Working With Legal Aid BC Intake

Deneen, Provincial Supervisors, Legal Aid Applications

September, 2020

Legal Aid BC
Support when you need it

Services Overview

Legal Aid

LEGAL INFORMATION
available to anyone;
information is provided by Legal Information Outreach Workers (LIOWs), websites, publications, Community Partners and self-help centers.

LEGAL ADVICE
for those who qualify financially; advice is given through Family, Immigration and
Criminal Duty Counsel, including enhanced Duty Counsel in certain areas, Family LawLINE, Parent Legal Centres.

LEGAL REPRESENTATION
for financially eligible people with serious Family, Child Protection, Immigration or Criminal problems; we contract with private bar lawyers to provide representation.

Collaboration with other organizations to deliver innovative services

Timely and lasting solutions

Legal Aid BC

Community Partners

We have 26 community partners providing services in 34 communities around the province.

Clients can:

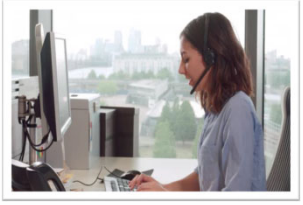
- get free legal information;
- call Legal Aid;
- find nearest Legal Aid office;
- get legal help online; and
- connect with people who can help.

Legal Aid BC

Legal Advice

Family LawLINE

The Family Law Line is staffed by lawyers who give legal advice over the telephone.



Duty Counsel

Duty Counsel provides in person legal advice in the following areas of law:

- Immigration Law (if in detention)
- Family Law
- Criminal Law

Legal Aid BC

Parents Legal Centre (PLC)

Locations and Geographical Areas they cover

PLC	Geographical Location
Campbell River	Campbell River, Courtenay, Port Hardy
Duncan	Duncan
Kamloops	Kamloops, Merritt, Clearwater, Lillooet
Prince George	Prince George, Quesnel, Vanderhoof, Fort St. James
Smithers/Hazelton	Smithers, Hazelton, Houston, Burns Lake
Surrey	Surrey
Terrace	Terrace, Kitimat, Prince Rupert
Vancouver	Vancouver
Victoria	Victoria, Colwood
Williams Lake	Williams Lake, 100 Mile House

We have 10 PLCs across the Province, who deal with clients in the city they are located in, as well as other geographical locations.

Legal Aid BC

5

Applying for Legal Aid

In Person or Over the Phone

Come into one of our 33 **Legal Aid offices** to apply for legal aid and to obtain legal information. Contact information is available on our website www.legalaid.bc.ca. *Cranbrook and Nelson offices are currently closed.*

Call the **Legal Aid BC Provincial Call Centre** at 604-408-2172 in Greater Vancouver or 1-866-577-2525 (toll free).

Clients applying for Immigration matters can call the Legal Aid BC **Immigration Line** at 604-601-6076 or 1-888-601-6076 (toll free).

We also have a designated line for clients who are in custody.

Legal Aid BC

What Legal Problems Are Eligible For Coverage?

Criminal

- Where charges are serious and there is a likelihood of jail.
- **Criminal Early Resolution Contracts (CERC's)** - Where there is no likelihood of jail, but the client is within our standard financial guidelines or within $1,000 of our standard financial guidelines. Or there is a likelihood of jail but the client is over our standard financial guidelines but within $1,000 of those guidelines.
- Exceptions to the "likelihood of jail" rule.

Legal Aid BC

Family Law

Serious family situations regarding parenting (guardianship, parenting arrangements or custody/access), protection orders, child support, and more, depending on the issues. And the issues need to be addressed immediately to ensure the safety of the children and/or the client, as well as the parent/child bond.

For clients that don't fit within those guidelines we now have **Limited Representation Contracts** that provide support for issues that we don't consider as serious or urgent as our Standard coverage guidelines. Like Criminal, clients approved for this service would have been refused in the past.

Legal Aid BC

CFCSA (Child Protection and Removal)

Where the Ministry of Children and Family Development (MCFD) or a Designated Agency has removed a child(ren) or where there is a risk or threat of a child(ren) being removed. This could also include custody and/or access issues arising from a child in care.

Legal Aid BC

Reciprocals - Where the client lives in one province and their Family or CFCSA matter is in another province.

Legal Aid BC

Immigration - Where the client may wish to claim refugee status or where the client faces an immigration proceeding that may result in their removal from Canada.

Call Centre Immigration Line:
604-601-6076 for 1-888-601-6076

Legal Aid BC

Financial Eligibility

Representation Income Chart

Household Size	Standard Cases	CFCSA, CERCs & Limited Rep.
1	$1,660	$2,660
2	$2,320	$3,320
3	$2,990	$3,990
4	$3,650	$4,650
5	$4,310	$5,310
6	$4,980	$5,980
7 or more	$5,640	$6,640

Effective: April 1, 2020

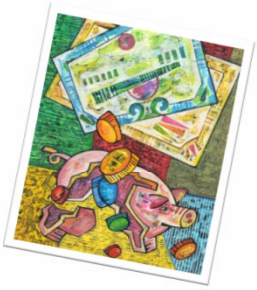
Legal Aid BC

Financial Eligibility

Personal Property (All case types)

Household Size	Exemption
1	$2,000
2	$4,000
3	$4,500
4	$5,000
5	$5,500
6 or more	$6,000

Effective: April 1, 2020



Legal Aid BC

Financial Eligibility

Legal Advice Guidelines

Household Size	Monthly Net Income
1 - 4	$3,650
5	$4,320
6	$5,010
7 or more	$5,670

Effective: April 1, 2020

Legal Aid BC

Financial Discretionary Coverage

Legal Representation – Criminal, Family, Immigration, and Appeal Cases

- A file can be sent for a **Discretionary Coverage Review** if an applicant is over the financial eligibility guidelines on income by approximately $100 – $200 for **Criminal** (if a client has a Trial or Pre-Trial set and wouldn't qualify for a CERC), **Family** (if a client's issue is coverable under our Standard guidelines), **Immigration**, and **Appeal cases**, or on assets by $500 for all areas of law, including CFCSA cases, and the matter is a serious and complex case and there is available budget.
- There is no Discretionary Coverage Reviews on CFCSA cases for income as clients are already allowed an additional $1,000 per month for income.

