

25 Apps in 50 Minutes for Remote Work and Virtual Legal Services

2020 Statewide Civil Legal Aid Technology Conference

October 14, 2020, 2:00pm - 2:50pm

Panelists

Jeanne Ortiz-Ortiz, Pro Bono & Strategic Initiatives Manager, Pro Bono Net

Ilenia Sanchez-Bryson, Chief Information Officer, Legal Services of Greater Miami

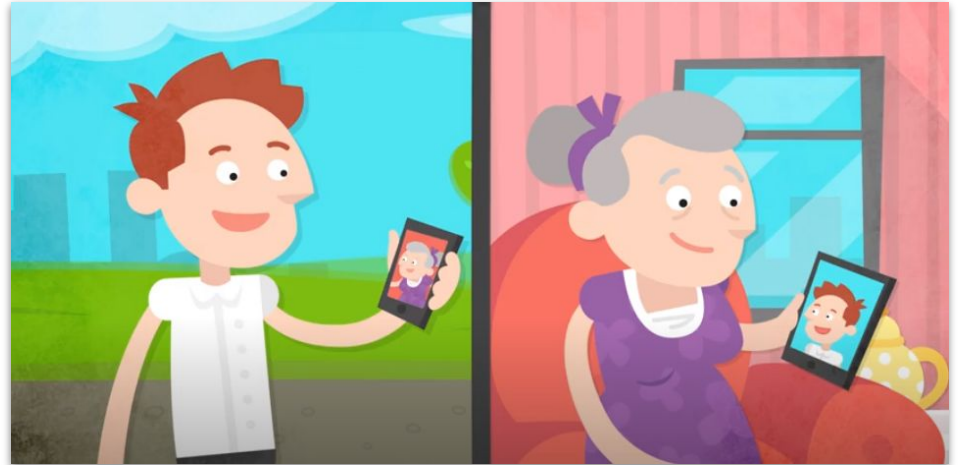
Amanda Warner, Director of Pro Bono Programs, Center for Elder Law & Justice

Melissa Woods, Senior Financial Safety Tool Project Coordinator, Center for Elder Law & Justice

Tim Baran, Technology Innovation Manager, Pro Bono Net

Gruveo

- ❑ Video, voice and screen sharing calls
- ❑ No plugins, app installations, downloads, or logins required
- ❑ Cited as a privacy-centric solution by the [National Network to End Domestic Violence](#)
- ❑ Link: <https://www.gruveo.com/>



Gruveo

Microsoft PowerAutomate

Allows for automation of manual/cumbersome processes.

- ❑ Included in Office 365 suite
- ❑ Requires very minimal coding skills
- ❑ Leverage existing templates
- ❑ Easy to replicate/duplicate

The screenshot displays two steps in a Microsoft Power Automate flow:

- Step 1: Manually trigger a flow**
 - Icon: Hand cursor
 - Field: File Content (Please select file or image)
 - Field: Email (Please enter supervisor's email address)
 - Button: + Add an input
- Step 2: Start and wait for an approval**
 - Approval type: Approve/Reject - First to respond
 - Title: Local Travel Expense Approval for [User name]
 - Assigned to: [Email]
 - Details: Attached is my local travel expense form for your approval. Thank you.
 - Item link: Add a link to the item to approve
 - Item link description: Describe the link to the item
 - Button: Show advanced options

The Humble Telephone

- ❑ Used in helpline and callback models of service
- ❑ Best for limited scope/unbundled legal services/brief consultations
- ❑ Benefits:
 - Meets clients where they are
 - Accessibility/Ease
 - Low/No additional cost
 - Flexibility
- ❑ Challenges:
 - Cell phone plan limitations, restrictions or disconnected service
 - Limited sharing of documents in real time
 - Volunteer privacy vs. blocked calls



CamScanner

- ❑ Mobile document scanner
- ❑ Uses phone camera
- ❑ Can select single page or multiple page document scan and adjust document as needed
- ❑ Compose email with document attached
- ❑ Link:
<https://www.camscanner.com/>



Basecamp for Project Management

Message Board



Post announcements, pitch ideas, progress updates, etc. and keep feedback on-topic.

To-dos



Make lists of work that needs to get done, assign items, set due dates, and discuss.

Schedule



Set important dates on a shared schedule. Subscribe to events in Google Cal, iCal, or Outlook.

Docs & Files



Share docs, files, images, and spreadsheets. Organize in folders so they're easy to find.

