



MEMORANDUM

TO: New Law Students/Interns/Volunteers
FROM: Corine Reardon, Program Administrator
DATE: 2021
RE: HR Paperwork

Thank you for choosing NJC! We are happy you have decided to offer your talents to the legal aid community. Attached you will find several documents that need your review, completion and signature. Below is an explanation of each document and a notation if I need this document returned to me or if you should keep it for yourself. Electronic signatures are fine. Please return signed documents to me via email at creardon@nla-ma.org. If you have any questions at all about the enclosed, please feel free to give me a call at 781-244-1420.

FORM	WHAT DO I NEED TO DO WITH IT?
WELCOME TO LEGAL SERVICES	This document describes how legal aid is set up in Massachusetts Provided to you as an FYI.
INTERN MANUAL	This booklet describes some of the ins and outs of our office. Keep it and refer to it. NOTE: the last page of the booklet has our office addresses and phone numbers. You may need to refer to it often. ☺
STATEMENT OF EQUAL OPPORTUNITY POLICIES	This document describes NLA's Equal Opportunity Policies. Please read it and keep it.
PERSONNEL ACTION FORM	The form that outlines your internship, start date and has basic info about you (like who to contact in case of emergency). Please complete the form, sign the bottom and scan it to me.
SEXUAL HARASSMENT POLICY	NLA Policy prohibiting sexual harassment in the workplace. Please read the policy, sign the bottom and scan it to me.
DRUG FREE WORKPLACE POLICY	NLA Policy prohibiting drug use in the workplace. Please read the policy, sign the bottom and scan it to me.
VOLUNTEER MEMO	A document with some important reminders. Please read it, sign the bottom and scan it to me.
CORI REQUEST FORM	NLA runs Criminal History Record checks on all employees and is required to do this with any volunteers who may come in contact with our elder clients. Please complete the form, attach a copy of your driver's license and scan to me.
TIMEKEEPING	It is crucial for NLA to be able to track the time of its volunteers. We report this activity to our donors and funders. Your supervisor will show you how to record your time in Legal Files (our case management system). Please be sure to record your time DAILY, as you volunteer. If you do not have access to Legal Files, please let me know and I will discuss an alternative way to track your time.

MassLegal Services

- + My MLS
- + Add Announcement
- + Add Calendar Item
- + Add Library Content
- + Log out

Find Legal Aid / LRF Calendar Join Email Groups News & Blogs Practice Areas Library Search Library

Home > Practice Area Library > Legal Services Administration > Resources for New Staff > Welcome to Legal Services

Welcome back! You are logged in as CorineReardon.

Welcome to Legal Services

Date: 04/23/2018 Author: Massachusetts Websites Project

Welcome to Legal Services!

On behalf of the directors and staff at all of the Massachusetts legal services programs, we welcome you to our legal community. Massachusetts is fortunate to have a thriving community of legal services advocates dedicated to protecting the legal rights of low-income people – we are pleased that you have joined us. The following is some information to help you get oriented.

Local Programs

Each geographic area in Massachusetts is served by local legal services programs funded primarily by the Massachusetts Legal Assistance Corporation (state) and/or the Legal Services Corporation (federal). The names and contact information for each local program are listed in the Legal Services directory at www.masslegalservices.org/program-list (the statewide website for legal services advocates). (printable version is here: www.masslegalservices.org/programinfo/print) Although particular services may vary by program, in general the local programs handle individual cases for low-income people in their service areas on a wide range of poverty law issues. The local programs also engage in systemic advocacy including legislative and administrative advocacy, community legal education, pro se advice and referral, and coordinate pro bono services in their geographic area.

Statewide Support Centers

Eight programs in Massachusetts provide support in specific substantive areas to advocates in local legal services programs as well as to other advocacy and social service groups. The statewide support centers also frequently coordinate statewide advocacy efforts in their subject areas. You should not hesitate to contact these centers for assistance if you have a case or advocacy project in their subject areas. A brief description of the support centers follows; for contact information and a staff directory, see the program list at www.masslegalservices.org/program-list.

- **Center for Law and Education** www.cleweb.org
Mission: The Center for Law and Education (CLE) strives to assist low-income students, parents, and advocates improve their public schools and work with their communities to fulfill every student's right to high-quality education. CLE helps advocates and their clients implement key education programs (e.g., Title I of the Elementary and Secondary Education Act, now being more generically referred to as the No Child Left Behind Act, and special education and vocational education) and state education reform initiatives through internal school capacity-building and outside advocacy, including litigation.
- **Center for Public Representation** www.centerforpublicrep.org
Mission: CPR is a public interest law firm dedicated to promoting change in the quality of lives of individuals with disabilities in Massachusetts and to pursuing the systemic enforcement of legal rights on a statewide and national basis. CPR's primary purpose is to serve people with disabilities, and particularly those who are institutionalized, discriminated against, or otherwise denied fundamental human rights.
- **Children's Law Center of Massachusetts** www.clcm.org
Mission: To provide legal representation to children with complex, multiple legal problems; provide training to advocates; provide resource and referral information on child welfare and juvenile justice issues; and assist in developing child welfare policies, with a special emphasis on access to equal opportunity for low-

✉ Forward

[Bookmark this](#)

Tag content by entering a word or phrase into the box, then clicking the "Add" button. Your tags you will show under the heading "My Tags"; tags added by others (if any) will show under the heading "All Tags."

