

ART 4.2.3.7 Provide Legal Assistance

Provide personal civil legal services to Soldiers, their family members, and other eligible personnel. Provide support to combat readiness exercises, pre-mobilization legal preparation, Soldier readiness program processing, demobilization briefings, and noncombatant evacuation operations. Provide federal and state income tax assistance, ministerial and notary services, legal counseling, legal correspondence, negotiation, legal document preparation and filing, limited in-court representation, legal referrals, and mediation. Operate preventive law programs.

NO.	Scale	Measure
01	Time	Between a request for an appointment and the actual appointment.
02	Time	Between submitting a completed will worksheet and the client's review of the will.
03	Time	Between the client's review of the draft will and the final will signing.
04	Time	Between requests for briefings and actual presentations.
05	Time	Before deployment that Soldiers receive Soldier readiness program packets.
06	Time	Clients wait for notary services.
07	Percent	Of clients whose problems are resolved in one visit.
08	Percent	Of Soldiers who use the tax assistance program versus commercial tax preparation services.
09	Percent	Of attorneys trained to provide trust and estate planning.
10	Percent	Of nonattorneys in staff judge advocate offices authorized to perform notary duties.
11	Percent	Of attorneys authorized to represent clients in civilian court.
12	Percent	Of legal assistance personnel trained on drafting library will programs.
13	Percent	Of units having income tax assistance available.
14	Percent	Of wills prepared to include trust and estate planning.
15	Percent	Of legal assistance services that are provided to family members and retirees.
16	Percent	Of client issues correctly identified and resolved.

17	Percent	Of documents written in simple format so that clients can readily understand them.
18	Yes/No	Legal assistance support services enhanced the supported unit's ability to accomplish its mission.

Supporting Collective Tasks:

Task No.	Title	Proponent	Echelon
71-8-4237	Provide Legal Assistance Support (Division - Corps)	71 - Combined Arms (Collective)	Corps