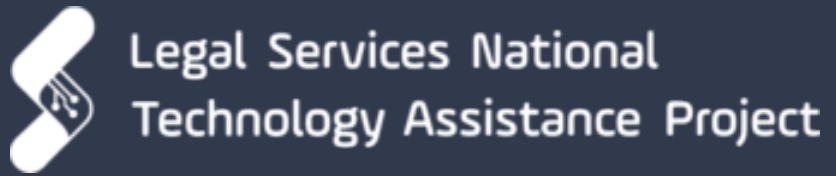
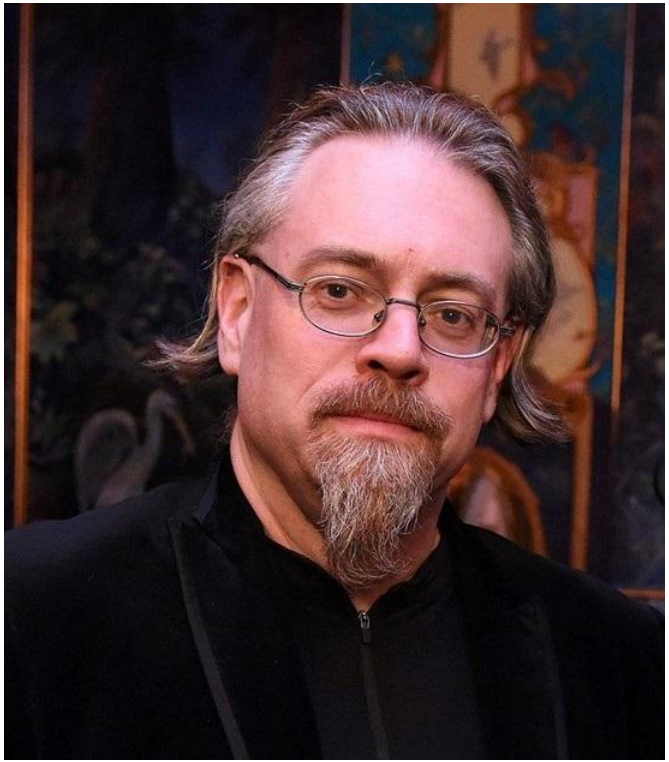
Remote Work & Remote Legal Services

Tips, Resources, and Q&A



Sarterus Rowe –working with Northwest Justice Project – LSNTAP.org



Legal Services National Technology Assistance Project

Alison Paul –Executive Director – Montana Legal Services Association

MLSA

Montana Legal Services Association

Just-Tech

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probono.net

ELAP STAFF

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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

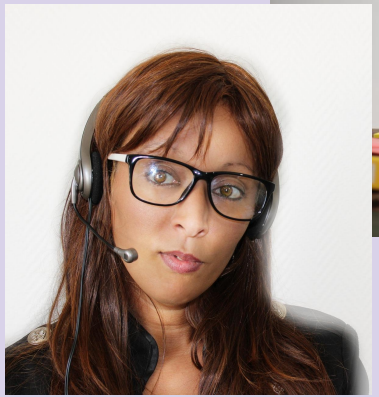
Emergency Work from Home Policy

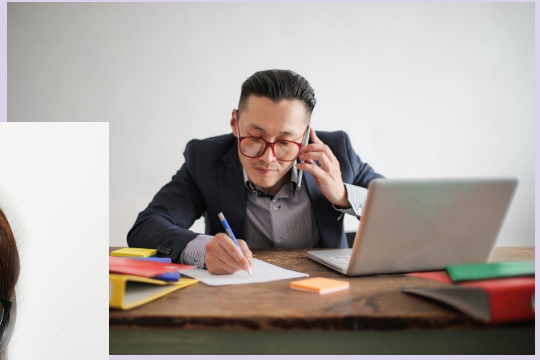
- Different from standard telework policy
- Includes tech & non-tech recommendations
- Assess how other policies are relevant
- Consider impact of work from home on other firm policies
- Tailor to your technologies & needs as an organization
    - Not one size fits all

