

LEP 2.0 LAW LIBRARY KIT

INSTRUCTIONS FOR USE OF LAW LIBRARY KIT (FOR PHONE)

This LEP law library kit for phone was developed under LSC TIG Grant #10064, by the Legal Aid Society of Mid-New York, Inc., and may be freely used by any civil legal aid program in the United States. Please just e-mail us at cdh@wnylc.com, so we can track usage of this kit and e-mail you any updates in the future.

COMPONENTS:

Phone Tree Prompts

- ⤴ The kit for each language includes a folder entitled “Phone Tree Prompts.” This folder contains the prerecorded phone prompts for setting up the front end of your phone tree. An English translation of the prompts is included.

“Know Your Rights” Recordings

- ⤴ The phone kit for each language includes recordings on two topics: Domestic Violence and SSI for Noncitizens. An English translation of the recordings is included.
- ⤴ At the end of each recording, the speaker states:

*To hear this information again, press 8.
To go on to the next recording, press 9.
To return to the main menu, press 7.*

At the end of the last recording for each topic (“Ending for Local Hotline Numbers” for DV and “Appeal” for SSI), the speaker states:

*To hear this information again, press 8.
To return to the main menu, press 7.*

You will need to program your phone tree accordingly.

- ⤴ You will need to customize the DV “Local Hotline Numbers” recording, to add your own local hotline numbers. The “Local Hotline Numbers” recording for each language translates as follows: *

The following is a list of domestic violence hotline numbers in your area:

Make a recording of your local DV hotline numbers in English (e.g., Oneida County, 797-7740). Using audio editing software (*Audacity* is available free for download online, and is excellent for this purpose), cut and paste your recording onto the end of our “Local Hotline Numbers” recording. Then, cut and paste the “Ending for Local Hotline Numbers” recording after your English recording of local hotlines. Export your finished product to a .wav file.

Audio Letters

- ⤴ The kit includes three basic client form letters in each language. All of the letters are bilingual, so your staff will understand them as well. The English part will also be helpful to any third parties (such as case managers) who may be assisting the client.
- ⤴ Cut and paste the text of the letters into your own letterhead. In certain languages, the non-English part is provided as a .jpg, because of the risk that the font will not appear properly. In such cases, you will need to paste the .jpg into your letterhead, then the text from the English part (provided as a MS Word document).
- ⤴ When signing each letter, the staff member should circle “attorney” or “paralegal” as appropriate (in both English and the other language).
- ⤴ Letter #1 (Appointment Letter) contains blanks that the staff member needs to fill in, with specifics about the appointment (e.g., date, time, place, etc.) The blanks are in exactly the same places on the English part of the letter, so the staff member will be able to fill them in properly. The staff member should fill in all the blanks in the English and non-English parts, using English for both.
- ⤴ Each letter has a gray block on top, advising the client that he/she can hear the letter by calling a certain phone number. The gray block translates as follows (using Russian as an example):

To hear this letter in Russian, call this number:

*Press number 4 for Russian, then press number 2.
Choose Letter #1 (or #2 or 3, depending on the letter)*

There is also a version of the letter for DID. If you purchase a block of DID's for the letters, there would be a different phone number for each letter in each language, with no buttons to press. This actually would be less confusing for clients.

- ⤴ The kit contains audio recordings of each letter, which you will program into your phone tree as appropriate. The appointment letter recording, of course, does not include specific information about the appointment (e.g., date, time, place), but tells the client where to find these on the letter he/she received.