Group Chat



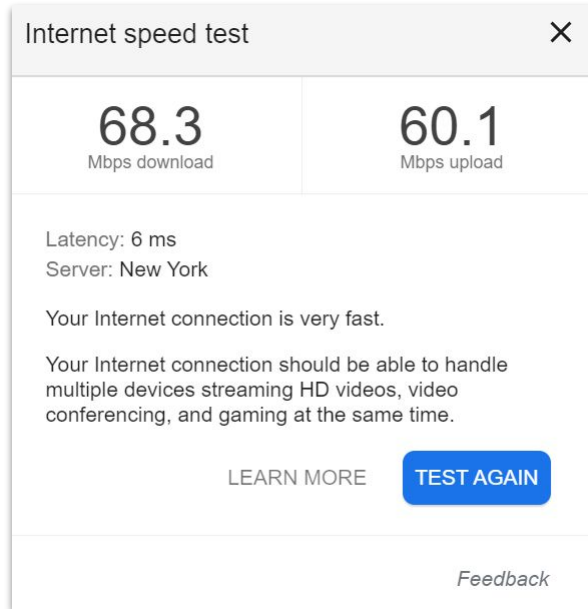
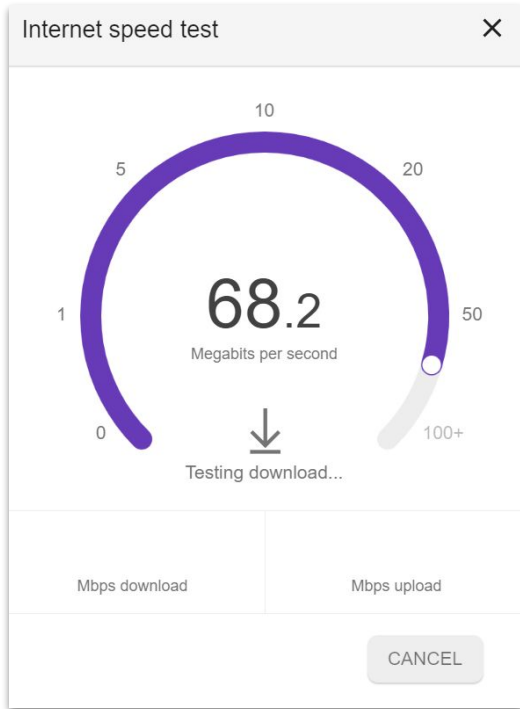
Chat casually with the group, ask random questions, and share stuff without ceremony.

Automatic Check-ins



Create recurring questions so you don't have to pester your team about what's going on.

Internet Speed Test

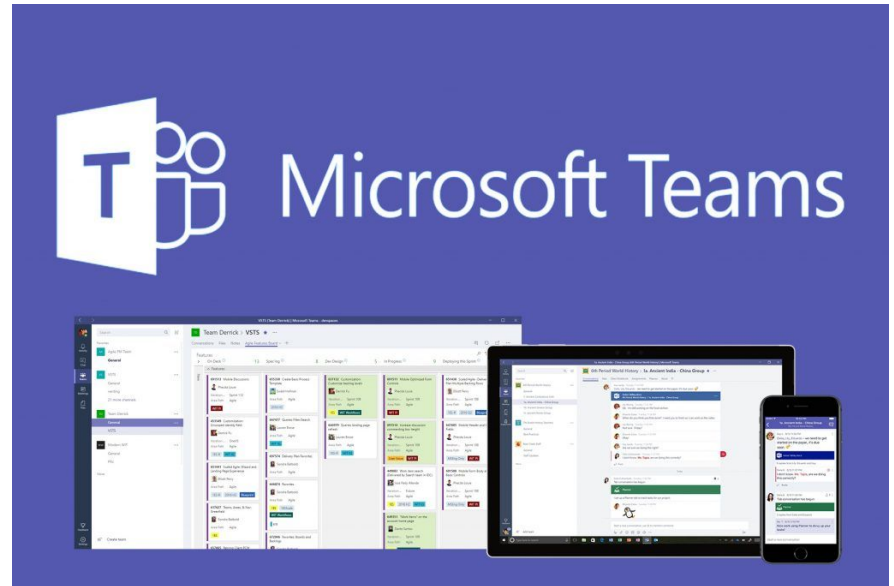


- ❑ Network speed test
- ❑ Testing for video/audio disconnection or video freezes
- ❑ Useful to test a client's network speed in anticipation of a virtual meeting (or for troubleshooting)
- ❑ Open a browser and enter Speed Test to see speed test tools

