2015

Judge Advocate Division,
Headquarters US Marine Corps

Legal Assistance Case Management System (CMS-LA)

Desktop Manual

CMS-LA DESKTOP MANUAL

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Legal Assistance Case Management System (CMS-LA)

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Chapter 1 - Overview

1. Introduction. The Legal Assistance Case Management System (CMS-LA) is an IBM Lotus Notes, web-based program that is part of the Navy & Marine Corps CMS. CMS-LA is designed to provide each legal assistance office with a comprehensive, easy-to-use tool to make client appointments, check for conflicts of interest, record various types of legal services provided by attorneys and staff, and generate office reports.

2. Confidentiality. A legal assistance office CMS-LA site is not accessible by any other legal assistance office. This is meant to ensure confidentiality and allow conflicts of interest referrals between legal assistance offices. The Legal Assistance Branch (JLA), Judge Advocate Division (JAD), HQMC may generate numerical reports from office data, but it will not have access to confidential client information. For website support and trouble-shooting, the Information, Plans, and Programs Branch (JCD-1), JAD, HQMC will have access to all information in all sites. Personnel in JCD-1 are Federal civilian employees and 4421 Marines who are under the same confidentiality constraints and supervision as other legal personnel in JAD.

3. Reporting Problems with CMS-LA. Report all issues to the Information, Plans, and Programs Branch (JCD-1) via email at jaiwebmaster@usmc.mil.

4. Accessing CMS-LA (Select DOD EMAIL at Windows Security Screen)

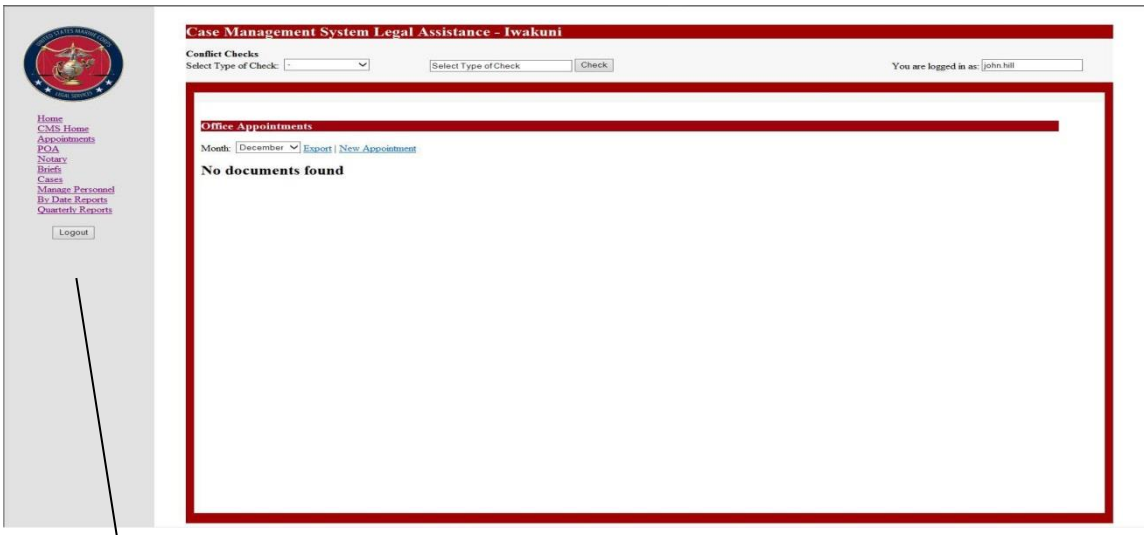
→ Step 1 - If the user does not already have access to the eHQMC Sharepoint Portal, submit a request at https://ehqmcsupport.usmc.mil/sites/mcwar/default.aspx – Click on "Request eHQMC Portal" and follow the instructions to establish an account.

→ Step 2 - To establish the CMS account, go to the Navy & Marine Corps CMS Home Page at https://ja.hqi.usmc.mil/ and click on "Request a USMC Account." Select "Legal Assistance" for the type of CMS access requested.

→ Step 3 – After getting authorization to access CMS, go to https://ja.hqi.usmc.mil/ and at "Login" select the CMS-LA Database and enter the user's login name and password.

→ Step 4 – At the CMS-LA screen, select the user's legal office (i.e. Iwakuni) and the user's legal assistance office CMS-LA Home Page will appear.

5. CMS-LA Home Page. A sample legal assistance office Home Page is shown below. On the left side are links to the various functions available to the user.



→ **Home**: Brings user back to the legal assistance office Home Page.

→ **CMS Home**: Takes user to the Navy-Marine Corps CMS Home Page where updates are posted and users can report a bug, request an account, read the overarching CMS Desktop Manual and submit a change request.

→ **Appointments**: Displays the office calendar with links to an appointment form.

→ **POA**: Opens the form that tracks the total number of POA's created by the selected legal assistance provider. This is tracked by month.

→ **Notary**: Opens the form that tracks the total number of notaries done by the selected legal assistance provider. This is tracked by month.

→ **Briefs**: Opens the form that tracks the total number of Briefs by category and the number of people briefed. This is tracked by month.

→ **Cases**: Opens a view of all cases currently open. "Closed Cases" and "All Cases" options are available by use of the drop down at the top of the page.