My tags

Add

income youth and families.

- **Disability Law Center** <http://www.dlc-ma.org>
Mission: DLC provides legal advocacy on disability issues that promote the fundamental rights of all people with disabilities to participate fully and equally in the social and economic life of Massachusetts.
- **Massachusetts Advocates for Children** <https://massadvocates.org/>
Mission: Massachusetts Advocates for Children is a private non-profit organization dedicated to being an effective voice for children who face significant barriers to equal educational and life opportunities. MAC prioritizes systemic change through legislative and administrative advocacy, policy analysis, coalition-building, and litigation, while also supporting individuals (clients, parents, attorneys, advocates) through education, training, and case advocacy.
- **Prisoners' Legal Services** (formerly Massachusetts Correctional Legal Services) www.plsma.org
Mission: PLS provides civil legal advocacy for Massachusetts prisoners, focusing its work in the areas of health and mental health care, guard brutality and conditions of confinement including the segregation and isolation of prisoners.
- **Massachusetts Law Reform Institute** www.mlri.org
Mission: To promote economic, racial and social justice for low-income people through legal action, education and advocacy. MLRI advocates for systemic reforms to policies and practices that harm people living in poverty and work to ensure that the fundamental needs of traditionally underserved, low-income populations are met. MLRI also serves as the central support center for local and regional legal services providers and advocacy organizations so they may best serve the needs of their individual clients. MLRI works in a variety of poverty law fields, including housing, health care, public benefits, immigration law, court reform, employment law, racial equity, elder law and family law. While MLRI advocates for systemic changes that benefit all low-income individuals and families throughout Massachusetts; many of our activities are targeted to assist the most disadvantaged and vulnerable members of society, including immigrants, people of color, persons with disabilities, the elderly and persons with limited English proficiency.
- **National Consumer Law Center** www.nclc.org
Massachusetts Mission: The Consumer Law Center pursues aggressive high impact advocacy on behalf of Massachusetts low income consumers; provides support for legal services on consumer law matters; and teams with community organizations to address economic abuses common to low income neighborhoods. Areas of recent major concern include predatory lending and credit and debt matters, foreclosures, access to affordable utility services, unfair and deceptive practices and scams, and class actions. Every legal services program should have a complete, constantly updated, 17 volume set of consumer law practice manuals in The Consumer Credit and Sales Legal Practice Series, as well as other publications.

Statewide Websites

The Massachusetts legal services community maintains a number of statewide websites which will help you in your work.

- **MassLegalServices** (www.masslegalservices.org) is geared towards legal services advocates. Some site materials are open to the public, but other sections are only available to legal services staff and those who are part of specific legal services email groups. You must have an account to access the private parts of the site. If you are a staff member at a legal services program and do not already have an account, go to [/user/mls/register](#). (If you have a problem registering, use the contact form on MLS) Remember to log in each time you access the site or else you will not be able to see all of the resources. MLS materials include:
 - A comprehensive, searchable library of poverty law materials geared towards Massachusetts practice. Many materials, such as sample briefs and unreported hearing and court decisions, are not available anywhere else;
 - Archives of e-mail discussion lists for most areas of practice, including Benefits, Family, Housing, Elder, Education, Employment, Health, Disability. You can also sign up to participate in these discussion lists through the website, www.masslegalservices.org/og. Once you are part of a discussion list, you can query or assist your colleagues throughout the state via e-mail. Or, you can search the archives of any discussion list to see if your question has come up before;
 - A calendar of training and other events of interest to legal services advocates; and
 - News and updates from Massachusetts and nationwide.
- **MassLegalHelp** (www.masslegalhelp.org) is geared towards clients. It includes easy to understand information about poverty law issues. Much of the key content is available in languages other than English. Many advocates direct their clients to MLH, or print out client education sheets to send to their

clients. It is also an excellent way for advocates to get oriented to a new area of law.

- **MassProBono** (massprobono.org) is for pro bono attorneys. Programs can post pro bono opportunities for attorneys, paralegals and law students to the site. Massachusetts attorneys and law students can join MassProBono, and sign up for pro bono cases and projects through MPB. Pro bono members also have access to a library and email lists for training and support.
- The **Legal Resource Finder** (www.masslrf.org) is a website which connects low income Massachusetts residents to programs that might be able to help them with their civil legal issue. In addition to the MLAC/LSC funded local and statewide programs, the LRF includes links to other nonprofits that provide civil legal aid, as well as court programs, government agencies and private bar referral resources. The LRF also provides users with links to legal information and self help materials. The LRF is an important resource if you cannot help a potential client and need to refer them elsewhere.

