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## LSS technology support grant for lawyers

The Legal Services Society (LSS) is pleased to invite private bar lawyers to apply for a one time technology support grant of up to \$2,000 this year (the amount will depend on the number of eligible applicants). Funding is limited, and LSS will award the grant on a first-come, first-served basis. The deadline for applications is **4:00 p.m., Friday, March 14, 2008**.

The grant is intended to help lawyers keep pace with technological change so they can work efficiently and effectively with legal aid clients, LSS, the courts, and other parts of the justice system. Lawyers eligible for the grant can apply it to specified technology support expenses incurred between April 1, 2007, and March 31, 2009. The grant covers software, electronic legal research subscriptions, and technology training, but does not apply to computer hardware and related office equipment.

To apply, please complete the application form (which sets out the eligibility requirements) and fax it to (604) 682-7967 by 4:00 p.m. Friday, March 14, 2008. The application form, and a list of Frequently Asked Questions, can be found on the LSS website at [www.lss.bc.ca/for\\_lawyers/online\\_resources.asp](http://www.lss.bc.ca/for_lawyers/online_resources.asp). If you have questions about this offer, please contact the Tariff Helpdesk by e-mail ([helpdesk.tariff@lss.bc.ca](mailto:helpdesk.tariff@lss.bc.ca)) or call (604) 601-6155. This initiative is made possible by an increase in funding from the Notary Foundation this year.

### ***Tech grant: special note for family lawyers***

DIVORCEmate family law software is offering a 20% discount on new purchases of its annual subscription products to legal aid lawyers using the LSS technology support grant with proof of grant receipt. This offer is effective from April 1, 2008, to March 31, 2009. Direct your inquiries or orders to:

Steve Krieger, B.A., LL.B.  
3760 West 30th Avenue; Vancouver, BC V6S 1W8  
Phone: (604) 222-3582; Fax: (604) 221-1867  
E-mail: [skrieger@divorcemate.com](mailto:skrieger@divorcemate.com)  
Website: [www.divorcemate.com](http://www.divorcemate.com)

## March/April cheque run schedule

To accommodate our finance system upgrade, LSS has revised the cheque run schedule as follows:

Thursday, March 27/08	Regular schedule
Monday, March 31/08	Extra cheque schedule
Thursday, April 3/08	Schedule cancelled
Thursday, April 10/08	Resume regular schedule

## LSS clients well represented

Our client satisfaction survey confirms that clients value the work you do for them. Eighty-three percent of LSS clients who received a referral feel they were well represented by their legal aid lawyer, according to the society's first client survey conducted in spring 2007. Clients who received representation or advice were more satisfied with LSS services overall than other LSS clients (70% satisfied overall compared with 64% of all LSS clients).

Most representation clients also agree that they were treated fairly by their lawyer (81%), they were informed of everything they needed to do to help their lawyer resolve their problem (78%), their lawyer went the "extra mile" to make sure they got what they needed (75%), and that they were able to get in touch with their lawyer without difficulty (70%).

Full survey results are on the LSS website at [www.lss.bc.ca/about\\_lss/reports.asp#ER](http://www.lss.bc.ca/about_lss/reports.asp#ER).

## Billing tips — reminders

- ❖ General preparation is billable *up to* the following maximums:
 

Immigration	10 hours
Family Emergency	14 hours
- ❖ General preparation can be used where other preparation items have been billed to the maximum – e.g., if you have spent more than the maximum hours allowed for hearing preparation, you can bill the excess hours under general preparation
- ❖ The \$40 administration fee is billable once for *each* referral you receive

## Case management contact updates

When you call the helpdesk (604-601-6145), you will get the following options (select the number that matches the first letter of your surname):

Referral Lawyer Surname	Case Mgt Assistant	Press
A – F	Angela	"1"
G – M	Alaina	"2"
N – Z	Anju	"3"

We are available for helpdesk phone calls between 8:00 a.m. to 4:00 p.m. and answer whenever possible to reduce the amount of voicemail. If you find e-mail easier, contact us at [helpdesk.case-mgt@lss.bc.ca](mailto:helpdesk.case-mgt@lss.bc.ca) (instead of the former case-management email address).