

Remote Work & Remote Legal Services

Tips, Resources, and Q&A



Northwest Justice Project



Legal Services National
Technology Assistance Project

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Legal Services National
Technology Assistance Project

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probono.net

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Montana Legal Services Association

Definition of Remote:

1.03m people over 147,040
sq miles



Tips for Remote Work and Remote Legal Services

1. Meet Clients Where They Are
2. Make it Easy
3. Create Community

Meet Clients Where They Are

- Use the Phone!
- Provide Information using Multiple Channels
- Consider means to reach people without internet
- Be Patient




Make it Easy

- Provide Right Tools
- Remote Work Policy
- Use Case Management to track productivity rather than micromanagement







Lessons Learned




We can do this, and do it well



There is not a one size fits all approach




Achieving full efficiency might not happen, but we can get close



A full remote shift will not happen all at once



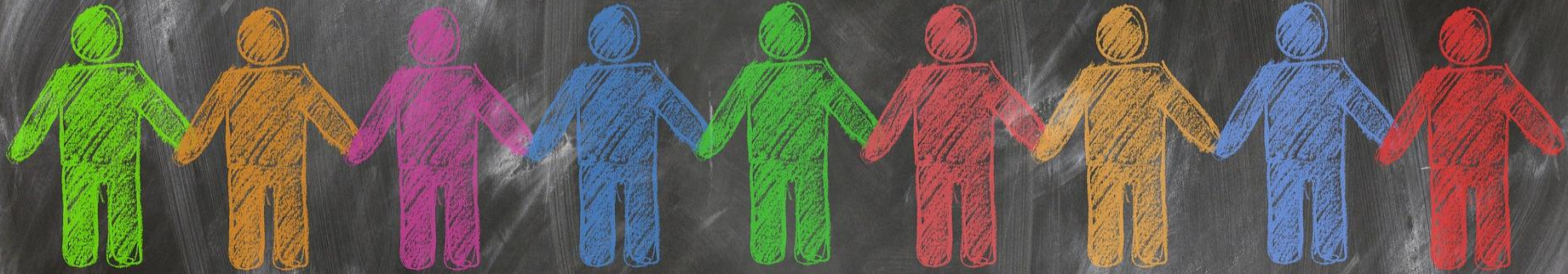
There is a difference between a quick fix and sustainable solutions, that's okay



This community, and the communities we work in, are wonderful

Emergency Work From Home Policies

TOGETHER



Emergency Work from Home Policy

- Different from standard telework policy
- Includes tech & non-tech recommendations
- Assess how other policies are relevant
- Consider impact of work from home on other firm policies
- Tailor to your technologies & needs as an organization
 - Not one size fits all



Managing Risk

- More dynamic & complex environment = more risk
- Stresses the role of the end user in the security of client and firm data
- Partnership between IT, supervisors and the users
- Rapid, but cautious adoption of new technology
 - Be patient with your IT staff, don't go rogue

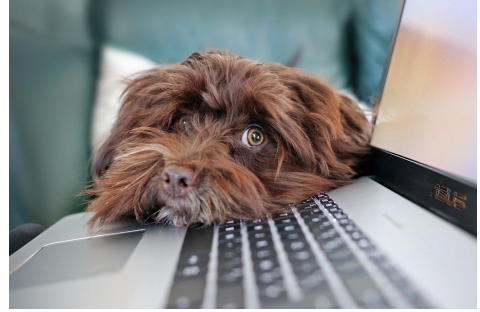


Supervision

- Regular check-ins & office hours
- Work schedule and availability
- Time tracking
- Training & coaching on new tools & practices
- How are we supporting our supervisors?



