

Index

- ABA, *See* American Bar Association (ABA)
ABSs, *See* Alternative Business Structures (ABSs)
ACA, *See* Affordable Care Act (ACA)
access to justice, 3–4, 25–39
 affirmative action and, 54
 bar exam and, 67
 barriers to, 33–38
 beliefs about law and, 30
 conventional understanding of, 25
 cost–benefit analysis and, 136–37
 democracy and, 25
 eviction right to counsel and, 133
 family law and, 370–410
 federalism and, 348
 First Amendment and, 319
 Legal Services Act 2007 (UK) and, 280–86
 licensing and, 64
 misconduct and, 65
 Native Americans and, 258
 policy-based reform, 131–32
 political economy and, 360
 race and, 46–53
 redefining, 27–31
 regulation and, 26, 101
 regulatory mismatch and, 362–66
 Rule 5.4 and, 224
 self-regulation and, 69–71
 solo practitioners and, 80
 technology and, 125, 175, 300–16
 transportation and, 137
 unbundling of advocacy and advice in, 383
 Upsolve and, 334
accountants, 68
Act on Out of Court Legal Services (Germany) (RDG), 303–4, 307–9, 311–12
Act on the Remuneration of Lawyers (Germany) (RVG), 305
addiction, as mitigating fact in discipline, 77
advice
 allowing, from non-lawyers, 386–88
 in non-representative posture, 385–86
 partisan advocacy vs. legal, 383–85
advocacy, legal advice vs. partisan, 383–85
affirmative action, 53–57
Affordable Care Act (ACA), 210, 216, 256
agency, 89, 97
 fiduciary benchmark with, 98
 licensing and, 324
Aiken, Linda, 206
Airdeal, 309
Alaska, 29, 36–37, 232, 252, 262, 265
Alaska Legal Services Corporation (ALSC), 10
Alternative Business Structures (ABSs), 282, 361
American Bar Association (ABA), 2, 356
antitrust, 355
antitrust law, 70
apprenticeship, 55
arbitration, international commercial, 42
Arizona, 10, 34, 36, 111, 187, 197, 224, 226, 252
Arneja, Harman, 73
artificial intelligence (AI), 1, 4–5, *See also* technology
 artificial federalism and, 348
 dispute resolution and, 401
 First Amendment and, 321
 generative, 5, 175, 178, 190–91, 198
 poverty and, 161
 professional judgment and, 99
 self representation and, 5
 supply side and, 161
 weak, 174–79, 190–91

- associations, in medicine, 205–9
- asymmetric aggregation, 391, 406
- Atticus, 176, 185–90
- attorney–client privilege, 102
- bar associations, 349–50
- bar exam
 - access to justice and, 67
 - as deterrent, 67
 - race and, 67
 - scarcity of legal services and, 67–68
 - tribal, 35
- Barnard v. Thornstenn, 355
- Barry, John, 240
- Bates v. State Bar of Arizona*, 353
- Baxter, Bill, 357
- beliefs, about law, 30
- Bellow, Gary, 32
- Bender v. Hualapai Tribe, 273
- Black, Hugo, 348
- boundaries, of profession, 220–21
- Bradwell v. Illinois, 353
- Braithwaite, John, 407
- BRAO, *See* Federal Code for Lawyers (Germany) (BRAO)
- Budget Reconciliation Act of 1997, 256
- Burnett, Matthew, 25–39, 231, 321
- Bush, George H. W., 255
- business service specialists (BSS), 90
- CAC, *See* customer acquisition cost (CAC)
- California, 2, 113–22, 224, 232, 265, 363, 404–5
- Canada, 15
- Capital Associated Industries, Inc. v. Stein, 343
- capture of law, by lawyers, 31–32
- CBA, *See* cost–benefit analysis (CBA)
- CHCs, *See* community health centers (CHCs)
- child custody, 40
- child support and child welfare, 40
- child support enforcement, 109
- Citizens Advice bureaus, 37, 60
- civil Gideon, 57–59, 85, *See also* eviction right to counsel; right to counsel
- civil justice engineering
 - circumstances of parties in, 136–39
 - cost analysis in, 147–48
 - cost–benefit analysis and, 135–36
 - cost estimates in, 148–50
 - elements of, 137–54
 - engagement in, 139–41
 - fiscal impacts in, 147–48, 150–51
 - framework, 134–37
 - issue convergence in, 151–54
 - localization in, 136–37
 - person-centered data and, 146–47
 - situating, 131–34
 - social return on investment and, 134
- Clementi, David, 281
- client(s)
 - complaints from, in disciplinary system, 71
 - sexual abuse of, 74
- Clinton, Bill, 256
- Colorado, 2, 102, 226, 385
- community health centers (CHCs), 246
- community justice workers, 2, 8, 37, 197, 252
- complaints, client, in disciplinary system, 71
- complexity, reducing legal, 127–28
- CONNY, 305
- continuum of care, 140
- corporate practice of medicine, 208–9
- corporatization
 - of medicine, 204
 - resisting, 223–25
- cost analysis, in civil justice engineering, 147–48
- cost–benefit analysis (CBA)
 - access to justice and, 136–37
 - civil justice engineering and, 135–36
- cost estimates, in civil justice engineering, 148–50
- courts
 - checkerboard of technology in, 175–80
 - make or buy choice on technology with, 198–99
 - Online Solutions Court, 287–90, 299
 - reconfiguration of “going to court”, 399–403
 - religious, 42
 - remote proceedings for, 400
 - self representation and, 109–13
 - technology and, 5
 - technology checkerboard, 193
 - technology systems of, 174
 - traffic, 119, 125–26
 - tribal, 35–36, 259–65
- Covid-19 pandemic, 118
- criminality, 45
- custody, 94–97, 386
- customer acquisition cost (CAC), 181–93
- data, person-centered, 146–47
- debt collection, 40, 46, 109, 342, 391, 403–6
- debt collection licensing, 404–6
- debt collection service, 311
- debt collection services, 306, 309, 313
- deceleration, with debt collection, 403–6
- decentralization, 362
- default judgment, 41, 406
- Delaware, 36, 252
- demand side
 - ablating, 169–72