Training and Support Resources

In addition to trainings and resources provided by your own program, the following might be of interest:

- **MLRI's Basic Benefits Training series:** These basic-level trainings are for advocates in legal services, private practice, social and health/medical services, and community programs, and are not intended for experienced benefits advocates. Legal Services staff who have started doing benefits work within the past year, as well as those who would like a refresher on current issues and changes, are encouraged to attend. Trainings generally include TAFDC, EAEDC, Food Stamps, Unemployment, SSI, MassHealth, Senior Health and Benefits Issues Affecting Immigrants. For a current schedule, see MLRI's website, www.mlri.org.
- **Shriver Center Training Program:** The Shriver Center provides continuing education and training to legal services advocates nationwide. Many of their trainings are online. Trainings include topics such as Basic Lawyering Skills, Negotiation, Administrative Hearing Skills, Case Planning and Discovery, Affirmative Litigation Skills, Training of Trainers, and Community Lawyering. See their website for more information, <http://povertylaw.org/training>.
- **Massachusetts Legal Services Attorneys of Color Group:** Formed in 2001, the Attorneys of Color Group (AOC) strives to provide mentoring and support for legal services attorneys; foster a welcoming and inclusive legal services environment; and devise strategic plans to encourage and facilitate the recruitment and retention of attorneys of color. Since its inception, the AOC has furthered several of its strategic goals, including the creation of several MLAC-funded fellowships to advance racial justice advocacy in legal services programs. For further information about the AOC, please contact Lizz Matos, lmatos@plsma.org.
- **Massachusetts Continuing Legal Education (MCLE):** MCLE runs training seminars and publishes materials for Massachusetts attorneys. Every year, they have several sessions which are of particular interest to poverty law practitioners; these are generally low cost (around \$25). In addition, every legal services program receives several vouchers for staff to attend regular trainings (e.g., family law topics, litigation skills) at a reduced price. www.mcle.org.
- **Statewide Backup Centers:** Periodically, the statewide backup centers provide trainings in their specialized substantive areas. These are generally publicized via their websites, masslegalservices.org, and through substantive coalition announcements.
- **Substantive Coalition Meetings:** Almost every area of practice meets every few months for day long meetings to discuss issues of importance to the practice area. Coalition meetings are a great way to meet advocates from other legal services programs who are practicing in the same area as you. The meetings regularly include trainings on substantive issues – attending these meetings is one of the best ways to keep up to date on emerging issues in your area of practice. In between meetings, coalitions generally share information via e-mail discussion groups (see information on how to sign up above, in the masslegalservices.org section). To find out more about a coalition, log onto masslegalservices.org and go to the Groups section of the website.
- **Massachusetts Legal Aid Diversity, Equity and Inclusion Council:** The mission of the Diversity, Equity and Inclusion Council is to create a representative and collaborative atmosphere within legal services and to provide accessible, welcoming and culturally competent services to all clients and their communities. For more information, please contact Diversity Council Director Tonysha Taylor at ttaylor@mlac.org or 617-391-5631.
- **Management Information Exchange (MIE):** MIE provides training and conferences for legal services executive directors, managers, supervisors, administrators and fundraisers nationwide. They are based in



LEGAL INTERN/VOLUNTEER ORIENTATION MANUAL (updated 6/26/20 CER)

www.northeastlegalaid.org

www.northeastjusticecenter.org



I. WELCOME TO NORTHEAST LEGAL AID, INC./NORTHEAST JUSTICE CENTER

Offices and Staff – NLA/NJC has three offices (Lowell, Lynn and Lawrence) and serve low-income and elderly residents of Northeast Massachusetts (including all of Essex County and Northern Middlesex County). We frequently have volunteer attorneys, paralegals, law student interns, senior volunteers and fellows working in the offices in addition to the paid staff.

Board of Directors – NLA is governed by a Board of Directors made up of attorneys and clients appointed by local organizations (i.e. bar associations and other legal/social service agencies). The board meets at least quarterly but sometimes more frequently to review NLA activities. NLA management staff organize and attend these meetings. NJC is governed by a Board of Managers. The board meets at least quarterly.

Northeast Justice Center – On June 1, 2014, NLA was formed by merging Neighborhood Legal Services (which had offices in Lynn and Lawrence) and Merrimack Valley Legal Services (which had a Lowell office). Neighborhood Legal Services received primarily state (Massachusetts Legal Assistance Corporation [MLAC]) funding. Merrimack Valley Legal Services received federal (Legal Services Corporation [LSC]) funding. To enable NLA to continue to provide quality, consistent client services in our newly merged region, it established as subsidiary corporation to provide services that may be restricted by the LSC regulations that govern the NLA. The subsidiary is called the Northeast Justice

Center (NJC). The NJC has separate offices in the same office buildings as the NLA, in Lynn, Lawrence and Lowell.

II. EMPLOYMENT FORMS

Each intern/volunteer is expected to complete some paperwork for a personnel file. Below is a description of the forms you may be required to complete.

Sexual Harassment Policy - All new employees/interns must receive a copy of our Sexual Harassment Policy. After you have read it, you must sign and date it. The original is maintained in your personnel file.

Drug Free Workplace Policy - All new employees/interns must receive a copy of our Drug Free Workplace Policy. After you have read it, you must sign and date it. The original is maintained in your personnel file.

CORI form – our Elder (Title III) funding requires us to run CORI background checks on all employees and volunteers. Please complete the form and provide the Program Administrator a copy of your driver’s license.

