LAET Case Management Review Project
Survey for Developers
By
Consultants Colleen M. Cotter and Julia Gordon

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.[1] We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, cmcotter@earthlink.net) or Julia Gordon (202/669-0424, julia@juliagordon.net).

- **Overall CMS information:**

1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.

Western New York Law Center
295 Main Street, Room 454
Buffalo, NY 14203
Tel: 716-855-0203
Internet: www.wnylc.net

2) What is the name of the case management system, what versions are available, and what was their release date?

TIME Case Management System
Initial Release Date: February 21, 1997
Current version: 2.15, released 12/12/2002. All users are running current version

New versions of TIME are released when significant changes are made to TIME that require more than a simple replacement of program executables. When users are notified of a version change, they are given:

- **A program that automatically changes affected database tables**

[1] Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

- **A new set of manuals**
- **A new installation CD-ROM**
- **Detailed, written instructions detailing the procedural steps in the update**

Updates to TIME are released as required. (There were 4 major updates made this year). Users are notified by email that the update is available on our website. Instructions on how to download and install the update are included in the email.

3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.

Tom Karkau
Tel: 716-855-0203 x3.
E-Mail: tkarkau@wnylc.com

4) When was your company founded, by whom, and what is the founder(s)'s professional background?

The Western New York Law Center was founded by James M. Morrissey in October, 1996. Mr. Morrissey is a practicing attorney and former Executive Director of Neighborhood Legal Services in Buffalo, NY. Mr. Morrissey left the program in 1998.

5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

Joseph A. Kelemen, Executive Director, admitted to the NYS Bar in 1981, has worked for WNYLC since 1996.

Kathleen A. Lynch, Staff Attorney, admitted to the NYS Bar in 1988, has worked for WNYLC since 1998.

Linda R. Hassberg, Staff Attorney, admitted to the NYS Bar in 1992, has worked for WNYLC since 2001.

Thomas J. Karkau, Sr. Systems Analyst, 32 years experience in the data processing field that includes scientific programming, business data processing, software / telecommunications programming, real-time process control, plant control systems, database management systems, and starting in 1992, intake/case management systems for legal services programs. Mr. Karkau was hired by WNYLC in 1997.

6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.

The Western New York Law Center is a 501(c)(3) corporation formed in 1996 after Congress restricted the types of cases that Legal Services Corporation (LSC) grantees could handle. WNYLC represents low-income Western New Yorkers in civil matters, especially in those

areas restricted by LSC. Our mission with respect to our legal work is to assure that low-income people receive the full-range of civil legal services including "non-traditional" legal assistance like policy advocacy and legal education.

WNYLC handles both cases and projects which will have a broad impact on legal rights or services for the indigent in many areas of the law, such as housing discrimination, benefits, and disability issues.

WNYLC is a member of the statewide steering committee for legal services in New York.

WNYLC also serves as a statewide technology support center for legal services programs. Our mission with respect to our technology work is to help legal services offices statewide use technology in a cost effective manner to better serve their clients in this time of diminishing resources. Our target populations are legal services managers, attorneys, paralegals and support staff.

WNYLC maintains a web site, www.wnylc.com, that is updated every day with news about changes in laws, regulations, and policies of interest to legal services organizations. Much of the material posted on the web site, such as the Administrative Directives published by the New York State Social Services Department, is not readily available anywhere else.

The Center hosts multiple listserv's on such topics as public assistance, housing, family and disability law that allow any legal services staff members with an Internet connection to subscribe and/or participate in those forums.

In addition, the Center publishes a bi-monthly newsletter on using technology in the delivery of high quality efficient legal services to low income clients (the newsletter can be viewed on the Center's "STAR Watch" page by clicking on "Technology").

WNYLC has written a client intake and timekeeping program for distribution to legal services programs. The program helps legal services offices efficiently process cases while complying with the data gathering requirements of the Legal Services Corporation and other major funding sources.

7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

(not applicable)

8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

Current number of legal services accounts: 60 (all are using current version of TIME)
Current number of legal services seats installed: unknown

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

There have never been any complaints against WNYLC that resulted in any litigation.