Microsoft Teams

Powerful Collaboration Tool

- ❑ Chat for internal communications
- ❑ Store shared documents for teams/projects
- ❑ Links with project management tools (Planner)
- ❑ Shifts for limiting staff in the office



Agency Website as a Tool for Clients



SUPPORT THE CENTER

ABOUT

COMMU

- ☐ Self-advocacy tools
 - Access to forms
 - How-To Videos (See Loom, below!)
 - Procedural explanations
- ☐ Information & Resources
 - Topical Webinars
 - FAQs
 - Glossaries/Acronym Guides

Supervising Attorney Sarah Hedden offers a step-by-step guide for using the new EDD System, which was put in place to allow for remote filing of documents during COVID-19. This is necessary for Pro Se Litigants (you are filing without the help of an attorney.)

Examples of when you may need to use this system:

- Initial custody matters, or custody modification
- Visitation or visitation modification
- Child Support Petitions

A screenshot of a video player titled "EDDS Tutorial" showing a webpage for "FORMS - Family Court Forms". The page has a sidebar menu on the left with categories like "Adoption", "Child Protective", "Child Support", "Custody & Visitation", "Domestic Violence", "Family Offense", "Foster Care Placement", "Guardianship, Termination of Parental Rights", "Juvenile Delinquency", "Miscellaneous: Marriage", "Paternity", "Placement Settings, Foster", "Prevention of Child Abuse", "Supervision", and "Surrender". The main content area is titled "Custody & Visitation Forms" and contains a table with columns for "Form Number", "Title", "PDF", "DOC", and "ePD".

Form Number	Title	PDF	DOC	ePD
GP-17	Petition for (Custody/Visitation)			
GP-17a	Notice of Motion-Sibling Placement or Contact			
GP-17b	Affidavit of Child in Support of Motion for an Order for Sibling Placement or Contact			
GP-17c	Affidavit of Attorney for Child in Support of Motion for an Order for Sibling Placement or Contact			
GP-18	Order Docketing (Custody/Visitation)			
GP-18a	Order On Motion for Sibling Placement or Contact			
GP-22	Petition for Writ of Habeas Corpus			
GP-23	Writ of Habeas Corpus			

PostalMethods

- ❑ Secure mailing service
- ❑ Organizations can send letters securely from any business application
- ❑ PostalMethods generates a mailed letter from an uploaded or emailed document (they will print, collate and stamp your letter).
- ❑ PostalMethods lists itself as HIPAA compliant
- ❑ Link: <https://www.postalmethods.com/>

G:Suite for Collaboration

The image shows a screenshot of a G:Suite collaboration interface. On the left, a document titled "Company history" is visible. The text in the document includes: "Ink 42 is a local t-shirt", "We were founded by Tim Dodd", "finding an old Dodds family reu", "day on he was obsessed with t", "connect people.", "Our passion is to activate a bra", "teams and company outings w", and "to be there for you whenever th". Several names are highlighted in colored boxes: "Brigitta Werner" (teal), "Kaori Kim" (pink), and "Peter Johnson" (yellow). On the right, a chat window is open. The chat header is blue and says "Assigned to You" with a checkmark. The chat content shows a message from "Kaori Kim" dated "11:24 am April 12" that reads: "Do we have any more info on this? Looking to confirm, thanks!". Below the message is a text input field containing the text: "Yep! Just confirmed with the team we should be good to go :)". At the bottom of the chat window are two buttons: "Reply" (blue) and "Cancel" (white).

Brigitta Werner

Company history

Ink 42 is a local t-shirt

We were founded by Tim Dodd

finding an old Dodds family reu

day on he was obsessed with t

connect people.