Volunteer Agreement – This form addresses confidentiality and potential conflicts. Please sign the form and return it to the Program Administrator.

III. OFFICE PROCEDURES

Office Hours – NLA/NJC office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. The Lowell office closes each day from 1:00 p.m. to 2 p.m. for the receptionist lunch. Most intakes are completed between the hours of 2 p.m. and 5 p.m. Each person is given an hour for lunch. (The lunchrooms in both offices have a “clean up yourself” policy). Keys to the offices are distributed on an as needed basis. Each office is alarmed and interns/volunteers traditionally are not added to the alarm system unless it has been approved for him/her to work hours before 9 a.m. or after 5 p.m. Phone calls coming into the main intake numbers are answered Monday through Friday from 9 a.m. to 1 p.m.

Bathrooms: In Lowell, there is a woman’s bathroom to the right of the photocopier in the front area hall; there is a men’s bathroom around the corner from the mailboxes. In Lynn, there is an internal bathroom in the conference room and there are internal bathrooms in the hall outside the suite. You will need the key for the external bathrooms. They are kept in the intake office. In Lawrence, the bathrooms are in the hall to the left outside our suite. The keys are kept at the front desk/reception area.

Elevator: In Lowell, the elevator to our floor is locked outside of normal business hours which means unless you have an elevator key to unlock the 3rd floor, you will be unable to access the office via the elevator. If you do have an elevator key and unlock the elevator to access the office, you must re-lock the elevator if there is no one available to cover the front desk. If you’d like to keep the elevator unlocked and there is no one available to cover the front desk, you may sit and cover the front desk, but do not leave the elevator unlocked without front desk coverage. If for some reason during office hours the elevator is inoperable or malfunctioning, there is an alternate entrance which is located at 79 Merrimack Street. Take that elevator to the 3rd floor, walk to the left and proceed down the hall, up the stairs and the library entrance will be open.

Time Records – All employees must track their time in our case management system. It is preferred that volunteers do the same. If the volunteer is not given access to the computer system, paper time sheets will be provided. **It is imperative for all volunteers to accurately track volunteer time. We report this to our funders and our independent auditors annually. PLEASE be sure to meet with Chris Wayne to review timekeeping procedures in Legal Files.**

Travel/reimbursement sheets - Staff and interns are reimbursed per mile for work-related travel plus out of pocket expenses. If you are required to travel out of the office (to a court or library) you should be sure to obtain receipts for any out of pocket expenses such as tolls, parking, document copying costs, etc. Travel reimbursement forms can be obtained from the Program Administrator or are available on our in-house Google site.

In/Out - You are responsible for noting your whereabouts. Staff should mark in each day when you arrive and mark out at the end of the day. Do this on the dry erase board at the front of the offices. If you plan to be out of the office for the day, you must call the staff voice mailbox and leave a message. Simply call the main number 978-458-1465 and request extension “SICK” 7425. The Program Administrator or reception staff will mark your absence on the dry erase board in the office in which you work and will record it on the master staff calendar in Outlook.

Staff mailboxes - Incoming mail is date stamped by the person covering the front desk and disbursed into the office mailboxes. For Lawrence and Lynn staff, by the reception area, each staff member has a mailbox to place memos, mail and faxes. For Lowell staff, The mailboxes are located in the hall area near the library. Your slot is located underneath your name. You will have a mailbox created for you. Please be sure to check it regularly. Due to space, mailboxes may need to be shared.

Copying – All offices have copiers that can sort, collate and staple documents. You will be instructed on the use of the copier if you are not familiar with it. In Lowell, there are 3 photocopiers, 2 are black and white, 1 is color. One black and white (the main) photocopier is located in the front hall around the corner from the woman’s bathroom; one black and white photocopier is located down the stairs in the Merrimack Street side of the building; the color photocopier/scanner is located in the secretarial office. There is 1 scanner (this is referred as the color photocopier) which is located in the secretarial office. There are 2 printers, one is located in the back hall near the stairs and is the main printer for advocacy use, the other is located in the secretarial office.

Postage/Mail - All staff post their own mail. There are postage meters in each office. You will receive instruction on the use of the postage meter. If you need to send something certified or return receipt, you must go to the post office. You will be reimbursed for any NLA postage expenses. For Lowell office staff, there is a basket for outgoing office mail on the reception desk in the front lobby. The person covering the front desk will apply postage. If the parcel is over 13 oz. you must obtain petty cash and walk it to the post office. The closest post office in walking distance is on the corner of Market and Central Streets.

Faxing - Each office has a fax machine which you will be instructed on the use of if you are not familiar with faxing. In Lynn and Lawrence, the fax machines are in the copy rooms. In Lowell, the fax machine is located in the secretarial office.

Scanning - Both Lynn and Lawrence copy machines also function as scanners. You will receive instruction on the use of this function. Lowell has a separate scanner for these tasks.

Library/Conference Room - The office libraries also serves as a conference room/lunch room. If you need to meet with a client in the library, you should reserve the library by indicating your meeting time/date on the Lynn, Lawrence and Lowell Library calendar in Outlook. Make sure your Outlook is configured to see these calendars. If you need help, see your supervisor or the Program Administrator.

