



REFERRAL

Summer 2005

DON'T MISS OUT

Renew or Register by July 1, 2005

LRS Renewal & Registration

The 2005-2006 Lawyer Referral Service (LRS) year begins July 1, 2005. Forms for renewing LRS registration are being sent to all currently registered lawyers. If you have any questions, please feel free to call our attorney line at (503) 620-0222, ext. 408 or 1-800-452-8260, ext. 408 (toll-free in Oregon).

Lawyers new to LRS can access a registration form from the OSB website by clicking on "LRS Registration" under the Membership Services heading.

Last year LRS received more than 80,000 calls and e-mails. Approximately 50,000 of these resulted in referrals to LRS lawyers. Approximately half of these calls became paying clients for LRS panelists.

Attorney Line

Changing your address or areas of practice for referrals has never been easier. Just call our "408" line. You can call (503) 620-0222, ext. 408 or 1-800-452-8260, ext. 408 (toll-free in Oregon).

This is also the line to call for Lawyer to Lawyer. Lawyer to Lawyer matches lawyers with questions to experienced lawyers willing to help. The questions can be on substantive areas of law or local practice in an unfamiliar county. If you would like to sign-up as a "resource lawyer" to answer questions, you can access the registration form on the OSB website "LRS Registration" under Membership Services heading.

Please do not give the 408 line to clients or members of the public. We want to keep this line open to lawyers so you can reach us right away.

Referral reminders

Clients calling LRS are often quite anxious about their legal matter. Before calling LRS they have usually discussed their legal problem with family and friends and spent time worrying about their issue. When they finally contact the LRS office, they are advised that they can have a referral to a lawyer who will consult with them for a \$35 fee. Occasionally, the referral lawyer declines to meet with the client to discuss the matter. This can be very disappointing for the client.

There are often very valid reasons why the lawyer can not consult with the referral. These include:

- Conflict of interest
- Lawyer is too busy
- Lawyer no longer practicing a particular area of law

At your request, LRS staff can temporarily cease sending referrals if you are overwhelmed with cases. Just notify us if you would like to temporarily cease referrals (or certain practice areas) and when you would like to resume referrals. Likewise, if you have discontinued an area of practice, simply let us know. That way we can avoid unnecessarily wasting your time and that of clients. Obviously, if you have a conflict of interest, we understand that you can not consult with the client. However, please advise the referred client to contact LRS for another referral.

Please do not screen out or refuse clients whose cases do not interest you. These clients may benefit greatly from the opportunity to hear an objective assessment of the merit of their legal matter. One of the benefits of the program



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Published by the Oregon State Bar
Referral and Information Services

REFERRAL SERVICES

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(503) 620-0222, ext. 408

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LEGAL INFORMATION

PAMPHLETS

Free legal information pamphlets, produced and distributed by the Oregon State Bar, cover a variety of general legal topics.

To order pamphlets, call the

Oregon State Bar:

Portland: (503) 620-0222, ext. 350

Elsewhere in Oregon:

(800) 452-8260, ext. 350

for clients is this initial consultation for \$35. If you believe that a consultation with the client would not be beneficial, please refer the client back to LRS.

OTHER PROGRAMS

LRS staff administer several other programs serving the bar and citizens of Oregon. These programs include:

■ Military Assistance Panel

Oregon's active military personnel and their families are in great need of legal help. The Oregon State Bar Military Assistance Panel connects these military personnel with lawyers to help with their legal matter. Lawyers providing assistance on the Military Assistance Panel are expected to give at least one hour of advice and counseling to a client free of charge.

Panel volunteers will receive free CLE training on the Soldiers' and Sailors' Civil Relief Act (SSCRA) and the Uniformed Services Employment and Reemployment Act (USERRA) along with applicable provisions of Oregon's consumer protection laws. The CLE training is available on videotape. To register for the Military Assistance Panel and to obtain a copy of the CLE training, please contact Shannon Wallace at swallace@osbar.org or (503) 620-0222, ext. 367., 1-800-452-8260, ext. 367 (toll-free in Oregon). Military Assistance Panel information and resources are also available on the OSB website.

■ Modest Means

The Modest Means Program is a reduced-fee referral program that assists low to moderate income clients in the areas of family law, landlord-tenant, and criminal defense. The Modest Means Program in many cases remains the only option for clients who have a conflict of interest with Legal Aid or do not meet their stringent income requirements. Modest Means clients pay \$35 for the initial consultation and \$60 dollars an hour after that. They also may be required to pay a reduced rate retainer fee.

■ Problem Solvers

Problem Solvers is a legal advice program for young people administered by the Oregon State Bar. Lawyers who volunteer as Problem Solvers offer youth ages 11-17 a free 30-minute consultation. Clients are told to expect general information and limited advice only.

■ Lawyer To Lawyer

The Oregon State Bar's Lawyer to Lawyer program connects Oregon lawyers working in unfamiliar practice areas with experienced lawyers willing to offer informal advice at no charge.



THE REFERRAL PROCESS

Clients calling the Lawyer Referral Service typically are anxious to address their legal issue and may have no prior experience with the legal system. At LRS, our staff is dedicated to making their initial contact with the legal system and lawyers a positive one. When a client calls, an LRS staff member screens him or her for these four main pieces of information:

- client name
- geographic location
- practice area of law
- special needs



Correctly matching the client's needs with the lawyer's practice area is paramount. There are few things as frustrating to both callers and lawyers than an inappropriate referral. Therefore, special attention is given to training LRS staff to spot legal issues to ensure a good match. LRS staff are trained by lawyers on different substantive areas of law and how to quickly triage the call and identify key issues.

