

2023 New York Statewide Civil Legal Aid Technology Conference

2C 2023 Tech Conference: Leadership Panel

Wednesday, April 19, 2023

1:00 PM – 1:50 PM

Live Virtual Presentation

CLE Credits: 1.0 Law Practice Management

CLE Resources

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PRESENTERS

Moderator: [Christine Fecko, Esq.](#), General Counsel, NYS IOLA Fund

Panelists:

[Kristin Brown, Esq.](#), President & CEO, Empire Justice Center

[Nadine E. Patterson, Esq.](#), Deputy Executive Director – Civil Practice, Legal Aid Bureau of Buffalo

[Raun Rasmussen, Esq.](#), Executive Director, Legal Services NYC

[Susan Shin, Esq.](#), Legal Director, New Economy Project

Empire Justice Center
Remote Work Policy



REMOTE WORK POLICY

PURPOSE:

Empire Justice Center will provide flexibility and support to support our employees by adopting a flexible remote work policy. In the application of this policy, each determination will be made with a priority toward providing the highest quality client services, ensuring all contractual obligations are met, organizational operations are effective and reliable and diverse teams continue to connect and thrive.

This policy has been developed and will be implemented in line with Empire Justice Center's vision, mission, and Diversity Equity Inclusion & Accessibility principles.

POLICY:

All permanent Empire Justice Center staff members, regardless of Fair Labor Standards Act exempt/non-exempt status, are eligible to request consideration of a remote work plan. Under this policy a staff member can request to work from home for up to four days per week.¹ ***If a compelling reason exists for the staff member to work remotely for five days a week, the staff member may petition for that option, subject to approval from their supervisor and the President/CEO. Such situations will be the exception, not the rule.***

Staff members who have worked at Empire Justice Center less than six months may request to work remotely for up to three days per week, with a portion of the in-office days to coincide with their supervisor, if supervised locally. This schedule can be revisited following the successful completion of the six-month probation period.

Whether such requests are granted lies within the discretion of the assigned Leadership Team member, who, in consultation with others as appropriate, shall consider such things as client, practice group and operational needs, the impact of the request on the office and organization, the employee's needs and the performance and attendance record of the employee.

Request for Approval. Requests shall be made to the employee's supervisor, who will make a recommendation and forward the employee request(s) to the Director of Human Resources and the Leadership Team member designated below.

- Unit Director - Health Practice Group and Civil Rights, Education and Employment (CREE) Practice Group
- Unit Director - Benefits Practice Group, Crime Victims Legal Network (CNLV) Practice Group, Disability Advocacy Program (DAP) Practice Group
- Legal Director - Consumer, Housing and Finance (CFH) Practice Group
- Vice President of Grants and Marketing - Operations staff (including Grants, Marketing and IT staff)
- Vice President of Policy - Policy staff and Immigration Practice Group
- Director of C.A.S.H - CASH staff
- Chief Executive Officer - Leadership Team

Remote Work Hours. Remote working hours may be flexed outside of the 9am-5pm time period; however, staff

¹ ***If a compelling reason exists for the staff member to work remotely for five days a week, the staff member may petition for that option, subject to approval from their supervisor and the President/CEO. Such situations will be the exception, not the rule.***

should make efforts to accumulate the bulk of their hours between 9am and 5pm when the office is open.

Calculation of Days Worked. Days worked from home would replace days when the staff member would otherwise be at the office. Remote Workdays can either be a full workday (with a minimum half hour lunch break) or a half-day. If a staff member elects to work from home for a half-day, it is expected that they will be in the office for the other half of the workday.

Equipment. Working remotely is voluntary. As such, Empire Justice Center will provide equipment necessary for in-office work, including a laptop that can be used when working remotely. Additional equipment necessary for remote work is the responsibility of Empire Justice Center staff who choose to work remotely. However, if a staff member has been approved to work remotely and cannot afford an at-home printer and/or scanner they may request assistance. Such requests will be considered on a case-by-case basis.

Office Supplies. Working remotely is voluntary. As such, office supplies can be obtained in the office and used while working remotely. Additional office supplies to accommodate remote work is the responsibility of Empire Justice Center staff who chose to work remotely.

Other costs. Empire Justice Center will not reimburse staff for travel to and from the office, utility or other costs associated with remote work.

Availability. Any staff member working from home must have internet access and be reachable by email, telephone and Microsoft Teams throughout the day.

Client Files. Client files may not be permanently stored in staff members' homes while working remotely. However, there may be situations where it is necessary for a staff member to bring home files. In the event a staff member brings a file off-site, they should add a note to Legal Server indicating that the file is being temporarily kept off site at their home. Additionally, all client files and any other documents with sensitive client information must be stored in a secured place. Client files should be returned to the office once the need for having them off-site has been resolved.