Work from Home Environment



- Thoughtful about the environment
- Work environment that works for an extended period
- Basic technology guidance
- Navigate other adults and children
- Maintaining confidentiality and security



Next Steps

- Policy is available to everyone
- Tailor to specific needs of your staff & the technology you use

<https://www.just-tech.com/featured/sample-emergency-work-from-home-policy/>

Remote Legal Support Guide

Remote Legal Support Guide: A Best Practices Manual for Nonprofit and Pro Bono Innovation

- Created in collaboration with 10 organizations
- Profiles how programs are providing off-site legal consultation, support, and services to people in underserved or rural areas



www.connectingjusticecommunities.com/remote-legal-support

Equipment and Tech Should not be a Hurdle

Figure 1.3. Barriers to Starting Remote Legal Support Projects

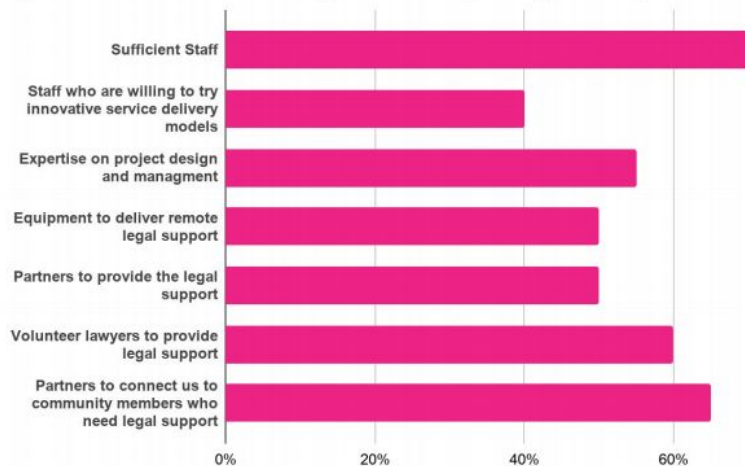
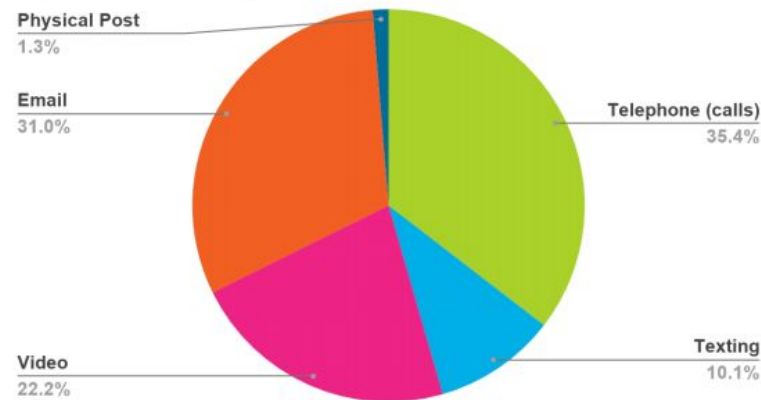


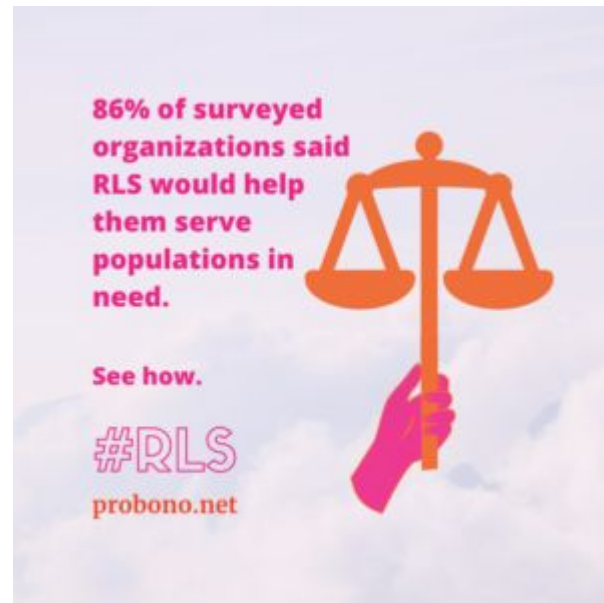
Figure 2. Technology/Tools used for RLS



Remote Legal Support Guide

Contains case studies of LSC grantees
Montana Legal Services Association and
Colorado Legal Services and other groups with:

- Program Model / Workflow
- Checklists of Tools and Templates
- Challenges and Learning
- Sample Volunteer Agreement
- Sample Limited Service Agreement



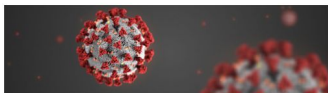
Disaster Legal Aid Advocacy Center Resources

National Disaster Legal Aid ADVOCACY CENTER

HOME ABOUT MEMBERS EVENTS NEWS LISTSERVS COVID-19 LEGAL RESPONSE ROUNDTABLES E/JW FELLOWS

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COVID-19 Legal Response



This page was last updated on March 31, 2020.

National Efforts & Resources

Background

On Friday, March 13, 2020, the President of the United States declared a national emergency to address the impact of a novel (new) coronavirus that has caused outbreaks of the coronavirus disease COVID-19 around the world, including in the United States.

Coronavirus Legal Response Calls & Listserv

On March 12, 2020, legal aid and pro bono advocates across regions in the US met over a conference call to discuss a COVID-19 legal response. Chalmers, co-chair of the [Disaster Legal Assistance Collaborative \(DLAC\)](#) in California, and CEO of the [Alameda County Bar Association](#) and with [Pro Bono Net](#).

- Advocates interested in continuing to share information, resources and strategies are welcome to join a new COVID-19 Legal Response Listserv.
- For a brainstorming list of issues and resources identified by legal aid and pro bono advocates across regions, please click [here](#).
- For California-specific resources, visit the statewide disaster legal services website at [www.disasterlegalservicesca.org](#).



powered by probononet

Key Resources

- The [National Center on Law & Elder Rights](#) has materials on COVID-19 [here](#).
- The [ABA Commission on Law and Aging](#) has Coronavirus Updates for the Elder Law Community [here](#).
- Visit [Voices for Civil Justice's COVID-19 page](#) for media Guidance for Civil Justice Advocates.
- The [Anti-Eviction Mapping Project](#) released a [nationwide map of eviction moratoriums and tenancy](#) the next few weeks and adding new information and policies as they emerge. If you've heard of any "Submit your updates" button to add your knowledge to the map. They will also be working towards accessibility.
- The [National Low Income Housing Coalition](#) is maintaining a [COVID-19/Housing and Homelessness](#) page.
- The [National Low Income Housing Coalition](#) and the [Public and Affordable Housing Research Service Database](#) website that lists projects participating in the following housing programs: Project-Based Income Housing Tax Credit, RD Section 515 and 538 rental housing, Public Housing, Section 236, HUD program, property name, address, city, zip code and other criteria.
- [Justice in Aging](#) has [COVID-19 Resources for Advocates Serving Older Adults](#).
- [Stateside](#) created the [2020 State and Local Government Responses to COVID-19](#) chart to track state gubernatorial actions, and local government actions related to the outbreak of the coronavirus.
- The [National Housing Law Project](#) has put together [resources](#) for attorneys, advocates, policymakers and the public on national public health crisis.
- The [National Consumer Law Center \(NCLC\)](#) has created a new [COVID-19 & Consumer Protection](#) to protect renters, homeowners, and consumers, and advocate for student loan borrowers whose income, insufficient paid leave, or lack of access to childcare. The NCLC is also offering free access to [Advice For Getting Out of Financial Trouble](#), NCLC's most comprehensive guide to navigating debt.
- The [Immigration Advocates Network](#) has [resources](#) for pro bono attorneys, nonprofit advocates, or legal aid organizations.
- The [Houston Immigration Legal Services Collaborative](#) has created a new [COVID-19 Resources page](#) to help advocates, connect community members to local resources and amplify self-care tools as social distancing becomes a pandemic.