Peter Johnson

Our passion is to activate a bra

teams and company outings w

to be there for you whenever th

Assigned to You ✓

Kaori Kim
11:24 am April 12

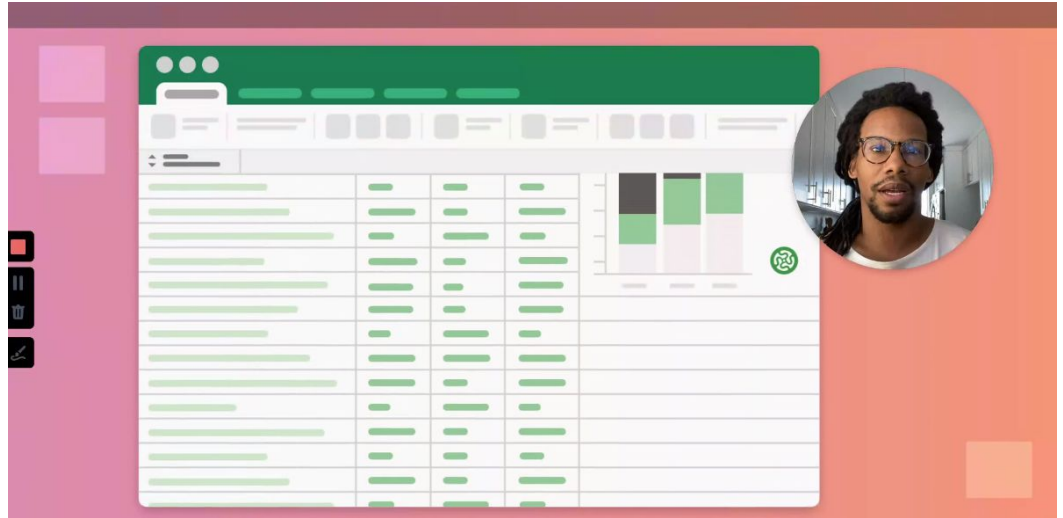
Do we have any more info on this?
Looking to confirm, thanks!

Yep! Just confirmed with the team
we should be good to go :)

Reply Cancel

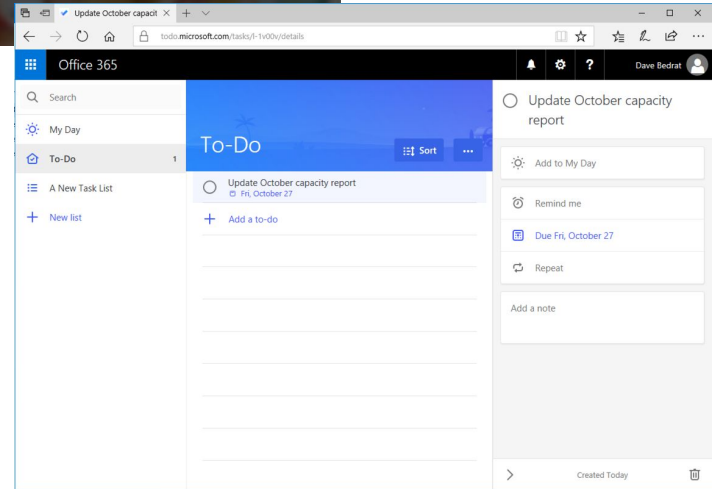
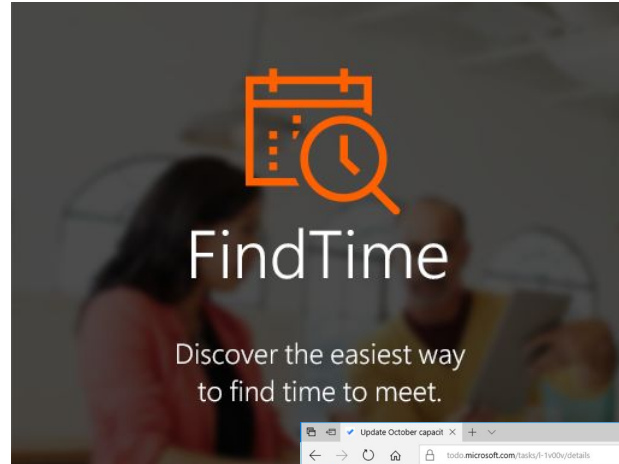
Loom

- ❑ Capture your screen, voice, and face and instantly share your video
- ❑ Helpful for communicating steps on how to perform a certain task or use specific technology
- ❑ Different plans, including free version
- ❑ Link: <https://www.loom.com/>



Outlook

- ❑ MyAnalytics: Focus and Wellbeing
- ❑ Todo app to turn emails into tasks
- ❑ FindTime feature within Outlook for easier scheduling meetings



Audio-Video Technology as a Tool for Remote Document Execution*



- ❑ Remote Notarization - Executive Order 202.7: Authorizes any notarial act that is required under New York state law to be performed utilizing audio-video technology provided that certain conditions are met.
- ❑ Remote Witnessing – Executive Order 202.14: Allows audio-video witnessing for execution of Wills, Trusts, Powers of Attorney, and Health Care Proxies
- ❑ Best Practices:
 - Take a screenshot of your client showing you his/her identification
 - The client demonstrates each place where they must initial or sign

