
FOCUS ON THE CLIENT: WHY THEY'RE NOT CALLING YOU

REBECCA L. SANDEFUR

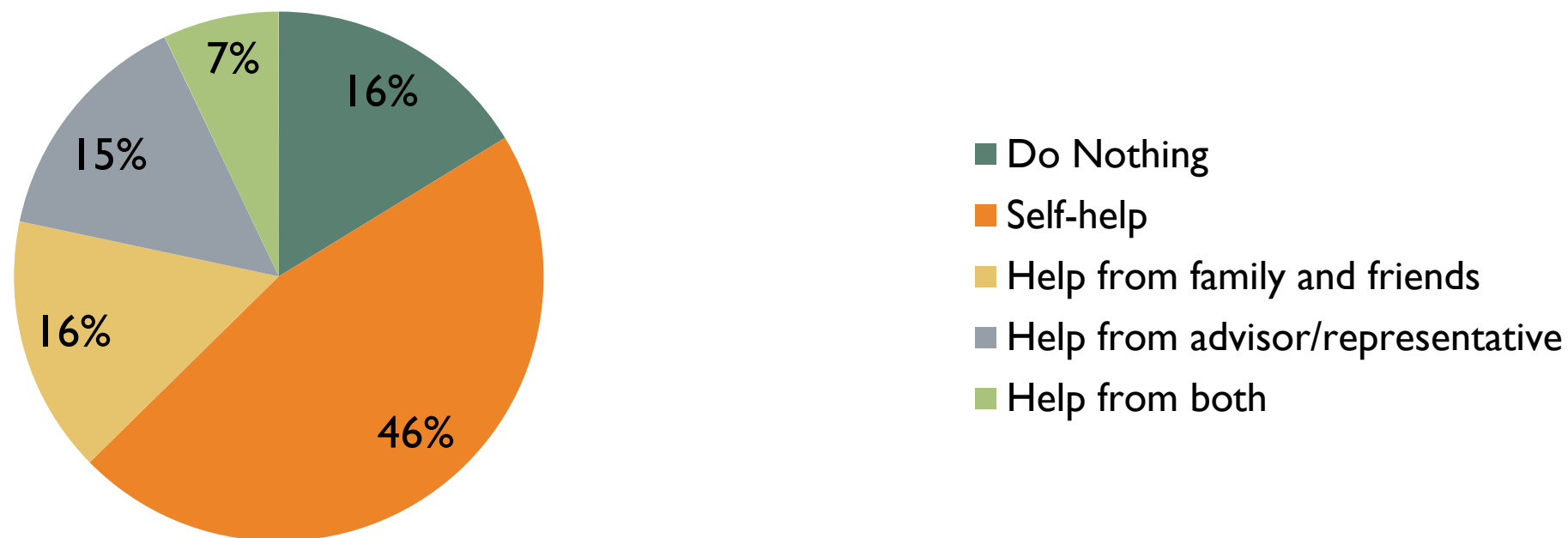
AMERICAN BAR FOUNDATION AND UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

MAY 3, 2015

WHY THEY'RE NOT CALLING YOU

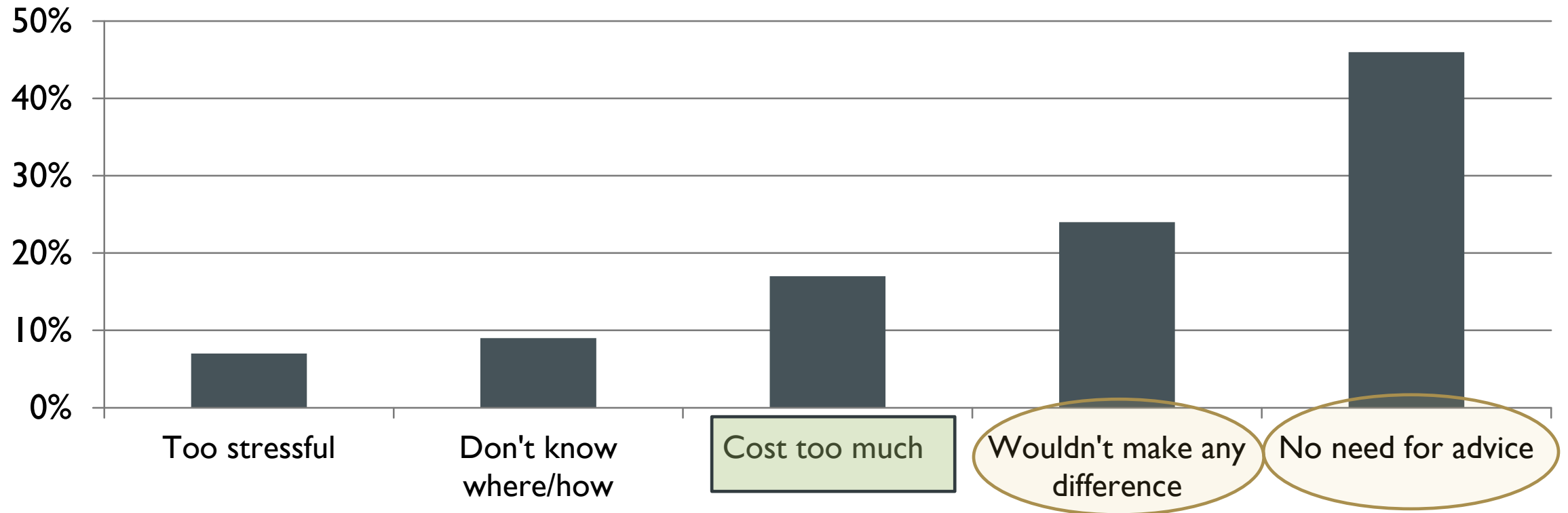
- Many more people could be calling you than are currently.
 - Americans experience millions of civil justice problems every year.
- They're not thinking about you.
 - The most important reason that people do not take their problems to lawyers or courts is that law is simply not considered. People usually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

HOW DID YOU HANDLE THE SITUATION?