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

"Software Review Issue" of the Legal Hotline Quarterly (Summer 1998). The issue compared Clients for Windows, ProLaw, TIME, and WinCases. Contact Shoshanna Erlich at the Legal Hotline Technical Assistance Project at: rose@bc.seflin.org.

♦ **Costs and Support:**

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?

TIME is licensed to users at an annual cost of 0.1% of an organization's annual funding. The minimum license fee is $250/year. The maximum is $1,000/year. The license fee includes all tech support and upgrades.

There are no additional charges for multiple offices or additional users.

12) Describe the name and function of any additional modules and costs.

Users can upgrade to the client/server version of TIME for an additional $500/year. Other than a Windows 2000 (or 2003) server, no additional software products (such as Citrix or Terminal Server) are needed. This product requires the use of Internet Information Services (IIS) to operate. Microsoft provides IIS at no charge with the following operating systems: Windows 2000/2003 Server; Windows 2000/XP Professional. No additional software is needed to support this operational change on user workstations.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

Several major changes are planned for completion in 1Q, 2004:

- **Addition of the National Legal Aid Subject Matter Index**
- **Increased functionality for integrated word processor and spell-checker**
- **An integrated calendaring system**
- **Maintenance of CLE credit info for Staff and Pro Bono attorneys**
- **Allow optional collection of data required for nationally-known funders (VAWA, HIP, Title III, etc.)**
- **Collection of CLE-related information for Pro Bono attorneys and staff**

- **Collection of "Contact me" information from the organization's web site (requires client/server version of TIME). Potential applicants can request that the legal services program contact them or other agencies in the area can request that the organization contact the potential applicant regarding a legal issue.**
- **Electronic reporting of Disability Advocacy Project (DAP) information (in New York State)**

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

Users can call for tech support by dialing 716-855-0203 x3 during normal business hours. Most calls are answered immediately. Callers get direct support from the program developer. There is no guaranteed response time.

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.

All tech support is included in the annual license fee.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?

The Western New York Law Center will provide training on topics of interest to TIME users at customer sites. The topics to be presented are chosen by the legal services program. The cost is $750/day plus expenses. The training is conducted by either Joseph Kelemen, Executive Director or Tom Karkau, TIME System developer.

17) Are there any user groups or listservs for your product? If so, please list.

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

Installation: $750/day plus expenses
Custom Reports: $100/hr
User manuals: no charge (Users can also print additional copies of manuals from the installation CD-ROM)
Custom Programming: $100/hr

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?

The staff time and support required for deployment varies greatly according to the size and complexity of the legal services program. Some small program have installed TIME and

been up and running in less than 4 hours. Except for a handful of circumstances, users deployed TIME without any on-site assistance.

System upgrades can be performed by any computer-literate person who can reliably perform the following types of tasks:

- **Download a file from the Internet**
- **Copy files**
- **Use the Start > Run… feature of Windows**

System maintenance can be performed by any computer-literate person. The TIME system has a maintenance program that will allow the required maintenance procedure to be chosen with a single mouse click. We recommend that users pack the database every 1-3 months and reindex the data every 1-4 weeks depending on the size of the organization. These operations take less than 1 hour to perform.

20) What level of staff technology sophistication is desirable to use the CMS?

Use of TIME does not require anything more than basic computer competency.

♦ **Hardware and Software:**

Please describe the following:

21) Operating system(s) required for file server and workstation.

TIME is currently running on systems with the following operating systems:

File Server: **Peer-to-peer network**
Windows 2000 Server
Windows 2003 Server
Novell Netware
Windows NT 4.0 Server*

Workstation: **Windows 2000 Professional**
Windows XP Home/Professional
Windows 95*
Windows 98*

*** These products are no longer supported by Microsoft**

22) Additional server software and licensing required (please indicate cost).

Users of TIME are not required to purchase any additional products for their server.

23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.

The processing load imposed by TIME is minimal. One statewide program with 80+ users running the client/server version of TIME uses a 1.7MHz computer with 7200 rpm IDE hard drive. Most database transactions are handled in less than 30 milliseconds. Depending on other options (tape backup, etc.), the cost could cost as little as $1,000.