- legal interventions and, 168–72
- right to counsel and, 168–69
- democracy, 25, 88, 260, 325
- democratic theory, of First Amendment, 323–28
- demoralization, professional, 57–59
- DeMott, Deborah, 89, 96–98
- disbarment, 75
- discipline, 72
 - addiction as mitigating fact in, 77
 - disbarment in, 75
 - due process in, 72
 - forgiving system of, 76–77
 - lack of, 71–77
 - lawyer scarcity and, 65
 - procedural defects in system for, 71–72
 - recidivism after, 75
 - second chances with, 72–76
 - self-regulation and, 76–77
 - as slow, 72
 - small practice settings and, 77–80
- discrimination, statistical, 44–46
- District of Columbia, 224
- diversity, 54
- divorce, 94–97, 126–27, 183, 187–90, 383–85
- Dormant Commerce Clause, 355
- due process, 72, 262

- Earned Income Tax Credit, 60
- education, legal, 55–57, 67, 101
- education, medical, 207–8
- educational service delivery model, 113–16
- educational service model, 122
- emergency medical technicians (EMTs), 230
- empowerment, of justice work, 33–38
- EMTs, *See* emergency medical technicians (EMTs)
- engagement, in civil justice engineering, 139–41
- English language, 30
- Equality Act 2010, 295
- eviction, 46
- eviction right to counsel, 131–34, 141–43, 153, 158–60, *See also* right to counsel
- exclusion, 26

- facts, assembly of relevant, 125–26
- Fair Debt Collection Practices Act), 392
- family law, 94–97, 126–27, 370–410, *See also* divorce
- Federal Code for Lawyers (Germany) (BRAO), 303, 305
- Federal Trade Commission (FTC), 356
- federalism, bar
 - access to justice and, 348
 - ambiguities with, 353–56
 - artificial intelligence and, 348
 - bar politics and, 350–52
 - inherent powers and, 354
 - innovation and, 365
 - origins of, 349–58
 - path dependency and, 349–50
 - regulation and, 366–69
 - subsidiarity and, 362
 - in twenty-first century, 358–66
 - values of federalism and, 362
- fee-sharing, 2, 177, 188, 220
- fiduciary benchmark, 98
- fiduciary duties, 97
- fiduciary law, 88
- First Amendment
 - access to justice and, 319
 - artificial intelligence and, 321
 - boundaries of, 322–33
 - Burger Court and, 328
 - democracy and, 325
 - democratic theory of, 323–28
 - licensing and, 324
 - Lochnerian turn with, 320, 322, 328–33, 347
 - New Deal and, 328
 - regulation and, 319, 322–33
 - unauthorized practice of law and, 319–20, 327, 338
- fiscal impacts, in civil justice engineering, 147–48, 150–51
- Flexner, Abraham, 207
- Flexner Report, 207
- Flightright, 302
- Florida, 2
- Ford, Loretta, 232–33
- foreclosure, 109
- forms, electronic guidance for, 120–21
- Fourteenth Amendment, 262
- Frontier Nursing Service, 232
- FTC, *See* Federal Trade Commission (FTC)
- FTC v. North Carolina Board of Dental Examiners, 70
- funding, for access to legal services, 221–23
- future
 - of justice work, 25–39
 - of legal services, 1–6