Office Supplies - The Lynn office has two areas for supplies. The metal file cabinet in the center area of the NJC office holds most of the smaller office supplies (tape, staples, paper clips, pens etc.) The filing and paper supplies and envelopes are kept in the NLA spare office off the lobby. In Lynn, staff write any supplies that they need on the dry erase board located on column by the metal cabinet. Lawrence office supplies are kept in the supply closet near the sink and in the back spare office beside the file room. Lawrence staff write supply requests on the dry erase board in the spare office.

Telephones/Voicemail - The main telephone numbers are listed on the back of this manual. Depending upon space, you may or may not be assigned a telephone extension. You may need to share one with other interns. If you are assigned a telephone, you will receive instruction on the set up and use of the voice mail system.

Computers/Email - Each intern will have use of a computer that is connected to our network. You should be sure to save any documents to your folder on the network. . Each intern will have his/her own email account. Your email address will be [firstinitiallastname]@nla-ma.org. or [firstinitiallastname]@njc-ma.org. Office email accounts should be used only for work purposes. You should not open any email attachments that you are not expecting or that contain the letters 'exe' or 'vbs' as they are likely to contain viruses. If in doubt, do not open the attachment and consult your supervising attorney. You will have an Internet connection. Because of the danger of viruses, you should not download anything from the Internet that is not work-related (such as screen savers, music, etc.) Each computer will also be equipped with MS Word, Outlook, Legal Files (our client case management program). Should you require the use of Lexis/Nexis, you should see your supervisor for instructions and passwords.

All computers have a general log on to unlock them locally. You will be provided this information when you receive computer training for your Lynn, Lawrence or Lowell office assignment.

Citrix Account information – This is where all the applications and files are stored and where email is accessed. Go to the below website:

<https://central.masslegalservices.org>

then click on the Citrix Login; Enter your user name and password (which will be provided to you)

Outlook address: firstinitiallastname@nla-ma.org

firstinitiallastname@njc-ma.org

After logging into Citrix, use the Citrix desktop (it is one of the short cuts available) to access the necessary applications such as Outlook, LegalFiles, Word, Excel, etc. We do not provide any of these applications on the local network. If you use the published application shortcuts and not the Citrix desktop, you will be locked from the applications after a few minutes. Be sure to save any documents either in LegalFiles if necessary for a client file or on an available citrix drive such as P:. Do not save any documents locally as they will not be backed up. Please be sure to log out of the Citrix page before exiting it. The Citrix Applications and files can also be accessed from your home computer. If you have

any Citrix Application issues, please feel free to see me or contact the help desk. The number is 1-877-435-7716 or within the office hit the directory button on your phone and dial the letters help and that extension choice will appear.

We also have a Google site that acts as our internal intranet where all staff forms, our intake protocols, board information and staff telephone numbers are saved. You should receive an invitation to join the Google site via email.

Camera - Each office has a digital camera for use in taking work-related photographs. If you need to use one, consult with your supervising attorney and request the camera from the Program Administrator. There is also a video camera and mini cassette recorders available in the Lynn office.

Inclement Weather - Please note the office closes for inclement weather if the University of Massachusetts Lowell is closed; if North Shore Community College Lynn Campus is closed, then Lynn office is closed; if Northern Essex Community College is closed, then Lawrence office is closed.

Telephone information – The main office number is 978-458-1465; toll free 1-800-336-2262 (our fax # is 978-458-3481 and TTY (for hearing impaired) please direct people to use Mass Relay rather than the TTY)

Extension –When you are assigned extension, you should change the voicemail greeting for your mailbox, I have not done this for you. – depress the voicemail button and follow prompts including recording your name)

Westlaw – www.westlaw.com or <https://next.westlaw.com>

Use the advocate's log on that you are performing the research for.

MassLegalServices.org – go to www.masslegalservices.org an account has been created for you, please edit any necessary information.

Username: your email address

Password: you must request password

MassLegalHelp.org – offers many useful client forms and information

IV. INTAKES AND CLIENT CASE RECORDS

Intakes and Intake Staff - All phone calls are screened by the intake staff (Martina in Lowell, Rosabel, Jenny and Ellen in Lawrence, Rosabel also travels to Lynn) to determine whether or not an intake should take place. If it is determined that the caller's problem falls within our priority area the operator on duty will transfer that call to our Intake workgroup. An intake will be done to gather specific information about the client's situation. Intakes are done by the intake worker directly into Legal Files. Once the intake is completed, the attorney will be sent an email notifying them a new case has been opened for them.

Client Confidentiality - All client information is confidential due to attorney/client privilege. Any client identifying info which you obtain through the natural course of your work, should not be repeated to anyone outside the office - including auditors, family, friends, other clients, other attorneys, police or professors. Client identifying materials (including client names) should also not be left in the open in the office where other clients or non-staff might view it. Similarly, clients' names or other identifying info

about their cases should not be discussed openly or loudly in the office if other clients or non-staff are in a position to overhear the discussion. All requests for client information, even if a client requests materials or info in his/her own case file, should be referred to the advocate handling the case or the Program Administrator if that advocate is unavailable.