Source: Rebecca L. Sandefur. 2014. *Accessing Justice in the Contemporary USA*. Chicago, IL: American Bar Foundation.

THE CLIENT'S PERSPECTIVE: WHY NOT GET HELP?

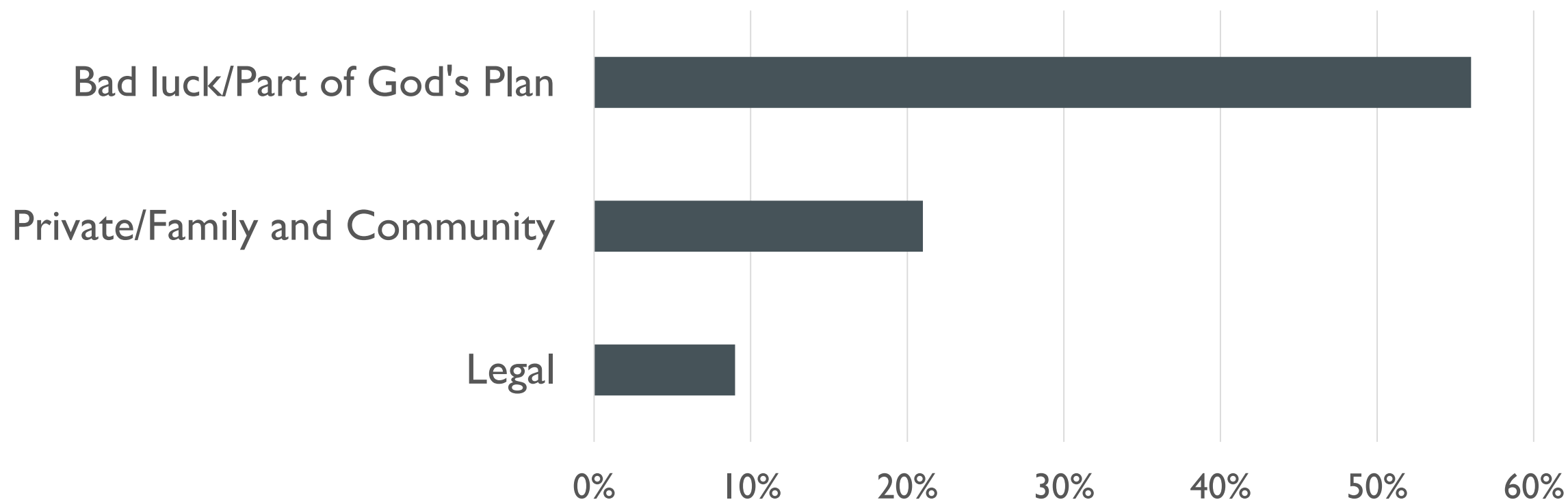


Source: Rebecca L. Sandefur. 2014. *Accessing Justice in the Contemporary USA*. Chicago, IL: American Bar Foundation.

THE CLIENT'S PERSPECTIVE

- bad luck / part of life
- moral
- private (i.e. not something to involve others with)
- criminal
- part of God's plan
- legal
- social
- bureaucratic
- family / community (i.e. something to be dealt with within the family/community)
- none of these

WHAT KIND OF A SITUATION IS THIS?



Source: Rebecca L. Sandefur. 2014. *Accessing Justice in the Contemporary USA*. Chicago, IL: American Bar Foundation.

BRIDGING THE GAP WITH ASSISTANCE THAT IS

- Targeted
 - specific to the problem the person faces
- Timely
 - appearing when the problem is being recognized
- Trustworthy
 - from a source that the person trusts

BRIDGING THE GAP: CO-LOCATION

- Tennessee Faith and Justice Alliance
 - “The notion is to connect with people in need **in a place they already go to seek help with a problem**. That place is quite often their place of worship.”
- Medical-legal partnerships
 - Nearly 300 hospitals, clinics and medical schools partnered with nearly 250 legal aid offices, law schools, and pro bono projects.
- Extending Our Reach: Reducing Homelessness through Library Engagement
 - Providing assistance with shelter, benefits, transitional housing, health and legal issues.

BRIDGING THE GAP: ACROSS THE DISTANCE

- Advertising
 - Connecting problems to law
 - Connecting people to services

BRIDGING THE GAP: ACROSS THE DISTANCE

- Opportunities of the internet
 - Human mediation



Are you eligible to apply for citizenship?

This website will help you to answer questions about your eligibility for citizenship through naturalization. It will also help you to understand the naturalization process and prepare for the naturalization tests.

[Learn More >](#)



Need help?
[CLICK HERE](#)

 Enter your mobile number to receive text alerts [Go](#)

Download our Mobile App


 Visit Google Play  Visit iTunes App Store 

Learn About Naturalization

 Get the facts about the naturalization process.

[Go](#)

Prepare for the Naturalization Tests

 Find out how to prepare for the naturalization tests.

[Go](#)

Other Citizenship Resources

 Explore other resources on citizenship and naturalization.

[Go](#)

BRIDGING THE GAP: FOCUS ON THE CLIENT

- Think like the people you want to work with, meet them where they are with assistance that is
 - Timely
 - Targeted
 - Trustworthy