**until such time as Executive Orders expire!*

Krisp

- ❑ Noise cancelling app for remote work
- ❑ Supports all communication apps
- ❑ Krisp provides a free plan with 120 minutes per week of free usage for filtering your own microphone and 120 minutes per week for muting the speaker's noise as well.
- ❑ Link:
https://krisp.ai/?utm_expid=.caqADsBzTkOn8JhlTgfEg.0&utm_referrer=https%3A%2F%2Fkrisp.ai%2F



For Teams ▾

One Button. No Noise



Speak Without Noise

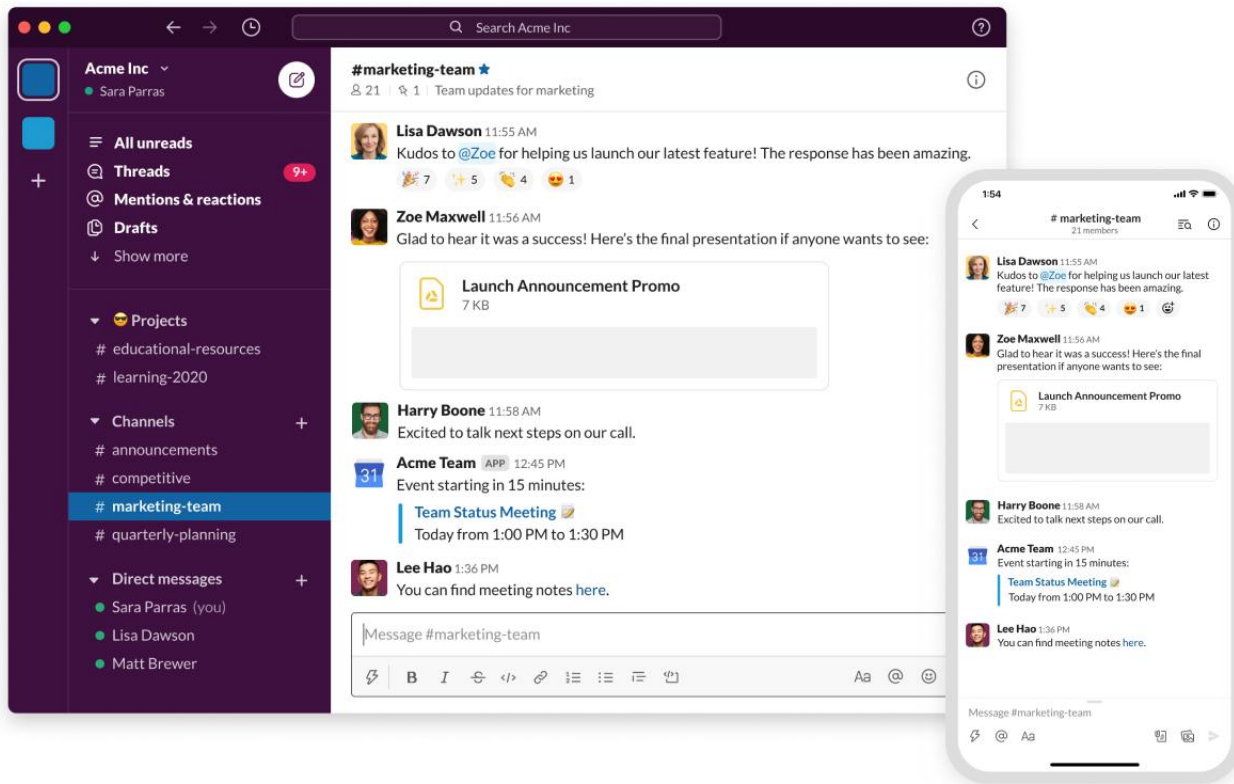
With a single button, the background noise going from you to other call participants will be removed.



