



Family Duty Counsel Conference

Working with LSS'
Audit & Investigation Department

October 24, 2008

Audit and Investigation Functions

- ▶ Auditing of Lawyer's Billings
- ▶ Investigations
 - Complaints about lawyer services to legal aid clients.
 - Complaints about individuals receiving legal aid.
- ▶ Reviews
 - Of decisions not to grant legal aid.
- ▶ Collections
 - From individuals who received either a settlement or legal aid inappropriately.



Why Audit?

- ▶ Service Plan Goal 4
“LSS manages resources soundly to ensure clients have access to quality legal services that are proportionate to their needs.”
- ▶ LSS must be accountable for public funds.



LSS' Audit Program

- ▶ Emphasis on Risk Management
- ▶ Continuous Improvement:
 - Billing practices of lawyers.
 - LSS' internal procedures.
- ▶ Tracking and analyzing issues, and making recommendations to appropriate committees and departments.



Types of Issues

- ▶ Record Keeping
- ▶ Acting for Other Clients While Duty Counsel
- ▶ Alternate Service Providers



If You Receive an Audit Inquiry

- ▶ Not Personal
- ▶ Time Sheets
- ▶ Call Us – Clarification / Concerns



Service Plan – Goal 4

“LSS manages resources soundly to ensure clients have access to quality legal services that are proportionate to their needs.”

Quality Service for our Clients



Factors That Can Impede the Delivery of Quality Service

- ▶ Practice Management Issues
- ▶ Personal Issues
- ▶ Inexperience
- ▶ Expectations of the Client



Quality Concerns: What A&I Will Do

- ▶ Investigate.
- ▶ Attempt to resolve issues with the lawyer and/ or the client.
- ▶ Refer to quality assurance resources if appropriate.
- ▶ Monitor.
- ▶ Take further action if necessary.



If You Receive a Complaint or Quality of Service Inquiry

- ▶ Not Personal
- ▶ Respond – Timeliness and Tone
- ▶ Please Work with Us to Help Resolve Concerns



Investigations About Individuals Receiving Legal Aid

- ▶ We Will Investigate
- ▶ Cannot Disclose Any Information to Complainant
- ▶ May Seek Information From You
- ▶ Will Notify You If Client No Longer Eligible



Reviews – Coverage & Eligibility

- ▶ Information Required
- ▶ Timeliness



Collections

- ▶ Following a Settlement
 - Conversion to Private Retainer Policy Under Review
- ▶ Ineligible Clients
- ▶ Costs



Questions?



A&I Contacts

Name	Title	Phone
Margaret Currie	Manager	(604) 601-6053
Nancy Lis	Investigator/Analyst -Audit Program	(604) 601-6023
Carolyn Gulabsingh	Staff Lawyer -Lawyer Complaints -Quality Control	(604) 601-6034
Jessica Karls	Eligibility Complaints Coordinator	(604) 601-6008
Leslie Gault	Collections Audit Clerk -Collections -Costs	(604) 601-6016

