



## TYPES OF PRO BONO CLINICS

### 1. **Full-Service Clinic**

A full-service clinic provides comprehensive legal services from the moment a client attends a clinic (intake) until the client's legal issue is resolved. They may provide administrative representation, litigation services, or transactional representation. These clinics are the most resource-intensive, and they provide opportunities to match clients with the services they need.

### 2. **Limited-Scope (Unbundled/Discrete) Clinic**

Limited-scope clinics provide specific, discrete legal services to a client instead of continuous or "full" representation. Examples of discrete services are ghostwriting a demand letter for a tenant, filling a wage-and-hour complaint form for a worker, or submitting completed DACA forms for an undocumented immigrant. These clinics work best when a client has a discrete, non-litigation issue, is competent to follow up with an attorney's instructions, and consents to limited representation.

### 3. **Advice and Referral (A&R) Clinic**

Advice and Referral clinics allow clients to speak with an attorney regarding a civil matter and, if appropriate, seek legal counsel outside of the clinic. A&R clinics can sometimes function as limited-scope clinics in that attorney advisors may help a client fill out paperwork, ghostwrite a letter, or make a phone call to help resolve the dispute. These clinics do not guarantee representation; they only guarantee that complex complaints will be forwarded to a partner attorney/agency.

### 4. **Community Empowerment and Education ("Know Your Rights") Clinic**

Community empowerment clinics, often described as "know your rights" clinics, engage client populations on discrete legal issues impacting them. These clinics provide clients with the tools to take on their own pro se representation, or to better understand their rights. Community empowerment clinics are often used in housing, public benefits, workers' rights, juvenile justice, immigration, civil issues impacting the formerly incarcerated, civil and voting rights, education, environmental justice, and transactional law.

### 5. **Traveling Clinic**

Traveling clinics provide legal services at varying locations designed to reach isolated clients. For example, these clinics may take place in the fields or at a senior or elder care center, school, bodega, restaurant, or community center. Clinics may rotate through the same locations or may "pop up" as needed in different places. Projects with broad regional coverage often utilize traveling clinics, but such clinics can also be deployed in cities.

### 6. **Rural Clinic**

Rural clinics bridge gaps in representation by "importing" volunteers from urban areas to rural/isolated regions. This can include bringing volunteers from cities within a region that is otherwise considered rural or bringing attorneys from completely different parts of a state into a rural region.



## QUESTIONS TO ASK WHEN DESIGNING A PRO BONO CLINIC

### *Questions Impacting Your Clients and Delivery of Legal Services*

1. Will your (prospective) clients be comfortable meeting with strangers? Does a trust relationship need to be built for the clinic to succeed?
2. Will the clinic provide all legal representation during its sessions, or will representation extend to non-clinic hours for complex cases? Are the issues that arise urgent? How complex are the cases? How will you handle follow up, and who will be responsible for representation?
3. Will your clients need translation support? If yes, how will you obtain translators? Will your clinic resources (brochures, handouts, intake forms) be available in multiple languages? Will the need for translation impact which attorneys may volunteer?
4. Do you intend to partner with other organizations to provide a “comprehensive” clinic?

### *Questions Related to Attorney Volunteers*

5. Will you need the same attorney volunteers to appear at each clinic?
6. Will you utilize non-attorney volunteers? (e.g., law students, non-law volunteers)
7. Will your volunteers need substantive training? Training on working with your client demographic? Logistics training? If yes, who will provide that training, what format will it take, when will you provide it, and will CLE credit be offered?
8. Do your clients have unique characteristics that may impact whom they are comfortable speaking to? How will this impact your efforts to recruit volunteers?

### *Questions for Your Host Organization*

9. Does your host organization have experience with conducting clinics? If not, does its malpractice policy include pro bono clinics?
10. Will you need disclaimer forms, waivers, or letters of engagement? Do your partner organizations?
11. Does your host organization intend to take photos/videos for use in their communications materials? If so, are there any privacy concerns or risks for your clinic clients?
12. How much staff and administrative support will you need for and at each clinic?
13. Is your host organization willing to help you staff clinics? If not, are there other partners who are willing to co-host? (e.g., bar associations, community organizations, law schools)
14. Do you intend to co-counsel with other organizations/firms? If yes, who will manage that relationship? (Note: if the partner is your sponsor, you should manage the relationship.)
15. Will your project, or a partner, take complex cases arising from your clinic? If not, how will those cases be triaged?
16. How will you manage and track your pro bono volunteer roster and hours?