the past AAAs have made referrals to the Nebraska State Bar Association's pro bono project (Volunteer Lawyer Project) and to other attorneys in the local area. Currently, referrals to the Volunteer Lawyer Project are made through Legal Aid of Nebraska.

Potential clients are provided printed information and educational presentations are made in the community by contracting attorneys. The Surrogate Decision Making booklet that includes information and forms on advance directives is given to people upon request and during presentations.

The television program produced by the State Unit on Aging (SUA) on legal services was aired on NET and is posted on NET, AAAs' and SUA websites. Some AAAs refer seniors to the Access2Justice/self-help centers if available in the local area. Annual Statewide training on legal topics has been made available in the past to seniors in the state. Free Law School Clinics are

held strategically in areas that do not have access to a contracting attorney through the AAA. There are no other self-help services provided directly by the AAAs.

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

Not applicable as no self-help resources are provided directly with the AAAs.

5. Does your program measure outcomes for self-represented litigants?

No. self-represented litigants are referred to Legal Aid's A2J Walk-in Centers.

6. What are your eligibility criteria?

Consistent with the Older Americans Act, the only criteria is that the client be at least 60 years of age and reside in the service area. Caseloads are limited by not accepting fee-generating cases and setting service priorities.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

In fiscal year 2014 (July 1, 2013 to June 30, 2014), 2,627 clients were served statewide.

8. How many people were turned away during the same time?

The Legal Assistance Program in Nebraska does not track unmet need or number of people turned away for legal assistance.

9. What are your funding sources?

Funding sources include Older Americans Act Title IIIB funds, Model Approaches to Statewide Legal Assistance grants and state and local funds that vary by AAA.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

Geographical locations vary by AAA but legal services are provided statewide.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Yes. AAAs have the capability to provide interpreters or use the language line to accommodate non-English speakers.



## **Free Legal Service Providers**

### **Disability Rights Nebraska**

134 South 13th Street, Suite 600  
Lincoln, NE 68508  
(402) 474-3183

Disability Rights Nebraska provides information and referral services to all persons free of charge. We provide direct advocacy services only to individuals with disabilities.

In order to receive representation, the individual must meet certain basic eligibility requirements set by our funding sources and have a legal problem that is associated with the disability and that falls within priorities set by the Disability Rights Nebraska Board of Directors. A fee may be charged for legal representation based on the client's ability to pay.

In order to determine whether an individual qualifies for services, an intake needs to be conducted. Individuals may contact DRN by mail or in person:

Main Office	Western Nebraska Office
134 S. 13th St., Suite 600	1425 1st Avenue
Lincoln, Nebraska 68508	Scottsbluff, NE 69361
Phone: (402) 474-3183 (TTY available)	Phone: 308-633-1352
(800) 422-6691	Cell: 308-631-5367

You can complete a Request for Assistance form in the on-line forms section of our website at: [www.disabilityrightsnebraska.org](http://www.disabilityrightsnebraska.org), or by e-mail at [info@disabilityrightsnebraska.org](mailto:info@disabilityrightsnebraska.org).

### **Contact**

Tania Diaz, Legal Services Director  
[tania@drne.org](mailto:tania@drne.org)

#### **1. Brief description of services.**

Disability Rights Nebraska (DRN) is a private, not-for-profit organization established to assist people with disabilities and their families in protecting and advocating for their rights. Disability Rights Nebraska, the protection and advocacy system in Nebraska, serves people throughout the State.

We handle a very limited amount of cases. All other requests we handle as information and referral which is also limited. We do not assist people to fill out paperwork, etc.

#### **2. What substantive legal areas are the focus of your program?**

Our Legal Advocacy Team is staffed with attorneys and case advocates and offers:

- Individual advocacy including investigation of abuse and neglect allegations or direct legal representation, within selected priority areas to ensure that the rights of citizens with disabilities are not being violated;
- Advice on legal rights and remedies;

- Information about disability rights and services; and,
- Referrals to other agencies serving people with disabilities.

Regardless of the individual's disability or their initial eligibility, Disability Rights Nebraska will not accept cases, but will only provide information and referral services, when the following issues are presented:

- divorce, child custody, and adoption;
- estate planning (wills and trusts);
- criminal defense;
- mental health board commitment;
- tax law, corporate or business law, consumer law, debtor-creditor law;
- personal injury (other than injuries arising from abuse and neglect);
- initiation of guardianship or conservatorship of a person.