Legal Aid BC

Requesting a Review of a Denial

A client can request a review of a denial for legal aid

- This request must be in writing.
- The client should state why they disagree with the denial and explain why they believe they should get legal aid.
- The client should include any supporting documents.

Coverage and **Financial Eligibility** Reviews must be submitted within **30 days** of the denial of legal aid to:

Provincial Supervisor
Vancouver Regional Centre
425 – 510 Burrard Street
Vancouver, BC V6C 3A8
Fax: 604-682-0787
Email: provincialsupervisors@lss.bc.ca

Legal Aid BC

Working Together

You can help your clients:

- Understand the intake process
- Prepare for the interview
- Organize documentation
- Make sure they follow up on the status of their file and provide Intake staff with requested information

Legal Aid BC

Presenter: Deneen

Provincial Supervisor, Legal Aid Applications

Phone: 604-601-6217
Fax: 604-682-0787
E-Mail: deneen.vancouver@lss.bc.ca

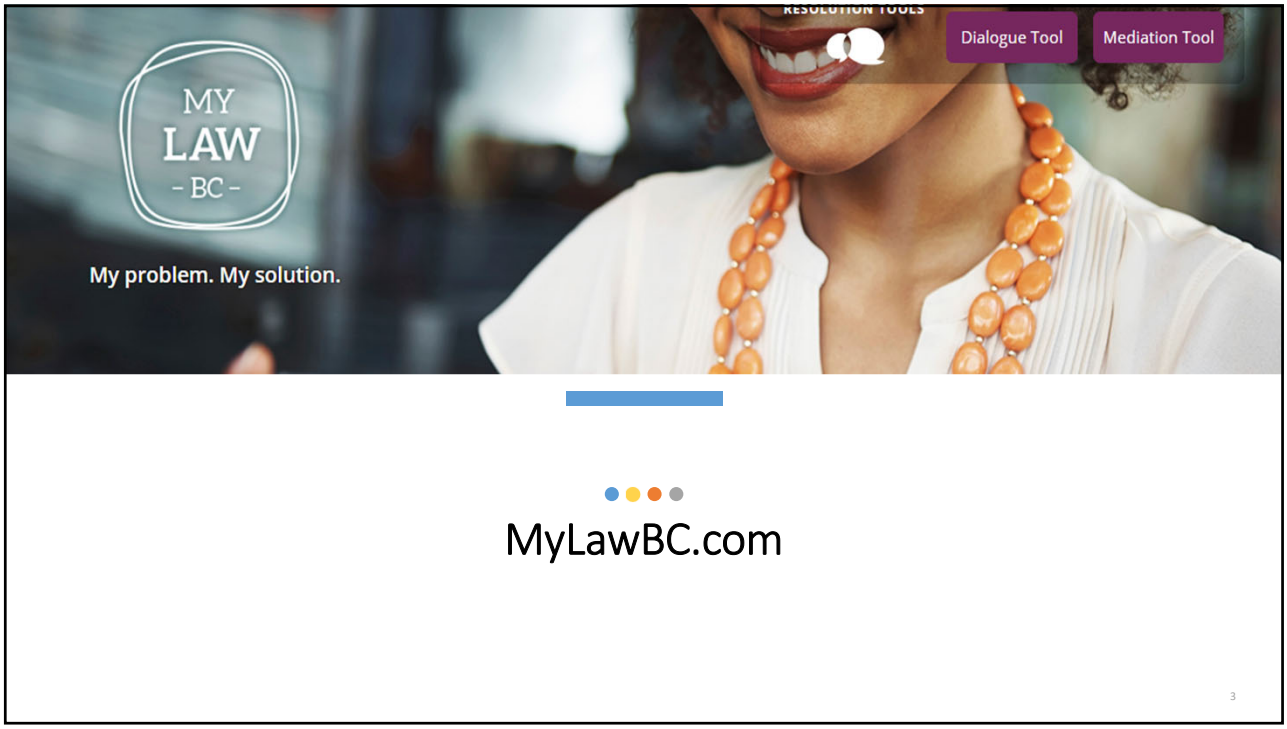
Legal Aid BC

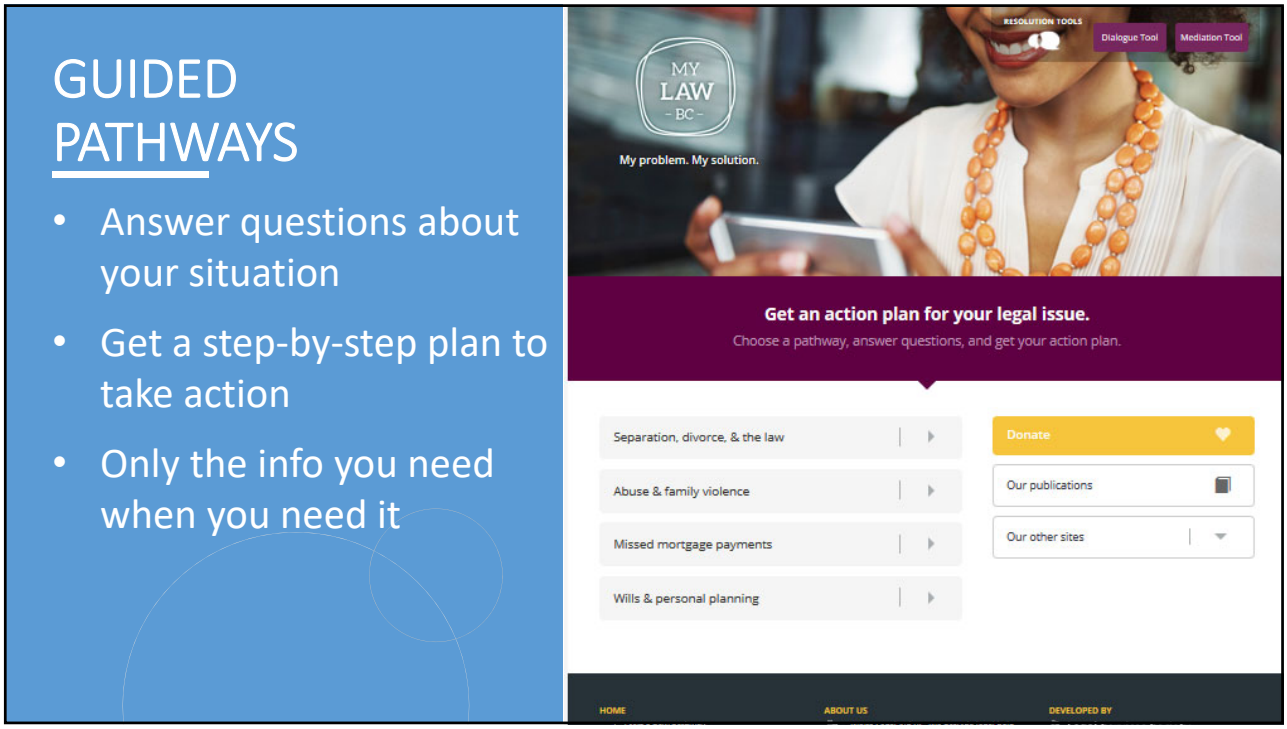
Remote mediation for parents

Solving problems from the couch…and more

