



## **Montana Legal Services Association Telelaw Project**

### **Host Site Memorandum of Understanding**

This Memorandum of Understanding (MOU) is entered into between Montana Legal Services Association (MLSA) and \_\_\_\_\_ (Host Site). The purpose of this MOU is to memorialize the responsibilities of MLSA and the Host Site for the MLSA Telelaw project.

#### **Host Site will:**

- 1) Provide a confidential space with telephone and high speed internet access for video conference meetings between clients / users and attorneys,
- 2) Provide a secure storage location for the tablet and accessories,
- 3) Promptly notify MLSA of any technical issues reported by clients / users,
- 4) Provide a contact person that will provide the tablet to the client user, demonstrate basic tablet use (power on, adjust volume, etc) to the client / user, and contact MLSA when issues arise,
- 5) Refer potential clients / users to MLSA for screening and scheduling with attorneys,
- 6) Provide and update a list of times when advice appointments can be scheduled at the host site,
- 7) Participate in evaluation surveys and evaluation interviews to determine the effectiveness of the project,
- 8) Return the tablet to MLSA at the end of the pilot project.

#### **MLSA will:**

- 1) Provide a tablet with keyboard and case (serial number provided at time of distribution) to the host site,
- 2) Provide technical support and maintain the hardware and software needed,
- 3) Provide training to the contact person in basic tablet use,
- 4) Schedule attorneys to provide advice to clients / users within the times provided by Host Site and work with the Host Site to reasonably accommodate any schedule changes,
- 5) Communicate with the contact person as to when appointments have been scheduled,
- 6) Seek evaluation data such as survey and interview responses from Host Site
- 7) Respond promptly to requests for technical support or information that there are issues with the equipment,
- 8) Refer clients / users to Host Site for services as appropriate,
- 9) Provide Host Site with usage statistics and evaluation documentation of the project.

June 28, 2013

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For Host Site

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

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For MLSA

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_



## TIG Telelaw Minimum Host Site Requirements

Requirement	Availability	Notes
<b>Technology</b>		
Secure wireless availability		
Technical Staff for Assistance		
<b>Space Requirements</b>		
Private Space		
1. Sound Secure		
2. Completely or Partially Enclosed		
3. Absence of "fishbowl"		
Desk/Table Space		
Secure storage location for equipment		
<b>Accessibility</b>		
Handicap accessibility		
Near public transportation		
Central location		
Parking		

## **MLSA Procedures for Referring an Applicant for a Telelaw Appointment**

What happens to move a case from intake to a telelaw appointment?

1. Client contacts MLSA to complete application. HelpLine staffer **follows case processing guidelines** to determine whether the case needs to be sent to triage attorney for review and possible advice.
2. Triage attorney reviews the intake information and determines whether case is advice appropriate based on case processing guidelines.
3. If triage attorney determines that the case is advice appropriate, triage attorney evaluates the application for a telelaw appointment:
  - A. Triage attorney reviews intake information to determine if applicant lives in an area served by a telelaw host site
4. If client is telelaw appropriate, triage attorney sets the case status as “schedule telelaw advice”
5. A designated staff person will run a report that captures all cases marked as “schedule telelaw advice” on a daily basis.
6. That designated staff person will call each client from the telelaw appointments list and schedule with a telelaw appointment by:
  - A. Referring to the google calendar entitled “telelaw advice schedule” to review available dates and times that each host site is open to telelaw appointments
  - B. Contacting the client to schedule an advice appointment during one of the available telelaw appointment blocks
  - C. Scheduling the appointment in Legal Server (just as in standard advice appointments)
  - D. Adding client to the “telelaw advice schedule” calendar
  - E. Confirming the host sites availability by either calling to confirm appointment or emailing to do the same.
7. Post advice: triage attorney and program assistant follow case closing guidelines and send a telelaw evaluation survey along with the client’s closing letter.

## Montana Legal Services Telelaw Advice Appointment Process

