



AMERICAN **BAR** ASSOCIATION

Free Legal Answers

What is ABA Free Legal Answers?

Virtual Legal Walk In Clinic

Fills the Justice Gap

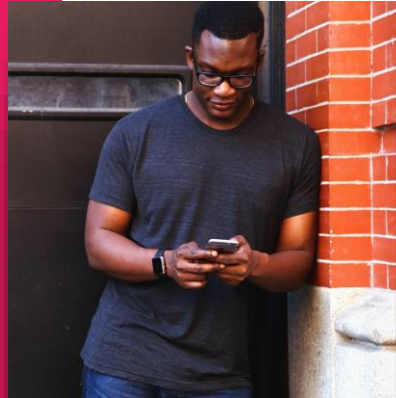
Prevents larger legal crises
from developing

Allows legal services staff
attorneys to focus on full
representation

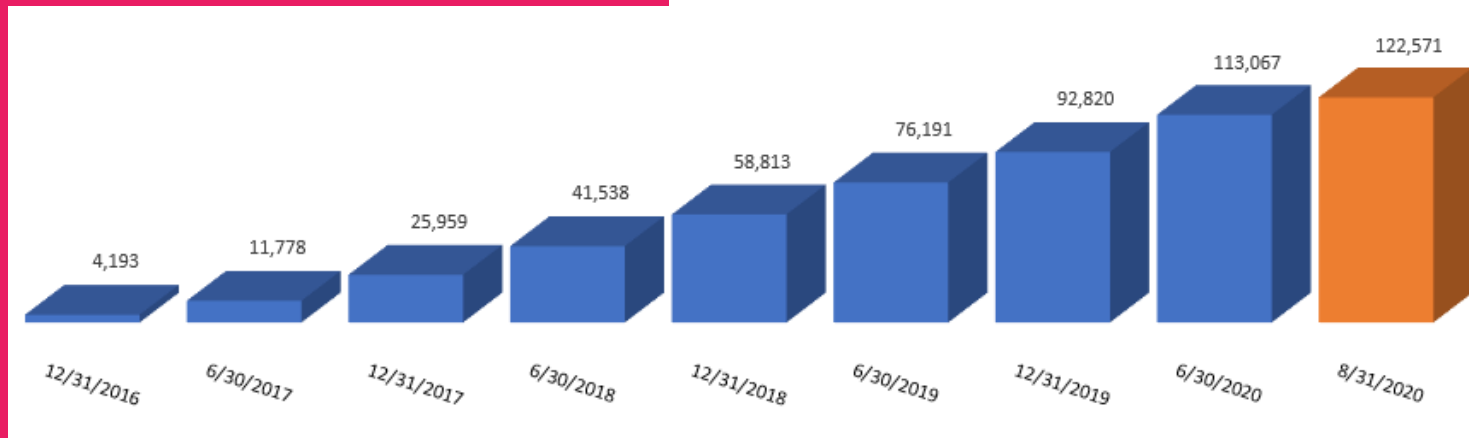


The Client

Adult
< 250% of FPL
< \$10K in assets
Nonincarcerated
Civil Issues



Over 122,000 Questions Submitted



The Question

Select Category

Add Court Date

Add Opposing Parties

Upload Files

Ask a question

Question Tips

* - Required

Kind of Problem *

Please Select a Category

What is your question about? (e.g., Subject) *

140 characters remaining.

Ask any questions about this issue here. And tell the attorney any details that would help explain the problem. Please keep it to 500 words or less. *

File Edit Insert View Format Table Tools

Paragraph

Enter a court date or legal deadline, if you have one



Tell us who you have a disagreement with

Attach photos or files

If you have pictures or other files related to your problem, you can add them here. You can attach more than one file, the maximum size is 10 MB each, and pdf.

 Add attachment

Question Tips for Clients

Ask a legal question. When writing about your problem, don't forget to include the question you'd like the lawyer to answer.