Legal Aid BC

2


Dialogue Tool
Mediation Tool
MY
LAW
- BC -
My problem. My solution.
MyLawBC.com
3


GUIDED PATHWAYS
• Answer questions about your situation
• Get a step-by-step plan to take action
• Only the info you need when you need it
RESOLUTION TOOLS
Dialogue Tool
Mediation Tool
MY
LAW
- BC -
My problem. My solution.
Get an action plan for your legal issue.
Choose a pathway, answer questions, and get your action plan.
Separation, divorce, & the law
Abuse & family violence
Missed mortgage payments
Wills & personal planning
Donate
Our publications
Our other sites
HOME
ABOUT US
DEVELOPED BY

Guided pathways available

1. Make a separation plan
2. Get family orders
3. I've been served with a court document
4. Make a safety plan
5. Find out if you can keep your home
6. Make a will
7. Plan for the future

5

Missed mortgage payments

- Walks you through the foreclosure process
- Tips on how to talk to your bank
- Info on where to get financial help

6

Make a will

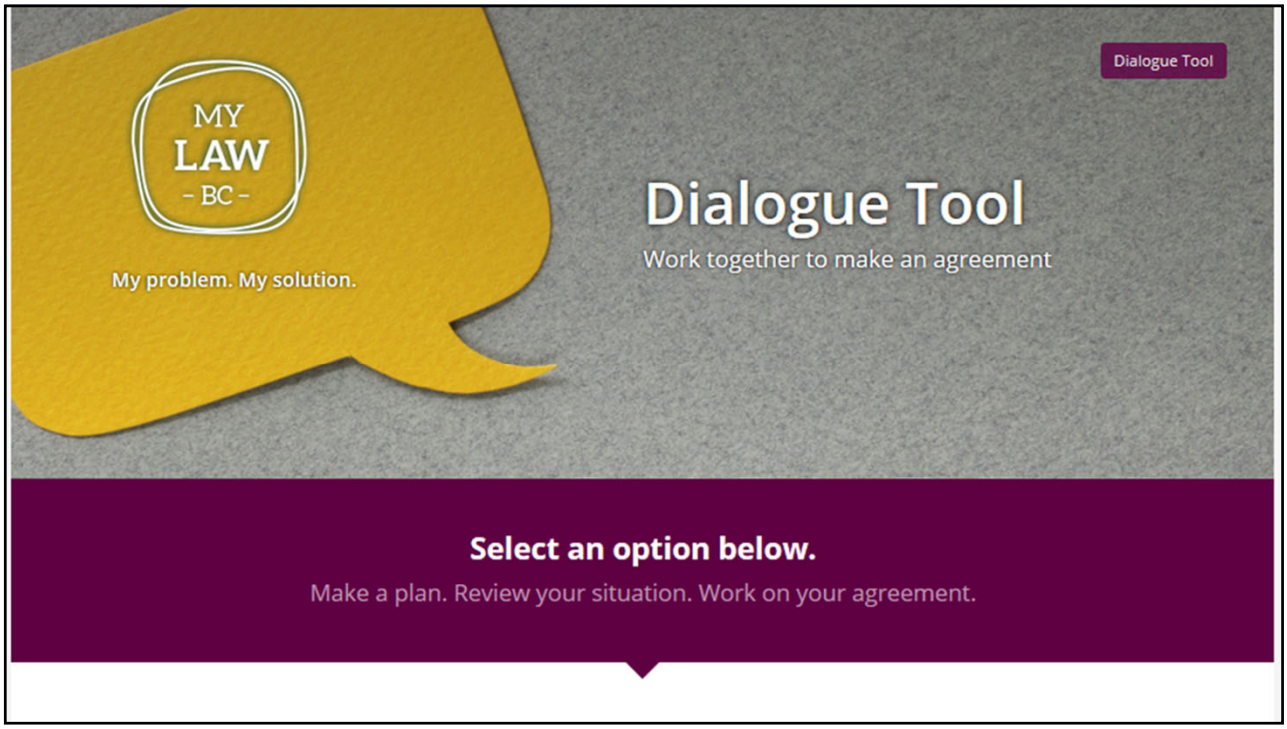
- Tells you how you can make a will
- Worksheet of important decisions you need to consider
- Provides templates for simple wills

