

# SALSA's Remote Veterans Legal Advice Clinic

SALSA has transitioned its Veterans Legal Advice Clinic, previously held at the VA Hospital, to a remote format. SALSA's Remote Veterans Legal Advice Clinic consults are held throughout the day on the 2nd & 4th Friday of the month. Attorneys licensed in Texas can review clinic schedules and sign-up on VolunteerHub via SALSA's website: [www.sa-lsa.org](http://www.sa-lsa.org).

## CLIENT INTAKE

- Clients are vetted for financial eligibility and potential conflicts during our initial case screening.
- Supporting documents relating to the case are collected by law student volunteers before the case is assigned to an attorney.

## CLINIC PROCESS

- Prior to the clinic, Tashawna Campbell (SALSA's Veterans Pro Bono Coordinator) will email all clinic volunteers requesting detailed availability for the consult. The exact time set for the consult will accommodate both the volunteer and the client's schedules.
- Volunteers will receive case information, any relevant documentation pertaining to the case and the client's case email address, which should be cc'd on all client correspondence and links directly to SALSA's case management system.
- Volunteers have access to SALSA's Clinic Handbook, which is accessible on SALSA's resource library (<https://www.sa-lsa.org/volunteer/resource-library/>).
- Clients electronically sign a Limited Engagement Agreement that limits the scope of representation to legal advice within the confines of the clinic.
- Zoom information is sent to the Volunteer and the Client. SALSA utilizes a breakout room format so that they attorney can access the mentors that are available the day of the clinic to answer questions.

## AFTER CLINIC STEPS

- Volunteers send notes regarding the consult to the client's case email address, making sure to notate whether they believe the case should be reviewed for extended representation.
- All cases are transferred to Joe Pina (SALSA's Veterans Staff Attorney) for further review. Once reviewed, the case is either closed or SALSA staff will advertise the case on SALSA's website as an extended representation pro bono opportunity.