- Galanter, Marc, 407
- gender, 29
- Georgia, 407
- Germany, 300–16
- Gideon v. Wainwright, 58
- Gina, 125–26
- Goldfarb v. Va. State Bar*, 325, 354

- government
 - assistance, inadequate, 66–67
 - markets and, coproduction of services with, 41–42
- Gregory v. Ashcroft, 362
- hazhó'ógo*, 264
- Hello Divorce, 183, 186–90, 194, 383
- Henson v. Santander Consumer USA Inc, 392
- HM Courts and Tribunals Service (HMCTS), 277,
 - See HM Courts and Tribunal Service (HMCTS)
- Holder v. Humanitarian Law Project*, 329–30, 332–33, 337, 345
- Holmes, Oliver Wendell, 332
- homelessness, 146, 151
- Hoover v. Ronwin, 70
- housing, 40, 46, 132–34, 141–43, 259, 305, *See also*
 - eviction right to counsel
- Idaho, 112
- Illinois, 249
- imaging, medical, 229
- immigration
 - hearings, 35
 - law, 81, 92–94
 - search engine optimization and, 182
- In re Griffiths*, 354
- In re Integration of Neb. State Bar Ass'n*, 354
- In re Primus*, 326–27, 335
- In re Summers*, 354
- Indian Civil Rights Act (ICRA), 263–65, 273
- inequality, 25, 29, 31, 52, *See also* poverty
- inherent powers, 354, 360, 365
- innovation, 32, 361, 365, 368, 400
- insurance
 - legal, 184
 - medical, 211, 246
- insurance, medical, 231–35
- interdependence, 138
- investment, in medicine, 214–16
- issue convergence, 151–54
- iterative assessment, 154
- Jackson, Robert, 324
- Japan, 15
- Jha, Ashish, 13
- Johnson, Lyndon, 231
- Johnson, Orrin, 357
- joint representation, in divorce, 383–85
- Jordan, 29
- Jost, Tim, 204
- judgment, professional, 97–101
- Judicial Review and Courts Act 2022, 290
- justice gap, 156, 159
- justice work
 - empowerment of, 33–38
 - future of, 25–39
 - reimagining of, 31–33
 - stratification of, 33–35
- JusticeCorps, 116–17, 123
- King v. New Jersey*, 330
- Konigsberg v. State Bar of California, 353
- Kritzer, Herbert, 53, 59
- laboratory techs, 229
- Lakier, Genevieve, 61, 355
- language, 30
- language access, 117–18, 121, 124
- Larsen v. Yelle*, 330
- LASC, *See* Los Angeles Superior Court (LASC)
- LASPO, *See* Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO)
- Lassiter v. Dep't of Soc. Servs. of Durham Cnty., N.C., 397
- law school, 55–57
- Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO), 286
- legal needs studies, 27
- legal services
 - funding access to, 221–23
 - future of, 1–6
 - marketplace expansion, 59–62
 - political economy of, 350–52
 - poverty and, 156
- Legal Services Act 2007 (UK), 276, 279
 - access to justice and, 280–86
 - as “consumer first?”, 281
 - impacts of, 283–86
 - new business models and, 292
 - systemic harms with, 285–86
 - transactional harms with, 283–84
- Legal Services Board (UK), 281
- Legal Services Corporation, 4, 59, 156
- Legal Tech Act (Germany), 310–13
- LegalZoom, 186–87, 191–95, 355
- Leis v. Flynt*, 353
- Levin, Leslie, 80
- Lexfox, 305
- Lexofx I* judgment, 307–8
- libraries, self representation and, 118
- Licensed Legal Advocate, 36
- licensing, *See also* regulation
 - access to justice and, 64
 - agency and, 324
 - with debt collection, 404–6
 - First Amendment and, 324