3. What kind of self-help services do you provide?

The Law-in-Brief Information Series was created to assist individuals with understanding different aspects of the law. The series is on our website and explains different areas of the law that may affect people with disabilities:

[http://www.disabilityrightsnebraska.org/resources/legal\\_resources.html](http://www.disabilityrightsnebraska.org/resources/legal_resources.html)

4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?

N/A

5. Does your program measure outcomes for self-represented litigants?

N/A

6. What are your eligibility criteria?

We only handle cases involving people with disabilities.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

We handled 176 cases and 635 I&Rs last year.

8. How many people were turned away during the same time?

Unknown.

9. What are your funding sources?

Disability Rights Nebraska receives financial support from a variety of funding sources, including state and federal funds, contributions, and community-based grants.

a. Do you have separate funding to serve SRLs?      No.

b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

Statewide, with offices in Lincoln and Scottsbluff.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Yes, we have an intake specialist who speaks Spanish.

## **Free Legal Service Providers**

### **Justice for Our Neighbors-Nebraska**

2414 E Street  
Omaha, NE 68107  
(402) 898-1349  
<http://www.jfon-ne.org/index.html>

Justice For Our Neighbors (JFON-NE) provides immigrants with free legal services, education, and advocacy for a variety of immigration issues.

- JFON uses a variety of options to access our services, including advice-only consultations and extended representation with officials. All consultations and monthly clinics are made by appointment only.
- If you need assistance, call our Legal Assistant/Client Advocate at 402-898-1349 for help to know what option is best for you.
- Weekly Consultations, Monthly Legal Clinics and Educational Workshops.

#### **Contacts**

Charles Shane Ellison, Legal Director  
[charles@jfon-ne.org](mailto:charles@jfon-ne.org)

Mindy Rush Chipman, Rural Capacity Building Attorney  
[mindy@jfon-ne.org](mailto:mindy@jfon-ne.org)

1. Brief description of services.  
Our mission at JFON-NE is to “welcome immigrants into our communities by providing high-quality immigration legal services, education and advocacy.” We provide legal representation to low-income immigrant individuals and families who have a possible form of immigration relief available to them.
2. What substantive legal areas are the focus of your program?  
We provide legal services primarily in area of immigration law; however, we also assist our immigrant clients with other civil legal matters in state court when necessary to achieve a form of immigration relief. JFON-NE specializes in family-based immigration cases, Special Immigrant Juvenile Status (SIJ) cases, Refugee/Asylee cases, Violence Against Women (VAWA) cases, U Visa cases, removal relief and detained cases.
3. What kind of self-help services do you provide?  
We offer free legal consultations, both in-person as well as from a distance utilizing technology, to provide limited legal advice to immigrants regarding their rights and any particular forms of relief they may be eligible for. We also provide educational outreach, including community presentations, regarding immigrant rights as well as detailing particular forms of immigration relief.
  - JFON-NE also serves as one of the leaders of the **Immigration Legal Services Visioning Task Force**, which continues work to ensure that the Nebraska Immigration Legal Assistance

Hotline (NILAH), housed at Legal Aid of Nebraska, provides unrepresented, low-income immigrants better access to quality immigration legal services through referrals to participating non-profit immigration legal service providers (ILSPs). In addition to JFON, the NILAH participating ILSPs include: Catholic Charities, Lutheran Family Services, the Center for Legal Immigration Assistance, and Women's Center for Advancement.

- JFON-NE has also been instrumental in the implementation of the **Pro Bono Detainee Project**, which aims to reduce the number of unrepresented immigrants who are detained while in immigration removal proceedings. JFON-NE solicits and provides training for private attorneys interested in volunteering to represent a detained immigrant in removal proceedings, organizes outreach / presentations to individuals currently detained, screens applications for assistance from detained individuals, and ultimately refers detained individual's cases to a volunteer attorney.
  - Similarly, JFON-NE has also played a major role and is currently facilitating the **Juvenile Attorney of the Day Project** in the Omaha Immigration Court to provide pro bono limited representation for unaccompanied juveniles currently placed in immigration removal proceedings. The Juvenile Attorney of the Day Project allows a volunteer attorney to enter their appearance for all unrepresented juveniles appearing in Omaha Immigration Court on a given day, provide an assessment of the juveniles cases and legal advice on possible forms of immigration relief available to the particular juveniles, and ultimately represent the juveniles at their immigration hearings that day and provide advice on how to proceed with their cases. The volunteer attorneys are encouraged to continue pro bono representation of juvenile cases if possible; however, at the end of the day, the volunteer attorney is allowed to withdraw from representation by the Immigration Judge. The ability to provide limited scope representation has increased willingness and ability of many private attorneys to participate in the Juvenile Attorney of the Day project. In addition to organizing the project, JFON-NE is continually recruiting attorneys to volunteer at the Juvenile Attorney of the Day and recently conducted a CLE train 21 members of the private bar on issues relating to representing unaccompanied juveniles.
  - JFON-NE is also working with community leaders in South Sioux City, Crete, Lexington, and Grand Island to assess the needs for immigration legal services in these rural communities. JFON-NE is currently participating in an innovative collaboration that promotes manageable, responsible and community-led growth in immigration legal services throughout rural Nebraska. The "Rural Inclusion: Fostering Engaged and Welcoming Communities," is a collaborative effort to build capacity in rural communities for inclusiveness of under-represented community members in decision-making in community-based organizations. Collaborators include Nebraska Appleseed, Heartland Workers Center, Center for Rural Affairs, and Centro Hispano of Columbus. JFON-NE is working with existing community-based organizations (whenever available) or with local community members, establishing local connections and identifying resources to build more capacity for immigration legal services where there are few or none available.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
JFON-NE does not currently measure outcomes for SRLs formally; however, through the Juvenile Attorney of the Day program in the Omaha Immigration Court, we have been able to