Client Trust Accounts - All money received from or for clients is deposited in the NLA client trust account. Consult with your supervising advocate if you are in a situation to which this would pertain.

Case Closings - Once a case is completed by an advocate, it is prepared for closure and then given to the Program Administrator for closing in Legal Files. The case file is filed away with that year's closed files.

Program Integrity - It is imperative that both organizations operate independently and the boundaries between organizations be clearly maintained. You will receive training from both Program Administrators on the division of office space and what is and is not permitted across organizations.

LSC Compliance - Because NLA receives federal Legal Services Corporation (LSC) funding, we must comply with all the rules and regulations that come with that funding. You will receive LSC Compliance training from the Program Administrator.



NLA Lynn Office: 181 Union Street, Suite 201A, Lynn, MA 01901
NLA Lynn Fax: 781-595-2022

NLA Lawrence Office: 50 Island Street, Suite 203A, Lawrence, MA 01840
NLA Lawrence Fax: 978-685-2933

NLA Lowell Office: 35 John Street, Suite 302, Lowell, MA 01852
NLA Lowell Fax: 978-458-3481

NLA toll free number for all three offices: 800-336-2262
NLA main number for all three offices: 978-458-1465
NLA website: www.northeastlegalaid.org
NLA email addresses: staffname@nla-ma.org



NJC Lynn Office: 181 Union Street, Suite 201B, Lynn, MA 01901
NJC Lynn Fax: 781-244-1413

NJC Lawrence Office: 50 Island Street, Suite 203B, Lawrence, MA 01840
NJC Lawrence Fax: 978-323-0125

NJC Lowell Office: 79 Merrimack Street, Suite 302, Lowell, MA 01852
NJC Lowell Fax: 978-323-0124

NJC Toll Free Number for all three offices: 888-657-2889
NJC Main number for all three offices: 781-599-7730
NJC Website: www.northeastjusticecenter.org
NJC email addresses: staffname@njc-ma.org



MAIN NUMBER: 978-458-1465
 FAX: 978-685-2933



MAIN OFFICE
 50 ISLAND STREET, SUITE 203A
 LAWRENCE, MASSACHUSETTS 01840

OFFICES:
 LYNN
 LAWRENCE
 LOWELL

Northeast Legal Aid Policy
 STATEMENT OF EQUAL OPPORTUNITY POLICIES

1. **PURPOSE:** The purpose of the Northeast Legal Aid, Inc. Equal Opportunity Policies is to assure the right of all persons to work in, participate in, and receive the assistance provided by the Northeast Legal Aid, Inc. without regard to race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law. These policies protect:
 - a. Any person employed by or seeking employment with the program;
 - b. Any person being served by or seeking assistance of the program; and
 - c. Any person participating in, or seeking to participate in a policy-making, planning or advisory body of the program.
2. **STATEMENT OF POLICIES**
 - a. Equal Opportunity in the Provision of Legal Services - It is the policy of Northeast Legal Aid, Inc. to make no distinction in the provision of legal assistance to eligible persons because of race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law.
 - b. Equal Opportunity in Employment - It is the policy of Northeast Legal Aid, Inc. to seek and employ qualified persons, to provide equal opportunities in all aspects of employment, and to administer all personnel activities in a manner that will not discriminate against any person because of race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law.
3. **IMPLEMENTATION OF EQUAL OPPORTUNITY POLICIES**
 - a. General: The Northeast Legal Aid, Inc. Board of Directors has the overall responsibility for the Equal Opportunity Policies.
 - i. The implementation of these policies is the responsibility of the Executive Director of Northeast Legal Aid, Inc.
 - ii. The Executive Director of Northeast Legal Aid, Inc. will review on a continuing basis all aspects of the program's operations to insure that these policies are being observed and to determine if additional affirmative efforts are necessary.
 - b. Provision of Legal Assistance Northeast Legal Aid, Inc. will not, on the ground of race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law:
 - i. Deny legal assistance to any eligible person;
 - ii. Provide legal assistance to a person different in form or manner from that provided to others;
 - iii. Treat differently any person in determining whether she or he is eligible for legal assistance;
 - iv. Deny a person the opportunity to participate as a member of a policy-making, planning or advisory body; or

