

Volunteering for a Remote Housing Clinic

In advance of your volunteering date, you will receive:

1. An invitation to the Zoom meeting for the date and time of the calendar
2. A copy of the Court calendar listing the cases
 - a. Ramsey County calendar: available by 3pm the day before the calendar
 - b. Anoka County's calendar: available the Friday prior to the calendar
 - c. Hennepin County's calendar: available two days prior to the calendar
3. Instructions how to appear in court remotely (for new volunteers)

How a Zoom Clinic works:

1. Who's who at the clinics:
 - a. Attending the clinic over Zoom:
 - i. Volunteer Attorney
 - ii. VLN clinic assistant
 - iii. Court staff
 - b. Available for consultation and advice during clinic hours
 - i. VLN Staff Attorney
2. Zoom will include
 - a. Main waiting room
 - b. Break out rooms
 - c. Courtroom
 - d. Lawyer waiting room (Hennepin)
3. Time:
 - a. Ramsey hearings are staggered at 8:15, 9:15 and 10:15 am
 - b. Hennepin begins at 9:00 am
 - c. Anoka begins at 8:30 am
4. Process:
 - a. Potential client lets court staff know they would like legal services
 - b. Client completes intake with a VLN clinic assistant
 - c. Volunteer will be told the level of services the client qualifies for:
 - i. Advice Only
 - ii. Full Representation
 - d. VLN Intake Staff will provide you with a copy of the court documents including complaint, service documents, other...
 - e. Volunteer will provide client with legal service on case
5. Options of legal services:
 - a. Advice only
 - b. Limited Representation:
 - i. Speak with opposing counsel,
 - ii. negotiate settlement,
 - iii. brief court appearance

- c. Full Representation
 - i. If Volunteer Attorney plans to provide full representation to client
 - 1. VLN clinic assistant will help with representation agreement using an e-signature service (HelloSign)
 - 2. May appear in Court
 - ii. If client is eligible for full representation, but Volunteer Attorney serving the clinic cannot provide full representation
 - 1. Advise client that will try to find volunteer to take case, but do not promise
 - 2. Notify VLN intake staff and VLN will attempt placement of the case with a full rep volunteer attorney after the hearing.
 - 3. Take good notes as to why case is recommended for full representation.
- 6. If you want to negotiate with opposing party
 - a. Let the clinic assistant know you want to speak with opposing party/attorney. The clinic assistant can help identify the opposing party if needed.
 - b. Meet with Opposing Party in a breakout room
 - c. Use e-signature service if needed for settlement agreements.
 - i. Ramsey has a specific form for settlement agreements.
 - ii. In Anoka, settlement agreements can be read into the record
 - iii. In Hennepin, settlement agreements can be read into the record or emailed to the court.
- 7. If you plan to appear in Court, let Court staff know
- 8. If you have questions, need help, or need to communicate with VLN while in clinic:
 - a. VLN clinic assistant available on Zoom
 - b. VLN staff attorney available during the clinic time
- 9. What if
 - a. Zoom is not working
 - i. Clinic assistant and Attorney advice will be provided by phone
 - ii. VLN clinic assistant will provide Volunteer Attorney with client documents when needed
 - b. There are too many clients that need help
 - i. VLN Staff Attorney is the backup attorney to provide advice
 - ii. Can request a continuance from the court for clients that cannot be seen during calendar.
 - c. You are unable to appear for your scheduled shift
 - i. Email the VLN Staff attorney who sent you the Zoom link and calendar

Helpful Information on how to provide services remotely

- Join a Zoom Meeting
 - [How to Join a Zoom Meeting from Your Computer](#)
 - [How to Join a Zoom Meeting by Phone](#)
- Zoom on a Mobile Device
 - [Zoom on a Mobile Device](#)
- Zoom Breakout Rooms
 - [Zoom Breakout Rooms for Participants](#)