

## **Veteran's Legal Advice Clinic**

**Task:** San Antonio Legal Services Association (SALSA), in partnership with volunteer attorneys, provides a monthly legal advice clinic for San Antonio area indigent Veterans and their qualified dependents on the second Friday of each month at the St. Phillips College Good Samaritan Veteran Outreach & Transition Center (GSVOTC) from 1:00 pm – 4:00 pm to provide pro bono advice/counsel on general civil legal issues and/or Veteran specific issues.

### **Clinic Procedures**

The SALSA's Veteran legal clinic is conducted in seven steps:

1. Application Approval – Clients complete the eligibility application one of two ways: (1) on the SALSA website prior to the clinic or (2) on the day of the clinic with a SALSA Coordinator.
2. Arrival – Upon arrival clients are greeted by a Coordinator and directed to either: (a) the application station or (b) the client holding area (Station #2).
3. Client Interview (10 min max) – Once eligibility for services is verified by a Coordinator, a law student or intern (LS) will escort the Client to a meeting area. In the meeting area, the LS will, at a minimum, collect/identify the following:
  - a. Facts
  - b. Issues
  - c. Procedural Posture (if any)
  - d. Prior actions or legal representation
  - e. Whether the Client requires a private room for their attorney meeting. Private rooms are subject to availability and reserved for clients with the most sensitive of legal issues. If no room is available within the operating hours of the clinic, the client will be rescheduled for the next clinic.
4. Attorney-LS Briefing – Once the client interview is complete, the LS will proceed to the Attorney holding area and brief an available volunteer attorney on the background facts of the case and the legal issue identified.

- a. If the Client has requested a private room, the LS should:
    - Alert a SALSA staff member or intern about the request,
    - If available, move the client to the private room identified
    - If not available, brief the Client of the estimated wait time, their place in line, the potential of not being seen, and escort the Client back to the waiting area.
  - b. Once the briefing is complete, the LS introduces the attorney to the client and assists with the Attorney-Client Meeting
5. Attorney-Client Meeting (20-30 minutes per client) – Volunteer Attorneys are asked to:
- a. Provide advice and recommendations to the client if not referring the client for extended representation (ER).
  - b. Identify any applicable the documents the Client may have with them and have LS scan copies for the Client’s file, if referring for ER.
  - c. Provide case notes detailing the legal issue, applicable facts, disposition, advice given, and whether the attorney recommends the Client for extended representation.
6. Post Attorney-Client Interview –
- a. Attorney: At the conclusion of the interview, the attorney should proceed back to the attorney holding area if willing to meet another client.
  - b. Law Student/Intern: At the conclusion of the interview LS will
    - Confirm the client’s contact information, if being referred for extended representation.
    - Alert the SALSA coordinator conducting application and arrival procedures that the Client is complete and leaving.
    - Ensure all documents have been scanned and uploaded to the Client digital file (coordinator or SALSA intern can assist).

- Conduct an informal assessment with partnered attorney to clarify points of law, interpersonal skills, or other areas of improvement/sustainment.

#### 7. Clinic Close-Out

- a. Sign-in rosters should be collected, copied or scanned for SALSA records. Give originals to the facility manager on-site.
- b. Client notes are scanned, added to the client's Legal Server digital file, and notes are destroyed.