Lawyer Referral & Information Service (LRIS)

Part of a proud national bar association tradition!
It all started in the ’60’s with the American Bar Association’s idea... “to rehabilitate the image of the legal profession.”

In an age of no attorney advertising or internet, the idea was to direct people to an attorney appropriate to their needs, and to minimize the cost of the initial consultation, in an effort to facilitate access to legal services – and help attorneys build clientele.
In 1972, the Maine Lawyer Referral & Information Service became the 12th bar association lawyer referral service in the nation.

Now the Maine LRIS is one of the United States’:
- 266 Bar association referral services
- 73 ABA-approved referral services
- 3 ABA-approved services that are the single service for an entire state

ABA MEETS ABA STANDARDS FOR LAWYER REFERRAL
AMERICAN BAR ASSOCIATION

June 25, 2009
Pro-Practice, NOT Pro-Bono
The Necessary Evolution of LRIS:
From quasi-pro-bono to "The Business of Public Service"

- First pivotal change - Spin-off of Volunteer Lawyers Project (VLP)
- Terrain change - From nothing, to yellow pages, to ads, to the internet
- Image change - ABA approval introduces standards and quality expectations
- Mission change - Shifting "public service" and "business" in the LRIS partnership

June 25, 2009
LRIS Membership Standards

- In good standing with the Maine Board of Overseers of the Bar
- Minimum of 24 months of active practice
- Minimum of $100K of professional liability insurance
- Experience in chosen panels

Additional criteria for Experience Panels:
- ADR
- Employment
- Family
- Med Mal
- Civil Rights
- SSDI

June 25, 2009
LRIS Member Agreements
Re: Referred Callers

» Return call or set up appointment within three business days of contact
» Member attorney personally conducts initial consultation
» No charge for the first half-hour of consultation
» Charge LRIS callers normal rates after initial half-hour
» Can’t help? Refer callers back to LRIS!

June 25, 2009
LRIS Member Agreements
Re: Reporting and Remitting

- Report on disposition of every call referred
- Let LRIS staff know how referral was misdirected, if applicable
- Respond to all LRIS Report Requirements
- Remit percentage payments as fee payments are received or drawn
- LRIS cases remain subject to LRIS agreements, no matter what happens
- Members must inform LRIS office of moves, transfers, etc.

June 25, 2009
Discipline & Feedback

- Delinquencies
- Client Surveys
- Incidental Notes
- Follow-up
How We Make Referrals

- Intake
- Data search
- What we tell every caller
- What we send every caller
- What we send your attorney
- Special circumstances
Mechanics...from the LRIS Side

MAKING IT SIMPLE & KEEPING IT CLEAR

➤ Fax AND mail of Confirm page (or any form) is not necessary.
➤ A cover letter is not necessary with Confirm page.
➤ Insurance declarations pages are IMPORTANT.
➤ Remittals - We never see the check, so make sure to identify that the money is for LRIS.
➤ Feel free to add any explanations to reports: THE MORE INFO, THE BETTER.
➤ Please let us know about contact info changes ASAP: Address, Phone, Fax, Email.
➤ If your attorney is not going to be available for three or more days, please give us advance notice.

June 25, 2009
**EXAMPLE**

**QUARTERLY RP&RR:**

- MONEY WAS SENT (SEE TOTAL ENCLOSED) BUT THERE’S NO WAY TO TELL WHO THE MONEY IS FOR, OR IF IT’S A FINAL PAYMENT.

- ONE CASE IS MARKED AS “DONE” BUT WE RECEIVED NO MONEY AND NO EXPLANATION AS TO WHY NO MONEY WAS RECEIVED.

- BLANK SPACES - WE DISLIKE THEM: THE MORE INFO, THE BETTER.

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**Quarterly Referral Progress and Remittal Report**

**Report Date:** 5/7/2009

Please enter a response for each referral. Each referral appears on every Quarterly Remittal until you indicate you have paid a final remittal.

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Referral Date</th>
<th>Amount Paid To Date</th>
<th>Amount Enclosed</th>
<th>Final Payment?</th>
<th>Estimated Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomas Jones - Case No. 200808290004</td>
<td>Aug 23, 2006</td>
<td>$515.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>William Smith - Case No. 201005060001</td>
<td>May 5, 2006</td>
<td>$1,775.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Doe - Case No. 200807200808</td>
<td>July 24, 2008</td>
<td>$10.00</td>
<td>Y</td>
<td>done</td>
<td></td>
</tr>
<tr>
<td>Robert Jones - Case No. 200809100009</td>
<td>Dec 14, 2008</td>
<td>$170.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Calculating Remittal**

For referrals made before October 1, 2006, calculate percentages fees as 16% of collected payment beyond $159 and court costs. For referrals made after October 1, 2006, calculate percentages fees as 13% of collected payment beyond $208 and court costs.

**Signature:**

**Total Enclosed:** $35.50

**Date:** 5-6-09

[Signature]

[Logo: Maine State Bar Association]

[Logo: Lawyer Referral & Information Service]
Your office has made at least one report regarding the referral(s) below resulting in the status designation of PSS for "Possible Services."

Please return this form indicating any status changes.

If you have been paid for services and owe a remital, please include payment with this report.

<table>
<thead>
<tr>
<th>Referral Date</th>
<th>Client Name</th>
<th>Recent Activity</th>
<th>Last Report</th>
<th>Year Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/28/2009</td>
<td>Family</td>
<td>Final collection</td>
<td>PSS</td>
<td></td>
</tr>
<tr>
<td>10/30/2008</td>
<td>[REDACTED]</td>
<td></td>
<td>PSS</td>
<td></td>
</tr>
<tr>
<td>6/25/2009</td>
<td>owing Income</td>
<td></td>
<td>PSS</td>
<td></td>
</tr>
<tr>
<td>5/15/2008</td>
<td>Income</td>
<td></td>
<td>PSS</td>
<td>UND</td>
</tr>
</tbody>
</table>

If the referral is still under consideration/research by atty/client, use PSS again.