Although we may be unable to provide a referral meeting the specific demands of every client, we strive to make the correct match.

The Lawyer Referral Service is known for having information about its lawyers that cannot be found elsewhere: other active bar licenses, foreign languages spoken, areas of practice. However, LRS will not select referral lawyers based upon race, gender, religious affiliation or other factors not relevant to the lawyer's ability to handle a legal matter.

SPECIAL NEEDS

Paying special attention to the "other services" section on your registration form will increase your number of referrals as you adjust your practice to fit the special needs of more clients. If a lawyer is in front of you in the computer rotation, and is not signed up to offer the special need that the client is requesting, you may receive the referral instead of that lawyer.

These needs may include:

- Evening Appointments
- Weekend Appointments
- Out-Of-Office Appointments
- Payment Plans
- Credit Cards
- Wheelchair accessible
- Foreign Language
- Federal Court Cases
- Native American Issues
- Appeals
- Arbitration
- Mediation

ON THE FRONT LINES

LRS staff receive approximately 300 calls per day. Call volume and areas of law vary, though there are some patterns. Often times, increased publicity of a legal issue can result in increased calls. Two recent examples are end-of-life planning issues and bankruptcy.

The media coverage of the Terry Schiavo case resulted in a marked increase in calls concerning "Advance Directives" in particular and estate planning in general. Also, news of the changes Congress has enacted to the Bankruptcy Code has increased calls for bankruptcy referrals.

We receive calls concerning some of the most important events in people's lives – divorce, death, liberty, taxes, etc. But sometimes, the calls are just odd and humorous. Recently a caller wanted to sue Governor Kulongoski regarding a secret microchip the state placed in his body and the conspiracy about an alien "mother ship" (true story). This person did not end up getting a referral to a lawyer. Another caller wanted the LRS clerk's opinion on Fred Meyer stores as a shopping experience – the first store was opening in her town. It helps to have a sense of humor.

For other questions on LRS services, programs or policies, please call the attorney line at (503) 620-0222, ext. 408 or 1-800-452-8260, ext. 408 (toll-free in Oregon). You can also direct e-mails to Jon Benson at jbenson@osbar.org.

2004–2005 * REFERRALS BY LOCATION

Location	Referrals	No Shows	Net Referrals	Location	Referrals	No Shows	Net Referrals	Location	Referrals	No Shows	Net Referrals
Albany	909	511	398	John Day	27	16	11	Redmond	240	143	97
Aloha	194	86	108	Klamath Falls	664	306	358	Roseburg	962	491	471
Ashland	101	70	31	La Grande	411	282	129	Salem	4759	2760	1999
Astoria	96	66	30	Lake Oswego	526	294	232	Sandy	5	4	1
Baker	135	79	56	Lincoln City	112	54	58	Scappoose	41	25	16
Beaverton	3030	1477	1553	Madras	18	10	8	Seaside	91	28	63
Bend	1528	816	712	Mcminville	642	331	311	Silverton	12	7	5
Brookings	124	83	41	Medford	2718	1587	1131	Springfield	162	74	88
Canby	144	55	89	Milton/Freewater	19	14	5	Stayton	2	0	2
Coos bay	748	409	339	Milwaukie	983	562	421	St. Helens	150	105	45
Cottage Grove	100	66	34	Newberg	198	83	115	The Dalles	245	115	130
Corvallis	872	504	368	Newport	376	200	176	Tigard	997	564	433
Dallas	24	10	14	Ontario	279	203	76	Tillamook	165	95	70
Enterprise	10	5	5	Oregon City	2362	1405	957	Tualatin	290	108	182
Eugene	4175	2274	1901	Portland DT	8238	4795	3443	Vancouver	61	47	14
Forest Grove	51	33	18	Pendleton	420	141	279	West lynn	111	65	46
Gladstone	8	4	4	Pdx NE	2005	1160	845	Wilsonville	204	115	89
Gold Beach	17	14	3	PDX North	537	293	244	Woodburn	68	35	33
Gresham	1357	856	501	PDX NW	440	218	222				
Grants Pass	1080	644	436	Prineville	2	1	1				
Hermiston	112	77	35	PDX SE	3615	2037	1578				
Hillsboro	1805	1028	777	PDX SW	686	362	324				
Hood River	234	136	98	Rainier	24	13	11				
								Total	50721	28451	22270

* Statistics are current through May 20, 2005 only. Remainder of year not included.

2004–2005 * REFERRALS BY PANEL

Panel	Referrals	No Shows	Net Referrals
Administrative Law	1998	1084	914
Bankruptcy	1507	813	694
Business/Corporate	936	532	404
Consumer	3789	2207	1582
Criminal	3902	2140	1762
Criminal Modest Means	121	56	65
Debtor/Creditor	2447	1371	1076
Family Law	9803	5548	4255
Family Law Modest Means	1648	690	958
General Litigation	9845	5810	4035
Intellectual Property	319	184	135
Employment	4727	2582	2145
Employment Employer Only	13	7	6
Real Estate	5362	3112	2250
Real Estate Modest Means	46	23	23
Tax Law	314	169	145
Estate Planning	2058	1179	879
Worker's Compensation	1082	523	559
International Law	804	421	383
Total	50721	28451	22270

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 Portland, Oregon
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