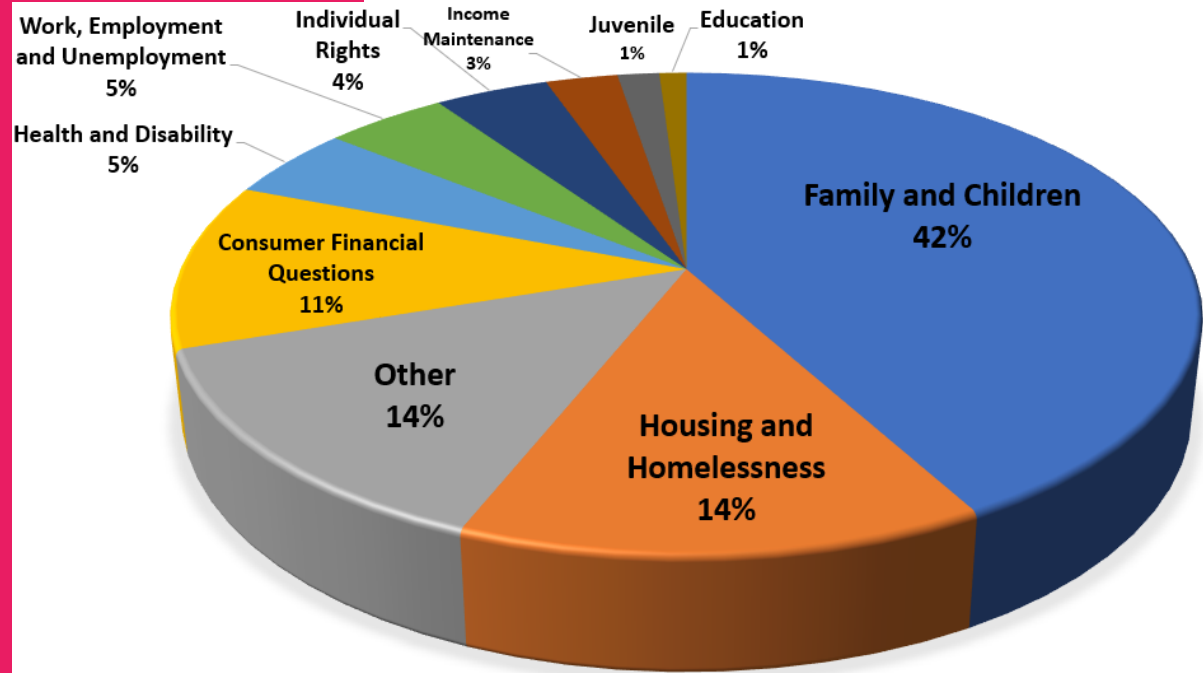
Get right to the point. You only have 500 words.

Write the name of the person/company you're having a problem with. Our lawyers want to make sure they don't know the person you're talking about.