Ad hoc requests. Supervisors can approve ad hoc and short-term requests from staff to work at home due to specific circumstances. This Remote Work Policy is meant to address an ongoing, regularly occurring remote work schedules.

Court Appearances. A remote work schedule cannot supersede court schedules or other professional obligations related to a staff member's case handling or other responsibilities.

Evaluation and Update of this Policy

This policy will be reviewed, evaluated, and updated (as needed) periodically according to the policy review plan set up by the Director of Human Resources.

Last reviewed 12/2021

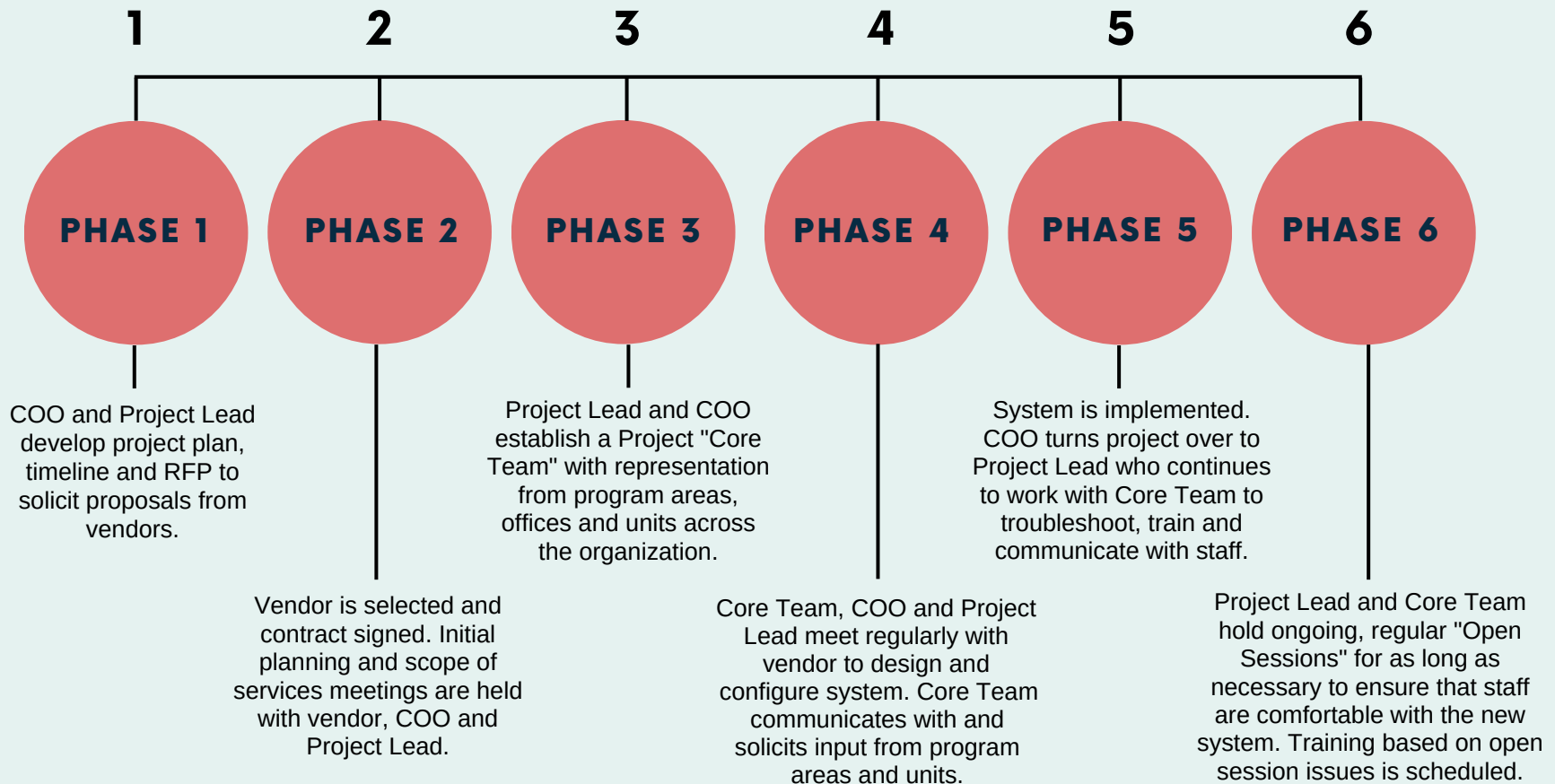
Last update 12/2021

Empire Justice Center
Project Management Process

Project Management

This model of project management has worked successfully for 4 major organizational systems implementation projects that have occurred over the past 3 years:

- Transition from TIME to Legal Server
- Migration from Netdocuments to SharePoint
- Organizational Branding Refresh
- New Marketing Platform and CRM



Empire Justice Center
Remote Work Request Form



Remote Work Request Form

1. What is your name?

2. What is your email address?

3. What is your home address?

4. What telephone number(s) should we use to reach you during the workday?

5. Which Empire Justice Center office do you work out of?

6. Have you spoken with your supervisor about this request?

Yes

No

7. What days of the week do you plan to work remotely?

Monday

Tuesday

Wednesday

Thursday

Friday

*We understand that there may be times that due to your professional obligations you may need to change dates. If that happens you must communicate it to your supervisor before the date of your change. Your supervisor may make that ad hoc approval.

8. If there is a colleague with whom you would like to share an office please write their name below?

(a) Have you and the above-named colleague discussed and agreed that you will share an office?

Yes

No

9. Are you currently assigned to an office or a cubical?

Yes

Office

Cubical

No

10. Does your position require that you consistently engage in confidential conversations with clients, funders and/or staff?

Yes

No

11. Please check to consent with the following:

I understand that I must have internet access and be reachable by email, telephone and instant messaging (Teams) throughout the day.

I understand that, working remotely is voluntary. Empire Justice Center will not reimburse me for office supplies that I purchase for remote work. Empire Justice Center will provide office supplies at the office for remote work.

I understand that, working remotely is voluntary. Empire Justice Center will provide equipment necessary for in office work, including a laptop that can be used when working remotely.

I understand that additional equipment necessary for remote work is the responsibility of Empire Justice Center staff who chose to work remotely.

I understand that if I have been approved to work remotely, and cannot afford an at home printer and/or scanner I may request assistance and such requests will be considered on a case-by-case basis.

I understand that Empire Justice Center will not reimburse me for travel to and from the office, utility or other costs associated with working remotely.

I understand that I can work from home up to four days per week. Days worked from home would replace days when the staff member would otherwise be at the office. Remote workdays can either be a full workday (with a minimum half hour lunch break) or a half-day. If a staff member elects to work from home for a half-day, it is expected that they will be in the office for the other half of the workday.

A remote work schedule cannot supersede court schedules or other professional obligations related to a staff member's case handling or other responsibilities.

I understand that client or confidential files or information may only be kept in my home temporarily, that they cannot be stored in my home, and that files in my home and those transported between home and the office must be kept in a locked container.

I understand that I will sign a remote work agreement with Empire Justice Center and that agreement will be reviewed regularly.

I understand that office assignments are determined in part by a staff member's remote work schedule.

Employee Signature

Approved

Not approved

Leadership Team Point Person Signature

Legal Aid Bureau of Buffalo, Inc.
Technology Usage Policy

TECHNOLOGY USAGE POLICY

The Legal Aid Bureau of Buffalo, Inc.'s (the Bureau) intentions for publishing an Acceptable Use Policy are to provide employees, consultants, interns, and volunteers (users) guidance to effective and appropriate use of the Bureau's technology assets.

Internet and Intranet related systems including, but not limited to, computer equipment, software, operating systems, storage media, network accounts providing email and WWW browsing, and telephone systems are the property of the Bureau (the systems). The Bureau provides these technology systems to meet its mission, goals, and initiatives.

The purpose of this policy is to outline the acceptable use of the Bureau's technology systems. These rules are in place to protect the employee and the Bureau. Inappropriate use exposes the Bureau to risks including virus attacks, compromised network systems and services, and legal issues.

The Bureau's systems are to be used for job-related purposes, except for occasional and incidental personal usage, as long as such usage is not on work time. Any usage of the systems for reasons other than work must not interfere in any way with the employee's work or the business of the Bureau.

It is expected that all users will abide by the Bureau's Password Policy.

These systems may not be used to create, transmit, or solicit any offensive or disruptive messages. This includes, but is not limited to, any messages that contain sexual implications or jokes; messages that make inappropriate reference to a person's race, color, sex, national origin, ancestry, religion, creed, physical or mental disability, sexual orientation, marital status, age, genetic predisposition, gender identity, pregnancy status, domestic violence victim status, or any other category protected by federal, state, or local law. Further, the Bureau's e-mail, voice mail, and computer systems are not to be used for economic enterprises other than the Bureau's, or in any way that is inconsistent with the Bureau's interests or the law. Violations may result in discipline up to and including termination of employment.