7

Make a separation plan

- Helps you figure out the best way to approach making a separation agreement
- Recommends services and tools that can help

8



DIALOGUE TOOL

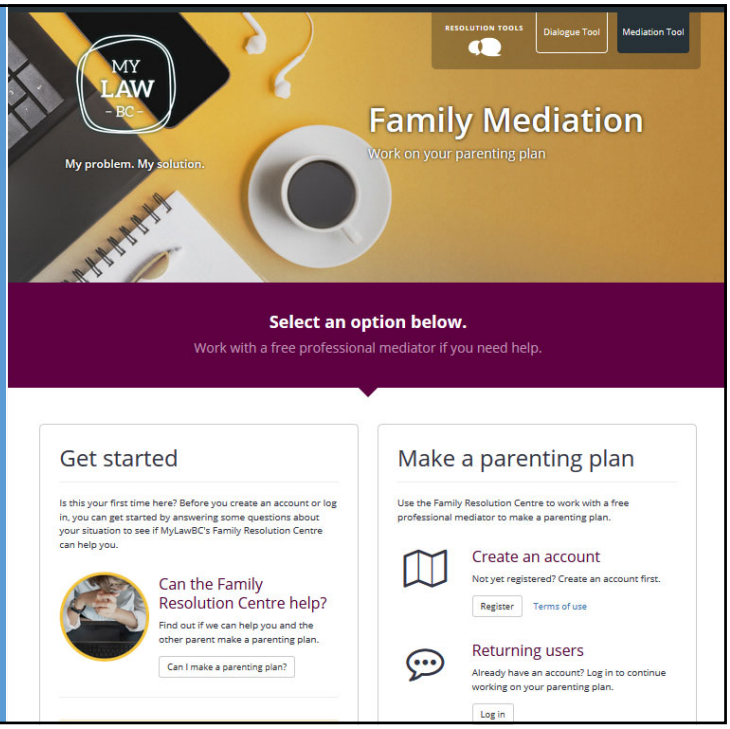
- Helps you make a separation agreement
- Platform for online negotiation
- Great for people who can work together

Online dispute resolution

10

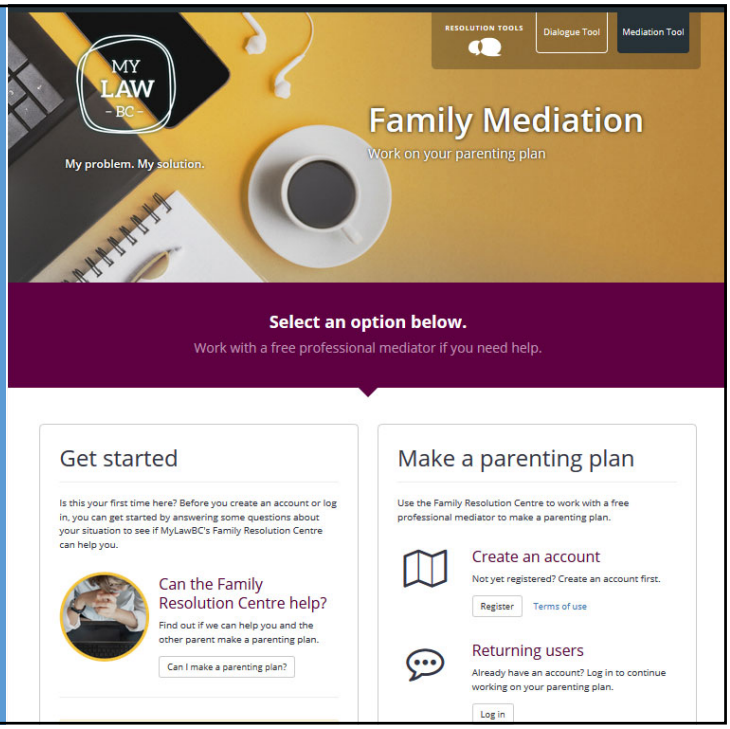
FAMILY RESOLUTION CENTRE

- Platform for creating parenting plans
- Work together for what's best for your children
- Get a free mediator to help
- Pre-mediation coach



FREE MEDIATION

- Uses the Family Resolution Centre platform
- Up to 5 hours of free mediation
- Qualified under the Family Law Act