24) Workstation Hardware: Minimum required and recommended; Cost estimate.

TIME is running successfully on Pentium II workstations with 64MB of RAM. A workstation that is capable of running TIME could cost as little as $400 at today's prices.

25) Multi-location requirements.

none

26) Any record or size limitations.

Unlike some other database management systems that limit the size of the entire database to 2.1GB, <u>each</u> database table in TIME can grow up to 2.1GB. This means that TIME can store the following number of records in its tables:

- **Cases: 1.5 million**
- **Adverse parties: 12 million**
- **Ticklers: 56 million**
- **Pro Bono attorneys: 5.8 million**
- **Names/addresses: 6.3 million**

♦ **Customization:**

27) What elements of the CMS are customizable? Is customization required?

No <u>customization</u> is necessary to use TIME. Users can <u>configure</u> TIME to meet their needs by altering the contents of the following user-configurable fields:

- **Offices**
- **Units within organization**
- **Staff member job titles**
- **Case status**
- **Causes of action (needed for reporting case filings to LSC)**
- **Counties**
- **Courts (needed for reporting case filings to LSC)**
- **Types of deductions to income**
- **Client ethnicities**
- **Financial limits (needed for income/asset eligibility determination)**
- **Funding sources**
- **Types of housing/shelter**
- **Types of client income**
- **Language**

- **LSC Problem type**
- **LSC Disposition type**
- **Lists of questions to ask applicant/procedures to follow**
- **Reasons for referral (out)**
- **Referral source (in)**
- **Agencies to be referred to**
- **Relationship of client to other specified individuals**
- **Type of SSI/SSD need**
- **Amount of savings to taxpayers**
- **Pro Bono/Volunteer geographic preferences**
- **Pro Bono/Volunteer areas of practice/types of service**
- **Pro Bono/Volunteer occupation titles**
- **Pro Bono/Volunteer special program membership**
- **Pro Bono/Volunteer training received**
- **Types of activity for timekeeping (by type of "case")**
- **Types of cases ("client", "matter", "supporting activity", "leave time", etc.)**
- **Addressee types (used to classify contacts in name/address file)**
- **Type of document/letter template**

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?

In order to provide unlimited free tech support to TIME users, access to the source code must be restricted. However, many users have suggested changes to TIME that were implemented at no cost to them. The entire list of changes for the next update to TIME came from user suggestions.

29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.

On many occasions TIME had features added to meet the needs of a new groups of users. These changes were implemented in such a way that did not require a unique version of TIME. There is no possible way to estimate the cost of individualized changes without knowledge of what those changes involve.

- **General Features of the CMS:**

In answering the remaining questions, please try to address as many of the following questions as applicable.

a) Briefly describe the function.
b) How does this function benefit programs?
c) How easy is it to use?
d) Does it require or allow customization and, if so, how easy is it to customize?

e) How easily does it integrate with other functions of the CMS? Which functions?
f) Can programs create drop down lists where appropriate?
g) Are there potential problems with or limitations on this function?
h) Are there plans for further development of this function?

30) Does the system have a time keeping component (for cases/matters/activities)?

TIME can keep time for all cases, matters, supporting activities, leave time, or any other type of activity. TIME facilitates contemporaneous entry of timekeeping information. The timekeeping function is never more than 2 mouse-clicks away. New timeslips are displayed with the following information filled in, but can be overwritten (except for case# & client name):

- **Staff member name**
- **Today's date**
- **Case number**
- **Client name**
- **Case open date**
- **Funding for this activity**

Users need to enter:

- **Amount of time**
- **Type of activity (selected from pull-down list; can be altered by TIME administrator)**
- **Expenses related to activity (optional)**

31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

TIME has a tickler system. It is never more than 2 mouse-clicks away. New ticklers are displayed with the following information filled in:

- **Staff member name**
- **Case number**
- **Client name**

Users need to enter:

- **Date to be tickled**
- **Name of person to be cc'd on this tickle**
- **Message to be displayed on tickler**

A calendaring system will be available 1Q, 2004.

