

In this issue

New Criminal Case Management questionnaire; Free Continuing Professional Development sessions: Criminal Case Management; Immigration lawyers meeting at LSS Vancouver office — June 10; New family referral wallet card; Your Lawyer Services Department update

New Criminal Case Management questionnaire

We've just published a new [Criminal Case Management \(CCM\) questionnaire](#) that is designed to better support budget setting under the new CCM policy, which was published [last August](#). Please use the new questionnaire to submit your CCM requests after June 1, 2013.

Free Continuing Professional Development sessions: Criminal Case Management

We're hosting a series of *free* training sessions on CCM (formerly SCAP). The next session will be held **June 26 from 5 to 7 pm at the SFU Surrey campus**. Previous sessions were held in Vancouver and Victoria.

Session content includes:

- the history and purpose of case management,
- the new CCM policy and what is expected of counsel (particularly with conflicts of interest),
- the new CCM questionnaire and what is expected in completing it, and
- the future of case management, with a look at our new large case management software that will eventually be used to manage all significant cases.

The session is approved for two hours of Law Society of BC Continuing Professional Development credits. To sign up, contact lcm.support@lss.bc.ca. Space is limited.

If you're unable to attend, you'll be able to view the session as an online seminar through the LSS website (sometime after June 26).

Immigration lawyers meeting at LSS Vancouver office — June 10

LSS is hosting a meeting for immigration lawyers to share information on and discuss best practices for legal-aid-funded cases, including refugee claims, appeals, submissions to the minister, and immigration duty counsel. The meeting is **June 10 at 5:30 pm at 510 Burrard Street**. For more information, email Rochelle.Appleby@lss.bc.ca.

New family referral wallet card

This new wallet card is a resource designed to support you in managing client expectations of a family referral.

The card includes:

- space to fill in the referral lawyer's name and contact information
- the number of general preparation hours available with FLA (25) and CFCSA (20) referrals, and
- the web address for the [Family Law Retainer Agreement](#), which outlines referral limitations and includes available hours for each referral type.

Cards will be given to clients at the time of their referral by staff at LSS intake offices and local agent locations throughout the province.

Your feedback on the wallet cards would be appreciated, including any comments from clients. We're looking for ways to support you in delivering legal services because



managing client expectations of a family referral is a challenging task.

Your Lawyer Services Department update

We recently said farewell to long-time staff member Lynne, who retired, and welcomed aboard new team member Jessica.

Call us at **604-601-6155** or **1-888-401-6206** (no charge) to connect to our team members. We're working hard for you!

Tariff Accounts (billing or lawyer e-services)

Your surname begins with	Your tariff accounts contact
A to C	Jennifer
D to J	Linda
K to M	Shelley
N to S	Margaret
T to Z	Jessica

Case Management (authorizations for disbursements, transcripts, extra fees, extended family or CFCSA services)

Your surname begins with	Your case management contact
A to L	Angela
M to Z	Michelle

Case Management Coordinators	Anju and Michael
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Large Case Management	Amanda
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Large Case Management Coordinator	Stephanie
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Quality Assistance Program	Nadine
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- bursaries
- LAO legal research memoranda
- CLE weekly case digest subscriptions
- TLABC criminal and family group list server subscriptions

We welcome your feedback on how we can better support you. Email LawyersResources@lss.bc.ca.

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