Keep it Legal
Keep it Focused
Ask a Question

Types of Questions

Family
Housing
Consumer



Client Feedback

94% Website easy to use

86% Understood their attorney

81% Received timely response

77% Satisfied with the help

67% Got information can't afford

63% Helped with legal problem

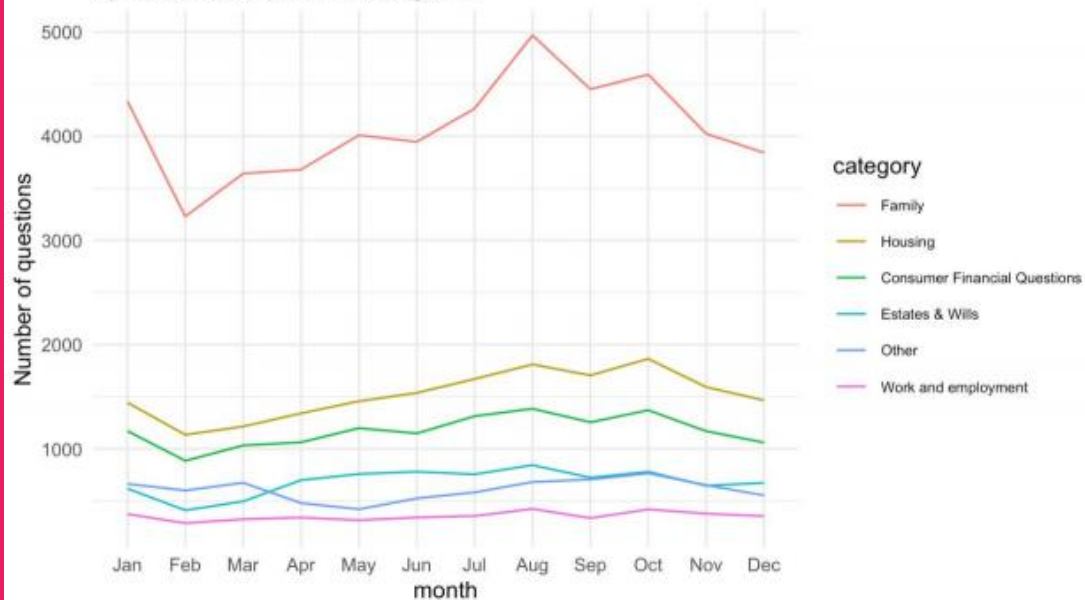
The Research

Predictive Analytics

Machine-learning modeling

Recommendations for Site
Enhancements

Traffic of questions by months
by the most common categories



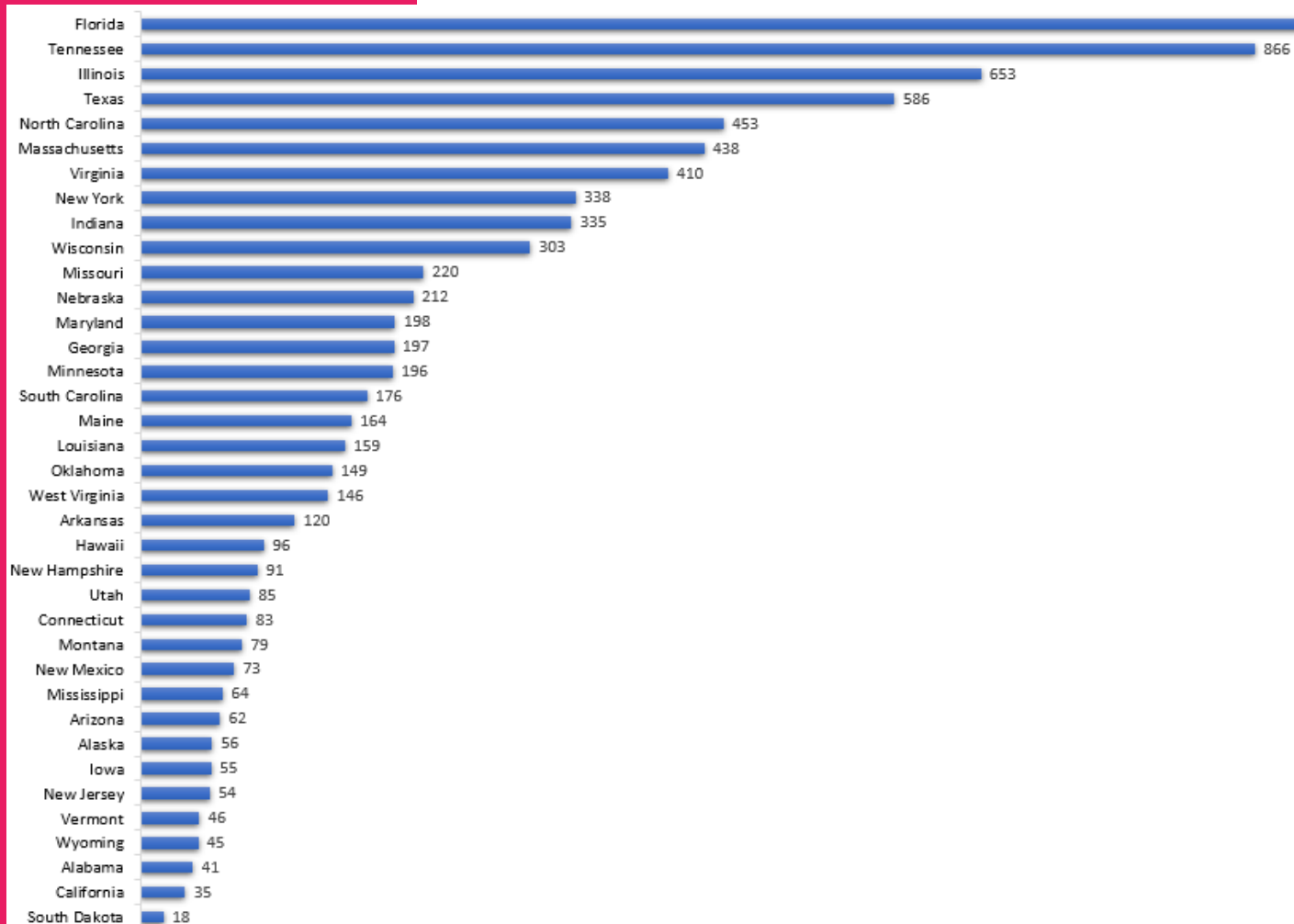
The Attorney

Solo/Law Firm
Corporate
Part-time/Retired
At Home Parent
Licensed Professor

ABA
AMERICAN BAR ASSOCIATION
Free Legal Answers



Over 8,000
Volunteer
Attorneys
Registered



The Question Queue

Sort for:
Veterans
Seniors
Kind of Problem

Home Question History Profile FAQ Training Resources Log My Hours Manage Subscriptions FREE LEGAL ANSWERS

A Hurricane Michael category has been added.

