



**INTAKE, CASE DISPOSITION, AND TIMEKEEPING**  
**POLICIES AND PROCEDURES**  
**MANUAL**

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## PART TWO

Intake Procedures

## PART THREE

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**INTAKE, CASE DISPOSITION, AND TIMEKEEPING  
POLICIES AND PROCEDURES**

**I. Policy**

It is the policy of Land of Lincoln Legal Assistance Foundation, Inc. to maintain the same standard procedures pertaining to intake and disposition of cases and matters and timekeeping in the Legal Advice and Referral Center (LARC) and each regional office. The procedures described below regarding intake, handling and disposition of cases or matters are applicable to **ALL** cases and matters regardless of funding source.

Such procedures are intended to ensure:

- A. Collection of data concerning the client and his or her legal problem sufficient to satisfy Land of Lincoln's professional obligation to adequately represent the client.
- B. Documentation of compliance with the rules and regulations of the Legal Service Corporation (LSC) and other funders.
- C. Capacity to produce reports to meet the needs of funders, including case statistics, demographic data and other required information.
- D. No conflict of interest exists if representation is undertaken.
- E. Compliance with Land of Lincoln policies on financial and citizenship eligibility requirements.
- F. Compliance with the requirements of the Legal Services Corporation Case Service Report Handbook (2008 Edition) for all cases reported to LSC.
- G. All cases accepted for service are within the Land of Lincoln priorities.
- H. Accurate documentation of the disposition of cases and matters consistent with Land of Lincoln's professional obligation to competently represent its clients and with its obligations under applicable legislation and accompanying rules and regulations of LSC and other funders.

Intake will be performed primarily through LARC, except for cases involving domestic violence and for persons age 60 and older if the regional office has a Title III Seniors Legal Project. Regional offices have the option of doing intake for other clients who walk into the office or call with an emergency. In the alternative, regional offices may either give walk-in clients the LARC phone number and hours of operation and have them call later or allow them to use an office phone during LARC hours of operation. Regional offices may also initiate intake services at remote sites and through various clinics and may perform telephone or office intake for specific types of clients or problems, such as nursing home residents.

## II. LSC Definitions

Definition of a case. For LSC Case Service Report (CSR) purposes, a **case** is defined as the provision of permissible legal assistance to an eligible client with a legal problem, or set of closely related legal problems, accepted for assistance in accordance with the requirements of the LSC Act, regulations, and other applicable law. Cases that meet LSC eligibility criteria should be reported in the CSR irrespective of funding source.

The provision of legal assistance may only be reported as a **case** if:

- (a) The client is financially and otherwise **eligible** to receive legal assistance under the LSC Act, regulations, and other applicable law;
- (b) The client's case is within **program priorities** (or is an emergency case accepted under the program's emergency case acceptance procedures);
- (c) Land of Lincoln has actually **accepted** the client for service through its intake system or another established procedure for ensuring client eligibility.

Definition of Legal Assistance. For LSC CSR purposes, legal assistance is defined as the provision of limited service or extended service on behalf of a client or clients that meets the criteria of the CSR Closing Categories. Legal assistance is specific to the client's unique circumstances and involves a legal analysis that is tailored to the client's factual situation. Legal assistance involves applying legal judgment in interpreting the particular facts and in applying relevant law to the facts presented. The provision of legal assistance creates an attorney-client relationship. (The legal assistance must actually be provided to the client in order for the assistance to be reported as a case in a CSR. For example, if the program only performs legal research but does not advise the client of the results of the research, this would not constitute a CSR-reportable case. Similarly, if the program sends a letter to a client containing legal advice which is then returned to the program as undeliverable (and the program has not orally advised the client), this also would not constitute a CSR-reportable case.)

Definition of Legal Information. For LSC CSR purposes, legal information is defined as the provision of substantive information not tailored to address a person's specific legal problem. As such, it is general and does not involve applying legal judgment and does not recommend a specific course of action. For example, providing only a pamphlet or brochure is legal information and not legal assistance. The provision of legal information does not create an attorney-client relationship.

Definition of Client. For LSC CSR purposes, a client is defined as a person (or group under 45 CFR § 1611.6) who is:

- (a) **financially and otherwise eligible** to receive legal assistance under the LSC Act, regulations, and other applicable law, regardless of source of funding used by the program; and
- (b) **Accepted** for legal assistance through an intake system or other established program procedure for ensuring client eligibility.

For CSR purposes, to be eligible for and accepted for legal assistance and to be reported as a CSR case, a **client** must meet the financial (including both income and assets), citizenship (including alien status), and other eligibility requirements of the LSC Act, regulations, and other applicable law.

### **III. Automated Case Management System**

Land of Lincoln utilizes Legal Server, a web-based case management program, to conduct intake and record the handling and disposition of a case. Legal Server allows for single input of initial client information.

### **IV. General Intake Procedures**

#### **A. Current Client / New Case**

If a regional office has an open case pending on a client and the client seeks representation on a new, different case, the regional office should open a new case for the client by entering the client information in Legal Server. Do not refer the client to LARC to open the intake. When a client with a pending case or a case closed in the current calendar year in a regional office contacts LARC about the same case, the LARC attorney should refer the client back to the appropriate regional office. LARC attorneys should not add notes to the "Notes" field in a case that is pending or was closed in the regional office in the same calendar year; the client should be referred to the regional office.

#### **B. Referrals**

Regional offices receiving referrals from other legal services programs will handle the referral within the office if the legal problem is in one of the office's counties. Any referral received by the Executive Director's Office will be forwarded directly to LARC, unless the legal problem involves domestic violence, in which case the intake will be forwarded to the appropriate regional office. Land of Lincoln will not require written referrals from a legal services program for an applicant living outside Land of Lincoln's service area but with a legal problem arising within the Land of Lincoln service area. CARPLS and Prairie State Legal Services have agreed to accept referrals of applicants from Land of Lincoln without a written referral.

#### **C. Intake shall be recorded by one of the three following methods:**

1. Directly using Legal Server.
2. Utilizing Land of Lincoln Legal Server intake forms and subsequently transcribing the information obtained into Legal Server.
3. Utilizing other application forms matching Legal Server format approved by the Executive Director initially and subsequently transcribing the information obtained into Legal Server.

All intake data, no matter how obtained, shall be entered into Legal Server within **three days** of receipt. The Legal Server record shall be the official record of the case or matter.

### **V. Types of Cases and Single Case Reporting**

A. Through the use of the Legal Server case management system, Land of Lincoln will ensure that cases involving the same client and same legal problem are not recorded and reported to LSC more than once as required by the Legal Services Corporation CSR

Handbook (2008 Edition) (Sections 3.2 and 6.1 – 6.5). The following definitions and procedures apply:

1. Cases Involving Multiple Levels of Assistance. When Land of Lincoln provides more than one type of assistance to an eligible client during the same reporting period (i.e., calendar year) when attempting to resolve essentially the same legal problem, as demonstrated by the factual circumstances giving rise to the problem Land of Lincoln shall report only the highest level of service provided. For example, if Land of Lincoln initially provides advice in an attempt to resolve a client's legal problem, and Land of Lincoln later negotiates a settlement with an opposing party with respect to the same legal problem, Land of Lincoln shall report the case once as a negotiated settlement. This requirement applies during the course of the calendar year. If Land of Lincoln has already closed and reported a case in one year, and the client returns for additional service in a subsequent year, Land of Lincoln may report the additional service as a separate case in the subsequent year, provided that the case otherwise meets the requirements.

2. Cases Involving Repeated Instances of Assistance. When Land of Lincoln provides assistance more than once within the same calendar year to an eligible client who has returned to Land of Lincoln with essentially the same legal problem, as demonstrated by the factual circumstances giving rise to the problem, Land of Lincoln shall report the repeated instances of assistance to the client as a single case. For example, If Land of Lincoln assists a client on two or more occasions with an on-going habitability problem, the factual circumstances of which remain essentially the same over time, Land of Lincoln shall report it as assistance to the client as a single case, even if Land of Lincoln has provided Limited Action or Counsel and Advice to the client on more than one occasion.

3. Cases Involving Related Legal Problems. Land of Lincoln shall report related legal problems of an eligible client as follows:

(a) **For Counsel and Advice (CSR Closure Category A) cases only**, the presumption is that legal assistance rendered to a client on related legal issues contemporaneously or within a brief time frame is counted as one case. However, this presumption is rebutted and two or more cases may be reported if the legal issues are sufficiently different, as evidenced by the presence of:

- (a) Legal issues that fall into different Legal Problem Categories, such as Family and Housing;
- (b) Legal issues that fall into different Legal Problem Codes within either the Individual Rights or Miscellaneous Legal Problem Categories;
- (c) Legal issues that involve different potentially adverse parties, even if they are in the same Legal Problem Category or Code; or
- (d) Legal issues that relate to substantially different underlying facts.

(b) **For all other cases (CSR Closure Categories B to L)**, legal problems of an eligible client shall be reported as a single case when the case handler attempts to resolve the related legal problems simultaneously through a single legal process. For court cases, if the legal problems are resolved under one Civil Action Number, only one case is reported. If there are multiple Civil Action Numbers, then multiple cases are counted. For example, if a client seeks assistance with related child custody and support problems, and the program assists the client by preparing a pleading or other

document that addresses both problems, then the program shall report its assistance to the client as a single case. However, if child custody and child support are addressed in different actions or in different courts, then more than one case should be reported for the client.

4. Cases Involving Appeals. If Land of Lincoln represents a client in a case at the trial court and/or administrative agency level and then represents the client as an appellant or appellee in an appeal of that case to an appellate court, the attorney should report the trial court or administrative agency decision below as one case. A separate case should be opened for the appeal. If Land of Lincoln represents the client in a case remanded back to the lower court or administrative agency, the appeal should be closed under CSR Closure Category I(C) and another case opened for the proceedings in the lower court or administrative agency after remand. (Appeals from an administrative agency to a trial court or from a lower level trial court to a higher level trial court are not included in 45 CFR § 1605 and should be reported as only one case under CSR Closure Category I (B).

B. **The single case checking process** shall occur as follows:

1. At intake or entry into the case management system. At the point when an applicant first applies for service or at the point the intake is first entered into the case management system, the person entering the client information shall do a search to determine if the applicant is currently or has within the same calendar year received services for the same legal problem. If yes, the intake shall not be entered into the system as a new case. The notes and time for the additional service shall be recorded either (1) in an existing case, if open; (2) in a closed case if the only additional service is advice; or (3) in a closed case that is reopened if extended services are required. If no, an intake should be opened.
2. After intake. If a duplication of service is discovered at any time after the new intake has been entered into the case management system, the earlier case or the case with the lesser closing code shall be deselected for LSC CSR reporting as a duplicate as described below.

## **VI. Conflict Checking Policy and Procedures**

A. For all applicants for Land of Lincoln services, Land of Lincoln applies the Board adopted "Conflict of Interest and Client Representation Policy" included in Part III of this Manual. The following conflict checking procedures are to be followed in all cases:

1. Telephone / In-Office Intake. For all potential clients, it must be determined whether the caller is currently a client, the spouse of a current client, an adverse party, or the spouse of an adverse party, and a conflict check must be performed at the time of initial intake (including current and all former names used by client or adverse).
2. Off –Site Intake. Unless other procedures are approved by the Executive Director, all off-site intake for cases involving family law problems shall be subject to a full conflict check (including current and all former names used by client, spouse or adverse) prior to accepting the client for representation.

3. Performing the Conflict Check. All conflict checks shall be performed using the Legal Server database, either at the regional office, or LARC. The conflict check should be performed by entering the applicant's first and last names in the Search field for Clients/Parties.
- B. Conflict Check Outcome. If there is no conflict of interest and the applicant is otherwise eligible, the intake process may continue. **If the data indicates a possible conflict, there must be a resolution before any other information is taken from the applicant.**
1. The LARC or regional office Managing Attorney or his / her designee should obtain and review all information necessary to resolve potential conflicts.
  2. **Conflict Notes.** If there was a possible conflict, it should be recorded in the LARC notes or the regional office Opening Memo as "Potential Conflict Noted", with a brief statement of the resolution. (For example, "No conflict – unrelated case" or "Conflict - rejected.")
  3. If a conflict exists, the applicant must be rejected and reason rejected should be "conflict of interest."

## **VII. Case File Documentation**

- A. Copy of Intake. A copy of the Legal Server intake form shall be printed and inserted into the case file when the case is opened.
- B. Telephone Advice. For cases resolved by Legal Advice Referral Center (LARC) or regional office staff by telephone advice, it is not necessary to complete a Case File Compliance Checklist. Eligibility for Land of Lincoln services shall be documented by recording the eligibility information in the Legal Server case management system as set forth in this Manual. For cases closed by LARC as "Limited Action," the Compliance Checklist must be completed if a citizenship and retainer form is required.
- C. Retainer Agreement. A signed Retainer Agreement is required for all cases in which program staff has in-person contact with the client or the program provides representation beyond Counsel and Advice or Limited Action. The original of the retainer should be given to the client and the copy retained in the case file. The scope and subject matter should be spelled out in the agreement. If the scope of the representation changes during the course of representation, a new retainer agreement should be executed. (For example, if the first retainer says "Investigate charges by landlord", and investigation reveals illegal charges that result in a lawsuit being filed, a new retainer should be executed for "legal action to recover illegal charges by landlord.")
- D. Citizenship Attestation. **Citizenship attestation - alien eligibility documentation is required for all cases in which staff has in-person contact with the client or the program provides continuous representation beyond Counsel and Advice or Limited Action.** Counsel and advice or Limited Action services provided exclusively



over the phone, require oral citizenship inquiry and recording of the response. Effective January 1, 2008, Land of Lincoln's separate Citizenship Attestation form must be completed and signed by the client. (For all cases opened before 2008, but closed after December 31, 2008, a separate citizenship attestation must be obtained.) (Note: the same signed Attestation form may be copied and used for subsequent cases for the same client.)

- E. Statement of Facts. The Land of Lincoln form, not Legal Server notes, should be used. The Statement of Facts is required before filing a demand or an initial pleading in any affirmative case and must include in client's words what the client wants Land of Lincoln to do and a copy must be placed in the case file. See Land of Lincoln Policies and Procedures Manual (Blue Book) Tab 131.
- F. Case Disclosure Form. A case Disclosure form should be completed and sent to the Executive Director's Office on a monthly basis for all cases filed in court on behalf of Land of Lincoln clients who are Plaintiffs or Petitioners irrespective of funding source.
- G. Opening and Closing Memos / File Notes. All regional office files must have an Opening Memo in Legal Server. The Opening Memo should be entered with the "Add Opening Memo" button. If entered this way, rather than just as a case note, it will show up in case notes, but will also show up as the Opening Memo in the closing form. All regional office files must have a Closing Memo in Legal Server. Again, the Closing Memo should be entered with the "Add Closing memo" button. This will ensure that it appears on the Closing Form.

At a minimum, the opening memo shall indicate the facts of the case, the proposed plan of action, and what the client was told. At a minimum, the closing memo shall indicate the outcome of the case. The opening and closing memos must be entered in the Opening Memo and Closing Memo fields of the Legal Server intake in every case, unless the Executive Director has specifically excluded a category or type of case from this requirement.

All activity on a case, such as client calls, negotiations with adverse parties, etc. must be entered into Legal Server in the Notes field or as part of a time record. If this is done by making a time entry, the note should be made in the 'confidential notes' field. (If notes are made only in the 'activity details' field, they will show up in the Timekeeping Log, but not in the case notes themselves.)

- H. Compliance Checklist and Closing Form. To ensure that all case files (including PBI and Pro Bono cases) contain the required documentation; Legal Server requires completion of compliance questions when closing a case. For every case closed in a Regional Office, the "Complete Closing" print option in Legal Server should be used which will print a full copy of the intake, with financial data, opening and closing memos, notes, compliance checklist and time records. The printed copy should be included in the file. Both the first intake and the closing form must be maintained in the hard copy of the file. Only one copy needs to be printed if the case is opened and closed within one week. For cases closed at LARC for which a signed retainer and citizenship attestation are NOT required, the "LARC Intake" print option may be used.

## VIII. Case Disposition

### a. Rejected Cases

Cases cannot be rejected after they have been accepted. Cases can only be rejected (conflict, over-income, etc.) during the intake process. There are fourteen rejection reasons available in Legal Server. All cases may only be rejected in the same calendar year in which the person applies for service. The rejected reasons should be used as follows:

1. Over Income or Over Asset: Intake information indicates that the caller's income or assets are above our guidelines.
2. Conflict of Interest: There is a conflict of interest. This code should be entered when there is sufficient information to determine the existence of a conflict.
3. Ineligible Alien: An individual whose immigration status renders them ineligible for our representation under the guidelines of 45 CFR 1626 and Blue Book, Tab 121.
4. Outside of Priorities: A case handler disposes of a matter by a referral to an entity other than a Land of Lincoln office and no advice is provided. This involves a situation where no legal analysis is undertaken, no advice is provided and the only action taken is referral. For example, a caller presents a non-legal problem or a legal issue that is not within the program priorities and Land of Lincoln staff determines that no advice should be provided. If a referral is made at this point, reject the case as Outside of Priorities. If a Land of Lincoln attorney or paralegal provided some advice, then determined that referral was appropriate, then the case should be closed as an "A" since Land of Lincoln Priorities include "Advice," so attorneys can accept cases for the purpose of giving advice even if not within the other Land of Lincoln priorities or regional office case acceptance policies.

Case handlers may seek approval to accept a non-priority emergency case or matter. See the Blue Book, Tab 117 for appropriate procedures and forms.

5. Outside Case Acceptance Policies: This reason applies when the applicant's legal problem is not within a regional office case acceptance policies and LARC has determined that no advice will be given in that situation.
6. Prisoner: A person who is incarcerated at the time of intake.
7. Drug Related Eviction: Defenses of individuals in eviction actions if representation of those individuals is prohibited by 45 CFR 1633 and Land of Lincoln Policies and Procedures. Providing advice only does not constitute defense of a person in an eviction proceeding and the case may be closed as an advice in such circumstances. (See Blue Book Tab 128)
8. Criminal Case: Representation including advice to a person in a criminal proceeding as set forth in 45 CFR 1613 and Blue Book, Tab 110.
9. Other: A reason for rejection when no other category is available.

10. Out of Jurisdiction: The caller resides outside of Land of Lincoln service area and the matter for which the person is contacting us is not related to our service area, i.e. the caller lives here but jurisdiction for pending or contemplated legal proceeding is proper elsewhere.
11. Unmeritorious Claim: Prior to case acceptance, the office determines that the case has insufficient merit to proceed.
12. Fee Generating: Continued representation is not permissible when the case is fee generating pursuant to 45 CFR Sec. 1609 and Land of Lincoln Policies and Procedures on fee-generating cases. However, if the only service provided is advice, then the case may be closed as an advice. See Part 1609 and Land of Lincoln Policies and Procedures Manual Tab 106 for narrow exceptions and the appropriate forms to be submitted to the Executive Director's office.
13. No Show: This rejection code should only be used for applicants who do not complete the eligibility process (e.g. we are waiting for more financial information from them and they do not provide it). If eligibility has been determined, but **no advice or other service was provided by LARC or the regional office**, and client fails to come for an appointment, then de-select the case using the X closing code. If advice was given even though the client never comes to the scheduled interview, the case should be closed as an "advice."
14. Unknown. This reason should be used if the caller hangs up prior to completion of the interview.

#### **b. Timely Closing of Cases**

- A. The general rule is that cases should be closed in the year in which staff determine that assistance to the client has ceased, and it is not likely to resume. For cases involving only Counsel and Advice or Limited Action (**CSR Categories A or B**), the case should be reported as having been closed in the year in which the case was opened unless:
1. The case is opened after September 30, in which circumstances it may be reported either in the year opened or the following year; or
  2. There is an entry in the Notes field in Legal Server stating a reason why the case should be held open into the following year (such as further assistance is likely to be provided to the client), in which circumstance the case shall be closed in the grant year in which assistance on behalf of the client was completed

All other cases (**CSR Categories F through L**) should be reported as having been closed in the year in which program staff makes a determination that further legal assistance is unnecessary, not possible or inadvisable, and a closing memorandum is entered into the database. These cases may be reported to LSC up to one grant year after the last assistance on behalf of the client is noted in the file. For example, if the last assistance on behalf of the client was noted in the file in June 2006, the case must be closed and reported no later than grant year 2007.