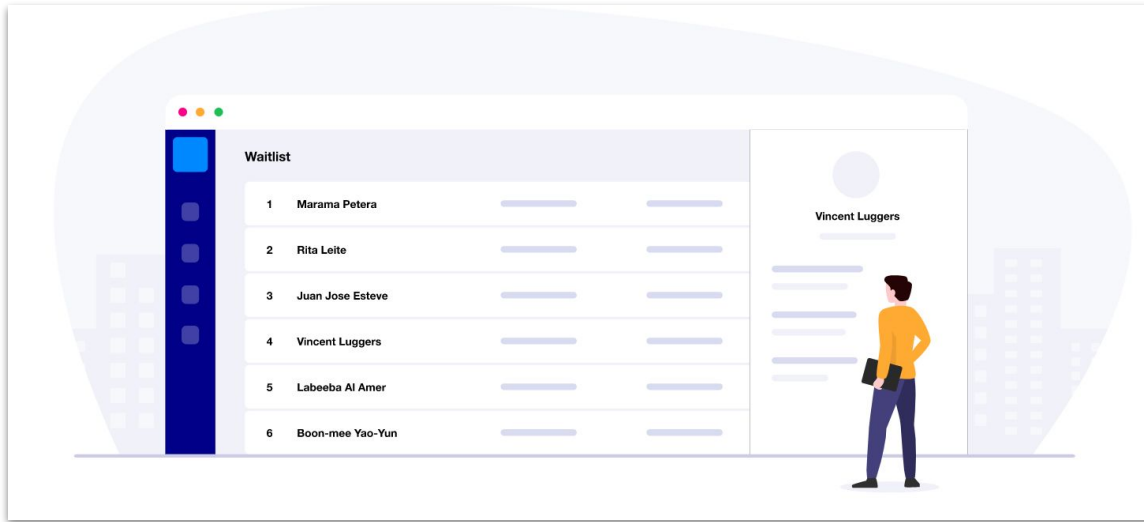
Listen Without Noise

With a single button, the background noise coming from the call participants to you will be removed.

Slack for Communication



Waitwhile



- ❑ Free waitlist with SMS notifications for your organization, clinic, or in-person events
- ❑ Useful for socially distant events
- ❑ No app downloads
- ❑ Different plans, including free version
- ❑ Link: <https://waitwhile.com/>

VOIP Phone System

- ❑ Text from work phone (SMS, MMS)
- ❑ Receive faxes as emails
- ❑ Answer calls on cell phone
- ❑ Easy access to work phone from anywhere

The logo for RingCentral, featuring the word "Ring" in blue and "Central" in orange, with a registered trademark symbol.The logo for Nextiva, featuring the word "nextiva" in blue lowercase letters with a yellow dot above the "i".The logo for 8x8, featuring the text "8x8" in a bold, red, sans-serif font.The logo for Ooma, featuring a blue icon of four interlocking circles forming a flower-like shape, followed by the word "ooma" in blue lowercase letters and a trademark symbol.

Texting

☐ Useful to service providers:

- Obtain outcome data
- Outreach

☐ Useful to clients:

- Information sharing
- Community legal education

- Helpful for individuals who are unable to have private phone conversations or find it difficult to talk

☐ Legal Aid Society of Cleveland's 2015 TIG to send text messages to clients who received brief services:

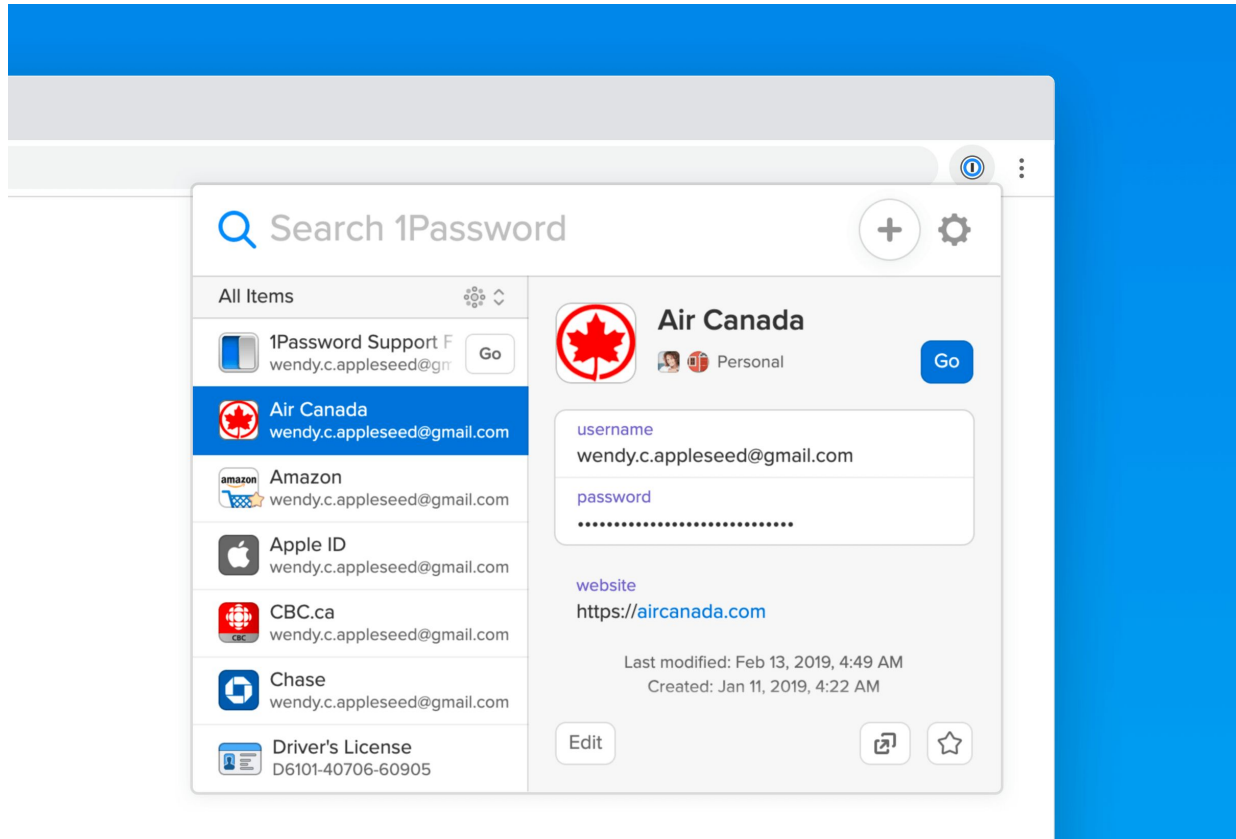
- 61.9% response rate to outcome related text messages sent
- Informational and community outreach messages generated increased engagement with the general public and service providers



Online Intake & Triage Systems

- ❑ Provide relief to legal aid hotlines and a safe method to request assistance during COVID-19
- ❑ Users are sorted by demographics, legal issue, eligibility and urgency
- ❑ Users may receive referrals for self-help or direct legal assistance
- ❑ Online triage provides a path to online intake (can be a seamless process)
- ❑ For more information:
https://cdn2.hubspot.net/hubfs/575821/Idealware%20Migration%20-%20Download%20Reports/IDEALWARE_TIG_TOOLKIT_3_TRIAGEINTAKE_SEP72018.pdf.

1Password for Security



Remote Legal Help Models

- ❑ Collaborative text highlighting nine successful remote legal support programs in several states, including New York
- ❑ Program logistics, processes, challenges, tools, checklists, sample documents, and best practices
- ❑ Clinic models in areas of family, immigration, expungement of criminal records, and medical-legal partnerships
- ❑ Link:
<https://www.connectingjusticecommunities.com/remote-legal-support/>



HelloDoor / HelloLisa (Virtual Receptionist)

- ❑ Face to face interaction when clients come to the office
- ❑ Works with Teams & Skype
- ❑ Staff directory for visitors
- ❑ Customizable branding

BIENVENIDO

LEGAL SERVICES
OF GREATER MIAMI, INC.