National Disaster Legal Aid ADVOCACY CENTER

HOME ABOUT MEMBERS EVENTS NEWS LISTSERVS COVID-19 LEGAL RESPONSE ROUNDTABLES E/JW FELLOWS FAQs RESOURCES

Home > Events

Events

< View full calendar

FILTER Date Topics City CLE Organization

15 of 15 events for April 2020

This Month

- APR 1

Know to Get Started and Client Communications and Management, Remote Systems and Virtual Meetings with Clients [CC]
10:00am - 11:00am
American Bar Association - Other - --
Topics: Attorneys/Legal Services, Technology
- APR 1

Good News About Insurance Coverage for COVID-19
1:00pm - 2:00pm
Practising Law Institute - Online - --
Topics: Attorneys/Legal Services, Small Business
- APR 1

Dealing with Coronavirus Disruption: Managing the Mindset of Yourself, Team, and Clients During a Crisis
3:00pm - 4:00pm
Practising Law Institute - Online - --
Topics: Attorneys/Legal Services
- APR 2

Remote Legal Support: Learn from the Experts
1:00pm - 2:30pm
Immigration Advocates Network - Online - --
Topics: Attorneys/Legal Services, Immigration, Technology
- APR 2

Remote Work & Remote Legal Service Webinar
1:00pm - 2:30pm
Northwest Justice Project - Online - --

APRIL 2020						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

- ☐ Selected date range
- ☐ Today
- ☒ Events matching your filters
- ☐ Events out of range

<https://www.disasterlegallaid.org/advocates/covid-19/>

ELAP Legal Clinics: Timeline for Transition to Remote Work



- **02/26** Began plan for the transition to remote work for all ELAP staff.
- 03/02** Transition all meetings (internal and external) to remote.
- 03/04** A message is sent to entire staff with the option to work from home.
- 03/05** First legal clinics transition to remote/telephonic consultation.
- 03/08** Called every attorney scheduled for the month about the transition to phone consultations (how to block number and email clinic consultation notes to ELAP).
- 03/09** All legal clinics are remote.
- 03/13** Shout-out for more attorneys and set up new clinics.
- 03/16** All staff working remotely.
- 04/01** To date, three webinars have been held covering Veterans Rights and Landlord/Tenant Rights.

Three Steps to Remote Work



- Communication, Communication, Communication;
- Set up staff with what they need; equipment and software to perform work remotely, meet them where they are with their skills.
- Keep leadership up-to-date.
- Video conferencing/webinars – Zoom (external), Microsoft Teams (internal)
- Phones – Audian (VOIP) work lines can forward, softphones (mimics office), voicemails are sent in audio email, phone tree, receive and send faxes via email
- Repository for documents – Box, cloud base
- Databases for case management – LegalServer, cloud base
- Database for donor management – Little Green Light, cloud base
- DocuSign – eSign – HIPAA compliant
- Vimeo – video repository, cloud base, for webinars/trainings
- Adobe Acrobat – pdf viewer with editing capabilities
- Last Pass – password manager

youtube.com/NTAPvideos



Legal Services National
Technology Assistance Project



NTAPvideos

1.13K subscribers

Join Our Tech & Legal Aid Community Email List

This is a community-based resource for Legal Services organizations and professionals

LSNTAP.org

Join the Community

LSNTAP EMAIL LIST

COVID LIBRARY

30+ resources FREE



MANAGEMENT | INNOVATION | EXCELLENCE | FOR LEGAL AID

mielegalaid.org/library/covid-19-resources

[COVID-19 Continuation of Operations Action Plan](#)

[COVID-19 memo to Community Partners and Funders](#)

[Top 5 Steps to Securely Work From Home](#)

Send additional documents to Patricia Pap, Executive Director, MIE, ppap@mielegalaid.org.

Roundtable- Remote Legal Services

& Remote work

Date: Thursday, April 9, 2020

Time: 10 am Pacific 1 pm Eastern

Topics will include:

- Security
- Practical Tips
- Policies
- Tech tools
- Example from the community



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Questions?



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Credits

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