If the last service to the client occurred in a year more than one year before the year of closure, the case may not be reported to LSC, even if a closing memorandum is completed in the year of closure.

For cases that are not timely closed in accordance with the LSC criteria described above, see the De-Selection of Cases section below.

- B. The determination whether to close the case should occur as soon as practicable and not later than January 20<sup>th</sup> of the following year or a date established by the Executive Director's Office to meet reporting deadlines. Managing attorneys are responsible for performing the compliance activities set forth in this Manual to ensure timely closing of cases.

### **c. Identification and De-selection of cases**

- A. The following procedures apply to de-select case files for LSC CSR reporting that were opened as LSC-eligible but are not reportable to LSC as cases. (Remember that in Legal Server, every case identified as LSC-eligible will be reported to LSC regardless of funder code). Such cases generally fall into two categories: (1) those that should not be reported to any Land of Lincoln funders, and (2) those that cannot be reported to LSC, but may be reported to other funders. (If there was a change in the client's circumstances after acceptance, the case may be counted as an LSC eligible case if services were provided to the client, but if the client was ineligible at the time of intake, the case may not be counted for LSC purposes.)
1. For cases that should not be reported to any funder, use closing code X and the actual date. These files include: (1) case files properly opened where the client withdrew before any legal assistance could be rendered; (2) case files where the client gave the program erroneous information at intake and the correction of which showed that the client was ineligible; (3) case files where administrative or computer error caused a case to be opened when no case should have been opened; and (4) cases in which no service was rendered, including **cases referred to the regional office by LARC where only a fact sheet was sent; no legal advice was provided; and the caller does not follow up with the regional office.** (This also includes cases opened and closed by the regional office where only a fact sheet was sent and no other service was provided.)

If you are using Closing Code X, then you should use the LARC closing page instead of the regular closing page to skip most of the Compliance Checklist.

Cases that are de-selected for no service may be re-opened in the same calendar year if the client re-contacts us and service is rendered.

2. There may be cases in which service was rendered, but that cannot be reported to LSC. It may not be possible to report some cases to LSC because we do not have proper paperwork (citizenship form, statement of facts, retainer, etc) or the case handler has failed to comply with other LSC requirements (untimely closing). We may not catch the mistake until we

complete the Close Case questions in Legal Server so it may no longer be possible to correct the mistake.

In these cases, you should go to the Edit/View LSC Eligibility field in Legal Server. At that field, you can change the answer to the LSC eligible question from YES to NO. You will then get a number of choices to explain this, and there is also a notes field for further explanation. After you do this, you should also change the funder code from LSC to the most appropriate non-LSC funding code if one is available (e.g. Title III) and all eligibility requirements are met for that funder. If there is no specific funder code, then use code 47 (Lawyers Trust Fund). **Use the actual date closed and most appropriate closing code.**

#### **d. Case Closing Codes and Procedures**

- A. The purpose of case closure categories is to delineate the level of service provided to the client in each case. In completing the case closing reason field, follow this criteria:

**Counsel and Advice ('A')**. A case resolved as the result of the provision of advice to an eligible client, e.g., the advocate ascertained and reviewed relevant facts, exercised judgment in interpreting the particular facts presented by the client and in applying the relevant law to the facts presented, and counseled the client concerning his or her legal problem. This includes the provision of fact sheets or brochures for this purpose if an attorney or paralegal performed legal analysis tailored to the client's factual situation, applied legal judgment in interpreting the particular facts and in applying relevant law to the facts presented, and reviewed the content of the fact sheets with the client. (Client cases handled through self-help or pro se clinics can be closed under this category only if the legal assistance: (1) qualified as a case; (2) was provided to an eligible client; and (3) was documented as required in this Manual and as required by the LSC CSR Handbook.)

Cases closed on the phone as advice do not require a signed retainer agreement or citizenship form (but citizenship questions must be asked and the response recorded).

NOTE: Cases Referred from LARC to a Regional Office. If a client intake is completed by LARC and referred to a regional office, but the client does not contact the regional office and / or the regional office is unable to contact the client within a minimum of 14 days, the case should be closed "Counsel and Advice" if eligibility was established and advice was provided and documented in the notes. In these cases, the regional office should transfer the case to ZZ LARC and LARC will close the case. The inability to re-contact the client should be noted in the "Notes" field as well as the fact that the case is being referred back to LARC. If there is no documented advice in the "Notes" field (including cases in which only fact sheets were sent), the case should be de-selected using closing code X.

**Limited Action ('B')**. A case closed in which the case handler took limited action(s) on behalf of an eligible client that addressed the client's legal problem that is not so complex or extended as to meet the requirements for CSR Category L should be

closed as Limited Action. Examples include, communications by letter, telephone or other means to a third party; preparation of a simple legal document such as a routine will or power of attorney; or legal assistance to a *pro se* client that involves assistance with preparation of court or other legal documents.

This category is intended to be used for the preparation of relatively simple or routine documents and relatively brief interactions with other parties. More complex and/or extensive cases than would otherwise be closed in this category should be closed in the new CSR Closure Category L – Extensive Service.

NOTE: Cases closed as Limited Action require a signed retainer agreement and citizenship attestation form, unless the client was never seen in person.

**Negotiated Settlement Without Litigation ('F')**. A case closed in which the case handler negotiated and reached an actual settlement on behalf of a client without any court or administrative actions pending should be closed as Negotiated Settlement Without Litigation. This category should be reserved for cases in which the program conferred with another party so as to reach a resolution of the client's legal problem. This category includes settlements negotiated with an administrative agency prior to the filing of a formal administrative proceeding. The file should contain documentation of the settlement, either an actual, written settlement, a written confirmation of the settlement with the opposing party, or, if neither of these are available, a copy of a communication to the client outlining the terms of the settlement. *Pro se* cases cannot be closed in this category.

**Negotiated Settlement With Litigation ('G')**. A case closed in which the program negotiated and reached an actual settlement on behalf of a client while a court or formal administrative action was pending should be closed as Negotiated Settlement With Litigation. This category should be reserved for cases in which the program conferred with another party so as to reach a resolution of the client's legal problem. Settlements of pending court or administrative actions should be closed in this category even if the court or administrative agency issues an order memorializing the settlement. This category includes only: (1) cases in which an appearance has been entered before a court or administrative agency as counsel of record; or (2) cases in which the settlement was reached prior to the program's entry as counsel of record, provided that the program was actually representing the client in the negotiations (not assisting a *pro se* client) and provided that there is documentation of the settlement in the case file – preferably a copy of the actual settlement agreement, written confirmation of the settlement with the opposing party, or, if neither of these are available, a copy of a communication to the client outlining the terms of the settlement.

**Administrative Agency Decision ('H')**. A case closed in which the case handler represented a client in an administrative agency action that resulted in a case-dispositive decision by the administrative agency or body, after a hearing or other formal administrative process (e.g., a decision by the hearings office of a welfare department), should be closed as an Administrative Agency Decision. This category does not include settlements made during the course of litigation that are then approved by the administrative agency, voluntary dismissals or the grant of a motion to withdraw as counsel. If the case is resolved informally through contacts with an administrative agency, but without any formal administrative agency action, the case

should be closed as CSR Closure Categories B – Limited Action or F – Negotiated Settlement without Litigation, depending on the level of service.

**Court Decision ('IA, IB, IC')**. A case closed in which the attorney represented a client in a court proceeding that resulted in a case dispositive decision made by the court should be closed as a Court Decision. (This does not include settlements approved by the administrative agency or court made during the course of litigation, voluntary dismissals or the grant of a motion to withdraw as counsel. However, although it may not be technically case dispositive, a case closed after a TRO or similar interim order made on the merits has been entered, may be closed in this category when the litigation is not pursued further.)

This category is divided into the following three subcategories:

- (a) Uncontested Court Decisions ('IA') – either there is no adverse party or the adverse party does not contest the case;
- (b) Contested Court Decisions ('IB') – there is an adverse party and that party contests the case;
- (c) Appeals ('IC') to an appellate court taken from a decision of any court or tribunal (See 45 CFR §§ 1605.2 and 1605.3). This category does not include appeals or writs taken from administrative agency decisions or lower trial court decisions to a higher level trial court acting as an appellate court, whether they are on the record or *de novo* proceedings.

**Other ('K')**. A closed case that does not fit any of the other CSR case closure categories should be closed as Other. Cases which fit two or more CSR categories may not be closed in this category, but should be closed in the category which best reflects the level of service provided. **This category should be rarely used.**

**Extensive Service (not resulting in Settlement or Court or Administrative Action) ('L')**. A case closed in which the case handler undertook extensive research, preparation of complex legal documents, extensive interaction with third parties on behalf of an eligible client, or extensive on-going assistance to clients who are proceeding *pro se* should be closed as Extensive Service. Some examples of extensive service include the preparation of complex advance directives, wills, contracts, real estate documents or other legal documents, or the provision of extensive transactional work. This category also includes cases closed after extensive interaction or negotiations with another party which do not result in a negotiated settlement. In addition, cases closed after litigation is initiated in which the program appears as counsel of record that do not result in a negotiated settlement, administrative agency or court decision, or in which an order of withdrawal or voluntary dismissal is entered should be closed in this category.

This closure category should be reserved for cases in which the assistance the program provides clearly exceeds the amount of work that would be performed for CSR Closure Categories A – Counsel and Advice or B – Limited Action and no other closing code is appropriate (e.g., F, G, H, or I). Factors that favor selection of CSR Closure Category L include but are not limited to: (1) a high level of factual complexity; (2) a highly sophisticated legal analysis; (3) drafting of non-routine original pleadings or legal documents; and (4) significant legal research. Although not controlling, programs may also consider whether a substantial amount of time was charged to the case as evidence of extensive services.

- B. Changing Closing Code on Closed Cases. Closing codes and dates may NOT be changed on cases closed in the prior year. If there is going to be ongoing activity in the new year on a case closed in a prior year, a new case should be opened. For cases with additional activity in the same year the case was closed, the closing code and date should not be changed if the only additional activity is advice. If the subsequent service will involve ongoing activity, then the case should be reopened. (Other fields, such as Advocate should also be changed if necessary.) If the subsequent service is not ongoing but would result in a different closing code (if it is a higher level of service) and date should be changed and the file destruction date and outcome reviewed to insure that they are still accurate.

#### **f. File Destruction Date**

##### A. Policy

All client case files must be retained for at least five years following date of closing or longer as set forth below, and thereafter, client case files may be destroyed. Cases closed as Advice Only should use the file destruction date of five years following the date of closing.

- Orders of Protection: 5 years following date of closing.
- Family law cases involving minor children issues (dissolution, domestic violence, adoption, paternity, guardianship): 10 years, or when youngest child is emancipated or attains majority,
- Adult guardianships: 10 years
- Testamentary Wills: 99 years after birth date of testator
- Real Estate cases (homeownership, mortgages, contract for deed, etc.): 10 years
- Major litigation: 10 years

##### B. Procedures

1. At the time of file closing, the case handler shall return to the client all original documents provided by the client and all signed wills, powers of attorney, and deeds. The file destruction date shall be entered in Legal Server.
2. The name and address of every client whose case is closed after January 1, 1990 shall be retained indefinitely in the master database of the computer case management system (or stored on computer disc) and prior thereto, on branch office client intake cards.
3. Except for client name and address, the case management system shall be purged of client file information at reasonable intervals after the file destruction date.



## **IX. Notification of Grievance Procedures for Applicants and Clients**

A. **Grievance Procedures – Applicants Rejected for Service.** This section sets out how applicants who are not accepted as clients will be informed of the Land of Lincoln client grievance procedures.

1. **Persons Who Telephone Land of Lincoln Seeking Services But For Whom An Intake Is Not Completed In Land of Lincoln’s Case Management System.** These callers usually present with a problem that Land of Lincoln is prohibited from considering for representation, such as criminal, traffic or fee generating cases or cases outside our priorities. If a Land of Lincoln employee, either in the course of a conversation to determine potential eligibility or otherwise, has a conversation with the applicant and the applicant expresses dissatisfaction with the denial of service and wants to complain, he or she should be referred to the website. If the applicant does not have access to the Internet, the person speaking with the applicant should offer to mail the grievance brochure and form to the applicant. If the applicant wants to file a complaint without waiting to receive the grievance brochure in the mail, he or she should be permitted to do so (but the grievance brochure should still be mailed). The person talking to the applicant should: (1) write down the nature of the complaint on Land of Lincoln’s complaint form; and (2) inform the applicant that the complaint will be given to the Managing Attorney.

2. **Walk-In Applicants for Legal Services.** All Land of Lincoln offices should make available client grievance procedure brochures in the waiting room. If a walk-in applicant expresses dissatisfaction with the denial of service and wants to complain, he or she should be given a copy of the Land of Lincoln grievance procedure brochure. If the applicant wants to make a complaint on the spot, he or she should be allowed to do so. The Land of Lincoln staff person dealing with the applicant should give him or her a complaint form and inform the applicant that the form will be given to the Managing Attorney.

3. **Applicants for Whom An Eligibility Intake Is Completed and Entered Into Land of Lincoln’s Case Management System But Who Are Rejected or Not Provided Legal Services.** Eligibility intake interviews may occur by telephone or in person. If the determination is made that Land of Lincoln cannot provide any services at all, for reasons such as income eligibility or conflict of interest, the Land of Lincoln staff person conducting the interview should communicate the decision to the applicant clearly. All applicants who are denied services after completion of an eligibility intake interview should be sent a non-engagement letter setting out the reason for the denial of services and enclosing a client grievance brochure.

If the applicant expresses immediate dissatisfaction with the denial of service and wants to complain, he or she should be referred to the website. If the applicant does not have access to the Internet, the person speaking with the applicant should offer to mail the grievance brochure and form to the applicant. If the applicant wants to file a complaint without waiting to receive the grievance brochure in the mail, he or she should be permitted to do so (but the grievance brochure should still be mailed). The person talking to the applicant should: (1) write down the nature of the complaint on Land of Lincoln’s complaint form; and (2) inform the applicant that the complaint will be given to the Managing Attorney.

B. Applicants Who Are Accepted As Land of Lincoln Clients But Only For Counsel and Advice or Limited Action

If the case handler decides that Land of Lincoln can only provide Counsel and Advice or limited action, then the case handler should obtain the client's consent to the limited representation before providing the advice or Limited Action. The case handler should communicate the decision to the client clearly.

If the client expresses immediate dissatisfaction with the level of service and wants to complain, then the case handler should either give the client a copy of Land of Lincoln's grievance procedures (if seeing the client in person) or refer the client to the grievance procedures on the Land of Lincoln website. If the client does not have access to the Internet, the person speaking with the client should offer to mail the grievance brochure and form. If the client wants to file a complaint without waiting to receive the grievance brochure in the mail, he or she should be permitted to do so (but the grievance brochure should still be mailed). The person talking to the client should: (1) write down the nature of the complaint on Land of Lincoln's complaint form; and (2) inform the client that the complaint will be given to the Managing Attorney.

Retainer agreement. In cases limited to advice or Limited Action where a retainer agreement is executed by the client and the Land of Lincoln attorney, then the retainer agreement provision about the grievance procedure should be explained to the client at the time of case acceptance or as practical under the circumstances.

No retainer agreement. In all cases in which a client is accepted for service limited to advice or Limited Action and for whom no written retainer agreement is executed because services were limited to telephone contacts, the case handler should send a closing letter enclosing a client grievance brochure, as well as any other relevant Land of Lincoln fact sheets. This also applies to all LARC cases. For LARC cases referred to the regional office, the letter should state that the case was referred and include the regional office contact information.

C. Applicants for Legal Services Whose Cases Are Accepted

If a case handler accepts a case for representation beyond Counsel and Advice or Limited Action, the client must be informed that we have accepted the case and a written retainer agreement describing the scope and subject matter should be executed by the client and the Land of Lincoln attorney. The retainer agreement provision about the client grievance procedure should be explained to the client at the time of case acceptance or as practical under the circumstances.

## X. Timekeeping

- A. LSC Required Timekeeping. All Land of Lincoln compensated attorneys, paralegals and law students are required to keep 100% contemporaneous time in tenths of an hour. This applies whether the staff person is compensated directly or indirectly, e.g. work study students. All time shall be entered into Legal Server.
- B. Other Employees. All other Land of Lincoln compensated staff not subject to the LSC contemporaneous timekeeping regulation shall also enter all of their daily time and attendance information into Legal Server.

- C. Volunteers. Volunteers and others not compensated by Land of Lincoln (e.g. volunteer law students, Americorps, and VISTA staff) providing client services are required to maintain daily time records for all time devoted to client cases pursuant to Land of Lincoln policy.
- D. PBI Compensated Attorneys. PBI compensated attorneys are required to maintain time records by tenths of an hour for all cases
- E. Pro Bono Attorneys. Pro bono attorneys are required to provide Land of Lincoln with the total number of hours spent on each case at the time of closing the case
- F. Adding Time to Closed Cases. Time and notes may be added to closed cases, but if there is going to be ongoing activity on a case closed in a prior year, a new case should be opened.

### **XI. Compliance Activities**

- A. Funding Source. For all cases resolved by LARC, the LARC staff person is responsible for selecting the appropriate code. For all cases referred to a regional office, the LARC staff person should designate the most appropriate code based on the information available at the time of referral. The Managing Attorney of the regional office has final responsibility for reviewing the “Funds” designation on all referred cases and should review and revise the funding code upon assignment of case to regional office case handler within 3 days of referral. Note: this is especially important since some funders require monthly reports.
- B. Single Case Reporting. In addition to the procedures set out in Section V of this manual, the following compliance activities shall be performed to ensure single case reporting.
  1. At the end of each calendar quarter, the Managing Attorney or his / her designee shall run a report for the purpose of determining whether more than one case record has been created during the calendar quarter that deals with the same legal problem for the same client.

If the cross check at referral or the report indicates that we have two cases for the same client and the same legal problem do the following:

- (1) Review the intakes to determine whether the special problem code or the adverse party is the same in both cases. If there are different special problem codes or adverse parties, then there is no duplicate.
  - (2) If the adverse party or the special problem code is the same, then there is a duplicate, follow the procedure for de-selection of duplicate cases.
2. Shortly after December 31<sup>st</sup> of each year, the Executive Director’s office shall run a report for the purpose of determining whether more than one case record has been created during the calendar year that deals with the same legal problem for the same client.

C. Case Management Reports. The Managing Attorney or his / her designee shall use Legal Server to generate the following reports to monitor case activity and ensure accurate case reporting:

(1) Weekly

- a. A list of all cases on Internal Transfer. For all cases in Internal Transfer for more than two business days, the Managing Attorney should determine why the case has not been assigned and assign or otherwise dispose of the case.

(2) Quarterly

- a. Case reports for each case handler should be run at least quarterly for each case handler in the regional office, including cases still open at the end of the quarter and those closed in the quarter. The case handler should check the report for accuracy. The Managing Attorney shall review the open case report to ensure that the number of open cases is appropriate for the case handler as set forth in the regional office work plan.
- b. All or a sampling of cases closed during that quarter by regional office case handlers (i.e. not LARC) should be reviewed. Examine to determine correct data entry for: problem code, closing reason, closing date, funder code, completion of compliance checklist and closing memo. The Managing Attorney shall cause corrections, if any, to be made to the case records as a result of the quarterly review and discuss them with the case handler.
- c. At the end of each quarter, the Managing Attorney shall generate a list of all cases with no time entry for the quarter (120 days) and review to identify cases that should be closed. The Legal Server report is the "Aged Open Case Report."

D. Timely Closing of Cases. To ensure timely closing of cases, the following procedures shall apply:

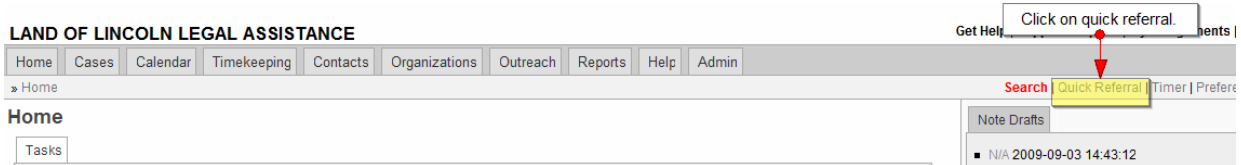
1. Shortly after December 31<sup>st</sup> of each year, each Managing Attorney shall run a list of open cases arrayed by year opened. Managing Attorneys are responsible for ensuring that all cases where legal assistance has ceased and is not likely to resume are closed. The Executive Director's office shall also run a report shortly after February 1<sup>st</sup> of each year to check for timely closing of cases. Any problems shall be brought to the attention of the Managing Attorney.
2. When performing case review of open cases of case handlers, the Managing Attorney must determine if there are cases that should be closed that are still open. If so, the case handler should be instructed to close the case within ten days and appropriate follow-up activities should be utilized by the Managing Attorney.
3. By January 20, each Managing Attorney is responsible for ensuring that all cases open at the end of the prior year are legitimately open and ongoing service is documented in the file. If not, the Managing Attorney shall require the case handler to immediately close the case utilizing the date when we provided advice

or Limited Action to the client or in all other instances, the date when the case handler determined that assistance to the client has ceased and is not likely to resume. See Section VIII(b).