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

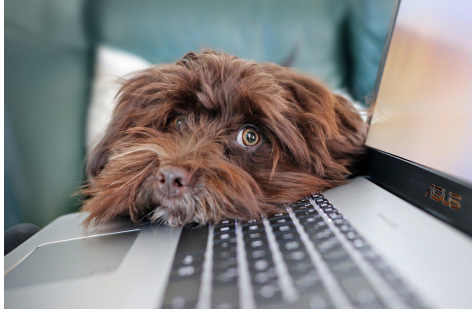
Supervision



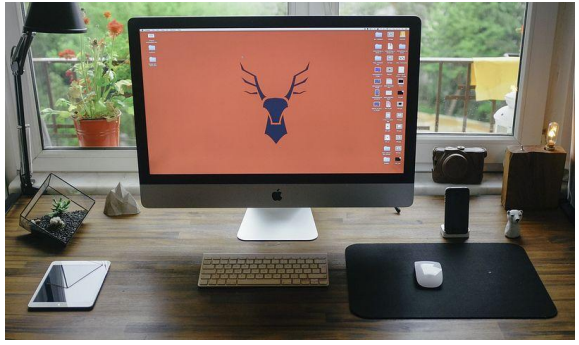


- Regular check-ins & office hours
- Work schedule and availability
- Time tracking
- Training & coaching on new tools & practices
- How are we supporting our supervisors?

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/

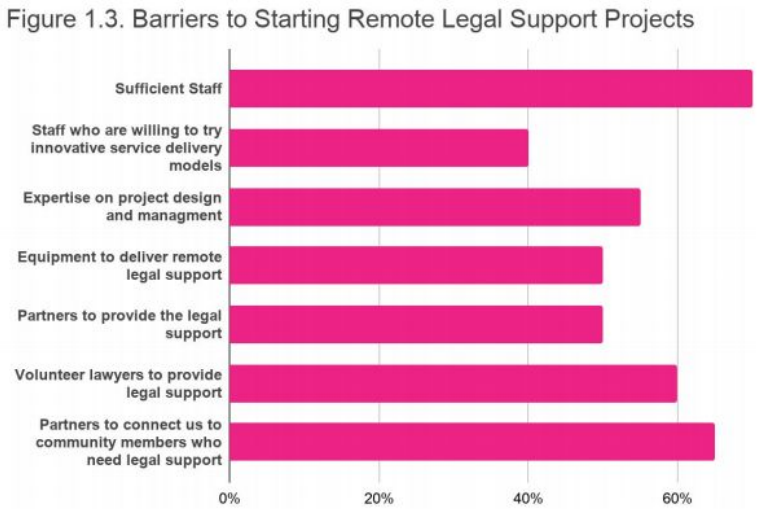
Remote Legal Support Guide

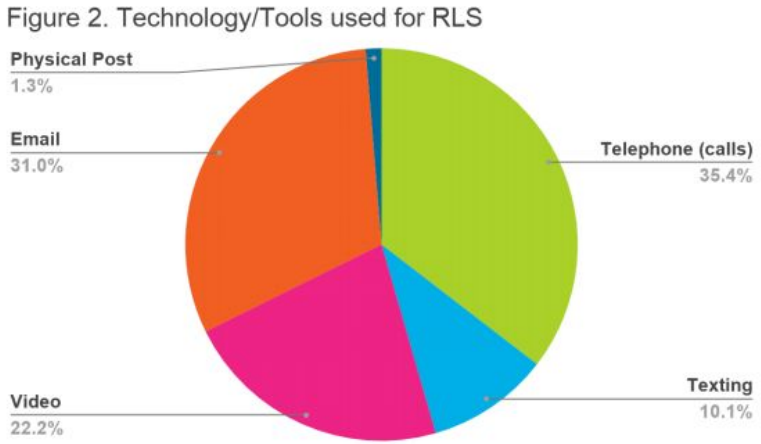
Remote Legal Support Guide:
A Best Practices Manual for Nonprofit and Pro Bono Innovation