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA?

no

33) Does the system have its own document assembly capacity?

TIME has an integrated document assembly/word processor function that allows users to create letters/documents and automatically populate those generated documents with data from the case, Pro Bono, and the name/address file. All generated documents can be modified by the user. It is never more than 2 mouse-clicks away. The TIME administrator can create/modify the templates for the letters/documents.

34) Does the system have a contact management function?

TIME has a contact name and address file that can be maintained by TIME system users. Entries in this file can be classified by type (Physician, Judge, etc.). It can be accessed from the menu pad at the top of the screen. The document generation facility can access these names and addresses for inclusion in generated letters/documents.

35) Does the system have a document management function?

TIME stores all generated documents for future reference or revision. For letters/documents where a response is expected, TIME can store the expected response date and date of actual response. TIME can provide users with lists of expected/overdue responses.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

The TIME system provides 70+ pre-formatted reports with multiple sort orders (where appropriate). Each report has up to 20 different filters that users can select singly or in combination with other filters to create custom output. All reports are previewable. The most commonly used filters are:

- **Date range**
- **Case type (client, matter, supporting activity, etc.)**
- **Intake date, open date, close date (in combination with date range)**
- **Office**
- **Unit**
- **Funding**
- **LSC problem type**
- **LSC disposition type**
- **Case status**
- **Client county of residence**
- **LSC eligibility**
- **Case handler**
- **Case supervisor**
- **Pro Bono attorney**
- **Case closer**

- **Referral source**
- **Priority/non-Priority cases**
- **Group clients**
- **Telephone intake**
- **Contents of user-definable fields**

37) Does the system include any pre-formatted reports, including LSC reports?

Within the pre-formatted are all reports required by LSC:
Client/Case-related Reports:

- **Edit Case/Client Demographics**
- **LSC Case Service**
- **LSC Matters Service**
- **LSC Case Filing**
- **Case Counts by Problem**
- **Case Counts by Handler**
- **Open Case Counts on Date**
- **Cases Opened/Closed by Date**
- **Cases Opened/Closed by County**
- **Intake/Closing Activity by County**
- **Problem Counts by County**
- **Cases Opened/Closed by Zip**
- **Client Demographics**
- **Client Primary Language**
- **Case Time Pending Open**
- **Client Benefit**
- **Major Impact**
- **Clients w/Multiple Cases**
- **Duplicate SS#'s**
- **Deductions to Income**
- **MLSC Case Service (Maryland Legal Services Corp.)**
- **Time Usage by Activity Type**
- **Time Usage by Problem Type**
- **Case Activity and Expenses**
- **Telephone Hotline**
- **Case Referral To/From**
- **Misc Case Information**
- **User-Defined Field Totals**
- **Staff member personal caselist**
- **Case intake sheet**
- **Staff member time logs (including optional signature block)**
- **Ticklers (by date/by case/by staff member)**
- **Critical Dates for SSI/SSD cases**
- **Responses to Correspondence Due**

Staff-Related Reports

- **Staff Hours by Case**
- **Advocate Case Lists**
- **Supervisor Case Lists**
- **Activity by Funding – Summary**
- **Activity by Funding – Detail**
- **Handler Time by Fund – Summary**
- **Handler TIME by Fund/Case**
- **Daily Summary by Funding**
- **Daily Timesheet (Wisconsin only)**
- **Staff Time & Expense**
- **Staff Weekly Hours Exceptions**

Pro Bono-Related Reports:

- **Activity by Problem**
- **Volunteers/Hours**
- **Cases Referred/Returned**
- **Referred/Returned/Time by Firm/Attorney**
- **Cases/Hours by Attorney**
- **Cases Opened/Closed/etc.**
- **Attorneys w/At Least…**
- **Attorneys w/Any Activity**
- **Attorney Activity by Client County**
- **Create Mailmerge File (this is not a report, per se, but a means to create an ASCII, comma-delimited text file that could be used as a mailmerge file or imported into a spreadsheet)**

Misc. Reports

- **Select Cases for Self-Inspection**
- **Ryan White Fund**
- **SAAR (NYSDOH AIDS)**
- **Create Mailmerge File (this is not a report, per se, but a means to create an ASCII, comma-delimited text file that could be used as a mailmerge file or imported into a spreadsheet)**
- **Bulk Print Intake Sheets**
- **SSD Closing Reports (DAP)**
- **SSD Periodic Reports (DAP)**

❖ General Usage Attributes

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

Documents can be searched using the standard features of the integrated word processor.