Copyrighted materials belonging to entities other than the Bureau may not be transmitted by employees on the Bureau's systems without permission of the copyright holder. Employees must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy for reference only. Saving copyright-protected information to the system without permission is prohibited.

The Bureau reserves the unlimited right, without notice, to monitor, access, review, copy or delete any message, file, or document on its systems, including all matter stored on individual computers and related media. Personal documents are not to be stored on the Bureau's resources. Documents created and stored are for official business only.

In order to avoid infecting the Bureau's systems, employees should be cautious about downloading information from e-mails or the Internet. If you have a question about whether

an e-mail can be safely opened, or whether other information can be safely downloaded, please consult with the Information Systems Analyst or Technology Manager.

In order to avoid excessive use of Bureau bandwidth, employees should avoid internet sites with excessive streaming video and avoid the various scrolling feeds, that stream across computer monitors on a continuous basis. Additionally, employees should not use Bureau equipment or systems to watch non-work-related video content.

All information accessed and stored on Bureau systems should be classified as confidential. Employees should take all necessary steps to prevent unauthorized access to this information and to comply with the ethical standards outlined in the Professional Standards Policy.

The Bureau employs Information Technology (IT) staff to maintain and troubleshoot our systems. A ticketing system is in place to request support from the IT department. Users should become familiar with the ticketing process and use said process to request support from the IT department.

MOBILE DEVICES (BYOD)

All mobile access devices (i.e., Smartphones, iPads, and other similar technologies) which access Bureau systems are subject to security and system requirements. For security, the Bureau requires use of screen lock with a password to prevent access to and preserve confidential information in the event the unit is unattended, lost, or misplaced.

Employees should not regularly save Bureau work product on their mobile devices. All Bureau work product should be transferred to secure network storage devices as soon as practical.

Employees using mobile access devices for Bureau business are to adhere to state laws and safe practices when using such devices. Inappropriate use includes, but is not limited to, reading and composing emails and text messages while driving and not complying with "hands free" cell phone use while driving.

WIRELESS TECHNOLOGY

Wireless technology provides a convenient mechanism for accessing user resources. These technologies have become ubiquitous in the workplace environment. The advent of wireless technologies adds increased functionality but also adds security risks and concerns that must be managed and mitigated.

This policy sets forth a set of procedures and standards for accessing wireless technologies within the Bureau's network environment. It applies to Bureau employees, volunteers, interns, consultants and guests (users) and provides them with access requirements and responsibilities. This policy applies to all devices connecting to the Bureau's wireless network including, but not limited to laptops, cellular phones and tablets.

By using wireless devices within the Bureau network for business purposes, all users are subject to policies managing their use. All terms outlined in the Bureau's Technology Usage and Social Media and Networking Policies shall be observed when using the Bureau's wireless network. The Bureau shall maintain two separate wireless networks, one for internal business use and one guest network. Access to the Bureau internal network (LADOMAIN our Local Area Network) shall be limited to Bureau-owned devices and authentication shall be completed through Active Directory using assigned user ID and password. The guest network shall be separate from the Bureau internal network and shall provide internet access only. Access to the guest network will require a common password which will be made available upon request and be changed regularly.

PASSWORD POLICY

A good password policy is a critical part of protecting against unauthorized activity or exploitation of the Bureau's resources. The integrity and secrecy of an individual's password is a key element of that. The purpose of this policy is to establish a company-wide standard for creation of strong passwords, the protection of those passwords, and the frequency of change. All users with access to Bureau systems (network/computer/email) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords. This policy applies to all equipment that is owned or leased by the Bureau.

When starting at the Bureau authorized personnel will be given credentials that will give access to the Bureau's network and systems. Since there is the ability to login from many different places it's important to have a strong password. The following are the minimum standards for network passwords.

1. Passwords must have a minimum length of 12 characters. They must contain at least three of the four following character classes:
 - Lower case characters
 - Upper case characters
 - Numbers
 - Nonalphanumeric characters (e.g. @\$%^()! etc.)
2. Passwords must be changed yearly. The system will prompt you to change.
3. Passwords cannot be reused until 5 password cycles have been completed.
4. Passwords must not be saved by any unsecured application such as internet browsers.

Password Guidelines

Do not share Bureau passwords with anyone, including staff or supervisors. All passwords are to be treated as sensitive, confidential Bureau information.

Do not reveal a password in email, chat, or other electronic communication.

IT staff will never ask for your password.

If someone demands a password, refer them to this document and direct them to the Technology Manager.

Always use different passwords for Bureau accounts from other non-Bureau accounts (e.g. personal ISP account, email accounts, benefits, etc.).

Passwords should never be written down or stored electronically without encryption.

Do not speak about a password in front of others.

