

## Oregon State Bar Public Services

### **Lawyer Referral Service**

In 2015 the Lawyer Referral Service (LRS) referred nearly 50,000 potential clients to member lawyers. In operation since 1971, LRS is a non-profit program that provides referrals statewide in every major area of law. Lawyers agree to provide LRS-referred clients with an initial, half-hour consultation for no more than \$35. Members of the public may submit an online referral request at [www.osbar.org/public/ris/ris.html#referral](http://www.osbar.org/public/ris/ris.html#referral), or call us during business hours.

### **Modest Means Program**

The Modest Means Program is a reduced-fee referral program designed to make Landlord-Tenant, Foreclosure, Family Law, and Criminal Defense legal services accessible to lower-income people who are ineligible to receive such help through Legal Aid or court-appointed counsel. In 2015 we referred over 3,200 modest means clients to lawyers around the state. Lawyers who accept Modest Means referrals agree to charge no more than \$35 for an initial, half-hour consultation, and no more than \$60, \$80 or \$100 per hour (depending upon the applicant's income and assets) for any additional services. Modest Means Program applications can be downloaded at <http://www.osbar.org/docs/public/diy/modestmeansapp.pdf>. Members of the public may also call during business hours to request that an application be mailed to them.

### **Military Assistance Panel**

The Military Assistance Panel provides legal assistance to deployed military personnel and their families in Oregon. Lawyers volunteer to give at least one hour of advice and counseling to a client free of charge. Lawyers help clients with the Servicemembers' Civil Relief Act and general legal issues such as Family Law, Consumer/Credit Law, Real Property/Landlord-Tenant Law and Estate Planning. Potential clients first contact the Oregon Army National Guard at (503) 584-3571 for an authorization (military reference or "MR") number, and then contact the Oregon State Bar's Lawyer Referral Service during business hours for a referral to a participating lawyer.

### **Problem Solvers**

This legal advice program features lawyers who volunteer to help younger Oregonians (ages 13-17) with their legal questions. Lawyers agree to provide a free 30-minute consultation, usually concerning Family Law issues, emancipation and other areas of law pertinent to teens and young adults. To participate, the young adult must call Referral & Information Services during business hours.

**Additional information and resources, including streamable LegalLinks™ Cable Television programs, can be found at: [www.oregonstatebar.org](http://www.oregonstatebar.org)**

**Phone: (503) 684-3763 (Portland metro area)  
(800) 452-7636 (toll-free elsewhere in Oregon)**

**Hours: Monday – Friday, 8 am to 5:00 pm**

## **Client Assistance Office**

The bar's Client Assistance Office reviews all inquiries and complaints about lawyer conduct. Complaints that present sufficient evidence of a violation are referred to Disciplinary Counsel's Office. If the inquiry or complaint does not involve misconduct, the Client Assistance Office may be able to provide some assistance or a referral to another resource. Bar resources include the Fee Arbitration Program, the Client Security Fund and the Professional Liability Fund. For more on information on the Client Assistance Office, see: [www.osbar.org/cao](http://www.osbar.org/cao).

## **Client Security Fund**

The Client Security Fund of the Oregon State Bar was created in 1967 to help reimburse clients who suffer a financial loss as a result of dishonest conduct of their lawyer. Oregon lawyers developed the program and fund it with a portion of the mandatory dues paid by all active members of the Oregon State bar. The fund represents an effort by members of the Oregon State Bar to compensate for the misdeed of a few lawyers. Claims for reimbursements are reviewed by a committee of volunteers, including a public member. All reimbursements are made by the Oregon State Bar Board of Bar Governors. For more information on the Client Security Fund, see: [www.osbar.org/csf](http://www.osbar.org/csf) or call 503.620.0222 ext. 334.

## **Fee Arbitration and Fee Mediation**

The Oregon State Bar's Fee Arbitration Program is a program for resolving fee disputes between an Oregon attorney and a client, between Oregon clients with out-of-state attorneys, or between Oregon attorneys. All parties must voluntarily agree to participate. For more information, see: [www.osbar.org/feearbitration](http://www.osbar.org/feearbitration) or contact Cassandra Stich by phone at 503.431.6334 or via e-mail at [cstich@osbar.org](mailto:cstich@osbar.org).