EXAMPLE BI-MONTHLY PSS REPORT:

➢ THIS ONE IS FILLED OUT THE WAY WE HOPE TO RECEIVE IT.
Mechanics...from the Member Side
We're the Lawyer Referral Service. What you want is the Volunteer Lawyer's Project. Oh, no problem.

Someone who can handle a divorce and a real estate matter, for free? Let me explain how our service works.

I didn't say you were crazy, sir. I said we have no attorneys signed up with us to take PI cases for alien abduction. Maybe I can find the number to NAMI.

It's O.K., she still has a pulse... drop the work right there!

I love my job, I love my job.

I'm sorry, we don't give out lists.

No, (sigh) we do not make free referrals. We charge $25, and the attorney will not charge for the first ½ hour of a consultation. After that, standard fees apply.
Kallen’s Note to Member Attorneys

**LRIS referred callers have been told they can expect the following:**
- Guaranteed attorney call-back within 3 business days
- Half-hour consultation with no charge from the attorney or firm
- Referred back to LRIS if attorney or firm cannot take the matter - NEVER refer the client to another law firm

**Please help me maintain our good relationship with LRIS by also:**
- Letting me know as soon as possible whether you talk to potential client in person or by phone
- If you take the matter, alerting me that the new client is an LRIS referral so I can set up the required billing/payment procedures

*Thank you for your help!*

June 25, 2009
# Kallen's LRIS Tracking Spreadsheet Tool

<table>
<thead>
<tr>
<th>Client Name</th>
<th>ATTY</th>
<th>GFD.M.</th>
<th>Referral Date</th>
<th>Response Due Date</th>
<th>Result of Referral</th>
<th>FAXED back to LRIS</th>
<th>Least Payment to LRIS</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Sandy</td>
<td>1</td>
<td>200901230203</td>
<td>2-May-08</td>
<td>1-Jan-08</td>
<td>Not Yet Contacted</td>
<td>23-May-08</td>
<td>$260</td>
<td></td>
</tr>
<tr>
<td>Johnson, John</td>
<td>2</td>
<td>200901250203</td>
<td>10-May-08</td>
<td>24-Jun-08</td>
<td>RETAINED</td>
<td>24-Jun-08</td>
<td>$360</td>
<td>matter 200901250203-01</td>
</tr>
<tr>
<td>Madison, Paul</td>
<td>3</td>
<td>200901260203</td>
<td>2-Jul-08</td>
<td>1-Jul-08</td>
<td>Referred back after Office Consult</td>
<td>2-Jul-08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Watson, Peter</td>
<td>1</td>
<td>200901200203</td>
<td>2-Jun-08</td>
<td>15-Feb-08</td>
<td>Phone Consult - No Charge</td>
<td>2-Jul-08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gregory, Sally</td>
<td>2</td>
<td>200902150203</td>
<td>29-Mar-08</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Young, Sam</td>
<td>2</td>
<td>200903100203</td>
<td>10-Mar-08</td>
<td>9-Apr-08</td>
<td>RETAINED</td>
<td>11-Mar-09</td>
<td>matter 200903100203-01</td>
<td></td>
</tr>
<tr>
<td>Dow, Mark</td>
<td>3</td>
<td>200904190203</td>
<td>17-Mar-09</td>
<td>14-Apr-09</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Use this document to track referrals from LRIS.

When received (usually by fax), enter the information in the 1st 4 columns of the TRACKING sheet.

- Note the Response Due Date on the Referral.
- Make a copy for the attorney notes on the Referral, and keep the original in the LRIS Pending Folder.
- Run a conflict check in PClaw and print the report.
- Send a Conflict Check report to ALL STAFF noting all the info and print the sent copy.
- Give copy of the Referral sheet AND THE ATTORNEY INSTRUCTION SHEET to the attorney (copies of instruction sheet kept in the LRIS Pending Folder and saved online at TATMF Office/Office/Lawyer Referral & Information Service/Attorney Instructions).
- Keep printout of email, Conflict Check Report, and Referral Sheet in Change LRIS Folder in Pending Cubby until you get instructions to open matter or add to the Matters Not Taken file.
- Review the Pending Folder on a weekly or monthly basis, or setup Outlook reminders for each referral, pull appropriate sheets, and request follow up information from the attorney for any referrals due within a week.

- Enter response ON THE REFERRAL FORM AND on the TRACKING SHEET using the pull-down menu.
- Have the attorney sign the completed referral form (signature stamp if for them) and FAX to 207-623-0033 OR mail to LRIS PO Box 788, Augusta, ME 04332-0788.
- SCAN the completed form along with proof of delivery (fax report or cover letter) and save as a PDF to TATMF Office/Office/Lawyer Referral & Information Service under the Client's last name, first name .

If THE MATTER IS TAKEN BY THE ATTORNEY NOTIFY OFFICE MANAGER by email so it can be opened and tracked for payment thresholds (mark with green highlight on the tracking sheet).
Where do referrals come from?
During May 1, 2008 – May 1, 2009, we identified 37 different sources of referrals.

The top four sources are:
» Attorneys - 28%
» Internet - 17%
» Legal Assistance Programs, combined - 14%
» Courts - 7%

In-state vs Out-of-state sources:
» 82% from within Maine
» 18% from out-of-state, including 42 states plus Canada
» MA, NH, NY, FL, NJ, CA, PA, CT, NC all double digits

June 25, 2009
QUESTIONS?

Thank you!