## LEGAL SERVER INTAKE PROCEDURES

**Legal Problem** Ask the applicant what type of problem he/she is contacting us about.

1. If the applicant is calling about a matter that is not within our priorities, then we will refer the applicant elsewhere, if possible, and enter the data into the Matter database by clicking on “Quick Referral.”



- a. Enter the Office Code. It should default to your office.
- b. Enter the Funding Code. It should default to your default funding code, if you have chosen one.
- c. Date of Service should default to the current day.
- d. Enter the amount of time spent speaking to the applicant.
- e. Enter the Problem Code Category. These are broad categories (i.e., 01-09 consumer; 30-39 family).
- f. Enter the Referral Code. This is a short list:
  - 121: referred to other provider of civil legal services to low income people
  - 122: referred to private bar
  - 123: referred to provider of human or social services
  - 129: referred to other source of assistance
  - Court help desk
- g. Click Continue to save.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

LAND OF LINCOLN LEGAL ASSISTANCE Get Help | Support Request | My Assignments | Susan Zielke: Logout

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Admin

» Home » Bulk Referrals Search | Quick Referral | Timer | Preferences | Hide Taskbar

Quick Add Bulk Referral

Office	East/CHA	Choose an office. Your office will be the default office.
Funding Code*	01 LSC	Choose a funding code.
Date of Service* (mm/dd/yyyy)	09/10/2009	Today's date will be the date of service unless you change it.
Time Spent*	0.10	0.10 will be the time spent unless you change it.
Timekeeping Notes	Bulk Referral	
Problem Code Category*	N/A	Choose a problem code category from the drop down menu.
Referral Code*	N/A	Choose a referral code from the drop down menu.
		Continue »

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Don't forget to choose continue when you are finished.

2. If the applicant is calling about a matter that is within our priorities, proceed to asking about the county of dispute.

**County of Dispute** Ask the applicant what county the dispute is in, not what county the applicant lives in.

1. If the county is outside of our service area, follow the steps above for a Quick Referral.
2. If the county is within our service area, proceed to conducting a search for the applicant.

**Conduct a Search** If the matter is within our priorities and is taking place in a county within our service area; ask the applicant if he/she has called Land of Lincoln in the past. Regardless of his/her answer, ask for his/her first and last name in order to do a search for the applicant.

LAND OF LINCOLN LEGAL ASSISTANCE Get Help | Support Request | My Assignments |

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Click on search to find out if the applicant has been a client in the past.

» Home Search | Quick Referral | Timer | Prefere

Home

Tasks

Due Date	Title	Relation	Task Type	Status	Action
No Results					

Reset | Show Filters

Note Drafts

- N/A 2009-09-03 14:43:12
- N/A 2009-08-24 09:42:50
- N/A 2009-08-21 10:07:35
- Delete All Drafts

1. Click on "Search" and enter the applicant's first name and last name.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## LAND OF LINCOLN LEGAL ASSISTANCE

Get Help | Support | Request LHM | Assignments | Susan Zielke | Logout  
 Enter the applicant's first and last name to do a basic search.

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Admin

Home

Search | Quick Referral | Timer | Preferences | Hide Taskbar

### Home

Tasks

Due Date	Title	Relation	Task Type	Status	Action
No Results					

### Current Assignments

Viewing 1-30 of 233. [View all 233.](#)

Name	Matter/Case ID#	Start Date	End Date	Legal Problem Code	Special Legal Problem Code	Case / Matter Disposition	Case Status	Assignment Type	Action
Anderegg, Sandra Christine	08E-9004637	06/10/2009	N/A	32 Divorce/Separation /Annulment	321 Divorce With No Custody & No Violence	Open	N/A	Primary	Edit
Anderegg, Sandra Christine	08E-9004637	06/10/2009	N/A	32 Divorce/Separation /Annulment	321 Divorce With No Custody & No Violence	Open	N/A	Pro Bono	Edit
Anderson, Mark Evan	09E-9002192	06/08/2009	N/A	01 Bankruptcy/Debtor Relief	011 Chapter 7 Bankruptcy	Open	N/A	Pro Bono	Edit
Anderson, Mark Evan	09E-9002192	06/08/2009	N/A	01 Bankruptcy/Debtor Relief	011 Chapter 7 Bankruptcy	Open	N/A	Primary	Edit
Barrett, Chastity Marie	09-0172965	08/25/2009	N/A	32 Divorce/Separation /Annulment	322 Divorce with Custody	Open	N/A	Pro Bono	Edit
Barrett, Chastity Marie	09-0172965	08/25/2009	N/A	32 Divorce/Separation /Annulment	322 Divorce with Custody	Open	N/A	Primary	Edit
Bautista, Jackie n/m/n	08E-9001363	06/10/2009	N/A	32 Divorce/Separation /Annulment	322 Divorce with Custody	Open	N/A	Pro Bono	Edit
Bautista, Jackie	08E-9001363	06/10/2009	N/A	32 Divorce/Separation	322 Divorce with	Open	N/A	Primary	Edit

Search

Type: Clients/Parties

First name: arthur

Begins with:

Middle name:

Last name: anderson

Begins with:

Suffix/Second last name:

Phone Number:

Begins with:

DOB (mm/dd/yyyy):

SSN:

Begins with:

Don't forget to hit search.

Search >



# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

- Check the list of names to see if the applicant's name appears as a previous client or adverse party.

LAND OF LINCOLN LEGAL ASSISTANCE Get Help | Support Request

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Admin

» Home » Cases Search | Quick Ref

Success!

**Organization Client**

Organization Name

Begins with

**Individual Client**

First Name

Begins with

Middle name

Last name

Begins with

Suffix/Second last name

DOB (mm/dd/yyyy)

Phone Number

Begins with

SSN

Begins with

Search

Options

[Begin Intake »](#)

[Group Intake »](#)

Prescreens

[Prescreen »](#)

Note Drafts

- N/A 2009-08
- N/A 2009-08
- N/A 2009-08
- Delete All D

Generic Search for: first=arthur last=anderson Reset

Viewing all 8 results.

ID	Name	Case	Type	DOB	SSN	Phone	Intake Office	Legal Problem Code	Primary Advocate	Current Disposition	Disposition Status	Disposition Date	Score
#150660	Anderson, Arthur Dean	03E-5000072	Client	06/03/1954	0477	N/A	Default Office	75 SSI	Susan Zielke	Case: Closed	H - Administrative Agency Decision	05/14/2004	★★★★☆
#153267	Anderson, Arthur Dean	04E-5000080	Client	06/03/1954	0477	N/A	Default Office	63 Private Landlord/Tenant	Clare L. McCulla	Case: Closed	A - Counsel and Advice	03/22/2004	★★★★☆
#167047	Anderson, Arthur Dean	1996BMA000019	Client	N/A	N/A	N/A	Default Office	32 Divorce/Separation/Annulment	Clare L. McCulla	Case: Closed	I - DO NOT USE Court Decision	02/10/1998	★★★★☆
#158788	Anderson, Arthur Dean	99E-5000399	Client	06/03/1954	0477	N/A	Default Office	75 SSI	Susan Zielke	Case: Closed	B - Limited Action	06/29/1999	★★★★☆
#62724	Anderson, Arthur Farrell	08E-9017457	Adverse Party	N/A	N/A	N/A	Hotline	32 Divorce/Separation/Annulment	Mary G. Kramer	Matter: Rejected	Other	12/01/2008	★★★★☆

- If the applicant appears in the list as a **previous client**, click on the case number to open the case to determine if this is the same person.

Viewing all 8 results. Reset

ID	Name	Case	Type	DOB	SSN	Phone	Intake Office	Legal Problem Code	Primary Advocate	Current Disposition	Disposition Status	Disposition Date	Score
#150660	Anderson, Arthur Dean	03E-5000072	Client	06/03/1954	0477	N/A	Default Office	75 SSI	Susan Zielke	Case: Closed	H - Administrative Agency Decision	05/14/2004	★★★★☆

Click on the case number to determine if the applicant is the same person as the prior client.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

4. Check the middle name, date of birth, and Social Security number to determine if the applicant is the same person as the previous client.

LAND OF LINCOLN LEGAL ASSISTANCE Get Help | Support Request | My Assignments | Zielke, Susan: Logout

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Admin

Home » Cases » Anderson, Arthur Dean (03E-5000072) Search | Quick Referral | Timer | Preferences | Hide Taskbar

Opening Memo LARC Notes Assignments Case Contacts Events Tasks Case Time

Arthur Dean Anderson Check the caller's middle name.

Other Cases for this Client This Client has 2 Other Case Records [Expand](#)

Master/ Subordinate Case Status No Associated Cases [Expand](#)

Client Contact Info Client Demographics Adverse Parties Case Details

Social Security # 0477 Check the caller's demographic information.

Gender Male

Date of Birth 06/03/1954

Age at Intake 48

Race White

Citizenship Status Citizen

Visa Number N/A

Disabled Yes

Veteran N/A

Current Living Situation Unknown

Anderson, Arthur Dean  
Case No: 03E-5000072

LPC 75 SSI

Sp LPC 751 SSI Disability - Eligibility

Date Opened 02/19/2003 [\[Edit\]](#)

Assignment Office Default Office

Assignment Program Staff

Primary Assignment Zielke, Susan

File Destroy Date 12/31/2009 [\[Edit\]](#)

FC 01 LSC [\[Edit\]](#)

Case Status N/A [\[Edit/View History\]](#)

Disposition **Closed**

Print...

Basic Closing Form  
Case Notes  
Case Time  
Complete Closing Form  
Intake Form  
LARC Intake Form  
LARC Reject Form

Options

Add new document  
Add note  
Add pro bono time  
Add Staff Time

5. If the applicant is the same person as the previous client, determine if the applicant is calling about the same matter as the previous case.
6. If it is the same matter as the previous case, determine if the previous case was opened in the same year that the applicant is currently calling.

LAND OF LINCOLN LEGAL ASSISTANCE Get Help | Support Request | My Assignments | Zielke, Susan: Logout

Home Cases Calendar Timekeeping Contacts Organizations Outreach Reports Help Admin

Home » Cases » Anderson, Arthur Dean (03E-5000072) Determine if the applicant is calling about the same type of special legal problem as the prior case.

Opening Memo LARC Notes Assignments Case Contacts Events Tasks Case Time

Arthur Dean Anderson (03E-5000072) (Closed)

Other Cases for this Client This Client has 2 Other Case Records [Expand](#)

Master/ Subordinate Case Status No Associated Cases [Expand](#)

Client Contact Info Client Demographics Adverse Parties Case Details

Anderson, Arthur Dean  
Case No: 03E-5000072

LPC 75 SSI

Sp LPC 751 SSI Disability - Eligibility

Date Opened 02/19/2003 [\[Edit\]](#)

Assignment Office Default Office

Assignment Staff

Determine if the case was opened in the same year as the applicant is now calling.

7. If it is the same matter and the previous case was opened in the same year, check to see if the case was closed by an attorney in a regional office. If so, the caller should be advised to contact the regional office to speak with the attorney who closed the case.
8. If it is the same matter and the previous case was opened in the same year but not closed by an attorney in the regional office, then reopen the previous case by going to the Options tab on the right side of the page and clicking on "Re-open case." This includes cases that were deselected (closed as X) for no legal assistance being provided.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.


Applicant Phone #s [Edit]	
Home Phone	217-234-8916 Note: msg Betty
Preferred Phone	N/A
Email	N/A

Financial Summary	
Number of People 18 and Over	2
Number of People under 18	0

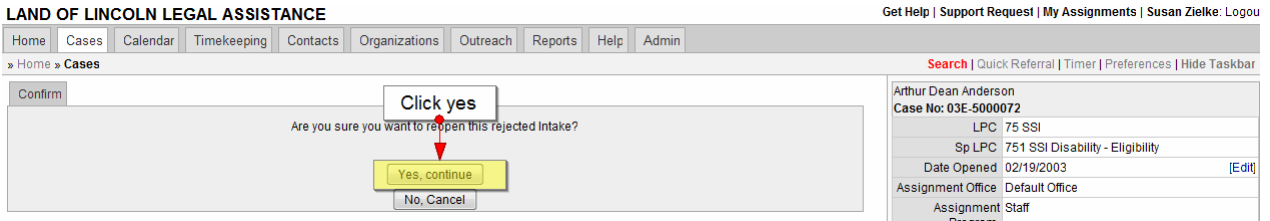
**Click Re-open case if the new case is the same type of case opened in the same year as the new application.**

- Options
- Add new document
- Add note
- Add pro bono time
- Add Staff Time
- Case profile
- Edit closing information
- Edit Closing Information (LARC)
- Litigation
- Outside org referral history
- Print case notes
- Re-open case**
- Trust/expense history
- View documents

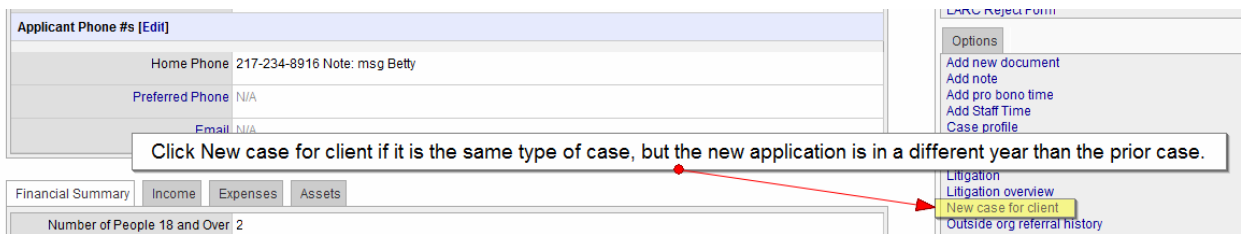


# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

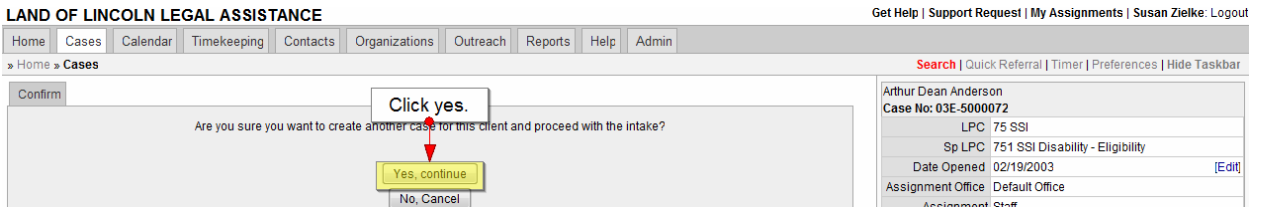
9. When asked, “Are you sure you want to reopen this rejected Intake?” click “Yes, continue” if you wish to reopen the case.



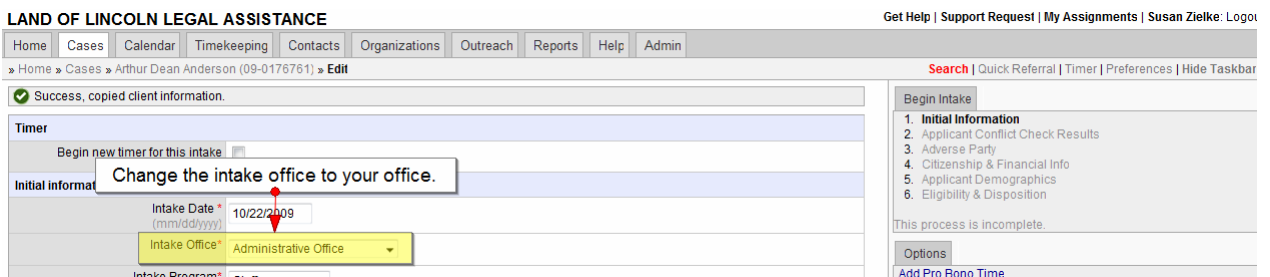
10. If it is the same matter, but the previous case was closed in a prior year, or involves a different adverse party, start a new intake by going to the Actions tab on the right side of the page and clicking on “Create new case for client.”



11. When asked, “Are you sure you want to create another case for this client and proceed with the intake?” click “Yes” if you wish to proceed with copying the case for a new intake.



12. Once the previous case has been duplicated to start the new intake, proceed thru the intake process. If the old case was opened in a different office change the intake office to your intake office.



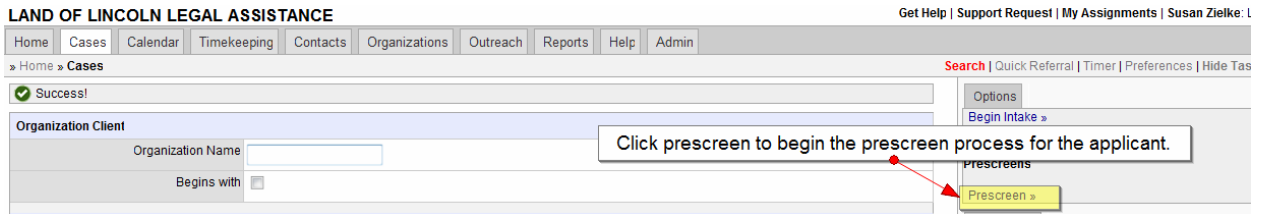
## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

- If the applicant appears in the list as a **previous adverse party**, determine whether there is a conflict for the applicant. You can open the case where the applicant was a previous adverse party by clicking on the case number.

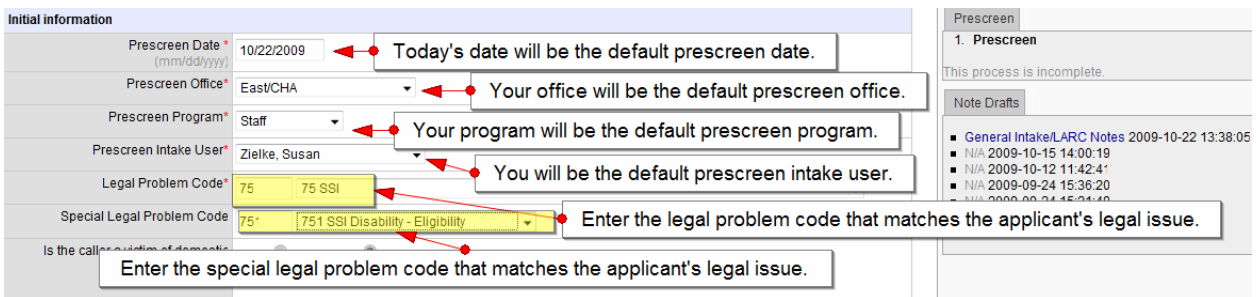
#158788	Anderson, Arthur Dean	99E-5000399	Client	06/03/1954	0477	N/A	Default Office	75 SSI	Susan Zielke	Case: Closed	B - Limited Action	06/29/1999	★★★☆☆
#62724	Anderson, Arthur Farrell Henderson.	08E-9017457	Adverse Party	N/A	N/A	N/A	Hotline	32 Divorce/Separation /Annulment	Mary G. Kramer	Matter: Rejected	Other	12/01/2008	★★★☆☆

- If there is no conflict, or if the applicant does not appear as a previous client or adverse party, proceed to Prescreen.