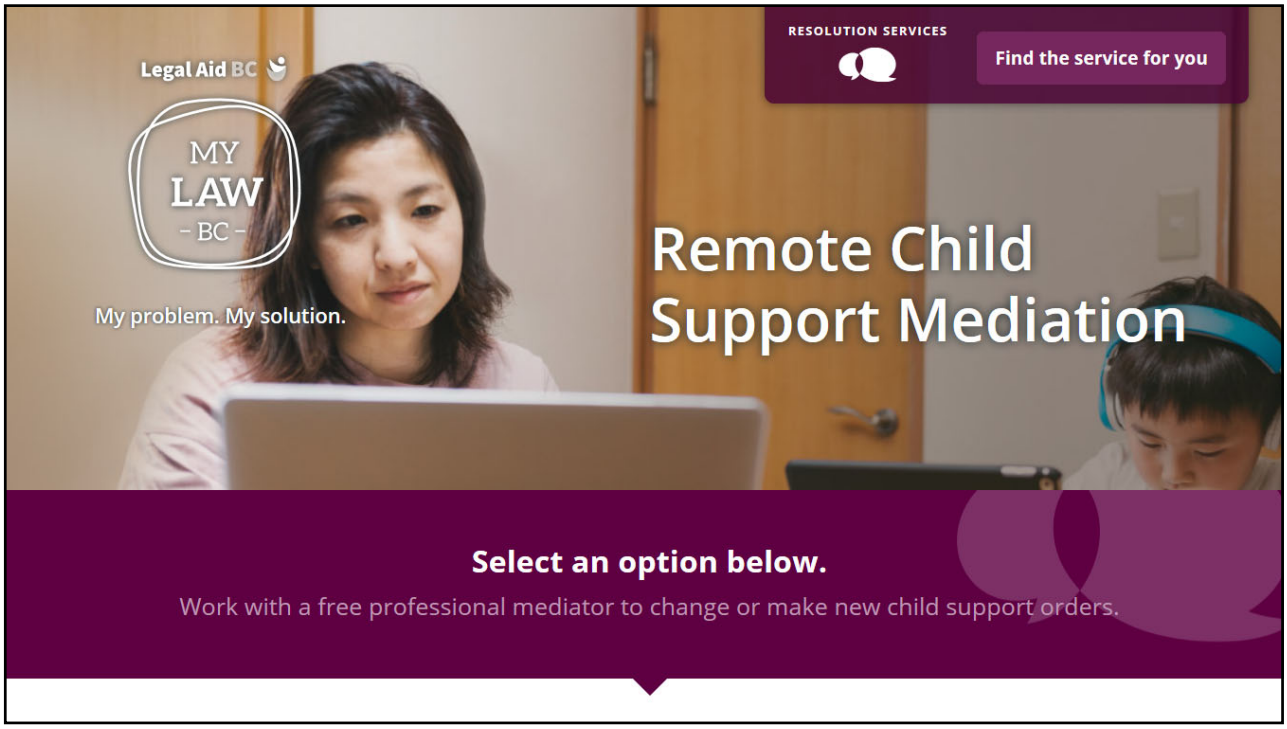


Why make the Family Resolution Centre?

- Parenting issues are some of the hardest to resolve
- Help people who can't afford these services
- Mediation helps preserve relationships
- Reduce stress for users

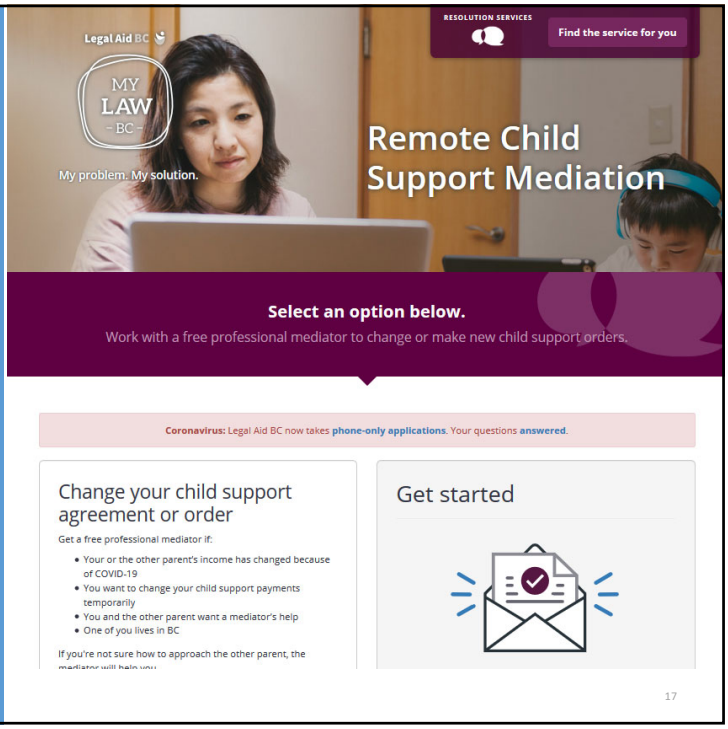
Who can use the Family Resolution Centre?

- Only deals with parenting issues
  - Doesn't include child support
- No financial eligibility requirements
- Screening for appropriateness for online mediation
  - No cases with family violence



REMOTE CHILD SUPPORT MEDIATION

- Remote mediation for child support issues
- Up to 5 hours of free mediation



Who qualifies?

- Parents who have had their income affected by COVID-19
- Parents who have recently split up and don't have a child support agreement yet
- No financial qualifications
- Screening for appropriateness for online mediation

