

ABA / NLADA 2010 Equal Justice Conference
**Thinking Outside the Phone:
Staffing Models and Technology to Maximize Hotline Resources**

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Brief Description:

Legal Hotlines are continually searching for the most cost-effective ways to deliver high-quality services. This session will explore how telephone and case/information management technologies, combined with alternative staffing models such as remote attorneys, law students and volunteers, expand the ability of legal hotlines of various types to increase their capacity.

Topical Outline:

- I. Introduction of topic and speaker (5 minutes)
- II. California Senior Legal Hotline (15 min; 10 min. Q&A)
 - a. Usual function of volunteers on the hotline
 - b. Specialized function of volunteers on the hotline
 - c. Volunteer Orientation Process
 - d. Resources/intranet for volunteers
- III. Pennsylvania SeniorLAW Center Helpline (15 minutes; 10 min. Q&A)
 - a. Recruitment of volunteers
 - i. Is it necessary to recruit?
 - ii. Effective recruitment
 - b. Training and resources
 - i. Going Green: using technology creatively
 - ii. Process, substance and ethics
 - iii. Updating information

- c. Roles of volunteer attorneys vs. role of law students
 - i. Customized to meet the needs of your helpline
 - ii. Making it easy for attorneys
 - iii. Making it educational for law students
 - d. Experiment with volunteer paralegals
 - i. The idea
 - ii. The challenge
 - e. Supervision of volunteers
 - i. Case notes
 - ii. Follow-up calls
 - iii. Letters
- IV. Legal Aid of Nebraska AccessLine® – (15 minutes; 10 min Q&A)
- a. Technology facilitating use of volunteers
 - b. Role of volunteers
 - i. Attorney volunteers
 - ii. Law student volunteers
 - iii. Other volunteers
 - c. Training
 - d. Technology & resources available to volunteers
 - e. Supervision of volunteers
 - f. Potential issues using volunteers on the hotline

Notes:

Bibliography & Website Links:

1. California Senior Legal Hotline Volunteer Orientation Processes and Materials, www.legalhotlines.org

2. Creative Ways to Include and Nurture Volunteer Attorneys in Your Elder Law Practice by *Ellie Crosby Lanier* BiFocal Aug 07
www.abanet.org/aging/docs/Aug_07_ABA_Bifocal_J.pdf