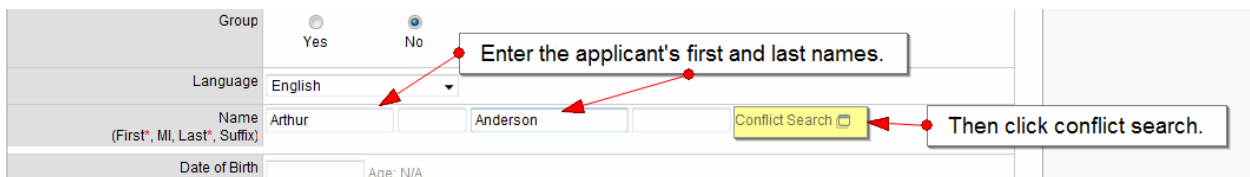
**Prescreen** If the matter is within our priorities, the county of dispute is a county within our service area, and there is no conflict of interest; click “Prescreen” on the upper right portion of the page. The prescreen date, office; program, and intake user should default to your default settings.



- Enter the Legal Problem Code and Special Legal Problem Code. Once the Legal Problem Code has been entered, the menu for Special Legal Problem Code will be limited to those that are linked to the Legal Problem Code.



- Enter the applicant's first and last names, in each field separately, and then click on “Conflict Search” to determine if there is an initial conflict with the applicant. The conflict search will basically do the same search you did when you first searched for the applicant's name.



## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

- After the conflict search, enter the applicant's middle name in the middle name field. If the applicant does not have a middle name, leave the middle name field blank - do not enter "NMN".
- Enter the applicant's date of birth, in MM/DD/YYYY format. Legal Server will then calculate the applicant's age.
- Enter the applicant's last four numbers of his/her Social Security Number.

After the conflict search, add the applicant's middle name.

Language: English

Name (First\*, MI, Last\*, Suffix): Arthur **Dean** Anderson [Conflict Search](#)

Date of Birth (mm/dd/yyyy): 11/12/1954 Age: 54

Social Security #: 1234

When you enter the applicant's date of birth, legal server will calculate the applicant's age.

Enter the last four digits of the applicant's social security number.

Enter the zip code and Legal Server will automatically find the city/county.

- Enter the applicant's zip code. Legal Server will automatically enter the city and county for the applicant.
- Enter the applicant's street address, with the apartment or lot number in the separate field marked "Apt#/Lot#".
- Check the county where the dispute is taking place. Legal Server will automatically fill in the county where the applicant resides. If the dispute is in a different county, change it to the proper county.
- Enter the applicant's home phone number – you can type in the string of numbers (XXXXXXXXXX) and Legal Server will add the dashes where needed. Remember to start with the area code.

Enter the zip code and Legal Server will automatically find the city/county.

Zip Code: 61920

Street Address: 123 Main Street

Apt#/Lot#: Apt B

City, State of Residence: Charleston, IL

County of Residence: Coles

County of Dispute: Coles

Home Phone: 217-345-7896

Additional Numbers: [Show](#)

Enter the applicant's zip code. Legal server will calculate the city, state, and county of residence.

If the county of dispute is different than the county of residence, change it now.

Enter the applicant's phone number, including area code.

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10. If the applicant has additional phone numbers where he/she can be reached, click on “show” next to additional numbers. When the additional lines appear (and “show” changes to “hide”), add the additional numbers for the applicant.

Home Phone	217-345-7896	Note	
Additional Numbers	Hide		
Preferred Phone	Home Phone		
Business Phone		Note	
Mobile Phone		Note	
Fax		Note	
Other Phone		Note	

11. If the adverse party is an individual, enter the adverse party’s first and last names, in each field separately, and then click on “Conflict Search” to determine if there is a conflict with assisting the applicant due to a prior representation of the adverse party. After the conflict search has been completed, enter the adverse party’s middle name in the middle name field.

Additional Numbers	Show	Enter the individual adverse party's first and last names.
<b>Adverse Party Information</b>		
Name (First, MI, Last, Suffix)	Jeffrey	Anderson
		Conflict Search
		Then click conflict search.

12. If the adverse party is a business, do not put any information in the first and last name fields. Instead, enter the name and type of the business in the business adverse party section. Then click on “Conflict Search” to determine if there is a conflict with assisting the applicant due to a prior representation of the adverse party.

<b>Adverse Party Information</b>		
Enter the business name of a business adverse party, add choose the type of organization.		
Enter a business name and type if the AP is a company		
Business Name, Type	Check 'N Go	Creditor
		Conflict Search
		Then click conflict search.
<b>Additional Adverse Parties</b>		

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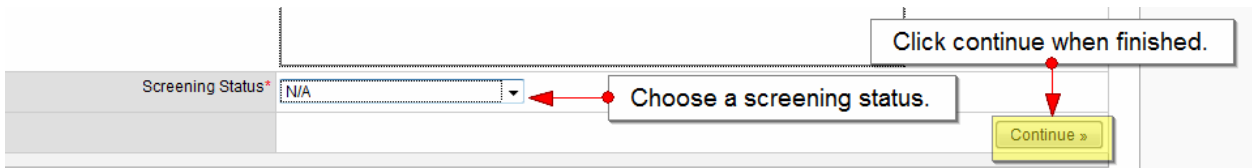
13. If the adverse party is a common adverse party, do not put any information in the first and last name fields or the business adverse party section. Instead, click on “Show common adverse parties”. This is a list of housing authorities, governmental offices, creditors, medical providers, utility companies, etc., all of whom we would not represent in a case, and thus a conflict search does not need to be done on that particular adverse party.



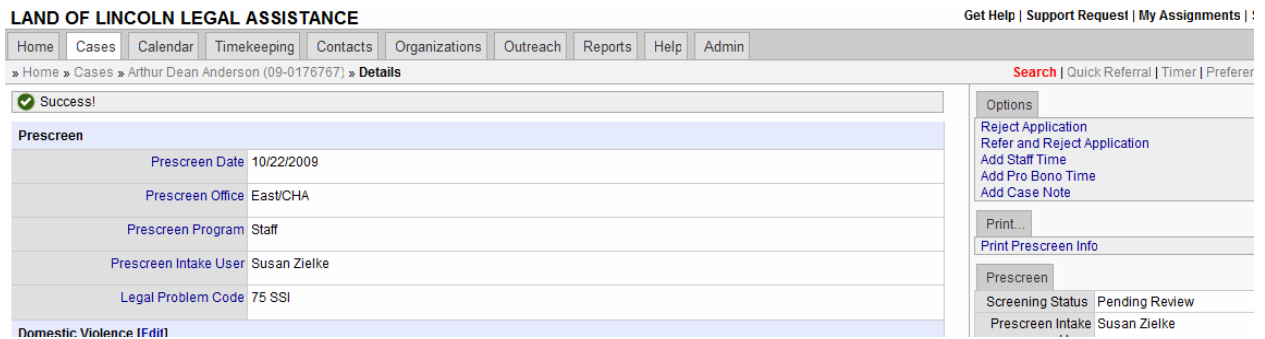
14. In the Prescreen Notes field, enter a brief description of the problem, including any material facts in the case. Also list any handouts to be sent to the applicant.



15. Then select the appropriate Screening Status:



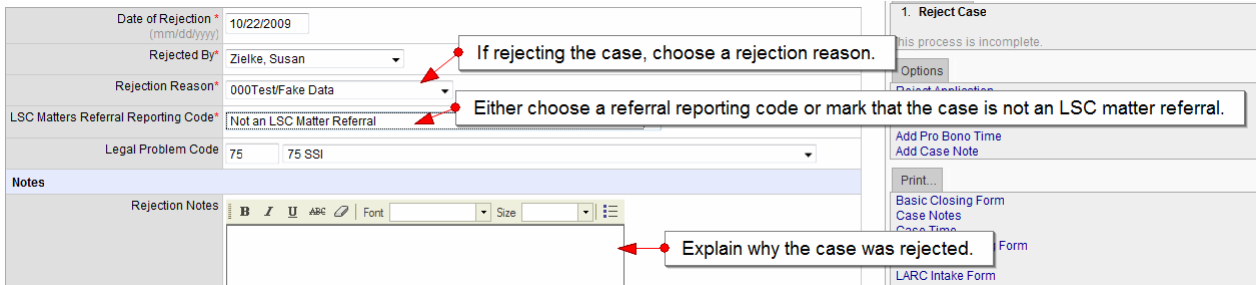
- a. If a conflict needs to be checked, select Pending – Possible Conflict. Click on “Continue” and the next screen should be the completed Prescreen.
- b. If you are not sure the case will be accepted, select Pending Review. Click on “Continue” and the next screen should be the completed Prescreen.





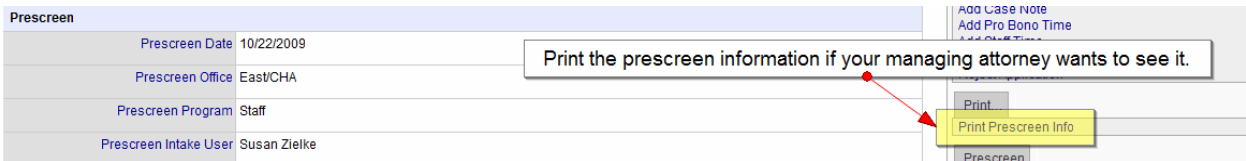
**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

- c. If the case is not actually a problem we can handle, select Reject and refer elsewhere, if appropriate. Click Continue. On the next screen the date should default to the current date, and the “Rejected by” field should default to your name. Enter the appropriate Reason Rejected and the appropriate LSC Matters Referral Reporting Code. Then click Save and Continue.

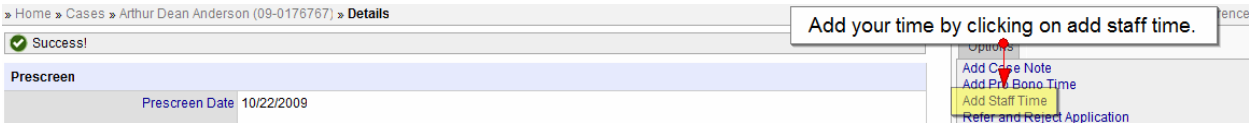


- d. If the applicant is going to be referred to a regional office or receive advice, select Begin Full Intake. Proceed to Begin Full Intake.

- 16. If you are not beginning a full intake, LARC attorneys should print the completed Prescreen by going to the Print Box on the right side of the page and clicking on “Print Prescreen Info.”



- 17. To enter your time spent on an applicant’s Prescreen, click on “Add Staff Time” in the Actions box on the right side of the page. A time slip on the applicant will open.



- a. Date of Service should default to the current date. Caseworker should default to you. Activity Type should default to Case Activity. Funding Code should be your default funding code. Office Code should default to your office.
- b. Enter the amount of time spent on the applicant’s Prescreen.
- c. Enter “Screening applicant for eligibility” in the activity details field.
- d. Click on Continue to save your time entry.

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The screenshot shows a web form for entering intake information. The form includes fields for Date of Service (10/22/2009), Caseworker (Susan Zielke), Activity Type (Case Activity), Activity Code (N/A), Funding Code (Please Select), Office (EastCHA), and Start/End Times (Enable Times). There are also checkboxes for 'Include Pro Bono users' and 'Showing for All Offices'. A 'Time Spent' field is highlighted with a yellow box and a callout box that says 'Enter time spent on the intake.' Another callout box says 'Add activity details.' and points to the 'Activity Details' section. A third callout box says 'Choose the activity code that matches your actions.' and points to the 'Activity Code' field. A fourth callout box says 'Don't forget to click continue.' and points to a 'Continue' button. The form also has a 'Save and Add Similar' button at the bottom.

**Begin Full Intake** If the applicant qualifies for assistance, and you have clicked on Begin Full Intake to complete the Prescreen process, you will be taken to an Intake.

## Initial Information

1. If you are doing an intake thru LARC, click in the box that follows “Begin new timer for this intake”.

## LAND OF LINCOLN LEGAL ASSISTANCE

The screenshot shows the LARC system interface. At the top, there are navigation tabs: Home, Cases, Calendar, Timekeeping, Contacts, and Organization. Below the tabs, there is a breadcrumb trail: » Home » Cases » Arthur Dean Anderson (09-0176767) » Edit. A green checkmark icon and the word 'Saved' are displayed. Below this, there is a 'Timer' section with a yellow button that says 'Begin new timer for this intake'. At the bottom, there is an 'Initial information' section.

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

- The Initial Information will be filled in from your default information. Thus, the Intake Date, Intake Office, Intake Program, and Intake Type should have information in them already. If you have not selected a default intake type for your user profile, or if the type of intake is different than your default, you can enter the information in the field.

Initial information	
Intake Date * <small>(mm/dd/yyyy)</small>	10/22/2009
Intake Office*	East/CHA
Intake Program*	Staff
Intake Type*	Please Select

Select the intake type.

**Applicant Identifiers**

- The applicant's name, Social Security number, date of birth, address, county of residence, county of dispute, and phone number will all be filled in from the information in the Prescreen. Determine if the address is a safe address or not.

City, State of Residence	Charleston, IL	Prescreen Date	10/22/2009
Determine if the street address is a safe address. If the adverse party should NOT know this address, it is unsafe.			
County of Dispute*	Coles	Show All Values	<input type="checkbox"/>
Safe Address	<input type="radio"/> Yes <input type="radio"/> No		

- General Intake/LARC N...
- General Intake/LARC N...
- N/A 2009-10-15 14:00:1...
- N/A 2009-10-12 11:42:4...
- N/A 2009-09-24 15:36:2...

- If the applicant has a mailing address we should use when sending information to him/her, click on "Show" and then add the mailing address when the extra boxes appear.

Mailing Address	Show
-----------------	------

If the county is not in the list, select 'Out of State' and document the county of residence in the case notes.

Mailing Address	Hide
Same as main address	<input type="checkbox"/>
Mailing Zip	
Mailing Address	
Mailing Apt#/Lot#	
Mailing City, State	, IL

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

5. If the applicant has additional phone numbers that he/she wants us to know that were not completed earlier, click on “Show” next to “Additional Numbers”. There are options for business, mobile, fax, and other phone numbers, as well as note fields for each.
6. If the applicant is a victim of domestic violence, mark yes. If it is unknown at this point of the intake, ask the applicant if he/she is a victim of domestic violence.

The screenshot shows a portion of a web form with the following fields:

- Is the caller a victim of domestic violence? (Radio buttons for Yes and No)
- How is the Abuser related to the Applicant? (Dropdown menu)
- DV Type Victimization (Dropdown menu)
- Home Address is Safe (Radio buttons for Yes and No)

A callout box with a black border and white background contains the text: "If the applicant is a victim of domestic violence, additional information will pop up." Four red arrows point from this callout box to the "No" radio button of the first field, the dropdown menu of the second field, the dropdown menu of the third field, and the "No" radio button of the fourth field.

7. If the applicant is a victim of domestic violence, enter the abuser’s relationship to the applicant. The choices are acquaintance; current or former spouse or intimate partner; other family or household member; dating relationship; relationship unknown; and stranger.
8. If the applicant is a victim of domestic violence, enter the DV Type Victimization. The choices are domestic violence/dating violence; sexual assault; and stalking.
9. If the applicant is a victim of domestic violence, choose yes/no in response to whether or not the applicant’s home address is safe. If the applicant is living at a residence that the abuser knows – i.e., the address is not protected in some way – then the answer is yes. If the applicant is living somewhere that the abuser does not know – i.e., the address is protected in some way – the answer is no. If no is chosen, enter a mailing/other address that the applicant can make public. This is the address that the abuser would potentially learn from court documents, rather than the applicant’s actual address.
10. The Legal Problem Code and Special Legal Problem Code are filled in from the Prescreen.
11. If the applicant provides information through this part of the process that should be recorded in a notes field, the General Intake/LARC Notes field is at the bottom of the page. This field will carry over to every page of the intake, so it is a good place to put the information you learn from the applicant about the case as the intake process goes forward. There are already prompts in that field: general intake notes; what client wants; summary of facts; advice given/plan of action; and important dates. You can use these prompts and put the information under the appropriate headings, or you can delete these headings and type information as the applicant gives it to you.
12. Click Save and Continue.

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

Legal Problem Code and Special Legal Problem Code are already filled in from the Prescreen.

**Legal Problem Information**

Legal Problem Code\*  75 SSI

Special Legal Problem Code  751 SSI Disability - Eligibility

**Intake Notes**

General Intake/LARC Notes

**B I U ABC** Font Size

\*\* GENERAL INTAKE NOTES\*\*

\*\*WHAT CLIENT WANTS\*\*

Expand Notes

Don't forget to click save and continue.

Save Notes

Save and Continue »

### Applicant Conflict Check Results

- Legal Server will automatically search the database for the applicant's name. Any cases with the same or similar name associated with it will appear. If the applicant has been a prior client, you can associate his prior cases with the new case by clicking on the button to the left of the table of names pulled up in the search. If the applicant has been a prior adverse party, determine if a conflict exists. An easy way to look at the prior case, to determine if the prior client or the prior adverse party is the same person as the applicant, is to right click on the case number, then choose open link in new tab.

Conflict Search For: Arthur Dean Anderson

Select an existing case to associate this intake with

Viewing all 9 results. Reset

ID	Name	Case Number	Client	DOB	SSN	Case	Disposition Status	Disposition Date	Score		
#167047	Anderson, Arthur Dean	1996BMA000019	Client	N/A	N/A	32 Divorce/Separation /Annulment	Clare L. McCulla Case: Closed	I - DO NOT USE Court Decision	02/10/1998	★★★★☆	
#150660	Anderson, Arthur Dean	03E-5000072	Client	06/03/1954	0477	75 SSI	Susan Zielke Case: Closed	H - Administrative Agency Decision	05/14/2004	★★★★☆	
#176761	Anderson, Arthur Dean	09-0176761	Client	06/03/1954	0477	N/A	N/A	Matter: Rejected	000Test/Fake Data	10/22/2009	★★★★☆
#158788	Anderson, Arthur Dean	99E-5000399	Client	06/03/1954	0477	75 SSI	Susan Zielke Case: Closed	B - Limited Action	06/29/1999	★★★★☆	
N/A #62724	Anderson, Arthur Farrell	08E-9017457	Adverse Party	N/A	N/A	32 Divorce/Separation /Annulment	Mary G. Kramer Matter: Rejected	Other	12/01/2008	★★★★☆	

Right click on the case number to open the case in a new tab.

Click in the button if the applicant is the same person as the prior client. This will associate the cases.

- If no conflict exists with the applicant's current name, continue to additional names. Enter any additional names the applicant may have used in the

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

appropriate fields. Select the type of additional name from the list: alias; former name; maiden name. Click “Save and Search”. Legal server Server will then search the additional name. Determine if there is a conflict or prior cases that should be associated with this case based on the search results. Add additional names as needed.

This screenshot shows the 'Additional Name' form. A yellow callout box at the top right says 'If the applicant has gone by other names, click here.' with an arrow pointing to the 'Add an Alternate/Additional Name for Client (Hide)' button. Another callout box points to the 'Additional Name' text input fields with the text 'Enter first and last name for any additional names for the applicant.' A third callout box points to the 'Type' dropdown menu with the text 'Choose the type of additional name.' A fourth callout box points to the 'Save & Search' button with the text 'Don't forget to click save and search.' The form includes fields for 'Additional Name (First\*, Middle, Last\*, 2nd Last/Suffix)', 'Type\*', and a 'Save & Search' button.

3. If there are non-adverse parties that should be entered in this case profile, click on “Add Non-Adverse Party”. The client’s significant other who lives in the client’s household must be added as a non-adverse party. It is not necessary to add other adult household members, nor is it necessary to add the significant other if he/she does not live in the client’s household. Enter the names of the non-adverse party and his/her family relationship. The choices are boyfriend; child; girlfriend; grandchild; other; parent; sibling; and spouse. Then click on “Save and Search”. Legal server Server will then search the non-adverse party’s name. Determine if there is a conflict based on the search results. Add additional non-adverse parties as needed.

This screenshot shows the 'Additional Non-Adverse Party' form. A yellow callout box at the top says 'Click on add non-adverse party if there are other names to add to the case.' with an arrow pointing to the 'Add Non-Adverse Party (Hide)' button. Another callout box points to the 'Name' text input fields with the text 'Enter the non-adverse party's first and last names. If you know more information, add it in the fields provided.' A third callout box points to the 'Relationship\*' dropdown menu with the text 'Choose the type of relationship between the applicant and the non-adverse party.' A fourth callout box points to the 'Save & Search' button with the text 'Don't forget to click save and search.' The form includes fields for 'Name (First\*, Middle, Last\*, 2nd Last/Suffix)', 'Maiden Name', 'Date of Birth (mm/dd/yyyy) Age: N/A', 'Home Phone', 'Email', 'Gender', 'Race', 'Relationship\*', and 'Non Adverse Party' (Yes/No radio buttons). There is also a 'Save & Search' button at the bottom.

