

PS TECHNOLOGIES LEGAL SERVER MODULES

Centralized Client Intake & Qualification Modules

Client Intake & Qualification Modules are integrated to facilitate centralized intake and are customized to match your intake work flow. Additionally, these modules provide built-in safeguards to ensure intake specialists gather required information necessary for reporting purposes.

Appointment Screening & Scheduling:

The Appointment Screening & Scheduling Module is used for two basic purposes: 1) to "pre-qualify" or "pre-screen" applicants prior to interviewing them; and 2) to match/schedule applicant's with available interview appointments. Available interview appointments are created in the calendar module and appear in a scheduling screen based on the office, program and (in some cases) person conducting the interview.

Customized Client Intake

The Client Intake Module centers around the concept that you should not be forced to follow an intake process that is not based on your current practice. Thus, we customize the intake process to match your exact work flow and meet your exact data recording practices (i.e., what data fields you collect). This module also seamlessly integrates the Client Eligibility & Qualification module to ensure that the applicant qualifies for your services.

Centralized Conflict Checking

Centralized Conflict Checking is essential to efficiently and accurately determining whether representing a potential client creates a conflict of interest within your organization. The Conflicts Module is customized to match your organization's conflict policy. The module can search existing clients, adverse parties, non-adverse parties, abusers (in domestic violence cases) or a list of potential conflicts (board members, or affiliated organizations). The module runs in *real time* (searching all offices and programs in the database) and tracks whether there is a conflict or whether the application is a "duplicate" (for LSC purposes).

Client Eligibility & Qualification

The Client Eligibility & Qualification Module verifies whether an applicant meets your program's qualification criteria. Examples include: financial information/percentage of poverty (as calculated by the database); asset calculations and ceilings; citizenship status; problem code and location (county of residence/dispute); conflict and duplicate case status; and understanding of confidentiality and appeal rights. The system also tracks whether an applicant is LSC compliant, thus ensuring that only eligible clients are reported to LSC (non-compliant clients can still be entered in the system, but will not be reported to LSC).

Eligible Alien Determination Form

The Eligible Alien Determination Module tracks individuals that are not US Citizens, but qualify (for LSC) as Eligible Aliens. Eligible Aliens are organized by type of Alien (e.g., married to a USC, Agricultural worker, etc) and by the documents required for each category. The information is stored in the system and is later used to automatically generate an Alien Determination Form, in which the data is populated and stored with the client's file.

Adverse Party Information

The Adverse Party Module allows organizations to track information about each Adverse Party in a case (the system accommodates multiple adverse parties for each case). Users choose between four types of Adverse Parties: Individuals, Organizations/Businesses, Common Adverse Parties or No Adverse Parties. In addition to collecting basic information about each party, the system performs a conflict check to ensure that the adverse party is not an existing client.

Additional Party & Family Information

The Household Member Module allows organizations to track basic information about Non-Adverse Parties and Additional Household Members, including family members. Although implementation of this module is optional, more funders are requesting this information as part of their grant reporting requirements.

Case Disposition Module

Every Application in the system is tracked as a Matter or a Case and is associated with a *disposition*. Matters have a disposition of *open applications*, *rejected applications* or *pending applications* (i.e., pending case acceptance). Cases are either open or closed. The Case Disposition Module tracks the disposition of each Application and Case, including relevant information about closing and rejection so it can be properly reported. Additionally, the rejection screen “recommends” potential referral organizations based on applicant information.

Advanced Case Information & Management Modules

Legal Server’s Case Management modules adhere to our philosophy that case management systems should be a tool for users (as opposed to a reporting mechanism for administrators and funders). As such, the modules are designed with every user in mind, regardless if you are a caseworker, administrator or an assistant. Combined, these modules provide easy to use tools that will make all members of your team more efficient and effective, thus allowing them to do what they do best: serve their clients.

Integrated Timekeeping

The Timekeeping Module tracks client time, non-client time and pro bono advocate’s time. The module is extremely flexible, allowing users to enter time using various methods: 1) in a client’s case profile; 2) through a timekeeping screen; or 3) using a batch method. Regardless of how the user enters his or her time, however, all time is associated and displayed in the client’s case profile, the caseworker’s profile and the funding code’s summary screen. Legal Server also integrates case notes with timekeeping, so that a detailed chronology of events is captured in the Client’s Caselog (without having to enter separate notes).

Standard Intake Questionnaire and Notes

The Standard Notes Module is customized to track the general questions that an organization asks in all cases. These notes are displayed in a Client Profile Screen and can be compiled to automatically generate a *Case Interview Memo* (a word processing document used by many attorneys to report cases to their supervisors).

