USER GUIDE for LAW STUDENTS: HOW TO REGISTER & VOLUNTEER OPPORTUNITIES

APRIL 16, 2020
Our mission is to expand public access to the justice system through mobilizing, training, and connecting attorneys to pro bono clients. Through strategic planning, centralized communications and support, we assess priority needs for pro bono services and then connect lawyers to these opportunities to serve.

- The Pro Bono Clearinghouse
- Pro Bono Promise
- Triage
- Eviction Diversion Program
- JusticeServer

See [www.grbf.org](http://www.grbf.org) for more details.
Quick History

**JusticeServer®** is a cloud-based, customized case management system built on the Salesforce platform, with State-wide portal for pro bono service engagement.

JusticeServer was developed out of a project that started in 2011 to expand the capacity of legal aid and remove barriers to pro bono service through technology.

The Greater Richmond Bar Foundation, the Legal Aid Justice Center and Central Virginia Legal Aid Society (“Core Team”) worked with developers and Capital One to design a case management system and pro bono portal for Central Virginia which piloted in 2012.

**FUNDED BY:** Virginia Law Foundation, Salesforce.org, Legal Services Corporation, Mary Morton Parsons Foundation, Capital One, Dominion and Firms In Service – Richmond.
Quick History

With lessons learned, the Core Team sought national funding and worked to develop an improved system that would allow other legal service entities to join. Version 2.0 was developed by TECHBRIDGE, an Atlanta based NPO, that manages the software and its NATIONAL expansion.

In 2017, Virginia Legal Aid Society and Kemps Case Works joined forces with the Core Team to develop a bridge to all Virginia legal aids.

**FUNDED BY:** Virginia Law Foundation, Salesforce.org, Legal Services Corporation, Mary Morton Parsons Foundation, Capital One, Dominion and Firms In Service – Richmond.
EASY REGISTRATION
JusticeServer is a tool that enables attorneys to easily volunteer their time for pro bono cases from one or more legal services providers. And more importantly, it allows them to connect with clients in need of their legal expertise where they can have the greatest impact.
EMAIL ADDRESS = USER ID

Password must be at least min. 6 characters in length, minimum of 1 lower case, 1 upper case letter, 1 numeric and 1 special character without any space, special characters allowed @#%*!&?.

BASIC CONTACT INFO
Type interests, prior vol experience, time per week or availability over summer

Drop down menu
LEGAL AIDS IN VIRGINIA

- **A** - Blue Ridge Legal Services (BRLS)  
  Harrisonburg, Winchester, Roanoke, Lexington

- **B** - Central Virginia Legal Aid Society (CVLAS)  
  Richmond, Petersburg, Charlottesville

- **C** - Legal Aid Justice Center (LAJC)  
  Charlottesville, Falls Church, Petersburg, Richmond

- **D** - Legal Aid Society of Eastern Virginia (LASEV)  
  Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven

- **E** - Legal Aid Society of Roanoke Valley (LASRV)  
  Roanoke

- **F** - Legal Services of Northern Virginia (LSNV)  
  Alexandria, Arlington, Fairfax, Fredericksburg, Leesburg, Manassas, Route 1

- **G** - Rappahannock Legal Services (RLS)  
  Fredricksburg, Culpeper, Tappahannock

- **H** - Southwest Virginia Legal Aid Society (SVLAS)  
  Marion, Castlewood, Christiansburg

- **I** - Virginia Legal Aid Society (VLAS)  
  Lynchburg Danville, Farmville, Suffolk
PRO BONO CASE PROCESS
PATHS TO CASES

- **Cases Tab at**
  - [www.justiceserver.org](http://www.justiceserver.org)
  - Go search for a case

- **Create email subscription for email notifications**
  - Based on filters of Jurisdiction, Practice area &/or Legal Services Provider

- **Get invited by a Volunteer working on a case**
  - Co-counsel
  - Law Students
  - Paralegals

- **Get assigned a case by Legal Aid Staff (with your permission)**
Volunteer Opportunities
Clinics, Hotlines, Trainings & Shift Sign Ups
VOLUNTEER OPPORTUNITIES

- **Sort by Jurisdiction, Category, LSP**

- **EVICTION DIVERSION PROGRAM IN RICHMOND CITY**
  - Category: Other Housing
  - Types: Other
  - Volunteers Currently Needed: Yes
  - Next Shifts: 08/27/2019
  - A voluntary eviction diversion program in City of Richmond General District Court to arrange a payment plan between landlord and tenant for qualifying low income individuals, leading to financial literacy counseling and financial assistance.
  - Greater Richmond Bar Foundation

- **COMPREHENSIVE CVLAS/LAJC/VPLC HOUSING LAW TRAINING IN RICHMOND CITY**
  - Category: Other Housing
  - Types: Training
  - Volunteers Currently Needed: No
  - Next Shifts: NA
  - Pro Bono Housing Law attorneys will join Legal Aid’s Equal Justice Fellows as they receive a comprehensive overview of the Eviction Crisis in Richmond and Housing Law related to Eviction Defense, Fair Housing, Housing Repairs, State Court Rules, etc.
  - Central Virginia Legal Aid Society