Directory

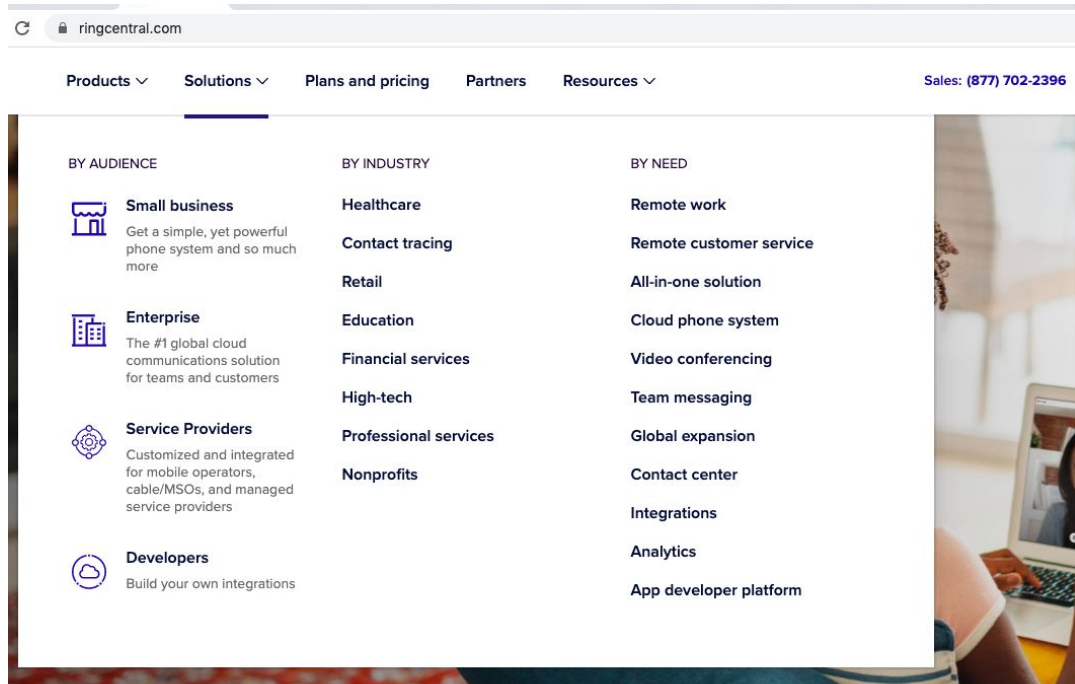


Receptionist



With their desktop or mobile app,
you get:

- Video meetings: audio and video conferencing, screen sharing, and more.
- Messaging: Team messaging ideal for collaboration with file sharing and more.
- Phone: business phone system includes business SMS and call management.



All public sector and nonprofit organizations who are new customers and impacted by COVID-19 get free access to RingCentral Office. This includes 200 participants per video meeting.

Senior Financial Safety Tool

- ❑ Web-based screening tool used by financial institutions and community partners to detect financial exploitation & provide a legal referral
- ❑ Self-Assessment version
- ❑ Generates 'Know Your Rights Materials' and agency resources based on inputs
- ❑ Link: <https://probononet.neotalogic.com/a/sfst>



SENIOR FINANCIAL SAFETY TOOL

Are you or someone you know at risk
of a financial scam, fraud, or theft?

FIND OUT NOW

and get FREE HELP if needed

[What is Financial Exploitation?](#)

[About this App](#)

[BEGIN RISK ASSESSMENT](#)

A public service of

[Center for Elder Law & Justice](#)

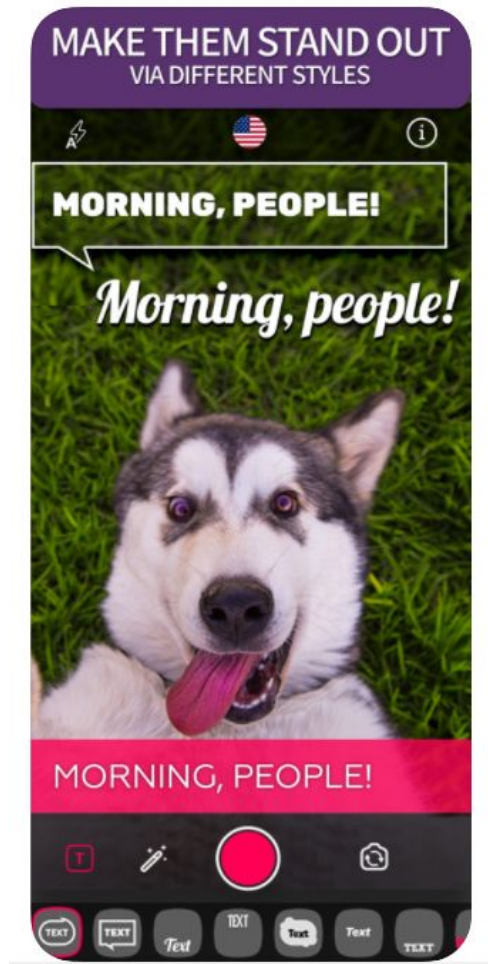
[Pro Bono Net](#)

Legal Risk Detector



Bonus: Clipomatic

- ❑ Turns everything you say into live captions
- ❑ Reach more people by adding text/captions in your videos
- ❑ Supports 40 languages
- ❑ Link:
<https://apps.apple.com/us/app/clipomatic-text-on-videos/id1263032315>



Thank You!