- v. Establish legal services offices at locations with the purpose or effect of excluding persons from the benefits of legal assistance.
- c. Employment Practices
 - i. Recruitment - Except as required by Sections 1006 (b)(6) and 1007 (a)(8) of the Legal Services Corporation Act, and Part 1616 of the Corporation Regulations, when any position for employment is available, the program will seek qualified applicants without regard to race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law.
 - 1. Advertisements will be placed in media chosen to reach qualified persons, including minorities and women. All employment advertisements will contain the phrase "an Equal Opportunity Employer".
 - 2. Northeast Legal Aid, Inc. will seek, to the fullest extent practicable, recommendations from the client community when positions for employment are to be filled.
 - ii. Hiring, Placement and Promotion - All hiring, placement, and promotion of applicants and employees will be made on the basis of individual ability and performance, and the staffing needs of Northeast Legal Aid, Inc., consistent with the commitment to equal opportunity that is set forth in this Statement of Equal Opportunity Policies. All hiring, placement, and promotional activities will be monitored by Northeast Legal Aid, Inc. to assure that full consideration, as required by program policy, has been given to all qualified minority and women applicants and employees.
 - iii. Benefits and Compensation - All compensation and fringe benefits, including access to training and educational programs for employees of Northeast Legal Aid, Inc. will be determined without regard to race, color, religion, gender, age, disability, national origin, or any other basis prohibited by law.
 - iv. Reports - NLA shall compile an annual statistical report showing the race and gender composition of the program's Board of Directors and staff. NLA shall compile a case service report every three months showing the race and gender composition of the program's clientele.
 - v. Complaint Procedure
 - 1. Any person listed under Section I above may file a complaint with NLA about the implementation of these policies. Each complaint shall be reviewed initially by the Executive Director who shall take appropriate action.
 - 2. If the complainant is still dissatisfied, the Executive Director shall inform him or her that:
 - a. (S)he has the right to present his/her complaint orally and in writing to the Board Eligibility and Grievance Committee.

- b. (S)he has a right to be accompanied at a complaint hearing by a friend or representative (other than a NLA staff member).
 - c. At the complainant's request, NLA will transcribe a brief written statement of the complaint for transmittal to the Board Grievance Committee.
 - d. The Executive Director will arrange for the convening of the Board Grievance Committee at the earliest possible opportunity.
3. There shall be established a Grievance Committee to review complaints. The Committee shall be comprised of three Board members, two of whom shall be attorneys and one of whom should be a client representative.
4. Upon notification by the Executive director, the Board Grievance Committee shall promptly convene a hearing at or near the office out of which the complaint arises at a time convenient to both Committee and complainant. The Committee proceedings shall be informal with full opportunity for the complainant and/or his/her representative to present the complaint. The Committee may request NLA staff to be present to answer questions or make a presentation. A record shall be kept of the hearing. The Committee shall promptly make a written decision setting forth a summary of the complaint, the facts found and the reason for the decision. Said decision shall be sent to the complainant and followed by NLA.
5. A record of each complaint, procedures taken to resolve it, and final disposition shall be retained in the main office of Northeast Legal Aid, Inc.

These policies initially adopted by the Board of Directors of Northeast Legal Aid, Inc. on June 26, 1984 will be revised to reflect experience, changes in laws and regulations, and better understanding of effective approaches that will assure equal opportunities for all.

Revised and Adopted:
Northeast Legal Aid, Inc.
Board of Directors
Date: _____



PERSONNEL ACTION FORM

FIRST NAME: _____ MIDDLE INITIAL: _____ LAST NAME: _____

NICK NAME: _____

HOME ADDRESS: _____

PHONE: _____ HOME EMAIL: _____

CELL PHONE: _____

SOCIAL SECURITY #: _____ LANGUAGES SPOKEN: _____

DATE ADMITTED TO MASSACHUSETTS BAR (if applicable): ____/____/____

DATE ADMITTED TO OTHER BAR(S) (specify) _____ ____/____/____

_____ ____/____/____

FUNDING TYPE, IF ANY: _____

NAMES/ADDRESSES OF PERSONS TO BE NOTIFIED IN CASE OF EMERGENCY:

NAME: _____ RELATIONSHIP: _____

TELEPHONE: _____ ADDRESS: _____

NAME: _____ RELATIONSHIP: _____

TELEPHONE: _____ ADDRESS: _____

New Intern/Volunteer Information

On _____, _____ began working as an unpaid, volunteer at Northeast Justice Center with the _____ Unit in the _____ office. He/She will work _____ hours per week. This will end on _____.

The foregoing is certified to be true and correct:

Signed by employee: _____

Signed by project director: _____

Signed by other supervisor or officer: _____

Dated: _____

Northeast Legal Aid/Northeast Justice Center

SEXUAL HARASSMENT POLICY

We are an equal opportunity employer. Our program believes that each employee has the right to be free from harassment because of age, race, color, national origin, religion, marital status, handicap or disability, sex, sexual orientation or veterans status. Sexual Harassment is defined as the following:

“Sexual Harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a.) submission to or rejections of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions, or
- b.) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

While it is not possible for our program to list all those circumstances which we would consider to be Sexual Harassment, the following are some examples:

- Unwelcome or uninvited sexual advances, whether they involve physical touching or not;
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment;
- Assault or coerced sexual acts;
- An offensive overall work environment involving, for example, vulgar language, the presence of sexually explicit photographs or other materials, the telling of sexual stories and the use of sexually explicit languages or gestures which unreasonably interferes with ones work performance.

Sexual Harassment can come from work associates such as superiors, fellow employees, or board members. Men as well as women can be victims of Sexual Harassment. Our program cannot stress enough that it will not tolerate Sexual Harassment. Sexual Harassment in the workplace is unlawful.

Complaints against a work associate can be brought to the attention of any member of the management staff or the board of directors who will investigate the matter. If the allegation is sustained, the responsible employee will be disciplined up to and including job termination.