monitor how the minor SRLs are progressing in their immigration case by continued presence at their hearings.

In addition to exploring possible forms of relief with the juvenile SRLs, the volunteer attorneys are also able to explain what is happening procedurally in their cases, what they can expect at the next hearings, and help their case progress properly (helping the juvenile SRLs enter proper pleadings, ask for continuance, ask for change of venue, etc.)

5. Does your program measure outcomes for self-represented litigants?  
See above.

6. What are your eligibility criteria?  
All JFON-NE clients are at or below 150% of the Federal Poverty Guidelines.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?  
In 2014, JFON-NE served 797 individuals by providing extended representation to 547 clients, legal consultations to 197 individuals, and case analysis for 53 detained individuals.

JFON-NE hosted 10 legal clinics in Omaha, 10 in Lexington, and 10 in Grand Island. We also provided weekly consultations at 5 community partnership sites. It is important to note, a majority of JFON-NE's clients have multiple immigration cases that we assist with. As such, the number of cases JFON-NE handled in 2014 totals 1,664 cases.

8. How many people were turned away during the same time?  
While JFON-NE does not currently track number of people "turned away," it is evident the need for low income immigration legal services is greater than the capacity of JFON-NE and other Nebraska non-profit immigration legal service providers combined. For example, on September 20, 2014, NILAH reported that 109 applicants were on the "waitlist" awaiting placement with a participating ILSP. As of today's date, January 20, 2015, there are currently 165 applicants on the NILAH waitlist.

NILAH applicants are only placed on the waitlist if: 1) the applicant completes a NILAH application, 2) the applicant appears to be eligible for at least one form of immigration relief, but 3) the participating ILSPs do not have capacity to help the applicant. It is also important to note that the NILAH waitlist only captures the unmet need of people who are familiar with NILAH or one of the participating non-profit ILSPs as the hotline itself has not been significantly advertised or marketed independently as of date.

9. What are your funding sources?  
JFON-NE is funded by private foundations, individual donors, the United Methodist Committee on Relief and the Great Plains United Methodist Conference.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs?

Yes, volunteer attorneys assist/provide limited representation to juvenile SRLs at the Omaha Immigration Court through the Juvenile Attorney of the Day Project. Additionally, our immigration legal clinics are facilitated by volunteers in the community in which the clinic is conducted.

10. What is the geographical range of your service area?

We accept cases from the entire state of Nebraska and Western Iowa.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Nearly all of JFON-NE's legal service providers are Spanish/English bilingual.

## **Free Legal Service Providers**

### **Catholic Charities Immigration Legal Assistance**

- We may be reached by calling 402-939-4615. Our office is located in the first floor of the Juan Diego Center at 5211 S. 31st ST, Omaha, NE 68107.
- We only take consultations by appointment. To make an appointment, please call the Nebraska Immigration Legal Assistance Hotline (NILAH) at 855-307-6730. NILAH is a centralized intake system of the area non-profit immigration legal service providers. If you would specifically like an appointment with Catholic Charities, please inform the NILAH representative when calling.
- The hotline is available during the following hours, excluding federal holidays:

Monday & Wednesday: 9:00-11:00, 12:30-3:30

Tuesday & Thursday: 9:00-12:00, 1:30-3:30

Friday: 9:00-12:00

### **Contact**

Josy Rogers, Program Director

[JosyR@ccomaha.org](mailto:JosyR@ccomaha.org).