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

4. At any point when entering additional names or additional non-adverse parties, if a list of potential matches is not generated by Legal Server, click on the Search button next to the name that did not produce a list. This will ensure that Legal Server ran a conflict check on the name.

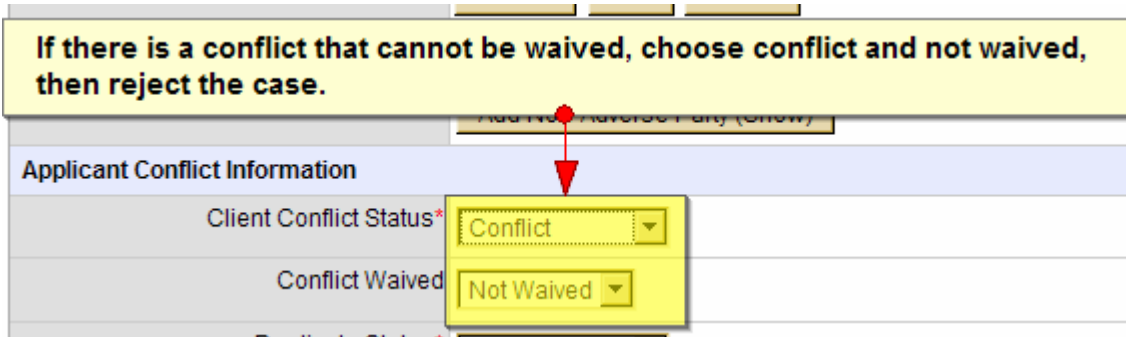
The screenshot shows two sections of the interface. The first section, titled "Existing Additional Names", contains a table with one entry: "Buddy Anderson". To the right of this entry are three buttons: "Search", "Edit", and "Delete". A yellow callout box with the text "Click here if you did not get a search result for this name." has a red arrow pointing to the "Search" button. The second section, titled "Existing Non-Adverse Parties", contains a table with one entry: "Jeff Anderson". To the right of this entry are three buttons: "Search", "Edit", and "Delete". A second yellow callout box with the same text has a red arrow pointing to the "Search" button. Above the second section, there is a button labeled "Add an Alternate/Additional Name for Client (Show)".

5. After reviewing the search results for the applicant's name, additional names, and additional non-adverse parties, enter the Client Conflict Status that applies: Undetermined; Conflict; or No Conflict.
  - a. If there is a conflict that may be potentially waived, enter conflict as the client conflict status, but choose not waived at this point. The case should be rejected at this point. Refer the case to the Managing Attorney (or his/her designee) of the branch office where the county of dispute is located.

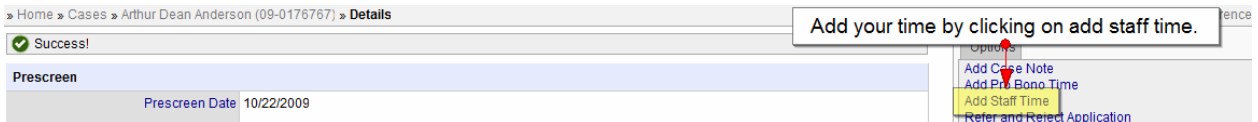
The screenshot shows the "Applicant Conflict Information" section. It contains two dropdown menus. The first is labeled "Client Conflict Status\*" and has "Conflict" selected. The second is labeled "Conflict Waived" and has "Not Waived" selected. A yellow callout box with the text "If there is a conflict that can be waived, choose conflict and not waived, then reject the case and refer it to the Managing Attorney/designee." has a red arrow pointing to the "Conflict" dropdown menu.

**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

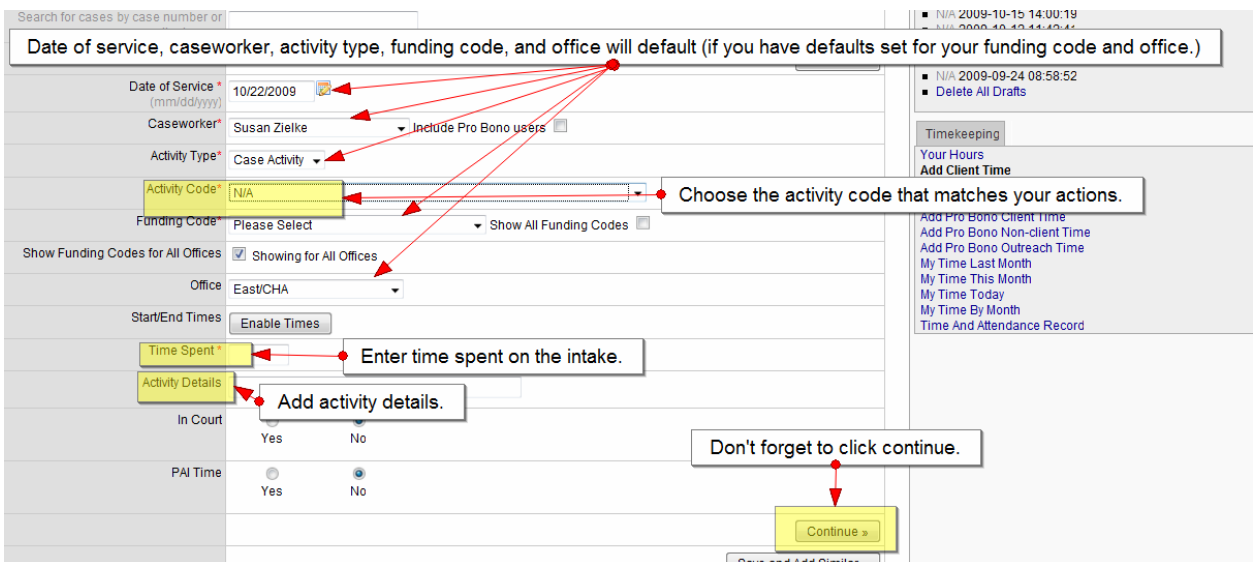
- b. If there is a conflict, and no waiver is available, enter conflict as the client conflict status and reject the case.



To enter your time spent on the applicant's rejected matter, click on "Add Staff Time" in the Actions box on the right side of the page. A time slip on the applicant will open.



Date of Service should default to the current date. Caseworker should default to you. Activity Type should default to Case Activity. Funding Code should be your default funding code. Office Code should default to your office. Enter the amount of time spent on the applicant's rejected matter. Enter "Screening applicant for eligibility" in the activity details field. Click on Continue to save your time entry.





**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

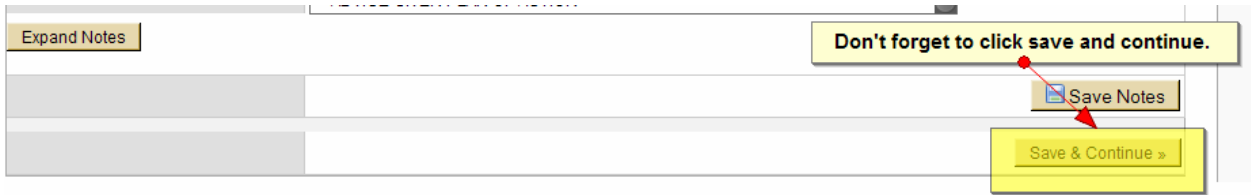
LARC attorneys should print the rejected matter by going to the Print Box on the right side of the page and clicking on “LARC Reject Matter Form.”

- c. If there is no conflict, enter no conflict as the client conflict status. Leave the conflict waived field as not waived.

- 6. Enter the Duplicate Status as Undetermined, Duplicate, or Not Duplicate. This question is concerned about whether or not we have another case for this applicant for the same type of problem that was opened in the same year. It is not concerned about whether or not this case was opened using the quick client add or create new case for client links. We are not to have duplicate cases under LSC regulations.

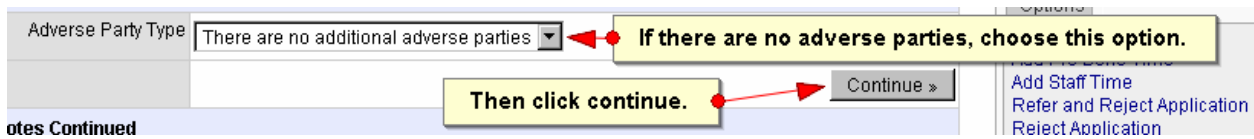
# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

7. Click Save and Continue.

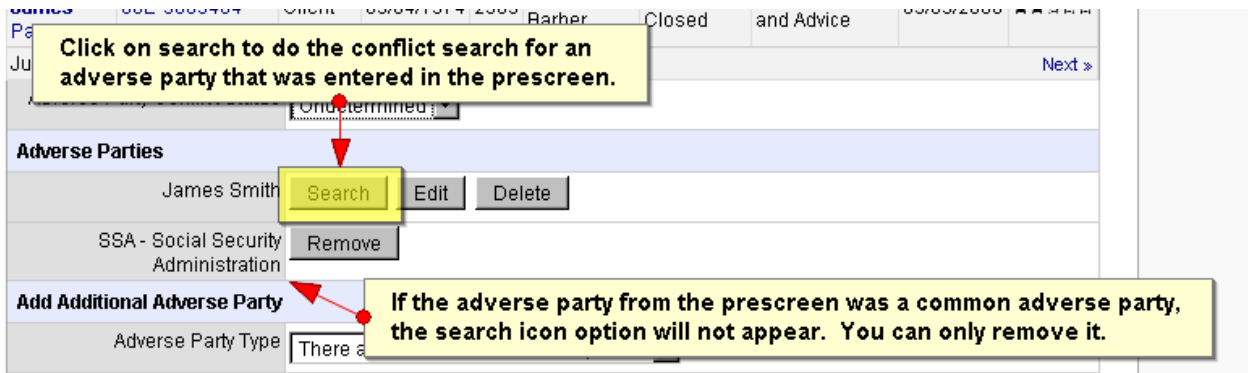


## Adverse Party

1. If there is no adverse party in the case, choose "There are no additional adverse parties" in the Adverse Party Type field. Then click on continue.



2. If there is an adverse party in the case, and the information was included in the Prescreen, it will appear on this page. Click on Search to run the conflict search.



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3. If the adverse party is an individual and is not already listed, choose individual as the Adverse Party Type. Enter the adverse party's first and last names, plus any additional information you have on the adverse party, including address, phone number, relationship type, date of birth, and Social Security number. Race and/or approximate age can be entered in the notes field. Click on Save and Search to run the conflict search. Then add the adverse party's middle name, if there is one.

**Adverse Parties**

SSA - Social Security Administration

**Add Additional Adverse Party**

Adverse Party Type: Individual

Name (First\*, Middle, Last\*, 2nd Last/Suffix): [ ] [ ] [ ] [ ]

Street Address: [ ]

Street Address (additional): [ ]

City, State, Zip: [ ] -- [ ] [ ]

Home Phone: [ ] Note: [ ]

Relationship Type: Please Select

Date of Birth (mm/dd/yyyy): [ ] Age: N/A

Approximate DOB:  Yes  No

Gender: Please Select

Race: Please Select

Social Security #: [ ]

**Intake Notes Continued**

5. Applicant Demograp  
positi  
complet

Options  
Add Case Note  
Add Pro Bono Time  
Add Staff Time  
Refer and Reject Applica  
Reject Application

Print...

Basic Closing Form  
Case Notes  
Case Time  
Complete Closing Form  
Intake Form  
LARC Intake Form  
LARC Reject Form

Prescreen

Screening Begin Full  
Zie

Intake User  
Prescreen East/CHA  
Office

Prescreen Staff  
Program

Prescreen 10/22/200  
Date

Note Drafts

- Counsel Intake/ RFO

4. If the adverse party is an organization, choose Organization as the Adverse Party Type. Enter the Business Name and any other identifying information, including address, phone number, and fax number. Click on Save and Search to run the conflict search.

**Add Additional Adverse Party**

Adverse Party Type: Organization

Business Name\*: [ ]

Business Type: Please Select

Street Address: [ ]

Street Address (additional): [ ]

City, State, Zip: [ ] -- [ ] [ ]

Business Phone: [ ] Note: [ ]

Fax: [ ] Note: [ ]

**Intake Notes Continued**

Options  
Add Case Note

Print...

Basic Closing Form  
Case Notes  
Case Time  
Complete Closing Form  
Intake Form  
LARC Intake Form  
LARC Reject Form

Prescreen

Screening Begin Full Intake  
Status

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

5. If the adverse party is a common adverse party, choose one from the list and click on Add Party to Case. The Common Adverse Party list is a list of housing authorities, governmental offices, creditors, medical providers, utility companies, etc., all of whom we would not represent in a case, and thus a conflict search does not need to be done on that particular adverse party.

SSA - Social Security Administration

**Add Additional Adverse Party**

Adverse Party Type:

Common Party\*:

**If the adverse party is a common adverse party, choose that option, then choose the adverse party from the drop-down list.**

**Click add party to case.**

Options: Add Case Note, Add Pro Bono Time, Add Staff Time, Refer and Reject Application, Reject Application, Print

6. Based on the results of the conflict search, choose the Adverse Party Conflict Status as Undetermined; Conflict; or No Conflict.

NO RESULTS YET

Adverse Party Conflict Status:

**Choose the appropriate response - conflict or no conflict.**

**Adverse Parties**

SSA - Social Security Administration

**Add Additional Adverse Party**

Adverse Party Type:

**Click continue.**

Options: Add Case Note, Add Pro Bono Time, Add Staff Time, Refer and Reject Application, Reject Application, Print

7. If there is more than one Adverse Party in the case, enter each adverse party separately using the steps above. Include the adverse party's significant other as an additional Adverse Party if the client knows who it is, but do not include other household members.
8. If there is only one Adverse Party, under the Add Additional Adverse Party, choose "There are no additional adverse parties".
9. Click Continue.

Adverse Party Type:

**If there are no adverse parties, choose this option.**

**Then click continue.**

Options: Add Case Note, Add Pro Bono Time, Add Staff Time, Refer and Reject Application, Reject Application, Print

### Citizenship and Financial Info

1. Enter the **Citizenship** Status. The choices are Citizen or Non-Citizen.
2. If the applicant is a citizen, proceed to the financial information.

LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

3. If the applicant is a Non-Citizen, choose the appropriate Immigration Status. The choices are clearly marked as to whether or not the immigration status makes the applicant LSC eligible or not.
4. If the applicant is a Non-Citizen who does not meet one of the LSC eligible documentation requirements, select Undocumented Alien from the list. Reject the case unless the applicant qualifies due to being a victim of domestic violence.

5. Enter the number of people in the household who are age 18 and over. If there were any adults entered as non-adverse parties, this box may be filled in with the number of adults listed. Adjust the figure as needed.
6. Enter the number of people in the household who are under age 18. If any children were entered as non-adverse parties, this box may be filled in with the number of children listed. Adjust this figure as needed.

7. Enter the **Income** Source from the list of choices. The choices are income not provided; no income; other; General Assistance; child support; employment; pension/retirement (not Soc. Sec.); Social Security Disability; Social Security Retirement; SSI; TANF; unemployment compensation; and Veteran's Benefits.

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8. Enter the frequency of payments from the list of choices. The choices are weekly; biweekly; semi-monthly; monthly; and annually. The box next to the frequency will be filled in with a multiplier, based on the frequency choice, so as to calculate annual income.
9. Enter the amount of income received in the field following the dollar sign (\$) that is received based on the frequency that was chosen. For example, if the income source is SSI, and the frequency chosen was monthly, the multiplier will be 12, and the final field should list the amount of SSI benefits received each month (\$674 in 2009 for a full SSI check). For another source of income, such as employment received biweekly, the multiplier is 26, and the final field should list the gross pay from the check received biweekly – if the applicant makes \$8 per hour and works 40 hours per week, \$320 would be the amount in the final field.
10. If you need a calculator to figure the income, click on Calculator, then enter the number of hours per week and the hourly wage.
11. If the income is from someone other than the applicant, enter identifying information about who is receiving the income in the “Relationship/Notes” field (i.e., father’s employment income; child’s SSI).

The screenshot shows a web form for entering household income. At the top, a yellow box contains the instruction: "Enter the source of income, the frequency with which the applicant receives it, and the amount received." Below this, the "Household Income" section is highlighted. It includes a dropdown menu for "Income Entry" set to "SSI", a "Frequency" dropdown set to "12", and a text field for the amount "\$674". A "Calculator" button is visible next to the amount field. Below the frequency and amount fields, there is a "Relationship/Notes" field with an "Exclude" checkbox. A yellow box with an arrow points to this field, containing the instruction: "If the income belongs to someone other than the applicant, enter a note about whose income it is in the notes field." Below the "Relationship/Notes" field, there are two radio buttons labeled "Yes" and "No". A yellow box with an arrow points to these radio buttons, containing the instruction: "If there is some anticipated change in income, mark yes. If not, mark no." At the bottom of the form, the "Income Eligible" status is shown as "Yes".

12. Annual Income, Monthly Income, and Percentage of Poverty will automatically calculate above the Household Income heading, based on the family size previously entered.
13. If there is more than one income source in the household, click on the plus sign to the right of the income source block. Add as many different sources of income that exists in the household, using the steps listed above.

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Number of People under 18: 0

**Income Totals**  
 Annual Income: \$8,088.00  
 Monthly Income: \$674.00  
 Percentage of Poverty: 75 %  
 Family Size: 1 (1 over 18, 0 under 18)

**Household Income:**  
 \* You must fill in at least one income, or select 'No Income'

Income Entry: SSI Frequency: 12 \$674

Exclude  Relationship/Notes:  Calculator

Do you have reason to believe that your income is likely to change significantly in the near future?  
 Yes  No

Income Eligible: Yes

Prescreen: East/CHA

14. An additional question should be asked for every applicant for services as follows: “Do you expect your income to change significantly in the near future?” If the answer is No, that is the end of the inquiry and the “No” box should be selected. If the answer is Yes, then select “Yes” and in the corresponding Notes field, briefly set out the answer.

Do you have reason to believe that your income is likely to change significantly in the near future?  
 Yes  No

**Ask the applicant if the household income is likely to change in the near future. If the answer is yes, add notes in the prospective income notes field.**

Prospective Income Notes

Program: Primary Rarr Assignment

Disposition: Open

15. If the applicant’s total household income is 125% or below, proceed to the asset questions.

Monthly Income: \$674.00  
 Percentage of Poverty: 75 %  
 Family Size: 1 (1 over 18, 0 under 18)

**Household Income:**  
 \* If the household income is below 125% of the federal poverty level, legal server will choose yes as the income eligibility answer.

Income Entry: SSI Frequency: 12 \$674

Exclude  Relationship/Notes:  Calcula

Do you have reason to believe that your income is likely to change significantly in the near future?  
 Yes  No

Income Eligible: Yes

Override

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16. If the applicant's household income is between 125% and 200% of the federal poverty level, the Expense field will open. Ask the applicant for special expenses. The choices are child support payments; fixed alimony/maintenance payments; garnishment/bankruptcy payments; medical expenses; medication; other; taxes – Social Security; work tools, uniforms; work-related expenses – child care; and work-related expenses – transportation.
17. Enter the type of expense, the frequency of the expense, and the amount of the expense.

**Income Totals:** Annual Income: \$22,488.00  
Monthly Income: \$1,874.00  
Percentage of Poverty: 154%  
Family Size: 2 (2 over 18, 0 under 18)

**Household Income:**  
\* You must fill in at least one income, or select 'No Income'

Income Entry: SSI | Frequency: 12 | \$674  
Exclude  Relationship/Notes:  Calculator

Income Entry: Social Security Retirement | Frequency: 12 | \$1200  
Exclude  Relationship/Notes:  Calculator

Do you have reason to believe that your income is likely to change significantly in the near future?  
Yes  No

**Allowable Expenses**  
Enter amount of expense if known. If not known, enter 0 and explain in Financial Override Notes box.

Total Expenses: Total Annual Expenses: \$360.00  
Total Monthly Expenses: \$30.00  
Adjusted Annual Income: \$22,128.00 (for referral purposes only)  
Adjusted Monthly Income: \$1,844.00 (for referral purposes only)  
Adjusted Percentage of Poverty: 152% (for referral purposes only)

Expense Entry: Medical Expenses | Frequency: 12 | \$30

18. Click on Override. Choose yes for the Income Eligible question, and then choose Expenses as the Override Reason from the list.

