

Scope of Services Worksheet

1. How do we decide what information we can provide and what we cannot? How are these decisions made? Are there services or information we would like to provide, but are unsure about? How can we resolve these situations?

2. What specific techniques can we use to make sure that we are providing services in a clearly neutral & unbiased manner?

3. What are the types of cases, issues or litigants we are not able to provide services for at our SHC? How do we avoid bias, or the appearance of bias, in deciding which cases we refer to alternate legal assistance? Do we have a standardized intake protocol for this we can use during triage?

4. How to we handle litigants who seek assistance, but have attorneys? Do we have a protocol for this situation?

5. How are litigants notified that their communications with us are not confidential? Is it clear to them that they do not have an attorney client relationship with us? Are we giving them adequate notice? Which types of interactions or service styles might tend to lead them to believe we are advocating for them? Which might tend to be more clearly neutral, and non-private?

6. Are we clear with our staff and volunteers about the ethical limits on talking about publicly the cases we handle at the SHC? Are we keeping files or other documented information on the litigants? If so, how would we handle discovery requests for such material?

7. What are our basic core services?

8. What services would be great if we could add?