#### **1. Brief description of services.**

Our program provides high quality, accessible and affordable legal immigration assistance and services focused on unifying immigrant families in a safe, welcoming and confidential environment. Our program was recognized by the Board of Immigration Appeals in 2002.

#### **2. What substantive legal areas are the focus of your program?**

Our program specializes in assisting clients to become United States Citizens, helping refugees apply for their permanent residency after being in the U.S. for one year, renewing lost, stolen, or expiring residency cards, helping family members petition their relatives to immigrate to the U.S., and also assisting victims of domestic violence and other crimes through VAWA and U visa. Our program offers a variety of outreach services to help people understand our complicated immigration system and to educate people on the struggles immigrants face before and after immigrating to the United States.

#### **3. What kind of self-help services do you provide?**

We are members of the Detainee Pro Bono Project (DPBP) which provides referrals to pro bono attorneys to detained immigrants. This is a partnership between Catholic Charities, Justice For Our Neighbors, Omaha Immigration Court, and the private bar. Detainees access services through intakes available at Douglas County Corrections.

To all clients expressing needs in non-immigration areas, we provide referrals to the pro bono service providers such as Legal Aid of Nebraska and Nebraska and Creighton legal clinics.

#### **4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?**



Follow-up made by Justice For Our Neighbors for the DPBP.

5. Does your program measure outcomes for self-represented litigants?

Numbers placed are noted.

6. What are your eligibility criteria?

We provide free services to those who are under 100% of the federal poverty guidelines. We offer services to those whose income is less than 200% of the Federal Poverty Guidelines. Those whose income is above 100% of the poverty guidelines are assessed nominal fees though no one is denied services for inability to pay.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

We served 450 individuals with immigration legal consultation and representation.

8. How many people were turned away during the same time?

Client referrals are received through the Nebraska Immigration Legal Assistance Hotline (NILAH), operated by Legal Aid of Nebraska, which maintains records of those who remain unserved.

9. What are your funding sources?

State and private funding sources.

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

Our clients primarily reside in the Omaha metro area and rural northeast Nebraska, but we serve clients from all over Nebraska.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Our staff is English/Spanish bilingual; we provide interpretation and translation services for those we represent.

## Free Legal Service Providers

### **Military Legal Assistance Offices**

<b>Offutt AFB</b> (Air Force)	55 WG/JA 711 Nelson Drive [Bldg 310] Omaha, NE 68113 Phone: 402-294-3732 <a href="http://www.offutt.af.mil/units/55thwinglawcenter/index.asp">http://www.offutt.af.mil/units/55thwinglawcenter/index.asp</a>
<b>(ANG) Lincoln, NE</b> (Air Force)	155th ARW 2420 West Butler Lincoln, NE 68524 Phone: 402-309-1114

**Source:** <http://legalassistance.law.af.mil/content/locator.php>

- This listing includes the JAG officers and legal assistance officers for all branches of the service anywhere in the continental U.S. These lawyers specialize in deployment-related issues. They also help activated Reserve and National Guard members. However, they can help with only certain legal issues and only people in certain categories of current military service.

### Online Resource

#### **Air Force Legal Assistance Web Site**

The Air Force Legal Assistance Website was developed to provide a means to expedite the process of obtaining various legal documents by active duty, reserve component, and retired military members, their family members, and others eligible for legal assistance through the military.

Visit <https://aflegalassistance.law.af.mil/lass/lass.html> and select either:

#### *(1) Legal Assistance Topics*

Review basic information on legal assistance topics that commonly affect military members such as consumer affairs, family law, wills, or powers of attorney. The information provided is for educational and general information purposes only. It is not legal advice.

#### *(2) Legal Worksheets*

You may fill out an online legal worksheet prior to your visit to the legal office for expedited service, although this is not required prior to your visit. Worksheet topics include wills, advance medical directives, and powers of attorney. Please note that no legal documents can be printed from this website - you are required to visit the nearest Air Force legal office to obtain your legal document. Only Air Force legal offices have access to the data you enter here, and data you enter is deleted after 90 days.

## **Nebraska Military Legal Assistance Offices**

### **155th Air Refueling Wing**

(ANG) Lincoln, NE

155th ARW

2420 West Butler

Lincoln, NE 68524

Phone: 402-309-1114

- The 155th Air Refueling Wing typically provides legal assistance only for National Guard members and their dependents.