Adjusted Monthly Income: \$1,844.00 (for referral purposes only)

**Income Eligible** No

Override



**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

Income Eligible  Yes  No

Choose yes, then choose expenses for the override reason.

Financial Eligibility Override Reason\*  
Expenses. List above. Income of 125% - 200%.

Financial Override Notes

Click save.

Save

19. If the applicant's household income is between 125% of 200% of the federal poverty level and there are no eligible expenses, the applicant may still be eligible for LSC funded services. Check to see if the applicant's household income is based on seasonal/variable income that makes the household currently over-income, but if the entire year's income is considered, would make the household income eligible. If so, click on Override, choose Yes for the Income Eligible question, and then choose Current Income Prospects as the Override Reason.

Choose this option for applicants with seasonal/variable income in their household.

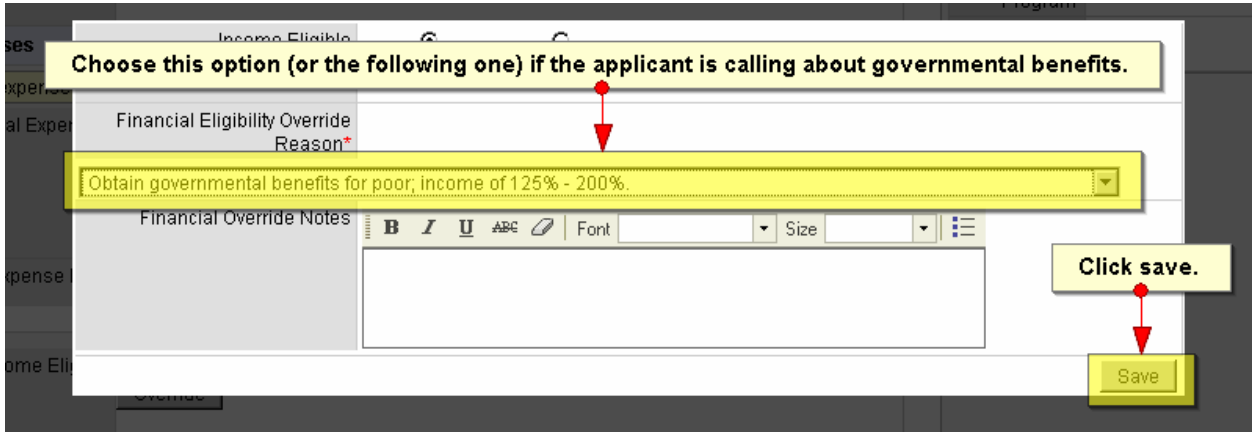
Financial Eligibility Override Reason\*  
Current income prospects. Seasonal/variable earnings. Annual income of 125% - 200%. Add note.

Click save.

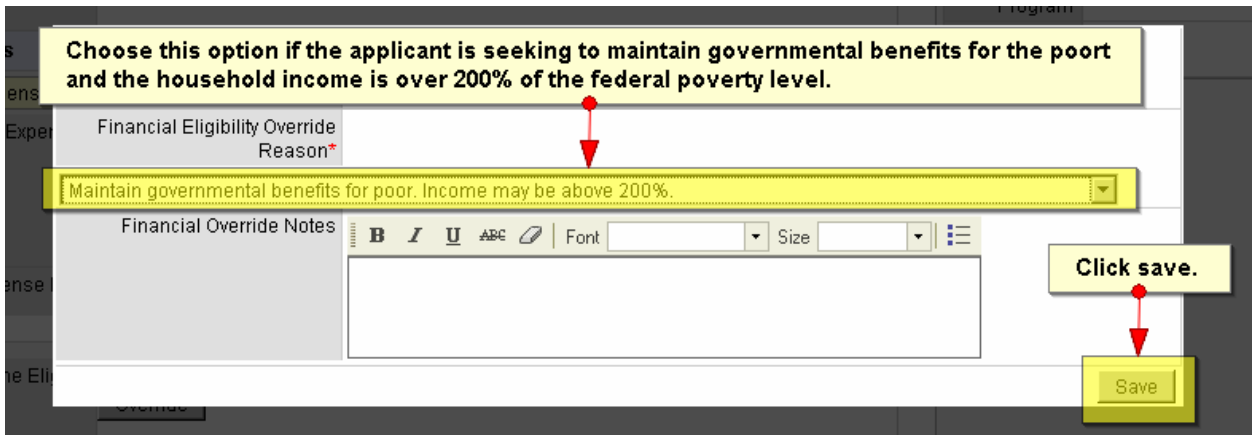
Save

**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

- 20. If the applicant's household income is between 125% and 200% of the federal poverty level, there are no eligible expenses, and does not have seasonal/variable employment income, check to see if the applicant is seeking to maintain governmental benefits for the poor; obtain governmental benefits for the poor; or obtain governmental benefits for disabled persons. If any of these situations exist, click on Override, choose Yes for the Income Eligible question, and then choose whichever option applies as the Override Reason.



- 21. If the applicant's household income is over 200% of the federal poverty level, determine if there is an LSC exception that he/she would meet. Check to see if the applicant is seeking to maintain governmental benefits for the poor. If so, click on Override, choose Yes for the Income Eligible question, and then choose Maintain Governmental Benefits for the Poor as the Override Reason.



## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

22. If not, check to see if there are nursing home/medical expenses in the household. If so, click on Override, choose Yes for the Income Eligible question, and then choose Nursing Home/Medical Expenses as the Override Reason. Put a note in the General Intake/LARC Notes field at the bottom of the page. The case will have to get approval from the Executive Director in order to proceed as an LSC eligible case, so a message should be sent to the Executive Director to review the case. The Executive Director can also override the income eligibility in extenuating circumstances, which would be treated in the same way.

Choose this option if it applies, but follow up to get the required approval.

Financial Eligibility Override Reason\*

Nursing home/medical expenses. Income may be above 200%. Approval required. Add note.

Financial Override Notes

Click save.

Save

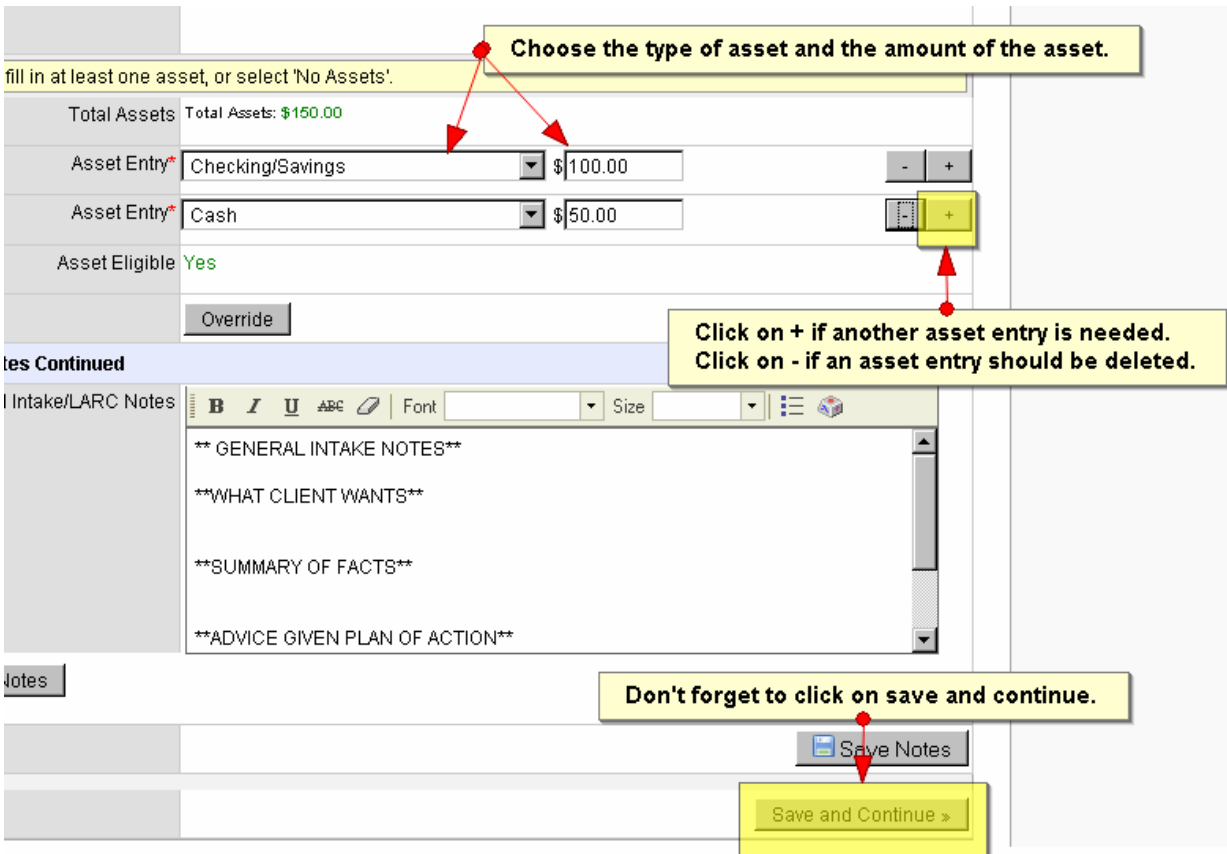
23. If the applicant's household income is over 200% of the federal poverty level, and there is no LSC exception to the income guidelines, determine if there is another funding source that the case would qualify for.
- If the applicant is 60 years of age or older, he/she will likely qualify for senior funding, based upon whether or not we have a grant to serve seniors in the county of dispute.
  - If the applicant is 55 years of age or older and seeking assistance with raising a related child, he/she will likely qualify for senior caregiver of children funding, based upon whether or not we have a grant to serve seniors in the county of dispute.
  - If the applicant is seeking assistance with caring for a person who is 60 years of age or older, he/she will likely qualify for senior caregiver funding, based upon whether or not we have a grant to serve seniors in the county of dispute.
  - If the applicant is seeking assistance with mortgage or foreclosure problems, he/she will qualify for loss mitigation funding if the household income is at or below 80% of the median income of our service territory, and the applicant lives in one of the service territories we have loss mitigation funding in. A chart has been created establishing the household income guidelines for loss mitigation funding.

**LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.**

- 24. The County of Residence appears next. Check to make sure any county that carried over from the Prescreen is accurate.



- 25. Enter the **Asset** type. The choices are no assets; cash; checking/savings; personal property over \$4000 value; real property not including residence; CD's, stocks, bonds; other; and asset not provided.
- 26. Enter the asset amount.
- 27. If there is more than one type of asset, click on the plus sign and add as many other asset types and amounts that the applicant's household has.
- 28. If the applicant is over the asset limit, reject the case.
- 29. If the applicant is not over the asset limit, click on "Save and Continue".



# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## Applicant Demographics

1. Enter the applicant's race. The choices are Asian or Pacific Islander; African-American; Hispanic; Native American; organization/group; other/unknown; and White.
2. Enter the applicant's gender. The choices are female; male; and transgender or other.
3. Enter the applicant's marital status. The choices are divorced; married; separated; single; unknown; and widowed.
4. Enter the applicant's current living situation. The choices are rent; homeless; living with friends/relatives/others; mobile home; nursing home and assisted living facility; other; own; shelter; and unknown.
5. Mark whether the applicant is disabled or not.
6. Mark whether the applicant is a veteran or not.
7. Enter the applicant's primary language. English is the default answer.
8. Click Save and Continue.

The screenshot shows the 'Applicant Demographics' section of a web form. It includes fields for Race, Gender, Marital Status, Current Living Situation, Disabled (Yes/No), Veteran (Yes/No), and Language (English). Below this is the 'Intake Notes Continued' section with a text area containing placeholder text: **\*\*SUMMARY OF FACTS\*\***, **\*\*ADVICE GIVEN PLAN OF ACTION\*\***, and **\*\*IMPORTANT DATES\*\***. A 'Save Notes' button is located below the notes area, and a 'Save and Continue »' button is at the bottom right. A sidebar on the right contains various navigation options like 'Print...', 'Basic Closing Form', 'Case Notes', 'Case Time', 'Complete Closing Form', 'Intake Form', 'LARC Intake Form', 'LARC Reject Form', 'Prescreen', 'Screening Status', 'Intake User', 'Office', 'Program', and 'Date'. Two yellow callout boxes with red arrows point to the form fields: one points to the Race, Gender, Marital Status, and Current Living Situation dropdowns, and the other points to the Disabled, Veteran, and Language fields. A third yellow callout box points to the 'Save and Continue »' button.

**Choose the applicant's race, gender, marital status, and current living situation from the drop-down lists.**

**Choose whether the applicant is disabled, a veteran, and what language is the primary language for the applicant.**

**Don't forget to click save and continue.**

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## Additional Information

1. If the applicant is age 60 or over, then identify all senior characteristics from the list. The choices are 75+; living alone; minority; not applicable; poverty; and poverty + minority. To select more than one, hold down the control key while choosing the options.

**Additional Information**

If Applicant Age is over 60, then Identify all Senior Characteristics below.

Additionally, LARC should determine whether Medical Debt is an issue with this Applicant. Regional Offices should answer 'No' (N/A) to the Medical Debt question.

Date of Birth \* (mm/dd/yyyy) 11/12/1944 Age: 64

Special Characteristics for Seniors\*  
Hold down the control key (CTRL) to select more than one option.

- 75+
- Living Alone
- Minority
- Not Applicable
- Poverty
- Poverty + minority

**If the applicant is over 60, choose the appropriate special characteristics. Hold the control key down to choose more than one.**

2. If the applicant has medical debt, click Yes.

Medical Debt\*  Yes  No

**If the applicant has medical debt, choose yes.**

3. The applicant's eligibility status will appear next, stating whether or not the different aspects of the applicant's case are LSC eligible. This includes whether or not the case is a duplicate, the legal problem code is eligible, the immigration status is eligible, and the household income and assets are eligible.
4. Legal Server will then determine, based on the answers to those eligibility questions, if the case is LSC eligible. If the answer is Yes, proceed to Disposition.

**Eligibility**

<input checked="" type="checkbox"/>	Client Conflict Status is eligible
<input checked="" type="checkbox"/>	Duplicate Status is eligible
<input checked="" type="checkbox"/>	Adverse Party Conflict Status is eligible
<input checked="" type="checkbox"/>	Legal Problem Code is eligible
<input checked="" type="checkbox"/>	Citizenship Status is eligible
<input checked="" type="checkbox"/>	Immigration Status is Not Applicable
<input checked="" type="checkbox"/>	Client Income (Including Override) is eligible
<input checked="" type="checkbox"/>	Assets is eligible

LegalServer has determined that this matter is LSC eligible.

Is this matter LSC Eligible?  Yes  No

**Legal server will calculate LSC eligibility based on the information entered.**

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

5. If the answer is No, determine if there is a funding code that can be used that does not require LSC eligibility, such as senior funding. If there is such funding, proceed to Disposition.
6. If the answer is No, and there is no other funding source to use, reject the case in the Disposition.

### Disposition

1. If the case needs to be rejected, choose **Reject** in the Disposition field. This will cause more fields to appear. Select the reason rejected; and the LSC mMatters rReferral rReporting cCode, if one applies. Click on Save and Continue.

The screenshot shows a web form for case disposition. The 'Disposition' section has a dropdown menu set to 'Reject'. A yellow callout box with a red arrow points to this dropdown, containing the text: 'Choosing reject will bring up the fields below.' Below this, the 'Reject' section is expanded, showing several fields: 'Rejected By\*' (Zielke, Susan), 'Date of Rejection\*' (10/29/2009), 'Rejection Reason\*' (Please Select), 'LSC Matters Referral Reporting Code\*' (Please Select), and 'Legal Problem Code' (75 SSI). A second yellow callout box with a red arrow points to the 'Rejection Reason\*' dropdown, containing the text: 'Choose a rejection reason and a referral reporting code, if it applies.' Below the 'Reject' section is a 'Notes' section with a text area and a rich text editor toolbar. A third yellow callout box with a red arrow points to the 'Send this note as an email' button, containing the text: 'Don't forget to click save and continue.' At the bottom right, there is a yellow 'Save & Continue >' button.

The completed case profile will appear. If you used the timer, stop it and a time slip will open. If you did not use the timer, click on "Add Staff Time" in the Actions box on the right side of the page. A time slip on the applicant will open.

The screenshot shows the top of a case details page. The breadcrumb trail is 'Home > Cases > Arthur Dean Anderson (09-0176767) > Details'. A green checkmark icon and the word 'Success!' are visible. Below this is a 'Prescreen' section with a 'Prescreen Date' of 10/22/2009. On the right side, there is an 'Actions' box with a dropdown menu. A yellow callout box with a red arrow points to the 'Add Staff Time' option in the dropdown, containing the text: 'Add your time by clicking on add staff time.'

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

Complete the time slip. Date of Service should default to the current date. Caseworker should default to you. Activity Type should default to Case Activity. Funding Code should be your default funding code. Office Code should default to your office. Enter the amount of time spent on the applicant's rejected matter. Enter "Screening applicant for eligibility" in the activity details field. Click on Continue to save your time entry.

Date of service, caseworker, activity type, funding code, and office will default (if you have defaults set for your funding code and office.)

Date of Service\* 10/22/2009

Caseworker\* Susan Zielke

Activity Type\* Case Activity

Activity Code\* N/A

Funding Code\* Please Select

Office East/CHA

Time Spent\* [ ]

Activity Details [ ]

In Court Yes No

PAI Time Yes No

Continue »

The case profile should appear. If the timekeeping page appears instead, click on the applicant's name to go back to the case profile.

	Date of		Time		Activity
<b>Click on the applicant to go back to the case profile.</b>					
#2948263	10/29/2009	Cindy Gharet (09-0177117)	0.10	East/CHA	Case Activity
#2948310	10/29/2009	Arthur Dean Anderson (09-0176767)	0.10	East/CHA	Case Activity
<b>Totals</b>					

Once you are at the case profile, LARC attorneys should print the rejected matter by going to the Print Box on the right side of the page and clicking on "Print LARC Reject Form." Other staff should consult their Managing Attorneys to determine if rejected cases should be printed or not. When the form appears, print as usual, using a printer icon, choosing File and Print, or clicking control-P.



# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

Success!

Opening Memo | LARC Notes | Assignments | Case Contacts | Events | Tasks | Case Time

**Arthur Dean Anderson (09-0176767) (Rejected)**

Other Cases for this Client: This Client has no Other Case Records [Expand](#)

Master/ Subordinate Case Status: No Associated Cases [Expand](#)

Client Contact Info | Client Demographics | Adverse Parties | Case Details

Name: Anderson, Arthur Dean [Edit]  
 Name: Anderson, Buddy  
 Type: Alias

Mailing Address [Edit]  
 Mailing Address: State: IL

Address [Edit]

Rejected	
Date of Rejection	10/29/2009
Rejected By	Susan Zielke
Rejection Reason	000Test/Fake Data
LSC Matters Referral Reporting Code	Not an LSC Matter Referral
Rejection Notes	N/A

Print...  
[Basic Closing Form](#)  
[Complete Closing Form](#)  
[Intake Form](#)  
[LARC Intake Form](#)  
[LARC Reject Form](#)

**Click here to print the LARC reject form.**

- If the applicant is only receiving advice and will not be referred to a branch office, select **Accept Case**. When you accept the case other fields open. For caseworker, enter your name. Enter the appropriate funding code. For LARC attorneys, enter any handouts the applicant is going to receive in the Notes field and click Save and Continue.

Disposition\* **Accept Case** **Choosing accept case will bring up the fields below.**

Case Status: Please Select

**Accept Case**

Date Opened\* 11/04/2009  
 (mm/dd/yyyy)

Accepted By\* Zielke, Susan

A new primary assignment will be created

Office\* East/CHA

Program: Staff

Caseworker\* Please Select... **Choose yourself as the caseworker.**

Funding Code(s)\* 01 LSC  Show All Funding Codes

**Notes**

Case Accept Assignment Notes

**Enter the appropriate funding code.**

**Communication**

Send this note as an email [Choose Recipients](#)

**Don't forget to click save and continue.**

[Continue »](#)

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

The completed case profile will appear. If you did not use the timer, click on “Add Staff Time” in the Actions box on the right side of the page. A time slip on the applicant will open.

» Home » Cases » Arthur Dean Anderson (09-0176767) » Details

Success!

Add your time by clicking on add staff time.