- **CVLAS WILL AND LIFE PLANNING DOCUMENTS CLINIC IN RICHMOND CITY**
  - Category: Wills and Estates
  - Types: Clinic
  - Volunteers Currently Needed: No
Calendar View

SEPTEMBER 2019

Day: 1
Event: Sep 9, 9:30 AM - Eviction Diversion Program: TEST - EViction DIVersion Program - GDC return date shift.
See Upcoming Scheduled Opportunities & Sign Up

VOLUNTEER OPPORTUNITIES

- **Eviction Diversion Program in Richmond City**
  - Category: Other Housing
  - Type: Other
  - Volunteers Currently Needed: Yes
  - Next Shift: 08/27/2018
  - A voluntary eviction diversion program in City of Richmond General District Court to arrange a payment plan between landlord and tenant for qualifying low-income individuals, leading to financial literacy, counseling and financial assistance.
  - Greater Richmond Bar Foundation

- **Comprehensive CLAS/LAIC/VPLC Housing Law Training in Richmond City**
  - Category: Other Housing
  - Type: Training
  - Volunteers Currently Needed: No
  - Next Shift: NA
  - Pro Bono Housing Law attorneys will join Legal Aid's Equal Justice Fellows as they receive a comprehensive overview of the Eviction Crisis in Richmond and Housing Law related to Eviction Defense, Fair Housing, Housing Repairs, State Court Rules, etc.
  - Central Virginia Legal Aid Society

- **CVLAS Will and Life Planning Documents Clinic in Richmond City**
  - Category: Wills and Estates
  - Type: Clinic
  - Volunteers Currently Needed: No
VOLUNTEER OPPORTUNITIES

EVICTION DIVERSION PROGRAM IN RICHMOND CITY

Category: Other Housing
Type: Other

NEW COVID-19 VIRTUAL WORK: A voluntary eviction diversion program in City of Richmond to arrange a payment plan between landlord and tenant for qualifying low income individuals, leading to financial literacy counseling and financial assistance.

Greater Richmond Bar Foundation

SHIFTS

EVICTION DIVERSION PROGRAM - DISTANCE LAWYERING OPPORTUNITY

Start: 04/20/2020 9:00:00 AM
End: 04/21/2020 5:00:00 PM

# Attorneys Still Needed: 25
# Law Students Still Needed: 25

Special Requirements
We have all the training materials, outlines, mentors, and draft documents you need. For any questions, please contact Ali Fannon at afannon@grbf.org, or 804-240-7822.

Description
We are adjusting this opportunity to virtual work! Need volunteers to assist us with contacting tenants/landlords to negotiate & draft payment plans while court is closed, please SIGN UP TODAY! Even if one hour of service available!

SIGN UP
Clinic Asgn #00108 - Thank you for signing up for a shift! Listed below are the details of your shift. You may also open the attached Shift/ICS file to add this shift to your personal calendar.

Eviction Diversion Program

Greater Richmond Bar Foundation

Start: 9/9/2019 9:30 AM
End: 9/9/2019 11:30 AM

Description
Pilot - Volunteers come to City of Richmond, Gen District Court, for the docket (10-11am). Arriving early to check in, and time to allow for reporting info. Potential parties can call in advance to work out template payment plan in advance of court.

Instructions for your shift
Please arrive at Richmond Gen District Court, 2nd floor by 9:30 am. Room provided for any finalization of payment plans. We hope that calls will be made in advance of court, that Volunteer will have capacity to contact both parties in advance.

Thank you for volunteering!
Shifts in My Dashboard

**My Dashboard**

- Pending Conflict Check
  - NO RECORDS TO DISPLAY.
- Pending Acceptance
  - OTHER HOUSING -- RICK TEST - 00002123
    - Greater Richmond Bar Foundation
    - View Case
- Accepted Case

**Upcoming Shifts**

- EVICTION DIVERSION PROGRAM
  - Awaiting Conflict Check
    - Greater Richmond Bar Foundation
    - Start Date: 08/09/2019 08:30:00 AM
    - End Date: 09/09/2019 11:30:00 AM

**Total # Hours:** 0.00

**Shift History**

- NO RECORDS TO DISPLAY.
HELP
JUSTICESERVER QUICK REFERENCE

- Volunteer Attorney Registration
- Create Subscriptions
- Manage Subscriptions
- View Volunteer Opportunities List
- View Volunteer Opportunities on Calendar
- Volunteer for a Specific Volunteer Opportunity/Sign-up for a Shift
- View Cases
- Timed Item
- Case Selection
- Express Interest in a Clinic
- Cancel a Shift
- Re-sign Up for a Shift
- Handling Pro Bono Coordinator Request for Access
- Case Acceptance and Rejection
- Case Management
- Close Case and Case History
- Clinics Requiring Conflict Check
- Grant Pro Bono Coordinator Access to Account
- Remove Pro Bono Coordinator Access to Account

TECHNICAL SUPPORT

- A screen that worked previously is no longer loading correctly

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Questions?

Please feel free to contact Ali Fannon at the Greater Richmond Bar Foundation

afannon@grbf.org

804-240-7822