- hypocrisy of, 64–86
- in medicine, 206
- paraprofessional, 34, 226
- race and, 52
- self-regulation and, 69–71
- lifetime value (LTV), 182–85, 193–96
- Limited License Legal Technicians, 34
- limited licensed legal technicians (LLLTs), 102, 162
- literacy, 29
- Liu, Chuan Fen, 242
- LLLTs, *See* limited licensed legal technicians (LLLTs)
- localization, 136–37
- Lochnerian turn, 319–20, 322, 328–33, 347
- Los Angeles Superior Court (LASC), 113–22
- Lowe v. S.E.C.*, 323
- LTV, *See* lifetime value (LTV)
- market barriers, with technology, 180–85
- market failure, 286–89
- markets
 - access to justice and, 46–53
 - civil justice and, 43
 - expansion of, race and, 59–62
 - government and, in coproduction of services, 42
 - legal tech regulation and, 303–6
 - race and, 43–44
- Massachusetts, 165
- Medicaid, 231, 243, 247
- Medicare, 209–11, 218, 231, 243
- Medicare Advantage, 213, 218
- medicine
 - associations in, 205–9
 - corporate practice of, restrictions on, 208–9
 - corporatization of, 204
 - education in, supply and, 207–8
 - employment as professional threat in, 212–16
 - insurance in, 211–12
 - law vs., 248
 - lessons from, for legal profession, 220–57
 - licensure in, 206
 - multiple professions in, 227–31
 - patient impacts of changes in, 217–20
 - physician scarcity in, 231–35
 - power as undermining, 203–25
 - prices in, 209–12
 - private equity in, 214–16
 - scope of practice in, 208
 - self-regulation in, 205–9
 - specialties in, 207
 - unlicensed practice of, 206
- Michigan, 2, 34
- Minnesota, 2, 226, 258, 385
- misconduct, discipline for, 65
- Model Rules of Professional Conduct, 97
- Mondale, Walter, 156
- Montana, 248
- Moore-King v. Cnty of Chesterfield, Va.*, 330
- multidisciplinary practice, 32
- NAACP v. Button*, 326–27
- Nat'l Ass'n for the Advancement of
 - Multijurisdiction Prac., (NAAMJP) v. Simandle, 350
- Nat'l Ass'n for the Advancement of
 - Multijurisdictional Prac. v. Lynch, 323
- National Highway Traffic Safety Act of 1966, 230
- National Institute for Life v. Becerra, 331–33
- National Institute of Family and Life Advocates v. Becerra, 343
- National Institute of Family and Life v. Becerra, 344–45
- Native Americans
 - access to justice and, 258
 - historical efforts to bar from legal system, 258
 - housing and, 259
 - lack of lawyers, 258
- need, legal
 - power and, 165–68
 - preemptive organizing and, 165–66
 - responsive organizing and, 166
- New Deal, 328
- New Hampshire, 226, 250
- New Jersey, 236
- New York City, 132–33, 158–60, 162, 169
- New York Times Co. v. Sullivan, 325
- Nixon, Richard, 328
- North Carolina, 2, 224
- North Dakota, 250
- NPs, *See* nurse practitioners (NPs)
- nurse practitioners (NPs)
 - access and, 244–48
 - affordability and, 244–48
 - independence of, 235–37
 - insurance and, 231–35
 - outcomes with, 238–48
 - quality of care with, 238–44
 - rise of, 227–38
- occupational therapists, 229
- ODR, *See* online dispute resolution (ODR)
- ombudsmen programs, 400
- online dispute resolution (ODR), 119–20, 198, 277, 287, 294, 401–3
- Online Procedure Rule Committee (OPRC), 290, 295–98
- Online Solutions Court, 299