Options

- Add Case Note
- Add Pro Bono Time
- Add Staff Time
- Refer and Reject Application

Prescreen

Prescreen Date 10/22/2009

If you used the timer, stop it and a time slip will open. Complete the time slip. Date of Service should default to current date. Caseworker should default to you. Activity Type should default to Case Activity. Activity Code should be “Interview” or whatever is appropriate. Funding Code should be entered. Office Code should default to your office code. The time spent should already be entered. Then click on Continue to save your time entry.

Search for cases by case number or

Date of service, caseworker, activity type, funding code, and office will default (if you have defaults set for your funding code and office.)

Date of Service\* 10/22/2009

Caseworker\* Susan Zielke

Activity Type\* Case Activity

Activity Code\* N/A

Funding Code\* Please Select

Show Funding Codes for All Offices  Showing for All Offices

Office East/CHA

Start/End Times Enable Times

Time Spent\* Enter time spent on the intake.

Activity Details Add activity details.

In Court Yes No

PAI Time Yes No

Choose the activity code that matches your actions.

Don't forget to click continue.

Continue »

Save and Add Similar »

N/A 2009-10-15 14:00:19

N/A 2009-10-15 14:42:44

N/A 2009-09-24 08:58:52

Delete All Drafts

Timekeeping

Your Hours

Add Client Time

Add Pro Bono Client Time

Add Pro Bono Non-client Time

Add Pro Bono Outreach Time

My Time Last Month

My Time This Month

My Time Today

My Time By Month

Time And Attendance Record

The case profile should appear. If the timekeeping page appears instead, click on the applicant’s name to go back to the case profile.

	Date of		Time		Activity
<b>Click on the applicant to go back to the case profile.</b>					
#2948263	10/29/2009	Cindy Ghaffret (09-0177117)	0.10	East/CHA	Case Activity
#2948310	10/29/2009	Arthur Dean Anderson (09-0176767)	0.10	East/CHA	Case Activity
<b>Totals</b>					

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

Once you are at the case profile, LARC attorneys should print the intake by going to the Print box and choosing LARC intake Intake Form. Branch office staff should consult their Managing Attorney to see if the intake should be printed. If so, go to the Print box and choose Intake formForm. When the form appears, print as usual, using a printer icon, choosing File and Print, or clicking control-P.

Client Contact Info | Client Demographics | Adverse Parties | Case Details

Name: Anderson, Arthur Dean [Edit]  
 Name: Anderson, Buddy  
 Type: Alias

Mailing Address [Edit]  
 Mailing Address: State: IL

Address [Edit]

Assignment: FC 01 LSC  
 Case Status: N/A  
 Disposition: Open

Print...  
 Basic Closing Form  
 Complete Closing Form Intake Form  
 LARC Intake Form  
 LARC Reject Form

**Choose one of these to print the intake form.**

3. If the applicant is being referred to a branch office, select **Accept Case**. When you accept the case other fields open. For caseworker, enter the ZZ for your branch office. This will allow the case to be moved to the Internal Transfer tab of Legal Server within your office, so that it can be reviewed and assigned to a caseworker. Enter the appropriate funding code. For LARC attorneys, enter any handouts the applicant is going to receive in the Notes field and click Save and Continue.

Disposition: Accept Case

**Choosing accept case will bring up the fields below.**

**Accept Case**

Date Opened\*: 10/29/2009  
 Accepted By\*: Zielke, Susan

A new primary assignment will be created

Office\*: East/CHA  
 Program: Staff  
 Caseworker\*: ZZ, Eastern  
 Funding Code(s)\*: 01 LSC

**Choose the ZZ for your office (unless told otherwise by your Managing Attorney.)**

**Enter the appropriate funding code.**

Notes  
 Case Accept Assignment Notes

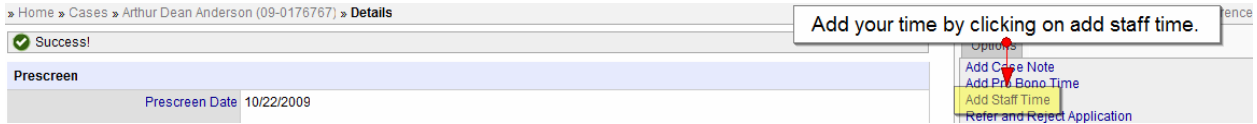
Communication  
 Send this note as an email: Choose Recipients

**Don't forget to click save and continue.**

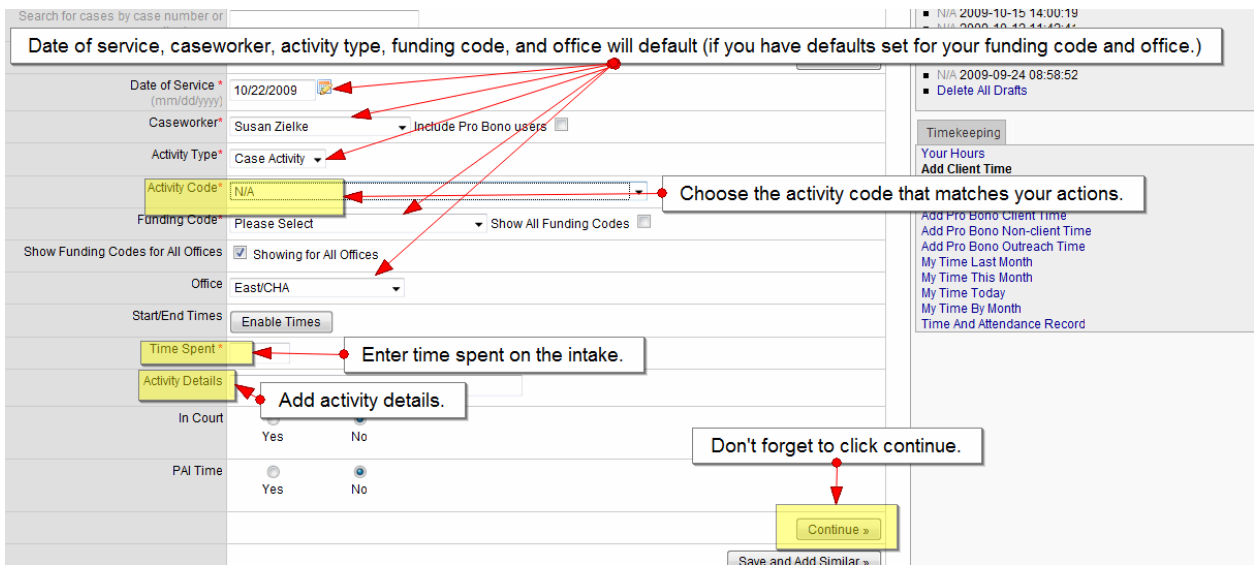
Save & Continue >

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

The completed case profile will appear. If you did not use the timer, click on “Add Staff Time” in the Actions box on the right side of the page. A time slip on the applicant will open.



If you used the timer, stop it and a time slip will open. Complete the time slip. Date of Service should default to current date. Caseworker should default to you. Activity Type should default to Case Activity. Activity Code should be “Interview” or whatever is appropriate. Funding Code should be entered. Office Code should default to your office code. The time spent should already be entered. Then click on Continue to save your time entry.



The case profile should appear. If the timekeeping page appears instead, click on the applicant’s name to go back to the case profile.

	Date of		Time		Activity
<b>Click on the applicant to go back to the case profile.</b>					
#2948263	10/29/2009	Cindy Ghaffret (09-0177117)	0.10	East/CHA	Case Activity
#2948310	10/29/2009	Arthur Dean Anderson (09-0176767)	0.10	East/CHA	Case Activity
<b>Totals</b>					

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

Once you are at the case profile, LARC attorneys should print the intake by going to the Print box and choosing LARC intake Fform. Branch office staff should consult their Managing Attorney to see if the intake should be printed. If so, go to the Print box and choose Intake Fform. When the form appears, print as usual, using a printer icon, choosing File and Print, or clicking control-P.

The screenshot shows a web application interface for a case profile. On the left, there are tabs for 'Client Contact Info', 'Client Demographics', 'Adverse Parties', and 'Case Details'. The 'Client Demographics' tab is active, displaying a table with client information:

Name	Anderson, Arthur Dean [Edit]
Name	Anderson, Buddy
Type	Alias
<b>Mailing Address [Edit]</b>	
Mailing Address	State: IL
<b>Address [Edit]</b>	

On the right side, there is an 'Assignment' section with the following details:

- FC: 01 LSC
- Case Status: N/A
- Disposition: Open

Below the assignment section is a 'Print...' button. A yellow callout box with a red arrow points to the 'Print...' button, containing the text: "Choose one of these to print the intake form." Below the callout box is a dropdown menu with the following options:

- Basic Closing Form
- Complete Closing Form
- Intake Form
- LARC Intake Form
- LARC Reject Form

### Adding Case Notes

1. A case note should be added whenever work is done in the case. You can do it from timekeeping – see Timekeeping below to see how to do it. You can also do it from the case profile. To do so, go to the Actions box on the right and click on Add case note.

The screenshot shows a web application interface for a case profile. On the left, there is a table with financial information:

Number of People under 18	2
Zero Income?	Client has income
Income Eligible	Yes
Total Monthly Income	\$1,567.18
Total Annual Income	\$18,806.16

On the right side, there is an 'Actions' section. A yellow callout box with a red arrow points to the 'Add case note' link, containing the text: "Click on add case note." Below the callout box is a list of actions:

- Time log
- Trust/expense history
- VOCA
- Actions
- Add case alert
- Add case contact
- Add case note
- Add case restriction
- Add client alert
- Add closing memo

2. On the case note page, it will default to today's date. If you are entering a note from a different date, change the date. Then enter the note in the Body field.
3. If you want to send the note to someone via email, click Choose recipients. A field will open to enter the email addresses.
4. Click Ccontinue to save the note and to send the email.

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Add Note

<b>Note</b>	
Note Type*	Case Notes
Subject	
Date Posted* (mm/dd/yyyy)	11/05/2009
Body*	<p>Enter the note in the Body field.</p>
<b>Communication</b>	
Send this note as an email	Choose Recipients
If you need to email the note to someone, click Choose recipients. This will open a box to enter the email addresses of the people you want to send the note to.	
<b>Documents</b>	
File Name	Browse...
Upload File and Add Another	
Don't forget to click continue.	
Continue >	

Note Drafts

- Case Close Notes 2009-11-04 14:53
- Opening Memo 2009-11-04 14:35:12
- Delete All Drafts

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## Closing Cases

1. Go to the Action Tab on the right and click on “Close case (LARC)” if you are a LARC attorney or if you are deselecting a case because there was no legal assistance provided to the client; or “Close case” if you are closing a case where there has been legal assistance provided to the client by a branch office. The Close case LARC page and the first page of the Close case function are fairly similar.

The screenshot shows a software interface with a summary table on the left and an actions menu on the right. The summary table includes fields for 'Number of People 18 and Over', 'Number of People under 18', 'Zero Income?', 'Income Eligible', 'Monthly Income', 'Annual Income', and 'Percentage of Poverty'. The actions menu lists various options like 'Add activity', 'Add case alert', and 'Close Case (LARC)'. Two yellow callout boxes with red arrows point to the 'Close Case (LARC)' and 'Close case' options in the menu.

Summary	Income	Expenses	Assets
Number of People 18 and Over	2		
Number of People under 18	0		
Zero Income?	Client has income		
Income Eligible	Yes		
Monthly Income	\$1,874.00		
Annual Income	\$22,488.00		
Percentage of Poverty	154.34%		

**Click close case (LARC) if you are a LARC attorney or if you are deselecting a case because there was no legal assistance provided to the client.**

**Choose close case if you are closing a case where there has been legal assistance provided by a branch office.**

- a. Choose a Close Reason.
- b. If the case will be a good story for reporting purposes, choose Yes in response to Good Story?
- c. Enter the appropriate number of people helped by category: 18 and over; and under 18.
- d. Enter the Outcomes that occurred in the case. Make sure that if a date is required, you put one in. If the outcome involved a forgiveness of debt or an award of money, make sure that you enter the amount of money. If more than one Outcome was achieved, click on + and add more outcomes. If you enter an Outcome by mistake, click on – to delete it. Be as thorough as possible in entering outcomes. It will assist us in reporting results to our funders.
- e. Answer the four CSR questions:
  1. Was the legal assistance documented – in the case notes and case file, is there proof of the work done in the case?
  2. Was (1) the case closed as advice or brief services and the client was never met in person; (2) do we have a client retainer agreement in the file; or (3) was this a PAI/PBI (private attorney involvement) case?
  3. Was all contact with the client telephonic, or do we have a citizenship form in the file?

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- 4. Was the case closed in a timely manner under CSR rules?
- f. Indicate whether a closing letter will be sent. It is needed in almost all cases.
- g. Enter the file destruction date.
- h. Click Save and Continue.

The screenshot shows the 'LARC Close Case Information' form. Key sections include:

- LARC Close Case Information:**
  - Date Closed: 11/04/2009
  - Caseworker who closed case: Zielke, Susan
  - Close Reason: Please Select (Callout: Choose a close reason.)
  - Good Story? Yes (selected) / No
  - Number of People 18 and Over: 2 (Callout: Mark yes if the case provides a good story for reporting purposes.)
  - Number of People under 18: 0
  - Number of people helped (18 and Over): (Callout: Complete the number of people helped in the case.)
  - Number of people helped (under 18):
- Outcome Information:**
  - Outcome Date/Type/Period/Value: 11/04/2009 | Outcome: N/A | Value: \$0.00 (Callout: Choose the outcomes that occurred in the case, including dollar figures when necessary.)
  - Note: (Callout: Click on + to add more outcomes or - to delete outcomes..)
- CSR Questions:**
  - Question 1: Legal assistance is documented. Yes (selected) / No
  - Question 2: Case is closed A or B OR a retainer is in the file OR it is a PAI case. Yes / No
  - Question 3: Case is closed A or B and all contact was telephonic OR citizenship form or alienage documentation is in the file. Yes / No
  - Question 4: Case is closed timely. Yes / No
  - Callout: Answer the four CSR questions.
  - Callout: Once the CSR questions are completed, legal server will answer the CSR eligibility question.
- Other Fields:**
  - Is this matter LSC: Yes
  - CSR Eligible: No
  - Closing Letter Sent? Yes (selected) / No (Callout: Mark yes if the closing letter was sent - it is required in almost all cases.)
  - File Destroy Date: (Callout: Enter the file destruction date.)
  - Save and Continue button (Callout: Don't forget to click save and continue.)

- i. This will bring you to the closed case profile if you performed the Close case (LARC) function. At this point, LARC attorneys should enter their



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time in the case and print the Complete Closing LARC Intake Form by going to the Print box on the right side. Once the form appears, print it as usual.

Arthur Dean Anderson	
<b>Case No: 09-0176767</b>	
LPC	75 SSI
Sp LPC	751 SSI Disability - Eligibility
Date Opened	10/29/2009 <a href="#">[Edit]</a>
Assignment Office	East/CHA
Assignment Program	Staff
Primary Assignment	Eastern ZZ
FC	01 LSC <a href="#">[Edit]</a>
Case Status	N/A <a href="#">[Edit/View History]</a>
Disposition	Open

**Click here to print all required closing documentation.**

- [Basic Closing Form](#)
- [Case Notes](#)
- [Case Time](#)
- [Complete Closing Form](#)**
- [Intake Form](#)
- [LARC Intake Form](#)
- [LARC Reject Form](#)

- j. If not, it will take you to the second page of the Close case function.
- k. If there is no opening memo, copy the opening memo from the case notes and enter it in the opening memo box on this page.
- l. Enter a closing memo.
- m. Indicate whether a closing letter will be sent. It is needed in almost all cases.
- n. Answer the Land of Lincoln compliance questions.
  - 1. Is the case within our priorities
  - 2. Is there a signed Statement of Facts in the file?
  - 3. Is there a copy of the case disclosure form in the file?
  - 4. Was a copy of the case disclosure form sent to the Executive Director?
  - 5. Were attorney fees accepted?
  - 6. Is there a Fee-Generating Case Acceptance form in the file and was a copy mailed to the administrative office?
- o. Enter the file destruction date.

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p. Click Save and Continue.

**Compliance Checklist**

Opening Memo

**B I U ABC** Font Size

\*\*WHAT CLIENT WANTS\*\*

\*\*SUMMARY OF FACTS\*\*

Expand Notes

Closing Memo

**B I U ABC** Font Size

Closing Letter Sent?  Yes  No

Is the Case within priorities? \*

Signed Statement of Facts in File? \*

Copy of Case Disclosure Form in File? \*

Case Disclosure Form sent to Executive Director? \*

Attorney Fees Accepted? \*

Fee-Generating Case Acceptance form in file and mailed to administrative office? \*

File Destroy Date \*

Save & Continue>>

1. Standard Closing F  
2. Compliance Check

This process is incompl

Arthur Dean Anderson

Sp LPC 751 SSI

Date Opened 10/29/21

Assignment Office East/CF

Assignment Staff

Primary Eastern

Assignment FC 01 LSC

Case Status N/A

Disposition Open

Print...

Basic Closing Form

Case Notes

Case Time

Complete Closing Form

LARC Intake Form

LARC Reject Form

View Information

Assignment history

Case alerts

Case contacts

Case profile

Case status

Case violence

Litigation

Litigation overview

Outside org referral histo

Private bar referral histo

Seniors information

Time log

Trust/expense history

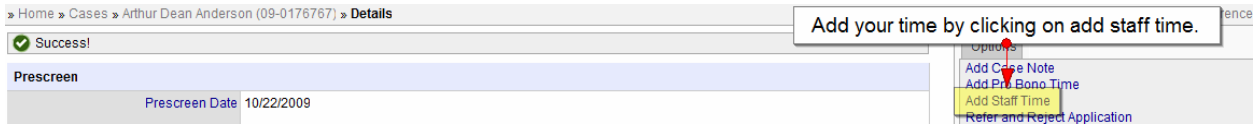
VOCA

q. This will bring you to the closed case profile. At this point, you should enter your time in the case and print the Complete Closing Form by going to the Print box on the right side. Once the form appears, print it as usual and insert it in the physical file for the case.

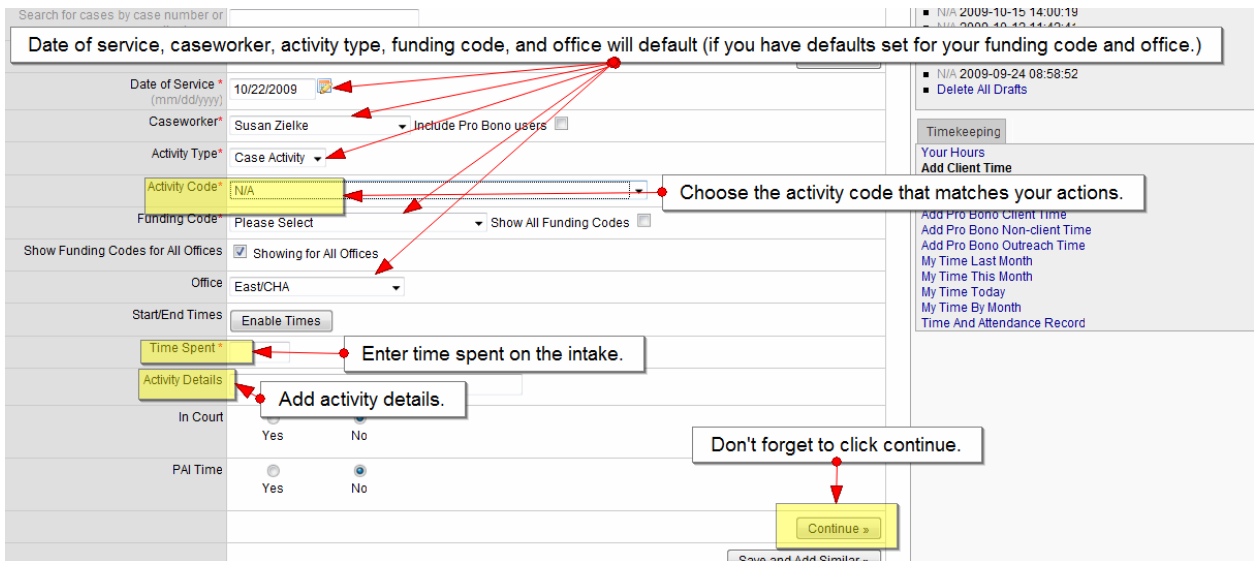
# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## Timekeeping

1. To enter time in a case, while you have the case profile open, click on “Add Staff Time” in the Actions box on the right side of the page. A time slip on the applicant will open.