Case Specific Questions and Resources

The Case Specific Questions Module allows your organization to create specific questions associated with Legal Problem Code or Special Legal Problem Code. Thus, different questions will appear for a given client based on his or her legal problem. Questions can be created, inactivated or modified at any time by someone in your organization through the online administration tools in the database. Similarly, you can list and hyperlink to external resource references based on a client’s legal problem, which will appear in the case information screen. These features have proven extremely helpful to case-handlers, especially for new employees and volunteers.

Case Assignments

The Assignments Module tracks who is assigned to a given case throughout the life of the case. Assignments are organized by office, program and primary advocate assigned and include an assignment date and end date. Although a given case may only have one primary advocate assigned at a given time, the system allows as many secondary assignments as necessary (e.g., co-counsel, pro bono, paralegal, etc). The Assignments Module also can be configured to set to do items for the newly assigned attorney.

Pro Bono Referrals (Recommendations & Tracking)

Based on specific criteria entered for each pro bono attorney (legal problems handled, counties of practice, etc), the Pro Bono Attorney Module compares similar client data to determine which possible pro bono attorneys might be assigned to the case (including number of open cases for each attorney). If selected, the pro bono attorney will appear as “pro bono attorney” in the assignment table.

Client Referral (Recommendations & Tracking)

Based on the type of case, the client’s geographic location and basic demographic information, the Referrals Module determines which Referral Agencies in your database are most appropriate for the client. Detailed information about each Referral Agency is stored in the database and can be displayed by clicking the organization’s name. Additionally, all referrals (to or from your organization) are tracked in the system for reporting purpose. The functionality of this module has proven to be very effective for several organizations throughout the country by eliminating the need to manually search for a referral organization.

Case Status Module

Case Status is different from case disposition (open, closed, etc) in that it tracks where the progress of a case throughout the legal process (i.e., investigating facts, answer due, etc). The Case Status Module allows caseworker’s to select from a list of *case statuses*, set a “*due date*” and provide *brief notes* for each case. In addition to being displayed in the case’s Status Log, the Case Status, Due Date and Notes are displayed in the Caseworker’s Assignment Table (which appears on their homepage), giving them a sense of the most urgent matters. The safeguard features included in this module have even saved some organizations money on their malpractice insurance.

Litigation Information

The Litigation Information Module is designed for *Extended Service Cases*, collecting information about each specified litigation matter, including the cause of action, the court, the judge and the outcome in the case. The module is also necessary to create the LSC Litigation Report and allows you to filter information based on the protected status of the client.

Trust Account Management

The Trust Account Module is designed for extended service cases where money is placed in a trust. Client deposits and withdrawals are tracked by the database in the client case profile as well as in a general trust ledger. The built in safeguards of this module (for example, you cannot close a case that has a positive trust balance) are helping organizations be more accountable and better organized in dealing with trust money.

Integrated Client Scheduling and Task List

The Client Scheduling/Tickler Module allows caseworkers to schedule and track client-specific events (court hearings, meetings, etc) and “to-do” items. Client-related events and “to-do” items are organized and displayed both in the individual’s calendar as well as in the case profile screen. Caseworkers can also set due dates and reminder dates for the system to alert them of a pending task via email, messaging or both.

Administrative Management Modules

A principle reason for creating Legal server was to provide software that could be controlled and managed by you, without having to involve us. With that in mind, Legal Server offers a variety of flexible modules which make it easy for you to manage your organization and your software application.

Flexible Reporting

The Reporting Module allows organizations search the database and report specific data fields. This tool is essential for finding information about clients, caseworkers, services provided, grants or referral organizations. The module is very flexible, allowing users to filter information based on specific data fields (e.g., open cases by caseworker, where the legal problem code is X). Also, the Reporting Module allows users to select specific data fields in the system to display in the report. Examples of types of reports provided in this module include cases reports, timekeeping reports, litigation reports, referral reports, trust account reports and grant reports. All reports can be exported to MS Excel. Moreover, additional reports can always be customized for your organization as an Additional Module.

Centralized Calendaring

The Calendaring Module provides a centralized way to schedule appointments and tasks. The module organizes events and “to do” items by office, program and user(s) and displays the information in the Calendar. Dynamic calendar views allow users to filter scheduled events by office and/or by each user, thus providing managers essential information about events in their office or program (e.g. court hearings or client interviews).