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered?

Every update to a case or client record is date/time stamped.

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

The database files in TIME can be accessed through Visual FoxPro, Crystal Reports, R&R Report Writer, and Access.

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures.

When TIME operates in client/server mode, it uses the functionality provided by Microsoft for communication over the web, but does not allow direct access to the data via any web browser. In order for users to access the data remotely:

Zone Alarm, Black Ice, NAT or a VPN can be used to restrict access to specific fixed remote locations. Depending on user needs, this may not be possible.

The following conditions listed below must also be met under all circumstances:

- **Remote users must have a current copy of TIME installed at the remote location. All requests for data must be contained in an XML object that must contains specific information or the TIME server program will not respond to it. Without an installed copy of TIME, communication with the TIME server program from any remote location is virtually impossible**
- **The remote user must supply a valid Windows network userid and password (This userid and password is included in every transmission to the host site for validation)**
- **The user must have a valid TIME system userid and password or TIME will not allow access to the data**

42) Does the system enable users to access multiple records at one time?

Depending on the specific circumstances, multiple case records are available for user access.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

TIME maintains client data in a table that is separate from case data. Cases belonging to a specific client can be identified by the client number on the case record

44) Is there a limit on the number of modules that can be run simultaneously?

There is no limit

45) Is there a limit on the number of simultaneous users?

There is no limit

46) Does the system allow programs to control user access?

Besides the security provided by the network userids and passwords, TIME requires each user to have a TIME system userid and password that has specific TIME system privileges associated with it.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

In addition to the user-configurable fields previously described, TIME has 35 user-definable fields (16 popups, 10 text, 9 numeric). The TIME system administrator can assign captions to the user-definable fields and populate the choices found in the 16 popups. The next upgrade will also include 16 user-definable checkboxes.

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

All data fields are data type specific. Additionally, whenever a case information screen is closed, a reasonability edit is done on the case information and the user is notified of any potential problems. Most other data entry screens have reasonability edits.

- **Management and Support of Cases/Matters/Activities**

49) Does the system determine eligibility based on different variables, including:
   a) Income
   b) Age
   c) Geographic location
   d) Citizenship status

Given the differences among funders, the TIME system does not determine eligibility. It advises when certain conditions might cause an eligibility issue.

50) Does the system flag exceptions for eligibility that require further consideration?

Yes, per 45 CFR 1611

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

No. Many legal services programs have in excess of 50 funding sources. Many of the funding sources have eligibility rules that cannot be quantified solely on information contained in a case management system.

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

Case status is a user-configurable field. Users have the ability to define the possible choices for case status to fit their needs.

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

The system makes several checks during the intake process:

- **The client social security number is automatically checked to see that no other client in the system is sharing the same number. If duplicates are found, an alert is issued that allow the user to determine the correct action to take. Usually, this type of problem occurs due to client name change or typos made by intake workers.**
- **The intake process automatically searches for any occurrence of the applicant name in the TIME system.**

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

This is user-configurable. The TIME system administrator can create a virtually unlimited number of questions / specific advice for any topic that they choose.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

The TIME system does not have a specific checklist function. Many legal services programs use the "questions" file to create checklists that can be inserted into case notes.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors?

The TIME system has a built-in word processing/document generation system. Templates for any kind of document can be created and stored in TIME. Generated letters and documents can also be stored in TIME for future reference or revision.

Generated documents/letters can be emailed directly from the integrated word processor.

57) Does the system include management tools for volunteers, pro bono attorneys?