Do not hint at the format of a password.

Always decline the use of the “Remember Password” feature of applications and websites.

If an account or password compromise is suspected, report the incident to the Technology Manager in conjunction with IT support.

Helpful Password Tips

Avoid the following:

The password is a single word found in a dictionary (English or foreign)

The password is a common usage word or phrase such as:

- Names of family, pets, friends, co-workers, bands, fantasy characters, etc.
- Computer terms and names, commands, sites, companies, hardware, software.
- Locations such as “LABB”, “newyork” or any derivation.
- Birthdays and other personal information such as address and phone numbers.
- Word or number patterns like aaabbb, qwerty, zyxwvuts, 123321, etc.
- Any of the above spelled backwards.
- Any of the above preceded or followed by a digit (e.g., secret1, 1secret).

If you need assistance with developing an appropriate password talk to someone in IT.

SOCIAL MEDIA AND NETWORKING

The Legal Aid Bureau of Buffalo, Inc. respects the right of employees to access and use personal websites, social networking sites, weblogs and podcasts (and similar forms of electronic expression) as mediums of self-expression and communication, but only during non-working time, and provided such activities do not conflict with the employee’s role as a Bureau employee. Employees are expected to act in accordance with the following guidelines to ensure that these activities do not conflict with their responsibilities to the Bureau.

You are not permitted to access or use your personal website, social networking sites, weblogs or podcasts during working time. Shopping, accessing personal email, blogging, instant messaging, and texting for personal reasons, except for occasional and incidental personal usage, are limited to meal periods or other non-working time. Employees may, however, access social media for work purposes.

If you choose to identify yourself as a Legal Aid Bureau employee on your website, a social networking site, weblog or podcast, you are expected to also make clear to your readers and listeners that you are not authorized to speak on behalf of the Bureau and that the views expressed do not necessarily reflect the views of the Bureau. This can be accomplished by posting a disclaimer in a prominent place (e.g., “I am not authorized to

speak on behalf of the Legal Aid Bureau of Buffalo, Inc. and the views expressed on this website/weblog/podcast are mine alone and do not necessarily reflect the views of my employer”).

You are expected to comply with all Bureau policies when publishing content online. You may not disclose any information on your website/social networking profile/weblog/podcast that is confidential or proprietary to the Bureau or to any third party that has disclosed information to us. Such confidential or proprietary information does not include an employee’s terms and conditions of employment. You are also prohibited from using personal websites, social networks and other forms of electronic expression in violation of the Bureau’s policy on harassment.

Nothing in this policy is intended to, nor will it be interpreted to, limit or interfere with your rights under Section 7 of the National Labor Relations Act or other applicable labor laws or regulations.

Legal Services NYC
Work From Home Policy

Work from Home

Remote Work at LSNYC

Delivering high-quality, client-centered services through a community lawyering model is critical to our mission. Technology and recent experience show us that much work can be done effectively from home, and also that some work cannot be done effectively from home.

1. Employees whose jobs can be performed remotely are permitted to work remotely, on a regular basis, up to five days a pay period. This permission is subject to the employee, in collaboration with the employee's supervisor, developing a schedule that considers any specific duties or obligations, including training, supervision, duties related to clients or practice group, office needs, and the employee's needs. Assuming the above, permission is granted to work remotely up to five days a pay period.

Hotline paralegals employed by the central access line, in recognition of the unique nature of their job duties, may work remotely up to five days a week but are expected to be in the office for duties or obligations, including training, supervision, duties related to clients or practice group, and office needs. This permission is subject to a plan developed collaboratively with the supervisor.

In situations where a schedule of remote work has not been agreed to, or in emergencies, written or electronic mail notice that the employee will be working remotely must be made by 3:00 pm, if possible, the day prior if arrangements for coverage are necessary. Permission to work remotely in these circumstances will not be unreasonably withheld.

2. While working remotely, employees are expected to:
 - a. Be available by email or by phone similar to as if they were in the office when working remotely;
 - b. Account for their time in Legal Server and use appropriate leave time if they are not working; and
 - c. Make themselves available for emergencies that may affect their clients or colleagues. This may require, for example, that they call their client, call the court, or go to court or come into the office when possible.
3. Employees may not work remotely if such work unduly burdens other coworkers.

Remote work may be a reasonable accommodation for a qualifying disability that is separate and apart from the above WFH policy. Please contact the Benefits Administrator and/or your union representative to learn more about reasonable accommodations. This policy in no way

curtails the ability of those applying for a reasonable accommodation to utilize the remote work provisions described above.

This **Side Letter** is intended to apply once LSNYC offices open fully and remains in effect until the ratification of the next contract.