18

THANK YOU

Nate.Prosser@LegalAid.bc.ca

LEGAL AID BC

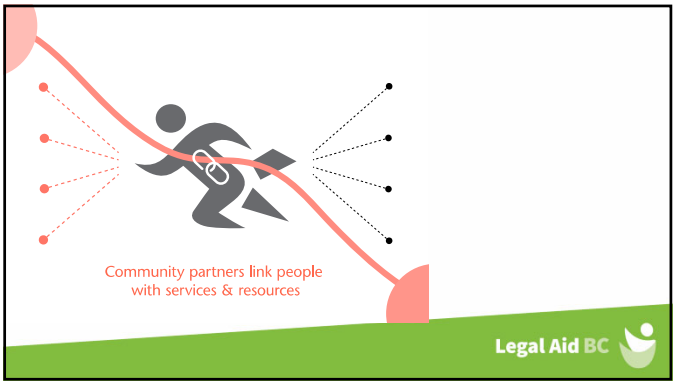
MyLawBC.com

19

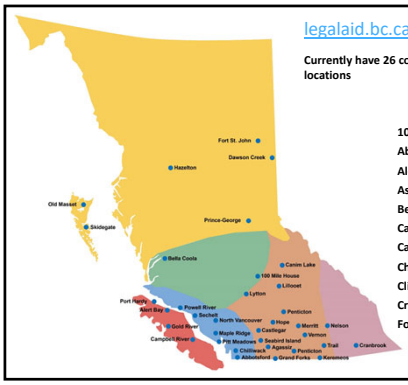
Community Partner Program

Alex Peel & Sarah Chau
Community Engagement Coordinators

Legal Aid BC
Support when you need it



Legal Aid BC



legalaid.bc.ca/legal_aid/communityPartners

Currently have 26 community partners providing services in 34 locations

100 Mile House	Gold River	North Vancouver
Abbotsford	Grand Forks	Old Massett
Alert Bay	Hazelton	Penticton
Ashcroft	Hope	Pitt Meadows
Bella Coola	Keremeos	Port Hardy
Campbell River	Lillooet	Powell River
Castlegar	Lytton	Prince George
Chilliwack	Maple Ridge	Seabird Island
Clinton	Merritt	Sechelt
Cranbrook	Midway	Skidegate
Fort St. John	Nelson	Trail
		Vernon

Legal Aid BC

Thank You

Alex Peel
Community Engagement Coordinator
604-418-6097
alex.peel@legalaid.bc.ca

Provincial Advocates Conference
September 2020

Legal Aid BC

Update on LABC legal information and resources available

Legal Information Outreach Worker

September 2020

Legal Aid BC
Support when you need it

Outline

- Legal Information Outreach Worker (LIOW) and Aboriginal Community Legal Worker (ACLW)
  - Services LIOWs and ACLW provide
- Publications
  - What's new and how to order
- Websites
  - What’s new

How can legal information help resolving legal issues ?

To answer the question open in new window: menti.com
and enter the number code provided.
The post your answer

How to help people with legal information?

- Recognize legal issue
- Find ways to stay out of court and resolve problems early
- Find options for help

LIOW and ACLW services

- Legal Information Outreach Worker (LIOW):
  - LIOW line 604-601-6166 or Legal Aid line 1-866-577-2525 (select legal information)
  - Family law website chat
  - Assist clients at Downtown Community Court and New Westminster First Nations Court
  - Free legal information session and legal information tables
- ACLW is available in Duncan: 250-748-1160, Nanaimo: 250-741-5529
  - Legal information and limited legal advice for family, child protection, housing, wills and estate laws

Question:
What is the most common legal issue you see?

Free Publications

Brochures

Fact Sheets

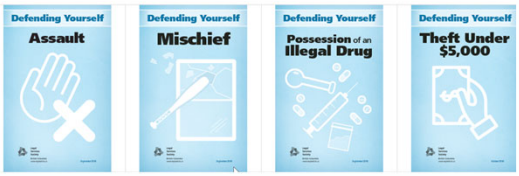
Posters

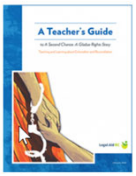
Self-help Guides

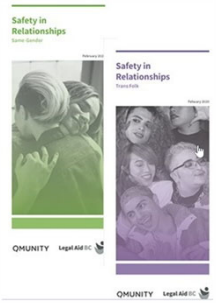
LABC publications:
legalaid.bc.ca/publications

- New publication filtering function on Publications page
  - Click "I want to find a publication by subject." Then click "More filtering options" to search title or description or search by language
  - Or Click Availability list to filter by subject, title/description, or language

New Publications

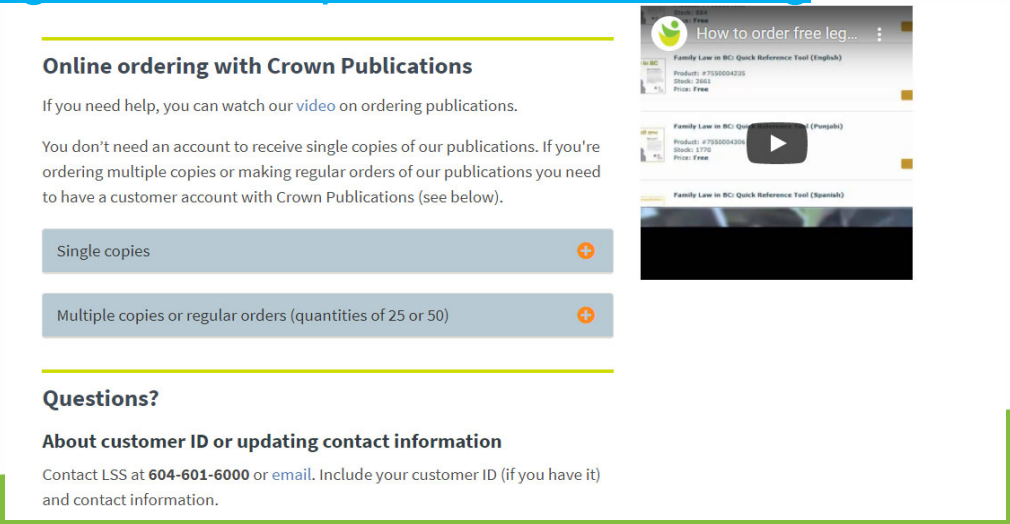






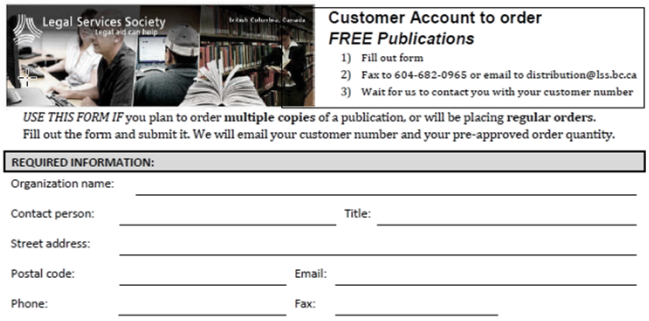
- Family Law and Aboriginal Law website posters and wallet cards

How to order free LABC publications: legalaid.bc.ca/publications/ordering



Want to order multiple copies for free?