Available questions queue

Sort Kind of Problems Filter Client Details Filter

Older than 25 days or pending legal deadline Older than 10 days

Legal Deadline	Kind of Problem	Parties	Subject	Submitted	
10/2/18	Debts & Purchases	John Tester vs ABC Creditor	Creditors are calling me at work	9/28/2018 215 days old	Preview
Vet 65+	4/15/19	Debts & Purchases	Jane Doe vs ABC Creditor	9/28/2018 215 days old	Preview
				9/28/2018 215 days old	Preview
				10/21/2018 192 days old	Preview
	Family/Divorce/Custody	John Tester vs None	Test Question	2/26/2019 64 days old	Preview
	Family/Divorce/Custody	John Tester vs test	test	2/26/2019 64 days old	Preview
Vet 65+	4/15/19	Debts & Purchases	Jane Doe vs ABC Creditor	4/11/2019 20 days old	Preview

DEBTS & PURCHASES

Creditor Harassment

Asked on April 11, 2019 at 1:59 PM CDT

Legal Deadline: Apr 15, 2019 | **Description:** Court hearing

Opposing Parties: ABC Creditor

No replies



Resident Local Region: Anderson County

Creditors are calling me in the middle of the night

Jane Doe

Veteran

65+ years old

Post your response:

File Edit Insert View Format Table Tools

Undo Redo Cut Copy Bold Italic Bulleted List Numbered List Paragraph Text Color Background Color Link Unlink Image Alt Text

Words: 0

Attach photos or files

file files larger than
df.

Add My Hours

Enter additional hours in tenths, example: 1.2 HOURS

- 0.0 HOURS +

The Response

Simple Language
Attach Files
Submit Hours

Attorney Resources

Online Training for Volunteer Attorneys

Below are four training videos to get you started on volunteering.

- [IL Free Legal Answers Overview for Attorneys](#) (a 5 min video)
- [How to Become a Volunteer Attorney on Free Legal Answers](#) (an 8 minute video)
- [Tips for Lawyers Answering Questions on IL Free Legal Answers](#) (a 10 minute video)
- [IllinoisLegalAid.org Website Overview for volunteer Attorneys](#) (a 16 minute video)

Quality Answers

Model Rule 1.1: Only
Questions You Can Answer

Getting it Right: 3 Days to
Research, Draft, Confer

Training: Invite
Experienced Attorneys





NLADA Insurance Program

The ABA provides malpractice insurance to

- All volunteer attorneys
- Covers advice provided through the site

Annual Volunteer Recognition

Attorneys: 50+ Questions

Firms/Corporations: 75+
Questions



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2019 PRO BONO
LEADER



Attorney Feedback

94% Will use it again

93% Recommend it to lawyers

92% Easy to use

89% Easy client communication

The Impact

ProSocial Valuation

Social Capital Created by
Free Legal Answers in 2018:
\$7,300,000

**Inputs: Types of Capital
FLA Creates**

Community Capital⁵

Civic Capital⁶

Human Capital⁷

**Outputs:
Normative Data**

21,092 questions answered; 42% family & children; 14% housing & homelessness.

5,611 hours donated by 5,300 attorneys; ABA provides infrastructure & awareness building.

Often, FLA is the only opportunity to get help with a legal question.

**Outcomes: Results
Attributable to FLA**

Vary by issue, benefit reinstatement, child custody, etc. \$3.4M

Volunteer hours: \$ 1,716,966
Advocacy: \$1.5M

Improved health & well-being: \$600K

Tangibles: Sub-totals

TOTAL: \$3.4M

TOTAL: \$3.2M

TOTAL: \$600K

+

Velocity

Soft power + MSA (National, Niche)

+

Intangibles

Audacity
\$24,192

Connectivity
\$14,515

Capacity
\$16,416

Ingenuity
\$9,504

Tenacity
\$29,030

Diversity
\$ 5,184

=

**ProSocial
Value**

Social Capital = \$7.3M (Tangibles: \$7.2M + Intangibles: \$99K).

ProSocial ROI: \$7 to \$1 (ProSocial Value/\$1M, FLA estimated costs).

2019, ProSocial Valuation Service

How is ABA Free Legal Answers Funded?



AMERICAN ARBITRATION ASSOCIATION®



at&t

BAKER DONELSON

INTERNATIONAL  PAPER

FedEx®
Ground

 NELSON
MULLINS

PILOT
COMPANY

 *State Farm*®

How do I Get Started?

- ❑ **Navigate to**
[ABAFreeLegalAnswers.org](https://www.abafreelegalanswers.org)
- ❑ **Click on “Volunteer Attorney Registration”**
- ❑ **Select your state and follow the prompts**

**Please Send Questions
or Comments to:**

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