

Focus on *Access to Justice*

For more information, visit www.lsba.org/atj.

LSBA Celebrates the 10th Anniversary of *LA.FreeLegalAnswers.org*

Ten years ago, the LSBA launched *LA.FreeLegalAnswers.org*, an online pro bono program created by the ABA and administered by the LSBA's Access to Justice Program. *LA.FreeLegalAnswers.org* allows low-income Louisianans to ask their civil legal questions online, and volunteer attorneys then answer those questions.

Volunteering through the site provides a quick and efficient way to provide pro bono services across the state. Volunteers can log in on their own schedule, filter questions by subject matter and provide meaningful guidance in as little as 30 minutes, all without the expectation of ongoing representation or leaving their office. Further, the ABA provides malpractice insurance for volunteer attorneys, removing one of the most common barriers to pro bono participation. What emerges is a model that removes barriers on both ends for attorneys willing to give their time and for the Louisianans who need it most.

Site users must be within 250% of the Federal Poverty Guidelines, 18 years of age or older, not currently in jail or prison, and have less than \$10,000 in assets. Although, when there is a disaster, the income guidelines for the site increase to up to 400% of the Federal Poverty Guidelines. This is important because these guidelines are higher than they are for civil legal aid programs, so those who do not qualify for civil legal aid may still qualify to use *LA.FreeLegalAnswers.org*.

Since the launch date on Aug. 16, 2016, over 10,000 questions have been submitted to the site, and approximately 8,550 have been answered by our 300+ volunteer attorneys. This is an answer rate of 85% and serving approximately 7,900 clients.

Celebrating Volunteer Excellence

These attorneys have been recognized for their contributions to *LA.FreeLegalAnswers.org* and their commitment to pro bono.

2018: **Peter S. Thriffley**, New Orleans
2019: **Cornelia S. Ullmann**, Metairie
2020: **Benjamin H. Banta**, New Orleans
2021: **Brian R. Johnson**, New Orleans
2022: **Amber C. Sheppard**, Mandeville
2023: **Kathleen M. Legendre**, Mandeville
2024: **Cornelia S. Ullmann**, Metairie
2025: **Gregory L. Landry**, Lafayette
2026: **Earlnisha D. Williams**, Shreveport

The site has proven especially valuable during moments of crisis. When the COVID-19 pandemic forced in-person legal clinics to close, and courthouse access became limited, *LA.FreeLegalAnswers.org* remained open around the clock, offering a lifeline to Louisianans whose legal problems did not pause with the world. Following major hurricanes and natural disasters, questions about insurance claims, contractor disputes and landlord-tenant issues surged, and volunteer attorneys showed up to help.

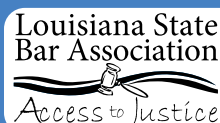
As the program enters its second decade, the LSBA continues to expand the base of volunteer attorneys and raise awareness of the site among the populations it serves.

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Register as a volunteer today!

LA.FreeLegalAnswers.org



The Impact of an Answer

Behind every question is a person seeking legal help. These comments from *LA.FreeLegalAnswers.org* users reflect the difference volunteer attorneys make and the impact of the program on Louisianans across the state.

“ I am truly grateful for the assistance I receive and appreciate this site for providing legal counsel. I have asked for help from many places, and it wasn't until I came here that I finally got the support I needed. Thank you! ”

“ This site was very helpful in allowing me to navigate the legal system. I was given a number of potential resources but this one was the only one that was able to address my specific need... my journey for justice hasn't reached its end yet but I'm WELL on my way thanks to the knowledgeable attorneys on here. ”

“ Please know that this site is so wonderful for low income people like me! I was so desperate and lost as to what to do. I am so glad someone was there to help me with my issue! Thank you so very much! ”

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Attorneys can register at *LA.FreeLegalAnswers.org* in minutes, and pro bono hours logged through the site count toward Louisiana's Rule 6.1 aspirational goal of 50 hours annually.

Ten years in, the promise of *LA.FreeLegalAnswers.org* remains the same as the day it launched: that geography, income and circumstance should not determine whether a Louisianan can get a straight answer to a legal question. One question at a time, Louisiana's volunteer attorneys are making that promise real.

To learn more about the site or if you have questions about volunteering, please contact Rachael Mills, ATJ Project Counsel at Rachael.mills@lsba.org or (504) 619-0104. 



Top Five Question Categories

LA.FreeLegalAnswers.org

- family law
- housing/property owned
- debts/purchases
- civil/constitutional rights
- employment law



LAWYERS IN LIBRARIES

OCTOBER 26-31, 2026

Ways to volunteer this year:

**Ask-a-Lawyer In-Person • Ask-a-Lawyer Session by phone
Wills & Legacy Planning Clinic (in limited areas) • On-Call
Virtual Legal Presentation • LA.FreeLegalAnswers.org**

Sign up at lil.ivolunteer.com/2026

**For more information, visit
www.LouisianaLawyersinLibraries.org**