- Open Banking Implementation Entity, 297
- Open Banking initiative, 279, 296
- OPRC, *See* Online Procedure Rule Committee (OPRC)
- optometrists, 229
- Oregon, 2, 226
- organizing
- to affect policy change, 166–68
 - using law to sustain, 169–72
 - preemptive, legal need and, 165–66
 - responsive, legal need and, 166
- Pager, Devah, 45
- paralegals
- concept of representation and, 393
 - supervision of, 15
- paramedics, 230
- paraprofessional licensing, 34, 226
- paraprofessionals, 102
- PAs, *See* physician assistants (PAs)
- paternalism, 99, 384
- Patient-Centered Outcomes Research Institute (PCORI), 210
- Patriot Act, 329
- PCORI, *See* Patient-Centered Outcomes Research Institute (PCORI)
- PeopleLaw, 176, 178, 181, 190
- Perloff, Jennifer, 242
- personal injury law, 81
- Pettit, Philip, 98
- physical therapists, 229
- physician assistants (PAs)
- access and, 244–48
 - affordability and, 244–48
 - independence of, 235–37
 - insurance and, 231–35
 - outcomes with, 238–48
 - quality of care with, 238–44
 - rise of, 227–38
- pleading requirements, 399
- podiatrists, 228
- police, 30
- policy change, organizing for, 166–68
- political economy
- of civil justice, race and, 40–62
 - of lawyering, 358–61
 - of legal services, 350–52
- political efficacy, 169
- population surveys, 27
- Post, Robert, 332
- poverty, 25–26
- artificial intelligence and, 161
 - civil justice vulnerability and, 29
 - lawyer scarcity and, 66
 - legal services and, 156
 - in rural areas, 259
 - technology and, 124–25
 - unauthorized practice of law and, 68
- power
- as mitigating legal need, 165–68
 - as pivotal, 163–65
 - medical profession and, 203–25
 - political, 163
- price gouging, 61
- prices, in medicine, 209–12
- private equity, 13–14, 17, 214–16
- Privileges and Immunities Clause, 355
- pro bono, 4, 7, 25, 397
- pro se, *See* self-representation
- professional identity, 101
- race
- access to justice and, 46–53
 - affirmative action and, 53–57
 - attorney supply and, 53–62
 - bar exam and, 67
 - civil justice vulnerability and, 29
 - criminality and, 45
 - debt collection and, 342
 - expansion of legal services marketplace and, 59–62
 - inequality and, 52
 - legal services and, 157
 - market dynamics and, 43–44
 - over-representation by, 40
 - police encounters and, 30
 - political economy of civil justice and, 40–62
 - statistical discrimination and, 44–46
- racial preferences, 44–46
- RDG, *See* Act on Out of Court Legal Services (Germany) (RDG)
- reading proficiency, 29
- real estate professionals, 68
- recidivism, after discipline, 75
- recruitment, 59
- Regents of the Univ. of Cal. v. Bakke, 54
- regulation, *See also* licensing
- access to justice and, 26, 101
 - as barrier to technology, 177–78
 - bar federalism and, 366–69
 - deceleration and, 403–6
 - First Amendment and, 319, 322–33
 - Legal Services Act 2007 (UK) and, 280–83
 - multidisciplinary practice and, 32
 - question of, 101–3
 - self-regulation, 69–71, 162, 360
 - technology and, 197–98, 303–6, 310–13
- regulatory mismatch, 362–66

- religious courts, 42
- remote proceedings, 400
- rent control, 305
- representation pool, expansion of, 397–99
- Rhode, Deborah, 4, 53, 75
- Richardson, Elliott, 255
- right to counsel (RTC), 7, 25, 157–61, 168–69, *See also* eviction right to counsel
- Rosenthal Fair Debt Collection Practices Act, 405
- Rozema, Kyle, 78
- RTC, *See* right to counsel (RTC)
- rule of law, 88, 260
- rural areas, 30, 247, 259
- Rural Health Clinic Act of 1977, 255
- rural poor, 66
- RVG, *See* Act on the Renumeration of Lawyers (Germany) (RVG)
- S. Christian Leadership Conf. v. Sup. Ct.*, 327
- Sage, Bill, 206
- Sandefur, Rebecca, 25–39, 173, 231, 321
- Sarver, Jason Allen, 74–75
- Sarzynski, Erin, 240
- scarcity, of lawyers, 66–71
- Schauer, Fred, 322
- Schmidt, Eric, 333
- Schware v. Bd. of Bar Exam., 353
- scope of practice, in medicine, 208
- search engine optimization (SEO), 181, 184, 194
- second chances, in discipline, 72–76
- self representation
 - artificial intelligence and, 5
 - as burdensome to court, 109
 - common scenarios for, 109
 - communicating with parties in, 121
 - courts and, 109–13
 - educational service delivery model and, 113–16
 - electronic resources and, 118–21
 - forms and, 120–21
 - language access and, 117–18, 121
 - legal complexity and, 127–28
 - legal services reform and, 107–29
 - lessons from, for low-cost legal representation, 122–28
 - Los Angeles Superior Court example with, 113–22
 - online dispute resolution and, 119–20
 - portion of litigants in, 390
 - reasons given for, 4
 - student interns in, 116–17
 - traffic court and, 119
- self-regulation
 - discipline and, 76–77
 - in medicine, 205–9
 - scarcity of legal services and, 69–71
- self-representation
 - portion of litigants in, 4
- SEO, *See* search engine optimization (SEO)
- sexual abuse, of clients, 74
- Shanahan, Colleen, 160
- Silver, Henry, 232
- SixFifty, 186, 193, 195–96
- small claims, online dispute resolution and, 120
- small practice settings, discipline in, 77–80
- social class, 30–31
- social order, 98
- social return on investment (SROI), 134
- solo practitioners, underserved and, 80–82
- Sorrell v. IMS Health Inc., 320
- South Dakota, 258
- speech, regulation of professional, 322–33, *See also* First Amendment
- Sprint Commc'ns Co., L.P. v. APCC Servs., Inc., 391
- SROI, *See* social return on investment (SROI)
- Starr, Paul, 203–4
- Stead, Eugene A., 233
- Stout, John Allen, 77
- Stout, Richard, 74
- Stout Risius Ross, 130–31
- stratification, of justice work, 33–35
- Strickland v. Washington, 273
- student interns, in self representation, 116–17
- subsidiarity, 362
- supply side
 - approaches, 157–61
 - limitations, 161–63
 - non-lawyers and, 162–63
 - right to counsel in, 157–61
 - technology and, 161–62
- supply, attorney
 - affirmative action and, 53–57
 - racial bias and, 53–62
- Supreme Court of New Hampshire v. Piper, 355
- Supreme Court of Virginia v. Friedman, 355
- Susskind, Richard, 287
- Swisher, Keith, 102
- Switzerland, 15
- tax preparation, 60
- technology, 4–5, *See also* artificial intelligence (AI)
 - access to justice and, 125, 175, 300–16
 - barrier theories with, 177–80
 - case studies, 185–96
 - checkerboard of court, 175–80, 191–93
 - customer acquisition costs in, 181–93
 - customer demand and, 181
 - direct to consumer, 173–77