If you used the timer, stop it and a time slip will open. Complete the time slip. Date of Service should default to current date. Caseworker should default to you. Activity Type should default to Case Activity. Activity Code should be “Interview” or whatever is appropriate. Funding Code should be entered. Office Code should default to your office code. The time spent should already be entered. Then click on Continue to save your time entry.



2. To enter time in a case without opening the case profile, or to enter non-case related time, click on the Timekeeping tab.



## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

- a. Choose Add client time if it is case related time.

The screenshot shows the 'Timekeeping' application interface. At the top, there is a navigation bar with 'Home » Timekeeping' and a search bar. Below this are tabs for 'Timekeeping Log', 'Cases', 'Recently Accessed Cases/Matters', and 'Recently Accessed Outreaches'. The main area contains several input fields: 'Date of Service' (with a date range of 11/04/2009 to 11/04/2009), 'Login' (with the name 'Susan Zielke'), and 'Office'. A callout box with a yellow background and black text points to the 'Your Hours' dropdown menu. The callout text reads: 'Choose Add client time if it is a case you are adding time to, or Add non-client time if it is not case related.' The 'Your Hours' dropdown menu is open, showing three options: 'Add Client Time', 'Add Non-client Time', and 'Add Outreach Time'.

1. Enter the client's name in the case/matter box.
2. Enter the activity code that applies to the time entry you are making.
3. Select the funding code that applies to this case.
4. Enter the amount of time spent on the case in tenths of an hour.
5. If you want to enter case notes from here, enter them in the confidential notes box.
6. Click Continue if you are finished with entering case related time.
7. Click Save and add similar if you need to enter another time entry in the same case.
8. Click Save and add blank if you need to enter another time entry in a different case.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

The screenshot shows the 'Client Time' entry form with the following fields and instructions:

- Case/Matter:** A text input field with the instruction: "Type in the client's name if it is case related." A red arrow points to the input field.
- Date of Service:** A date picker set to 11/04/2009.
- Caseworker:** A dropdown menu showing 'Susan Zielke' and a checkbox for 'Include Pro Bono users'.
- Activity Type:** A dropdown menu set to 'Case Activity'.
- Activity Code:** A dropdown menu set to 'N/A' with the instruction: "Choose the activity code that applies." A red arrow points to the dropdown.
- Funding Code:** A dropdown menu set to 'Please Select' with the instruction: "Select the funding code that applies to this case." A red arrow points to the dropdown.
- Show Funding Codes for All Offices:** A checkbox labeled 'Showing for All Offices' which is checked.
- Office:** A dropdown menu set to 'East/CHA'.
- Start/End Times:** A button labeled 'Enable Times'.
- Time Spent:** A text input field with the instruction: "Enter the amount of time spent in tenths of an hour." A red arrow points to the input field.
- Activity Details:** A text input field.
- In Court:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- PAI Time:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Buttons:** 'Continue >', 'Save and Add Similar >', and 'Save and Add Blank >'.
- Notes:** A text area with the instruction: "Notes entered here will appear in the case notes." A red arrow points to the text area.

- b. Choose Add non-client time if it is not case related time.
1. Enter the activity code that applies to the time entry you are making.
  2. Select the funding code that applies to this entry.
  3. Enter the amount of time spent on the activity in tenths of an hour.
  4. Click Continue if you are finished with entering non-client related time.
  5. Click Save and add similar if you need to enter another time entry on the same date or of a similar type.
  6. Click Save and add blank if you need to enter another time entry on a different date or of a different type.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

**Non-client Time** Continue »

Date of Service\* (mm/dd/yyyy)  **Choose the activity type that applies.**

Caseworker\*

Activity Type\*  **Choose the activity type that applies.**

Funding Code\*  Show All Funding Codes

Show Funding Codes for All Offices  Showing for All Offices

Office  **Choose the funding type that applies.**

Start/End Times

Time Spent\*  **Enter the amount of time spent on the activity.**

Activity Details

In Court  Yes  No

PAI Time

**Click continue if you are finished entering non-client time.**

**Click save and add similar if you are entering more non-client time on the same date or of the same type.**

Confidential Notes

**Click save and add blank to add a new non-client time entry**

**Note Drafts**

- Case Close Notes 2009
- Opening Memo 2009-10
- Delete All Drafts

**Timekeeping**

- Your Hours
- Add Client Time
- Add Non-client Time
- Add Outreach Time
- Add Pro Bono Client Time
- Add Pro Bono Non-client Time
- Add Pro Bono Outreach Time
- My Time Last Month
- My Time This Month
- My Time Today
- My Time By Month
- Time And Attendance Report

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## FINANCIAL ELIGIBILITY POLICIES

Land of Lincoln Legal Assistance Foundation, Inc. (LOLLAF) hereby adopts the following Financial Eligibility Policies for individuals and groups who are provided legal assistance supported in whole or in part with funds received from the Legal Services Corporation (LSC).

Only individuals and groups determined to be financially eligible under these policies and 45 C.F.R. 1611 of the LSC Regulations may receive legal assistance supported in whole or in part with LSC funds. These policies do not apply to individuals or groups for whom service is wholly supported by funds from sources other than LSC.

Eligibility under these policies does not create an entitlement to legal assistance. LOLLAF will determine whether or not to provide service to an eligible individual or group based on the merits of the particular case and the application of (LOLLAF's) priorities and case acceptance criteria.

Financial eligibility for legal assistance shall be determined in a manner conducive to the development of an effective attorney-client relationship, and information from applicants and groups shall be obtained in a manner that promotes the development of trust between attorney and client.

In adopting these policies, LOLLAF has considered the cost of living in the service area, the number of clients who can be served with available resources, the population that would be eligible at or below alternative income or asset ceilings, and the availability and cost of legal services provided by the private bar and other free or low cost legal services providers in the area.

These policies shall be reviewed at least once every three years and revised as necessary.

### **INDIVIDUAL ELIGIBILITY FOR REPRESENTATION**

**Assets:** Assets are cash or other resources of the applicant or members of the applicant's household that are readily convertible to cash and currently and actually available to the applicant.

The following items are excluded from consideration as assets: (1) the applicant's or household's principal residence; (2) vehicles used by the applicant or household members for transportation; (3) assets used in producing income; (4) household goods, furnishings, and personal effects with a fair market of up to \$4,000; (5) necessary wearing apparel; (6) the cash value of life insurance and pension or retirement plans, and (7) burial plots and plans.

**Asset Ceiling:** In order to be determined to be financially eligible for legal assistance supported in whole or in part by LSC funds, an applicant's non-exempt, countable assets must be at or below \$5,000, or the asset ceiling must be waived.

**Waiver of Asset Ceilings:** The LOLLAF Executive Director or designee may waive the asset ceiling(s) for particular applicants under unusual circumstances. LOLLAF will record the reason(s) for such waiver(s) and make such records available for review by LSC.

**Income:** Income is the actual current annual total cash receipts before taxes of all persons who are resident members of the applicant's household and contribute to the support of the applicant's household. Total cash receipts include, but are not limited to, wages and salary before any deduction; income from self-employment after deductions for business or farm expenses; regular payments from governmental programs for low income persons or persons with disabilities; social security payments; unemployment and worker's compensation payments, strike benefits from union funds; veterans benefits; training stipends; alimony; child support payments; military family allotments; public or private employee pension benefits; regular insurance or annuity payments; income from dividends, interest, rent, royalties or from estates and trusts; and other regular or recurring sources of financial support that are currently and actually available to the applicant.

Total cash receipts do not include the value of food or rent received by the applicant in lieu of wages; money withdrawn from a bank; tax refunds; gifts; compensation and/or one time insurance payment for injuries sustained; non-cash benefits, including Food Stamps or Medicaid; and up to \$2,000 per year of funds received by individual Native Americans that is derived from Indian trust income or other distributions exempt by statute.

**Household Definition.** A household of one is a person living alone in a housing unit or a person living in a housing unit with others who are not legally responsible for that person and who are not contributing financial and/or other support to that person.

A household is: (1) two or more related persons who are resident members of the same household and legally responsible for the support of each other, or (2) two or more unrelated persons who contribute to or receive financial and/or other support from each other. Provided, however, a person or members of a household residing temporarily for six months or less in the home of another are not considered residents of that household and may be considered a separate household for purposes of income eligibility.

If an applicant's presenting legal problem is access to benefits from a governmental program for low income individuals or families, then only income of legally responsible relatives in the applicant's household will be considered in determining eligibility.

**Annual Income Ceiling:** The annual income ceiling for individuals and households served by LOLLAF using LSC funds is 125% of the Federal Poverty Guidelines, as published annually in the Federal Register by the Legal Services Corporation in Appendix A to 45 C.F.R. 1611.

If the applicant meets the appropriate asset ceiling for the household size (or the ceiling is waived) and the applicant's income is at or below 125% of the Federal Poverty Guidelines for the appropriate household size, the applicant is financially eligible for LSC-funded legal assistance.



**Authorized Exceptions to the Annual Income Ceiling:** If the applicant meets the appropriate asset ceiling for the household size (or the asset ceiling is waived) and applicant's income is above 125% of the Federal Poverty Guidelines, the applicant is financially eligible for LSC-funded legal assistance if:

- (1) The applicant is seeking legal assistance to maintain benefits provided by a governmental program for low income individuals or families; or
- (2) The LOLLAF Executive Director or designee has determined that the applicant's income is primarily committed to medical or nursing home expenses and that, excluding the income devoted to such expenses, the applicant would be otherwise financially eligible for legal assistance.

If the applicant meets the appropriate asset ceiling for the household size (or the asset ceiling is waived) and applicant's income is above 125% of the Federal Poverty Guidelines, but does not exceed 200% of the Federal Poverty Guidelines, the applicant is eligible for LSC-funded legal assistance if:

- (1) The applicant is seeking legal assistance to obtain governmental benefits for low income individuals or families;
- (2) The applicant is seeking legal assistance to obtain or maintain governmental benefits for persons with disabilities; or
- (3) LOLLAF has determined that the applicant should be considered financially eligible because of one or more of the following factors as applicable to the applicant or members of the applicant's household:
  - (a) Current income prospects, taking into account seasonal variations in income;
  - (b) Medical insurance premiums and other unreimbursed medical expenses that are actually being paid;
  - (c) Fixed debts or obligations including only (a) child support pursuant to court or administrative order that is actually being paid, (b) alimony or maintenance payments pursuant to court order that are actually being paid, or (c) garnished wages;
  - (d) Expenses necessary for employment, such as dependent care, transportation, equipment, union dues, uniforms, job training, or educational activities in preparation for employment;
  - (e) Non-medical expenses associated with age or disability;
  - (f) Current taxes including only local, state and federal income and employment taxes, and Social Security and Medicare taxes; or
  - (g) Other significant factors that affect the applicant's ability to afford legal assistance.

LOLLAF shall record the basis of its decision to provide LSC-funded legal assistance to any applicant whose income exceeds 125% of the Federal Poverty Guidelines and shall keep records of the specific facts and factors relied on to make the determination for review by LSC.

**Victims of Domestic Violence:** If an applicant has identified herself/himself as a victim of domestic violence, in determining financial eligibility for LSC-funded services, LOLLAF shall consider only the assets and income of the applicant and those members of the applicant's household other than the alleged perpetrator of domestic violence, and shall not include any assets held by the alleged perpetrator of domestic violence, jointly held by the applicant with the alleged perpetrator, or jointly held by any member of the applicant's household with the alleged perpetrator.

### **GROUP ELIGIBILITY FOR REPRESENTATION**

These group eligibility policies apply only to LSC-funded legal assistance. LOLLAF may use non-LSC funds to support representation of groups that do not meet these group eligibility standards.

In order for a group, corporation, association or other entity to be eligible for LSC-funded legal assistance, it must provide LOLLAF with information regarding the resources available to the group, showing that it lacks, and has no practical means of obtaining, funds to retain private legal counsel. Such information should include the group's income and income prospects, assets and obligations.

A group that provides information showing that it lacks the resources to hire private counsel is eligible for LSC-funded legal assistance:

- (1) if the group, or for a non-membership group the organizing or operating body of the group, is primarily composed of individuals who would be financially eligible for LSC-funded legal assistance, as determined by the financial or other socioeconomic characteristics of the persons comprising the group or its operating body; or
- (2) if one of the group's principal activities is the delivery of services to those persons in the community who would be financially eligible for LSC-funded legal assistance, as determined by the financial or socioeconomic characteristics of the persons served by the group, and the legal assistance sought by the group is related to such activity.

LOLLAF shall collect information that reasonably demonstrates that the group meets the eligibility criteria set forth in these policies and 45 CFR 1611.6.

### **FINANCIAL ELIGIBILITY INFORMATION AND STATUS**

LOLLAF shall make reasonable inquiry regarding the sources of an applicant's income, the applicant's income prospects and the applicant's assets, and shall record information to document the applicant's income and assets.

If there is substantial reason to doubt the accuracy of financial eligibility information provided to LOLLAF by an applicant or group, LOLLAF staff shall make reasonable inquiry to verify the information in a manner consistent with the attorney-client relationship.

If, after making a determination of financial eligibility and accepting a client for LSC-funded service, LOLLAF staff become aware that the client has become financially ineligible for LSC-funded services through a change in circumstances, LOLLAF shall discontinue

representation supported with LSC funds if the change in circumstances is sufficient, and is likely to continue, to enable the client to afford private legal assistance and discontinuation is not inconsistent with the rules of professional responsibility.

If, after making a determination of financial eligibility and accepting a client for LSC-funded services, LOLLAF later determines that the client is financially ineligible for LSC-funded services on the basis of later discovered or disclosed information, LOLLAF shall discontinue LSC-supported representation if discontinuation is not inconsistent with the rules of professional responsibility.

### **RETAINER AGREEMENTS**

LOLLAF shall execute written retainer agreements, signed by the client, in all LSC-funded, extended service cases handled by LOLLAF staff. Retainers shall be in a form consistent with the rules of professional responsibility and shall be executed when representation commences or as soon thereafter as practicable. Retainers shall include, at a minimum, a statement identifying the legal problem for which representation is sought and the nature of the legal services to be provided.

Written retainers are not required in advice and counsel or brief service cases, but should be obtained if the client has met with the case handler in person.

Written retainer agreements in cases handled by private attorneys under LOLLAF's Private Bar Involvement program will be completed and signed by the appropriate LOLLAF managing attorney or designee.

Copies of all executed retainers must be retained for review by LSC.

# LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

## INTAKE MANUAL HIGHLIGHTS

1. Overall Organization of Manual
2. Single case checking process (p. 7):

At intake or entry into the case management system. At the point when an applicant first applies for service or at the point the intake is first entered into the case management system, the person entering the client information shall do a search to determine if the applicant is currently or has within the same calendar year received services for the same legal problem. If yes, the intake shall not be entered into the system as a new case. The notes and time for the additional service shall be recorded either (1) in an existing case, if open; (2) in a closed case if the only additional service is advice; or (3) in a closed case that is reopened if extended services are required. If no, an intake should be opened.

After intake. If a duplication of service is discovered at any time after the new intake has been entered into the case management system, the earlier case or the case with the lesser closing code shall be deselected for LSC CSR reporting as a duplicate as described below.

3. Conflict Checking. (p. 7)

For all potential clients, it must be determined whether the caller is currently a client, the spouse of a current client, an adverse party, or the spouse of an adverse party, and a conflict check must be performed at the time of initial intake (including current and all former names used by client or adverse).

**Conflict Notes.** (p. 8) If there was a possible conflict; it should be recorded in the LARC notes or the regional office Opening Memo as "Potential Conflict Noted", with a brief statement of the resolution. (For example, "No conflict – unrelated case" or "Conflict - rejected.")

4. Retainer Agreement. (p. 8)

A signed Retainer Agreement is required for all cases in which program staff has in-person contact with the client or the program provides representation beyond Counsel and Advice or Limited Action. The original of the retainer should be given to the client and the copy retained in the case file. The scope and subject matter should be spelled out in the agreement. If the scope of the representation changes during the course of representation, a new retainer agreement should be executed. (For example, if the first retainer says "Investigate charges by landlord", and investigation reveals illegal charges that result in a lawsuit being filed, a new retainer should be executed for "legal action to recover illegal charges by landlord.")

## LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC.

### 5. Citizenship Attestation. (p. 9)

**Citizenship attestation - alien eligibility documentation is required for all cases in which staff has in-person contact with the client or the program provides continuous representation beyond Counsel and Advice or Limited Action.** Counsel and advice or Limited Action services provided exclusively over the phone, require oral citizenship inquiry and recording of the response. Effective January 1, 2008, Land of Lincoln's separate Citizenship Attestation form must be completed and signed by the client. (For all cases opened before 2008, but closed after December 31, 2008, a separate citizenship attestation must be obtained.) (Note: the same signed Attestation form may be copied and used for subsequent cases for the same client.)

### 6. Opening and Closing Memos / File Notes. (p. 9)

All regional office files must have an Opening Memo in Legal Server. The Opening Memo should be entered with the "Add Opening Memo" button. If entered this way, rather than just as a case note, it will show up in case notes, but will also show up as the Opening Memo in the closing form. All regional office files must have a Closing Memo in Legal Server. Again, the Closing Memo should be entered with the "Add Closing memo" button. This will ensure that it appears on the Closing Form.

All activity on a case, such as client calls, negotiations with adverse parties, etc. must be entered into Legal Server in the Notes field or as part of a time record. If this is done by making a time entry, the note should be made in the 'confidential notes' field. (If notes are made only in the 'activity details' field, they will show up in the Timekeeping Log, but not in the case notes themselves.)

### 7. Compliance Checklist and Closing Form. (p. 9)

To ensure that all case files (including PBI and Pro Bono cases) contain the required documentation; Legal Server requires completion of compliance questions when closing a case. For every case closed in a Regional Office, the "Complete Closing" print option in Legal Server should be used which will print a full copy of the intake, with financial data, opening and closing memos, notes, compliance checklist and time records. The printed copy should be included in the file. Both the first intake and the closing form must be maintained in the hard copy of the file. Only one copy needs to be printed if the case is opened and closed within one week.

### 8. Cases cannot be rejected after they have been accepted. (p. 10)

Cases can only be rejected (conflict, over-income, etc.) during the intake process.

No Show: This rejection code should only be used for applicants who do not complete the eligibility process (e.g. we are waiting for more financial information from them and they do not provide it). If eligibility has been determined, but **no advice or other service was provided by LARC or the regional office**, and client fails to come for an appointment, then de-select the case using the X closing code. If advice was given even though the client never comes to the scheduled interview, the case should be closed as an "advice."

9. Timely Closing. (p. 11)

The general rule is that cases should be closed in the year in which staff determine that assistance to the client has ceased, and it is not likely to resume. See special rules for CSR Categories A and B.

All other cases (**CSR Categories F through L**) should be reported as having been closed in the year in which program staff makes a determination that further legal assistance is unnecessary, not possible or inadvisable, and a closing memorandum is entered into the database. These cases may be reported to LSC up to one grant year after the last assistance on behalf of the client is noted in the file. For example, if the last assistance on behalf of the client was noted in the file in June 2006, the case must be closed and reported no later than grant year 2007.

10. De-select procedures. (p. 12)

These procedures apply to de-select case files for LSC CSR reporting that were opened as LSC-eligible but are not reportable to LSC as cases.

11. Cases Referred from LARC to a Regional Office. (p. 13)

If a client intake is completed by LARC and referred to a regional office, but the client does not contact the regional office and / or the regional office is unable to contact the client within a minimum of 14 days, the case should be closed "Counsel and Advice" if eligibility was established and advice was provided and documented in the notes. In these cases, the regional office should transfer the case to ZZ LARC and LARC will close the case. The inability to re-contact the client should be noted in the "Notes" field as well as the fact that the case is being referred back to LARC. If there is no documented advice in the "Notes" field (including cases in which only fact sheets were sent), the case should be de-selected using closing code X.

12. File Destruction (p. 16)

At the time of file closing, the case handler shall return to the client all original documents provided by the client and all signed wills, powers of attorney, and deeds. The file destruction date shall be entered in Legal Server.

13. Compliance Activities

Case Management Reports. The Managing Attorney or his / her designee shall use Legal Server to generate reports to monitor case activity and ensure accurate case reporting. See schedule.