- 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

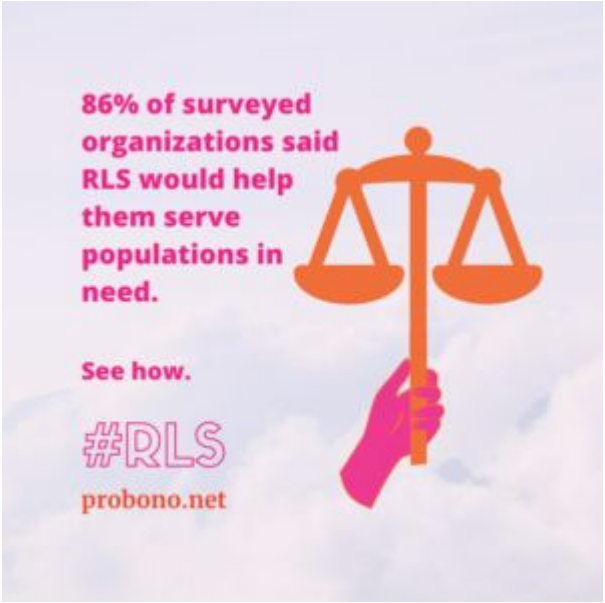




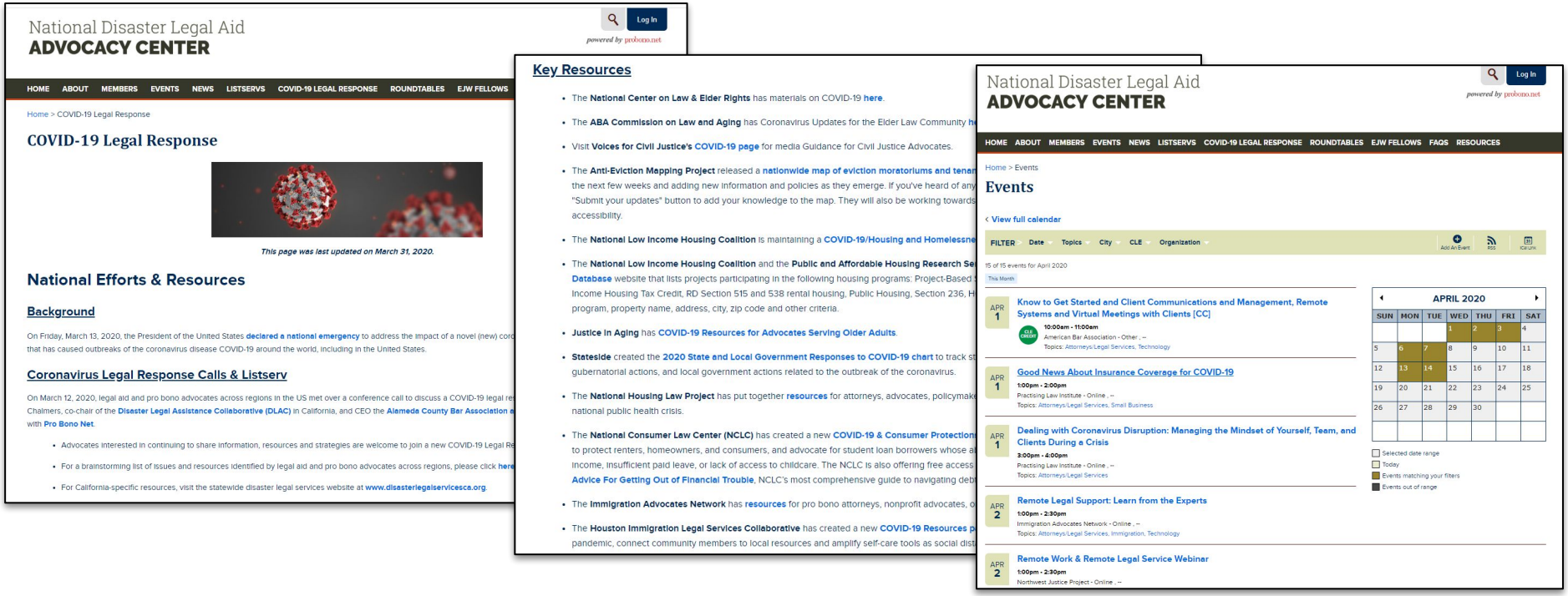
Remote Legal Support Guide

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



https://www.disasterlegalaid.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), MicrosoftTeams (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

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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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