Case Studies of Effective Tech Collaborations

2023 Statewide Civil Legal Aid Technology Conference

VLPCNY Shared Doc Access to Facilitate Urgent Client Services

Sal Curran and Joseph Melo



Technology Collaborations to Facilitate Urgent Client Services



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Problem Presented

- 2 Immigration Legal Aid Groups with 3 attorneys in CNY already at capacity
- 3 Refugee Resettlement Agencies
- Over 500 Afghan Arrivals within 4 months



Client Services Solutions

1: Mass recruitment and training of Volunteer Attorneys

& Law Students 2: Training of Refugee Resettlement Agency staff on legal

issues presented and how to help gather info on a case 3: Scheduling 8 all-day clinics with 8+ attorneys and 10+ law

students with 20+/- client families, each needing an

to Legal Orgs 5: Assessing Client Needs & Following up



Legal

Details

4-Way Signed Client Release

MOUs Between Partner

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	Master List - Afghan Clinic Data Tracking.xlsx	March 8	Yuchen Cook
	Meetings Agenda VLP & HLAS.docx	October 6, 2022	Lizeth Ortega
	Other Afghan Clinic Data Tracking.xlsx	September 27, 2022	Lizeth Ortega
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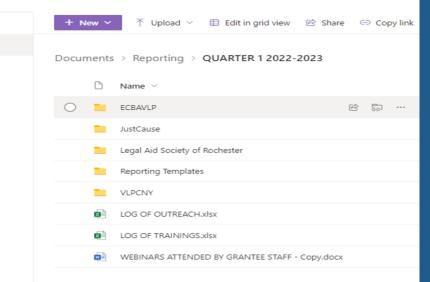
Highly Secure Environment

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CONTACT Sal Curran

Phone 315-579-2576 Email scurran@vlpcny.org Website www.vlpcny.com

Maryland Coordinated Intake

Sarah John and Lezlie Paulus





Maryland Access to Counsel in Evictions

Coordinated Intake System

Efficiently connecting people facing eviction with free legal counsel

Overwhelming need

Maryland is an outlier for eviction filings: Filing rate of ~70% in 2018

Specific eligibility requirements

Legislation that sets up free counsel for particular case types in particular jurisdictions

Highly specialized providers

Providers who serve specific populations or specialize in particular case types



Addressing the overwhelming need

A2J Tech – CJ – 211 Partnership

Melding the efficiencies of tech with the expertise of a legal service provider and the ubiquity of 211 (United Way of Central Maryland) **A2J** TECH

Develops and maintains CIS architecture and technology



United Way of Central Maryland Screens and interviews tenants

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 Connects tenants to the best LSO and other services



- Works directly with stakeholders
- The source of legal expertise/ reviews difficult cases

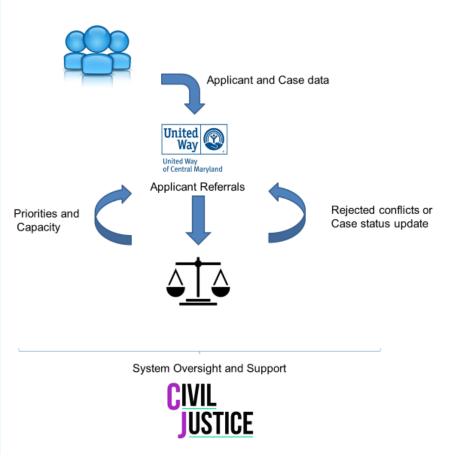
CIVIL JUSTICE

Using Technology to Support Access to Counsel for Evictions

Supporting Systems and People

Building specialized technology to get eligible applicants to the provider most likely to serve them as quickly and easily as possible.

Technology Requirements and Challenges





Dealing with specificity and specialization

Coordinated Intake System

Guided Interview with Conditional Logic

Lease is ongoing/active

What is/was your current rent per month?

\$

Does your landlord claim you are behind on rent payments?

No	x ~
Yes	
No	
Have you received any paperwork, docu your landlord or the court?	ments, emails, notices or summons from
Select	~

Have you received any paperwork, documents, emails, notices or summons from your landlord or the court?

Select...

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CIVIL JUSTICE

Dealing with specificity and specialization

Coordinated Intake System

Legal Service Provider Database with Live Updates

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ACE/RTC Capacity

Currently accepting ACE/RTC cases in this jurisdiction

Is your organization currently accepting new ACE/RTC referrals in this jurisdiction?

Yes

No

5.5

Yes

now many experienced ACE/RTC attorneys are currently working ACE/RTC cases in this jurisdiction? By "experienced attorneys," we mean attorneys who need little oversight or supervision and rarely need assistance from more experienced LL/T attorneys on their caseload of ACE/RTC-eligible cases. now many ACE/RTE attorneys in-training are currently working ACE/RTC cases in this jurisdiction? By "attorneys in-training," we mean attorneys who require oversight or supervision and often need assistance from more experienced LL/T attorneys on their caseload of ACE/RTC-eligible cases.

2.1

Interpretation Service

Does your organization participate in Language Line or other
interpretation service?

x ~

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Case Type Preferences

Indicate which of these ACE/RTC case types your organization accepts and prioritizes in this jurisdiction. These data will be used to send you cases that best fit your expertise.

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Will not accept 🛛 🗙 🗸	Will accept X V
ïenant holding over	Tenant holding over, complex or policy case
Will accept X ~	Will accept X V
Breach of lease	Breach of lease, complex or policy case
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CIVIL JUSTICE

Project Status

Coordinated Intake System

May 2023

Soft launch in Baltimore City Testing and refining the system

October 2023 Official launch in Baltimore City

2024 and 2025

Expansion to the rest of Maryland

Presenters

Sal Curran Executive Director, Volunteer Lawyers Project of CNY, Inc. Joseph Melo Director of Engineering, Just-Tech Sarah John Program Manager, ACE Coordinated Intake System, Civil Justice, Inc. Lezlie Paulus Intake Project Manager, A2J Tech

Moderators

Libby Vazquez Director of Legal Services, City Bar Justice Center Christopher Schwartz Community Empowerment Advisor, LegalServer