Dynamic Scripts & Help Menus

The Reference Module provides agencies with the ability to customize instructions (scripts) and explanations (reference boxes) throughout the application. Thus, administrators can add or modify any “instruction” in the system as needed (e.g., instructions about the appeal rights of a caller). Similarly, if users require additional information about a given data field, administrators can activate a reference box for that data field, and a help icon will appear next to the question. If clicked, a pop-up window will open displaying the detailed explanation. Having the ability to add and to modify such reference material is essential for organizations to fine tune staff understanding of policies and intended use of the application.

Advanced Contact Management

The Contacts Module provides a foundation for organizing and finding specific people in the database. Contacts are associated with one or more “contact type” (e.g., managing attorney, law student, volunteer, etc) and can be filtered and displayed by type. Contacts are also associated with organizations in the database, so that you can track people’s activities (e.g., pro bono cases) not only by the individual doing the work, but also by the organization of which they are affiliated.

External Organization Management

The Organizations Database Module allows you to enter any organization (e.g., law firm, legal service agency, etc), and associate it with one or more “organization types.” This module also integrates the Referral Module, allowing you to store referral information/criteria. Legal Server’s built-in advanced reporting capacity allows you to accurately report each organization’s pro bono attorneys, assigned cases, aggregate hours and client referrals to and from the organization.

Web-based Messaging

The Messaging Module integrates with other Legal Server modules to allow users and administrators to communicate with others in the system. Internal alerts can be sent to users about case assignments, appointments, to do items or to funding codes (e.g., if a fund is running low on funds, the system will alert administrators to begin charging alternative grants).

Online Administration Tools

One of Legal Server's basic principles is that, when ever possible, our clients ought to be able to control and manage the system without having to contact us. As such, the Online Administration Tools Module facilitates administrative control over: adding/editing users and pro bono attorneys, including system privileges for each; creating offices, programs, counties and judicial circuits; adding, editing or inactivating system lookups (e.g., problem code, race/ethnicity, outcomes, etc) and managing the litigation trust ledger. Administrators also control specific qualification criteria used by the system, including acceptable categories of Eligible Aliens (including what documents are needed), whether a problem code is accepted by LSC and whether a county is within the agency's service area.

Additional Modules (not included in the Basic Package)

In addition to the modules included in the Basic Package, PSTI offers additional modules to expand the functionality of your case management system.

Centralized Document Management & Assembly

The Document Management & Document Assembly Modules are powerful additions to your case management system. The Document Management Module allows you to save and view documents in a client's file, as well as recommend standard documents or self-help documents based on client's problem code and location. Additionally, Legal Server integrates its *Knowledge Management* technology allowing you to search for any work product throughout your organization based on specified criteria (problem code, location, judge court, type of document, free text searching, etc.). Finally, the Document Assembly Module allows you to create and upload "auto-generated" documents, associating each with problem codes and locations (i.e., counties). The auto-generated documents are then recommended in the client's file based on those criteria. The system looks at the "auto-generate" fields that you defined (administratively) in the recommended document and replaces it with known client information saved in the database.

Electronic Transfer of Cases

Many organizations need to transfer cases to other outside agencies and would like the ability to send or receive the case file electronically. The problem for most agencies is that their case management systems do not allow the transfer of data to other systems. In order to overcome this problem, the XML data standard created for legal service agencies facilitates the export and import of data in a common format. PSTI's XML Module will export/import a case file using LSXML. Additionally, this module provides a "staging" server, where client files are temporarily stored, so that the receiving organization can run a conflict-check prior to accepting the case. If they cannot accept the case, the sending organization is notified and can send it to another agency.

Integrated Grant Management

The Grant Management Module seamlessly integrates administration and case management functions. Using this module, administrators can set grant requirements, which are then checked in the system prior to billing activity to that grant. The grant management module also creates a ledger for each grant, reporting all activity, the dollar amount of each activity and the current balance of the account. Additionally, administrators can set and track monthly goals for a fund, as well as set alerts to warn them if the grant is reaching capacity.

Advanced Client Intake Features

In addition to the standard features of intake, we allow organizations to further customize intake by adding features not offered in the basic package.

Email Functionality

Adding the Email Module allows organizations to search specific criteria in the system and generate an email list. This functionality is used to find people in the system based on things like legal specialties and

counties served. You can then generate and send an email to the list. This is perfect for informing pro bono attorneys about specific cases.

Web-based GIS Reporting

Geographic Information Systems are used to report tabular data (names and numbers) graphically (on a map). We offer various GIS solutions that will integrate with your case management application, including a web-based version so that you do not have to have GIS software installed on your machines.

Additional Customized Reports

In addition to the numerous reports that you can produce with the reporting tools offered as part of the Basic Package, we can also generate custom reports that perform specific calculations and can be displayed in a customized manner.

For more information, please contact:

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