



Justice Innovation and Transformation Initiatives (JITI) FAQ for Enhanced Family LawLINE

The Ministry of Justice has made a commitment to the Legal Services Society to provide \$2 million a year for three years, starting in 2014/2015, to fund five pilot projects at LSS. These FAQ will help answer questions about the Enhanced Family LawLINE pilot project.

Enhanced Family LawLINE—launched in October 2014

Family LawLINE is a telephone advice service that provides brief next-step advice to eligible clients with family law issues both before and after they have engaged the court process. The service is being expanded to include preparation and review of legal documents, and legal coaching for people representing themselves in court.

Questions	Answers
What services are provided by Enhanced Family LawLINE?	<p>The Family LawLINE will provide the following services:</p> <ul style="list-style-type: none"> • Information and advice on court processes, both Provincial and Supreme Court • Information and advice on options for resolving legal issues out-of-court • Referrals to other services, including online resources and other public agencies • Help with preparing documents for court or for other legal issues • Coaching to help people who are representing themselves in court

<p>What is new and innovative about this service?</p>	<p>The Family LawLINE is innovative and transformative in the following ways:</p> <ul style="list-style-type: none"> • The Family LawLINE will now provide dedicated time for one lawyer and client to work together. <i>Previously, people usually spoke with a different lawyer every time they called the Family LawLINE.</i> • It will provide up to 6 hours with the same lawyer for each current legal matter. <i>Previously, people received only 3 hours in total.</i> • It will help people prepare documents for court and other legal processes. This may involve reviewing, editing or in some cases helping to draft a specific legal document. <i>Previously, advice was provided, but lawyers could not review the documents.</i> • It will provide coaching and guidance to help people represent themselves more effectively. <i>Previously, a coaching service was not available.</i>
<p>How does a client access the service?</p>	<p>Advice is provided by lawyers throughout the province by phone. Clients may engage with their lawyers by phone or by email.</p> <p>LawLINE is accessed through the Call Centre.</p>
<p>How will the pilot improve the efficiency of and timely access to the justice system?</p>	<p>Expanding the scope of Family LawLINE by providing more hours, continuity of service, help with document preparation and legal coaching will better support clients to resolve their problems out of court.</p> <p>Enhanced referrals will help clients address the range of issues they face on separation and divorce. Assisting self-represented litigants to be better prepared for court hearings will decrease hearing time, freeing up judicial resources.</p>
<p>How will the service benefit families?</p>	<p>Expanded advice, coupled with effective online resources will support and empower clients to find affordable, fair, and enduring resolutions to their family law problems, bringing stability to their lives and the lives of their children.</p>

<p>Why doesn't LSS increase the number of representation referrals instead of adding these services?</p>	<p>The pilot programs are part of the Ministry of Justice initiative for Justice Transformation. LSS can use the funding only for services that are innovative or transformative, and cannot use it to increase the capacity of existing tariff bar services.</p>
<p>How will the pilots be evaluated to determine if the new models improve the efficiency of and timely access to the justice system?</p>	<p>An independent evaluator will use the best data available to determine whether the pilots have met their objectives. The evaluations will rely on existing data sources, including data gathered by LSS and the Court Services Branch, as well as data generated by client and service provider surveys.</p> <p>The Family LawLINE program is an established and successful service for LSS. Therefore, while the evaluation will assess client outcomes, its primary focus will be to determine whether changes introduced by the LawLINE pilot are meeting the expectations for usability and accessibility.</p>