- technology (cont.)
 - fee-sharing and, 177
 - justice, 174
 - language access and, 121, 124
 - in legal services supply side, 161–62
 - legality of legal tech services, 306–10
 - lifetime value trap and, 182–85, 193–96
 - make or buy choice with, 198–99
 - market barriers with, 180–85
 - market failure and, 286–89
 - poverty and, 124–25, 161
 - regulation and, 303–6, 310–13
 - regulatory barriers with, 177–78
 - regulatory reform and, 197–98
 - self representation and, 118–21
 - systems in courts, 174
 - unauthorized practice of law and, 33
- Teets, Kevin, 73, 75, 77
- Tenant Power Toolkit, 186, 190–91
- Tenth Amendment, 353
- Texas, 2, 36, 252, 357
- Thomas v. Collins*, 324, 328
- Thomas, Clarence, 331–32, 344
- Tingley v. Ferguson, 343
- tort law, 88
- Traczynski, Jeffrey, 242
- traffic court, 119, 125–26
- Trainmen v. Virginia*, 327
- transportation, access to justice and, 137
- tribal courts, 35–36, 259–65
- tribal law, 265–74
- Tribal Law and Order Act of 2010, 264
- tribal law training, 268–70
- tribal lay advocates
 - acceptance of risk with, 270
 - effective advocacy by, 273–74
 - ethical advocacy by, 270–74
 - ethical requirements and expectations with, 271–74
 - priority for tribal members with, 267–68
 - qualifications of, 266
 - right to representation and, 266
 - statutory influence of, 258–75
 - in tribal code, 265–74
 - tribal law training for, 268–70
- Udalova, Victoria, 242
- unauthorized practice of law (UPL), 1, 5, 28
 - defining, 68
 - First Amendment and, 319–20, 327, 338
 - Hello Divorce and, 188
 - hypothetical case studies, 89–97
 - legal services scarcity and, 68–69
 - professional judgment and, 97–101
 - technology and, 33
- United Kingdom, 37, 59, 177, 187, *See also* Legal Services Act 2007 (UK)
- United States v. Kagama, 262
- United Transp. Union v. State Bar of Mich, 327, 336
- UnitedHealth Group, 213–14
- Upsolve, 186, 191–93
- Upsolve v. James*, 319–21, 333–41, 343–45
- urgent care clinics, 246
- Utah, 10, 34, 102, 197, 226, 252, 361
- Vietnam War, 233
- violence, domestic, 29, 36
- Virginia, 249
- Vos, Geoffrey, 290
- Washington, 34, 102, 162, 251, 398
- West Virginia, 111
- Whitlow, John, 170
- Wilf-Townsend, Daniel, 392, 403
- Wilkins, David, 363
- Wisconsin, 67, 258
- women, 29–31
- Woolley, Alice, 97–99
- World War II, 231
- Younger v. Harris*, 348