

CARPLS Legal Aid

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What is CARPLS?



- ▶ The Coordinated Advice and Referral Program for Legal Services (CARPLS)
- ▶ CARPLS was the very first stand alone legal aid hotline in the United States
- ▶ CARPLS exclusively does “brief legal services” of legal advice, consultation and document review and drafting (no direct representation in court)
- ▶ CARPLS is supported by state of the art technology (case management software, call center phone system, knowledge management, data capture and analysis, creative use of technology to connect clients to help)
- ▶ Each year, CARPLS does 65,000 legal consultations on the hotline and at 4 court based advice desks, and several statewide projects



The cornerstone of access
to justice is the opportunity
to talk with an attorney

No one
should ever
have to face a
legal problem
alone.

► CARPLS has been providing everyday justice to everyday people for 28 years. Almost 1,000,000 people have been helped by CARPLS since 1993 with our limited scope brief legal services. We are changing our community, one legal problem at a time.

Cook County's New Project

Cook County
LEGAL AID
for Housing and Debt



*Helping you resolve eviction, foreclosure,
debt, and tax deed issues.*

www.cookcountylegalaid.org

Early Resolution Project/CCLAHD

- ▶ Diversion court calls for eviction, consumer debt, foreclosure and tax deeds (called the Early Resolution Project ERP of CCLAHD)
- ▶ Six legal aid providers and a **mediation** partner in the courtroom (via Zoom) all working together to help anyone who wants to talk to an attorney
- ▶ Legal aid attorneys doing brief legal services of advising and **settlement** negotiations on the spot (with help of mediators)
- ▶ Can follow up with mediation/settlement within a two week window of that court date
- ▶ **No appearance** needs to be filed by the attorneys for this project
- ▶ Is also an advice and referral **hotline** managed by CARPLS for litigants who look for help before the first court date
- ▶ Web based **partner community**/software platform to give and receive referrals and communicate within the network



Success with unbundled legal aid services, thanks to:

- ▶ Responding to the COVID litigation crisis (seeing it as an opportunity)
- ▶ Close partnership between the court and legal aid
- ▶ Supportive funding
- ▶ Collaboration between the legal aid providers to help the community
- ▶ Private bar attorneys as volunteers working with the LSPs