1) Fill out a Customer Account form
2) Give it to LSS staff, or leave it on the table
3) Wait for us to contact you with your customer # and ordering instructions


Legal Services Society
Legal aid can help
British Columbia, Canada

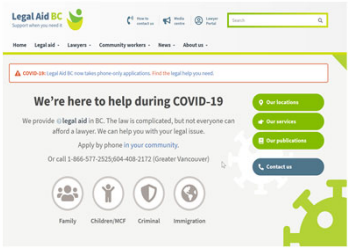
Customer Account to order
FREE Publications
1) Fill out form
2) Fax to 604-682-0965 or email to distribution@lss.bc.ca
3) Wait for us to contact you with your customer number

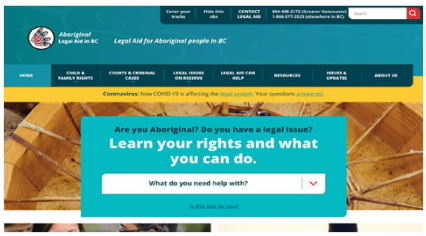
USE THIS FORM IF you plan to order **multiple copies** of a publication, or will be placing **regular orders.**
Fill out the form and submit it. We will email your customer number and your pre-approved order quantity.

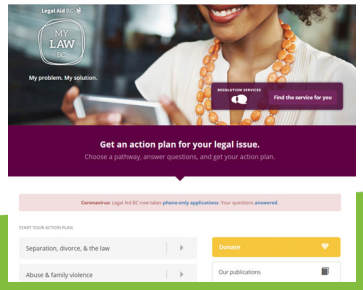
REQUIRED INFORMATION:
Organization name: _____
Contact person: _____ Title: _____
Street address: _____
Postal code: _____ Email: _____
Phone: _____ Fax: _____

Need help with your order?
Email distribution@legalaid.bc.ca or call 604-601-6000

Legal Aid BC websites







Legal Aid in BC website: legalaid.bc.ca (New URL)

Legal Aid BC
Support when you need it

How to contact us | Media centre | Lawyer Portal | Search

Home | Legal aid | Lawyers | Community workers | News | About us

COVID-19: Legal Aid BC now takes phone-only applications. Find the legal help you need.

We're here to help during COVID-19

We provide legal aid in BC. The law is complicated, but not everyone can afford a lawyer. We can help you with your legal issue.

A[illegible] by phone in your community.

Or call 1[illegible]577-2525;604-4[illegible]72 (Greater Vancouver)

Our locations
Our services
Our publications
Contact us

Family | Children/MCF | Criminal | Immigration

Legal Aid BC
Support when you need it

How to contact us | Media centre | Lawyer Portal | Search

Home | Legal aid | Lawyers | Community workers | News | About us

Overview
Resources
Client services
Workshops & conferences
Free publications
Our newsletters
Training videos

Community worker resources

Resources
Client services
Workshops & conferences
Free publications
Our newsletters
Training videos

[illegible]ow takes phone-only applications. Find the legal

Filter by subject: - Any -

Search library:

Video series: - Any -

Apply filters

Series

BC Housing and Tenancy Law Updates

Legal Services Society | Full panel

Legal Services Society | CH. 1

Family Law in BC website: family.legalaid.bc.ca (New URL)

COVID-19 and the **legal system**. Your questions **answered**

FamilyLaw
Legal help for people in BC

Get more help: CALL VISIT

Separation & Divorce | Children | Finances & Support | Abuse & Family Violence | BC Legal System

Welcome to Family Law in BC

Find the answers to your family law issue

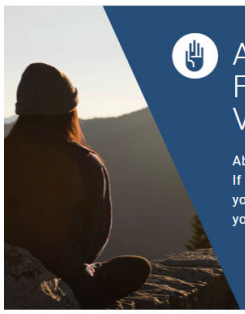
Separation & Divorce

If you're ending a marriage or common-law relationship, we can help you figure out what to do.
You don't always have to go to court. Our step-by-step guides can help.

Live Chat

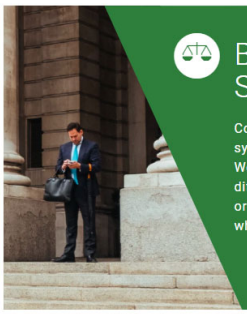
We can help you figure out parenting time and guardianship after separation or divorce.
Has a social worker contacted you about your children? Learn your rights.

It's important that your family stays financially secure after you've separated.
Find out more about spousal or child support, and dividing property and debt.



Abuse & Family Violence

Abuse is never okay.
If your partner's actions make you feel unsafe or controlled, you can get help.



BC Legal System

Confused by the BC legal system?
We can help you understand the different courts, how to apply for or respond to a court order, and what forms you'll need.

Advocates

If you're an advocate or someone who helps people with their family law issues, we have resources to assist you.
You can also check out our Find out more section to see the latest publications.