In fulfilling their obligation to maintain a positive and productive work environment, managers and supervisors are expected to immediately report any harassment which they become aware of through observation complaints or reports from fellow employees, clients, etc. The address to file a complaint is 50 Island Street Suite 203A, phone (978)458-1465.

Any retaliation against an individual who has complained about Sexual Harassment or against individuals for cooperating with an investigation of a Sexual Harassment complaint is unlawful and will not be tolerated. Any person found to have retaliated against another individual for reporting or cooperating in our investigation of an incident of Sexual Harassment will be subject to discipline, up to and including termination.

If an investigation results in a finding that the complainant falsely accused another of Sexual Harassment knowingly or in a malicious manner, the complainant will be subject to appropriate discipline, including the possibility of termination.

The Massachusetts State employment discrimination enforcement agency is, Massachusetts Commission Against Discrimination, One Ashburton Place, Room 601, Boston, MA 02108, phone #(617)727-3990.

The Federal employment discrimination enforcement agency is, The U.S. Equal Employment Opportunity Commission, 1801L Street, N.W., Washington, D.C. 20507 or an EEOC field office by calling toll free (800)669-4000.

I have received a copy of this policy and have been given the opportunity to read it and ask any relevant questions.

Signature: _____ Date: _____

Re-adopted by Board of Directors 4/22/02; updated to NLA/NJC by CER 10/7/15

DRUG FREE WORKPLACE POLICY

As a recipient of Federal Funds Northeast Legal Aid (and its subsidiary, Northeast Justice Center) is required to annually certify that conduct of grant activity will be drug free in accordance with the Drug Free Workplace Act.

NLA/NJC maintains a drug free workplace. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is strictly prohibited at this workplace. Employees violating this prohibition will be subject to immediate disciplinary action including, as appropriate, termination.

NLA/NJC health insurance carrier provides substance abuse treatment services to NLA/NJC employees. In addition, NLA/NJC will make reasonable efforts to link employees seeking assistance for drug or alcohol dependence problems with appropriate treatment and assistance, including counseling, rehabilitation and employee assistance programs.

This policy will be made available to all NLA/NJC employees at the time they begin employment with the program. All employees are required to notify the employer in writing of any criminal drug statute conviction for a violation occurring in a workplace no later than five calendar days after such conviction.

Any employee notifying the employer of a criminal drug conviction as set out above will be notified within 30 days of the action to be taken as a result by the employer including, as appropriate, discipline up to and including termination, or a requirement of participation in a substance abuse treatment or rehabilitation program approved by the employer and carried out by an appropriate agency licensed under state or federal law.

I received a copy of NLA/NJC Drug Free Workplace Policy.

Date _____



MEMORANDUM

To:
FROM: Corine Reardon, Program Administrator

DATE:

RE:

By signing below, I understand the following conditions of volunteering at NJC:

- Client matters are confidential and I will not divulge the fact that someone is a client of NJC and I will not discuss any client matter with anyone outside NJC.
- I will identify to my supervisor any matter where I personally know the parties involved in a case. This is a direct conflict and I will not work on that matter while a volunteer at NJC.
- I will not remove client data from the office and I will keep client files/data in a secure, private location when I leave the office each day (in accordance with the NJC WISP Policy)
- I understand that this position is a volunteer position and I am receiving NO compensation of any kind (including legal services performed by NJC) for my volunteered services, and
- I understand that the decision-making and advocacy concerning any case involving an NJC former, current or future volunteer will be no different than that applied to all other clients and will in no way be influenced one way or the other by:
 - the fact that I was/am a volunteer or
 - the value of volunteered services.

NAME: _____

SIGNATURE: _____

DATE: _____

CORI REQUEST FORM

Northeast Legal Aid and Northeast Justice Center have been certified by the Criminal History Systems Board for access to conviction and pending criminal case data. As an applicant/employee for Northeast Legal Aid and Northeast Justice Center, I understand that a criminal record check will be conducted for conviction and pending criminal case information only and that it will not necessarily disqualify me. The information below is correct to the best of my knowledge.

Applicant/Employee Signature

APPLICANT/EMPLOYEE INFORMATION (PLEASE PRINT)

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____

MAIDEN NAME OR ALIAS (IF APPLICABLE) _____ PLACE OF BIRTH _____

DATE OF BIRTH _____ SOCIAL SECURITY NUMBER _____ *ID Theft Index PIN
(if applicable)

MOTHER'S MAIDEN NAME

CURRENT AND FORMER ADDRESSES:

SEX: _____ HEIGHT: ____ ft. ____ in. WEIGHT: _____ EYE COLOR: _____

STATE DRIVER'S LICENSE NUMBER: _____
(include state of issue)

***THE INFORMATION WAS VERIFIED WITH THE FOLLOWING FORM OF
GOVERNMENT ISSUED PHOTOGRAPHIC IDENTIFICATION: _____

REQUESTED BY: _____
SIGNATURE OF CORI AUTHORIZED EMPLOYEE

*If an applicant has provided an Identity Theft PIN number on this form, please ONLY mail or fax forms with Identity Theft PIN numbers to DCJIS. All other CORI requests must be processed electronically through Web-CORI. Do not mail or fax other forms to DCJIS.