TIME has a Pro Bono / Volunteer component that can:

- **Store information about pro bono attorneys / volunteers**
- **Locate a pro bono attorney / volunteer based on certain search criteria**
- **Credit pro bono attorneys / volunteers for amount of service**

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

TIME collects and reports data required for SSI/SSD.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time?

This feature will be available 1Q, 2004 as part of the calendaring function.

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

no

61) Does the CMS offer other tools specifically for hotlines?

TIME is used by several statewide and regional hotlines. Some of these hotlines are part of a full-service legal services program and others are stand-alone hotlines.

62) Does the CMS offer tools specifically for pro bono programs?

TIME is used by Pro Bono programs. Some of these Pro Bono programs are part of a full-service legal services program and others are stand-alone Pro Bono programs.

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

Cases can be reassigned easily by 2 different methods:

- **Retrieve them individually and select a different advocate from the pull-down list.**
- **Use the "View Cases" program (included in basic TIME system) all cases assigned to a specific case handler. This program is usually restricted to use by management/administration.**

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

TIME has the reports needed by supervisors to know:

- **How many (and which) cases are assigned to staff members**
- **How long each case has been open**
- **Date of the last activity on each case**
- **The status of each case**

- **Which cases/matters/supporting activities have been worked on in any date range and how much time has been expended on each one**
- **How much staff time has been charged to the various funding sources**

Supervisors can also get detailed, up-to-date information about each case such as:

- **All of the activities performed by any staff member or Pro Bono attorney, when they happened, and how long they took.**
- **What letters/documents were sent to the client and the contents of each**
- **Any important future dates**
- **What expenses have been incurred for this case**

All of this can be done through TIME.

❖ **Office Management/Administration/Resource Development**

65) Does the system integrate accounting and grant information with time and case/matter/activity data?

no

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

Many of the rules for assigning cases to funding sources are not based on quantifiable information. Therefore, there is no way to create machine-based rules for assignment. To date, no users have ever requested this functionality.

67) Does the system maintain project/grant information?

no

68) Does the system enable user to maintain donor information?

no

69) Are there additional functions of the CMS for things that were not discussed above?

TIME also collects and reports how clients have benefited. The format of this data is consistent with IOLTA reporting requirements in at least 9 states.

70) Please provide any additional information about your CMS that you would like us to have.

TIME was designed to be an easy-to-use, integrated intake, case management, and time keeping system that can be used by legal services program ranging in size from a single person to a large multi-office operation. The Western New York Law Center designed TIME to be user-friendly system to be used by <u>all</u> staff members, not just lawyers and paralegals:

Receptionists can…

- **Quickly determine if the caller is a current or past client**
- **Provide referral assistance for types of problems not handled by that program and keep track of that referral for future reporting**

Intake workers can…

- **Determine if the applicant is a current or past client**
- **Directly enter data into TIME while interviewing the applicant**
- **Identify a potential conflict of interest**
- **Determine applicant financial eligibility**
- **Quickly generate routine correspondence and save it with the case**

Case handlers can…

- **Quickly get a list of all cases assigned to them**
- **Quickly record time expended on a case**
- **Quickly create ticklers to remind them of important future dates**
- **Quickly generate routine correspondence and save it with the case**

Pro Bono Coordinators can…

- **Keep detailed information about Pro Bono attorneys and volunteers**
- **Search for an attorney/volunteer that meets certain criteria**
- **Track cases referred to and returned by Pro Bono attorneys / volunteers**
- **Record time expended by Pro Bono attorneys / volunteers**
- **Generate routine correspondence to Pro Bono attorneys / volunteers**

Supervisors can…

- **Easily determine the case loads for the people that they supervise**
- **Easily see what was done on a case and when it was done**
- **Examine any documents / letters generated for a case**
- **Determine if deadlines a being met**

Administrators and Executive Directors can…

- **Easily generate reports needed for funding sources— without any knowledge of programming languages, report writers, or SQL (Many Executive Directors of large programs run their own reports. It takes them more time to explain to someone else what is required)**
- **Collect data unique to specific funding sources**
- **Produce reports that document all that the legal services program does**