### **Offutt AFB Law Center**

55 WG/JA

711 Nelson Drive, Bldg 310

Omaha, NE 68113

Phone: 402-294-3732

### **Contact**

Capt. Collin S. Allan, USAF

Assistant Staff Judge Advocate

(402) 294-3732

[collin.allan.1@us.af.mil](mailto:collin.allan.1@us.af.mil)

1. Brief description of services.  
The Offutt AFB Law Center provides basic legal assistance to active duty members, their dependents, and retired personnel. We do not provide court representation, document preparation, or information regarding business decisions.
2. What substantive legal areas are the focus of your program?  
We focus on providing wills and answering basic legal assistance questions, i.e., family law, Service Members Civil Relief Act, landlord tenant (for active duty), etc.
3. What kind of self-help services do you provide?  
We provide a number of handouts that are available in the legal office.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
We do not have the staff availability to follow up.
5. Does your program measure outcomes for self-represented litigants?  
No.
6. What are your eligibility criteria?

Our services are restricted to active duty members, their dependents, and retired personnel.

7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

I don't have a number.

8. How many people were turned away during the same time?

I don't have a number.

9. What are your funding sources?

N/A

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

The local area.

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

No.

## **Mediation Centers**

### **Office of Dispute Resolution (ODR)**

Nebraska State Capitol, 12<sup>th</sup> Floor

1445 "K" Street

P.O. Box 98910

Lincoln, NE 68509

<https://supremecourt.nebraska.gov/5942/office-dispute-resolution>

#### **Contact**

Debora Denny

Dispute Resolution & Special Court Programs

Nebraska State Court Administrator's Office

402-471-2766

[Debora.Denny@nebraska.gov](mailto:Debora.Denny@nebraska.gov)

1. Brief description of services.  
The Office of Dispute Resolution (ODR) partners with Nebraska's nonprofit mediation centers and the Douglas County District Court Conciliation and Mediation Office to provide mediation and dispute resolution to Nebraska's courts and citizens.
2. What substantive legal areas are the focus of your program?  
Parenting plan mediation; child welfare conferencing, including family group conferencing; juvenile justice conferencing, including victim offender mediation; small claims mediation; special education mediation.
3. What kind of self-help services do you provide?  
Referral lists to Limited Scope Representation attorneys; mediation of court-connected legal matters; referrals to Self-Help Desks and Volunteer Lawyer programs.
4. To what extent does the program follow-up with SRLs to make sure that their cases are moving through the system?  
Not applicable.
5. Does your program measure outcomes for self-represented litigants?  
Not applicable.
6. What are your eligibility criteria?  
Mediation fees can be reduced or waived based upon a sliding fee schedule.
7. How many people did your organization serve in 2014 (or the most recent point for which data is available)?

Total new mediation cases opened statewide by the six mediation centers during FY2013-2014 were 3,672. Using the assumption of at least two persons per case, the minimum number of persons served statewide would be 7,344.

8. How many people were turned away during the same time?

Not applicable.

9. What are your funding sources?

a. Do you have separate funding to serve SRLs? No.

b. Do you use volunteers to serve SRLs? No.

10. What is the geographical range of your service area?

Mediation is available in all 93 counties of Nebraska. Contact information including staff for the nonprofit mediation centers can be found at:

<https://supremecourt.nebraska.gov/sites/supremecourt.ne.gov/files/mediation/Roster%20-%20ODR%20and%20Mediation%20Center.pdf>

11. Is your program able to provide interpreters or multilingual staff to accommodate non-English speakers?

Yes, primarily Spanish speakers and the Hearing-Impaired on a case-by-case basis.

## **Other Web Resources**

### **Working with Pro Se Litigants: A Manual for Nebraska Court Employees (April 2008)**

[nlcs1.nlc.state.ne.us/epubs/S3000/H008-2008.pdf](http://nlcs1.nlc.state.ne.us/epubs/S3000/H008-2008.pdf) (enter link directly into web browser)

### **Pro Se Education for Court Staff and New Judges**

Judicial Branch Education has developed a 10-hour course module for court clerks on dealing with self-represented litigants. The course, hosted on Judicial Education's 'blackboard' system, is offered through Nebraska's court certification program. The curriculum is based on the court employee pro se manual, "Working with Pro Se Litigants" (above) developed by the original members of the Self-Represented Litigation Committee.

Education sessions on self-represented litigants are regularly offered during new judge and new employee orientation programs; and taught throughout the regular, ongoing Judicial Branch education curriculum.

### **Nebraska's Domestic Violence Protection Order Bench Guide (May 2010)**

<http://ndvsac.org/wp-content/uploads/Legal/Bench%20Guide%20PDF%20%28June%202010%29.pdf>