TELE-LAW: LEGAL SERVICES BEYOND “BOUNDARIES”

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TIMELINE

February 2016
- Initial Meeting with Dr. Stephan Wexler, Program Manager of Patient Legal Services for Legacy and Thurgood Marshall School of Law Clinical Faculty and Director

March 2016
- Initial draft of Memorandum of Understanding

June 2016
- MOU executed by Legacy and TSU

Mid-August 2016
- Meeting w/ Legacy reps (Wexler & Mgr of Social Services & Clinical Faculty, discussion of logistics for screening and case referral

Late-August 2016
- Meeting w/ Legacy and TMSL IT specialists to coordinate “secure communication” network

September 5, 2016
- First client interviewed via secure link
ORGANIZATIONAL BACKGROUND(S)

Clinical Legal Studies Program
- Thurgood Marshall School of Law has continuously operated a clinical program since the early 1960s
- 4 clinical faculty
- 4 clinics (Family, Immigration, Criminal Misdemeanor, and Estate Planning, Probate, & Guardianship)
- Semester long clinics, avg 24-35 students per semester

Legacy Community Health Center(s)
- Full-service, federally-qualified healthcare provider
  - provides adult primary care, pediatrics, dental care, vision services, behavioral health services, OB/GYN and maternity, vaccinations and immunizations, health promotion and community outreach, wellness and nutrition, and comprehensive HIV/AIDS care.
- Primarily serves disadvantaged populations (uninsured and underinsured)
- Currently operates 6 facilities in Greater Houston & Beaumont
START-UP ISSUES

Ensuring secured communication

Ensuring proper screening of potential clientele (185% of FPG vs 200% of FPG)

Scheduling Interviews
- Translation services
MODIFICATION OF TRAINING

Cultural competency
- Potential clients referred by Legacy are primarily Latino
- LGBT; name change and gender marker change

Technology Competence
- Ease of use
- Resolving technology issues w/ techs
LINK-UP VS. IN-PERSON

Intake forms
- Emailed or faxed before link up

Scheduling (no walk-ins)

Formation of Atty/Client r/s
- Client code of conduct
- Retainer Agreement
SMALL GROUP EXERCISE

• How could you replicate a telelaw aspect of clinical outreach and assistance?
  • Potential partnerships
  • Set-up (Dial-up, similar to walk-in)
  • Urban vs rural