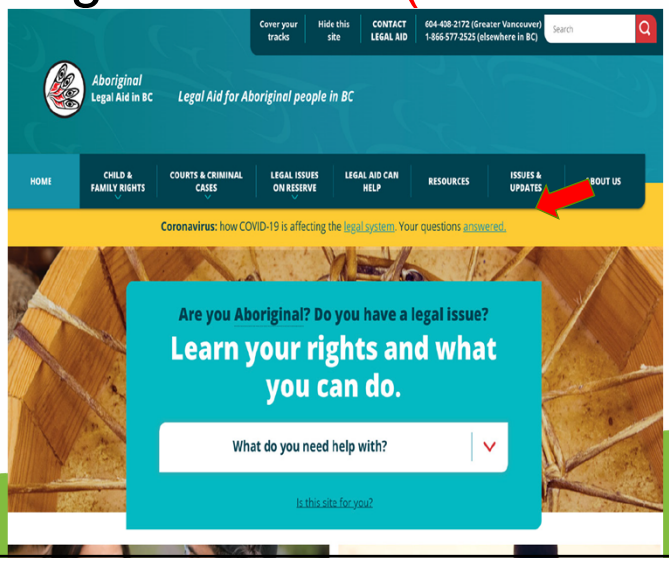
Immigration

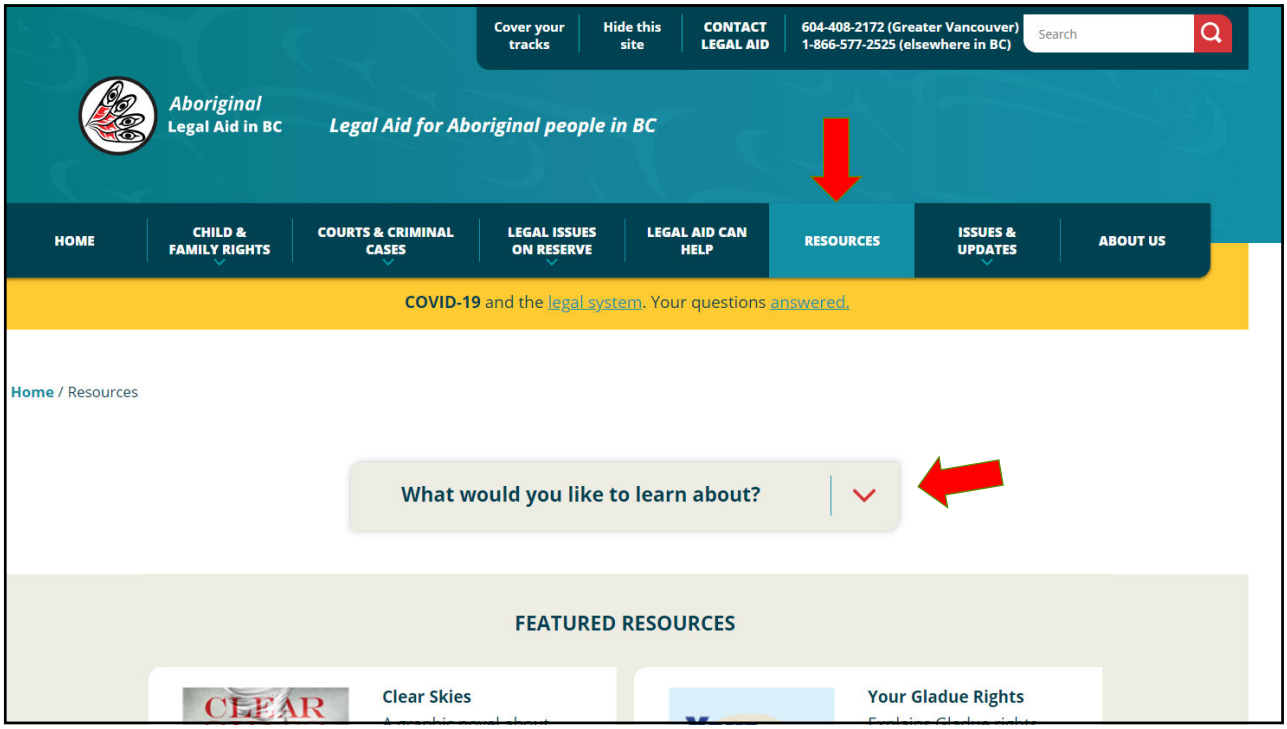
Family law issues are more complex when a relationship is affected by laws from outside Canada.
Find out what to do if either of you are new to Canada, or if you got married in another country.

Aboriginal

When dealing with family law issues, your culture and heritage matters.
If you're Aboriginal, there are services and resources available to help you understand your rights.

Aboriginal Legal Aid in BC website: aboriginal.legalaid.bc.ca (New URL)

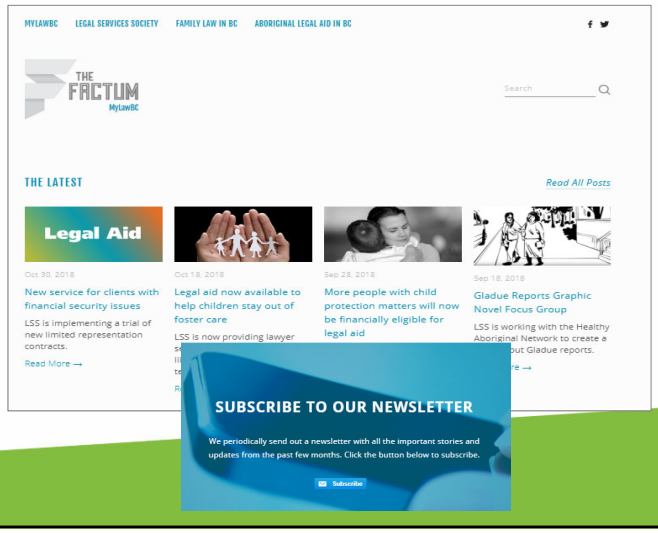




Which Legal Aid BC website can you find COVID 19-related information and resources?

LABC on Social Media

factum.mylawbc.com



@legalaidBC

Get in touch

- LABC call centre: 604-408-2172 or toll free: 1-866-577-2525
- LIOW direct line: 604-601-6166 or LABC call centre line
- Publications: distribution@legalaid.bc.ca