→ **Manage Personnel**: Allows the user to add and remove office personnel.

→ **Quarterly Reports**: See Chapter 5 for details. [NOTE: Some screen shots shown in this Manual may also show a link "By Date Reports." That link has been removed]

Chapter 2 - Workflow

Workflow describes step-by-step what to do in CMS-LA when someone arrives at the legal assistance office requesting services

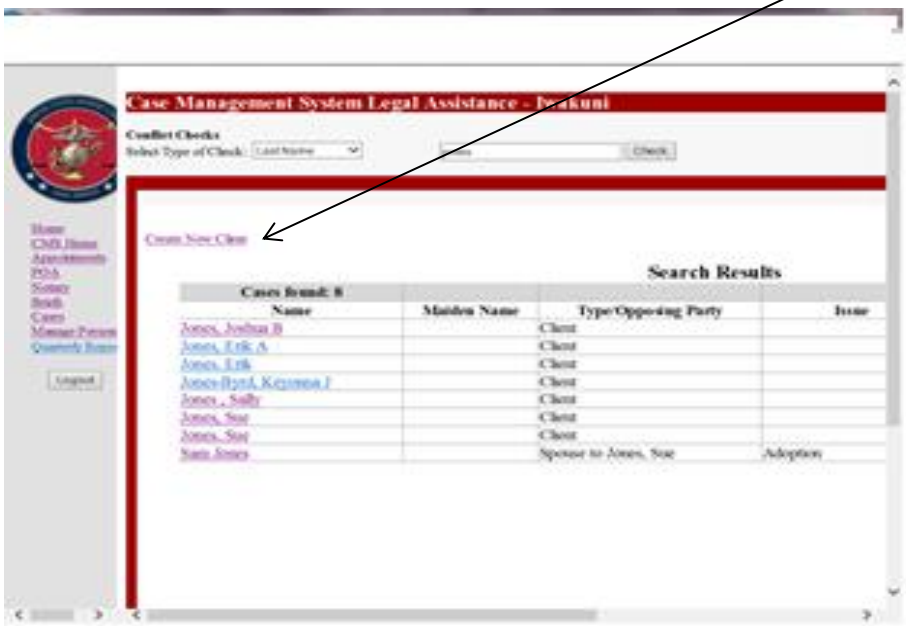
1. <u>New Clients</u>

a. Conflict Checks. Persons requesting services that may involve the formation of an attorney/client relationship first must be screened for a conflict of interest. A conflict exists when the legal assistance office has already seen an opposing party for the same or similar legal matter.

> EXAMPLE: Mrs. Jones asks to speak with an attorney about divorce. The user (i.e. legal assistance intake clerk) must use the CMS-LA to check for a conflict. If the office already has seen her husband for the same or similar matter, then Mrs. Jones cannot be seen at this legal assistance office. [The legal assistance office SOP should have procedures for providing the conflicted person with information about other available legal resources].

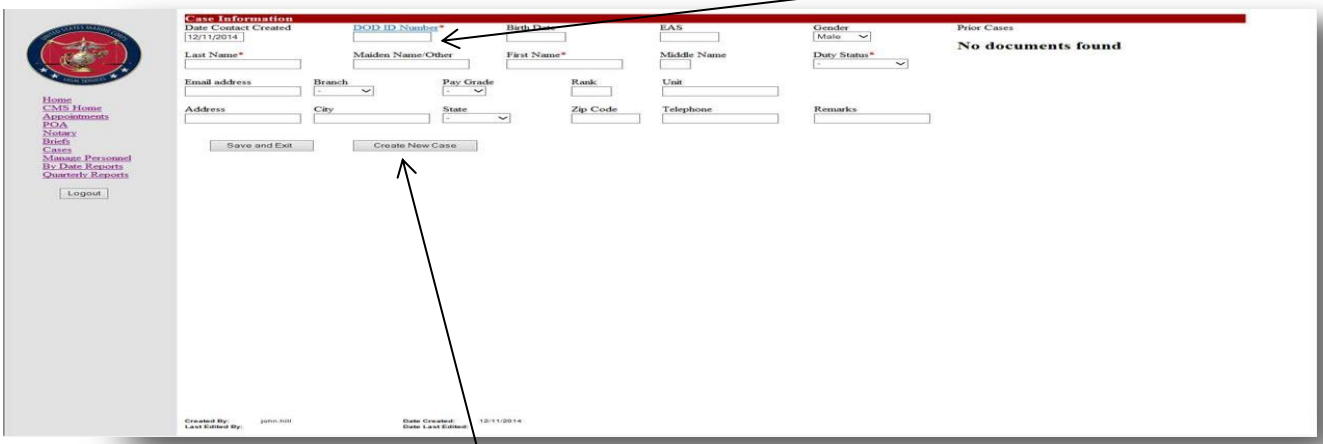
→ At the top of the legal assistance office CMS-LA Home Page are "Conflict Checks" drop down boxes. The user chooses the method used to search for a conflict – by DoD ID Number or Last Name .

→ The "Search Results" appear listing all clients seen by the user's office who are associated with the identifier. The user checks to see if any listed person was/is an opposing party. If there is no conflict, the user selects "Create a New Client."



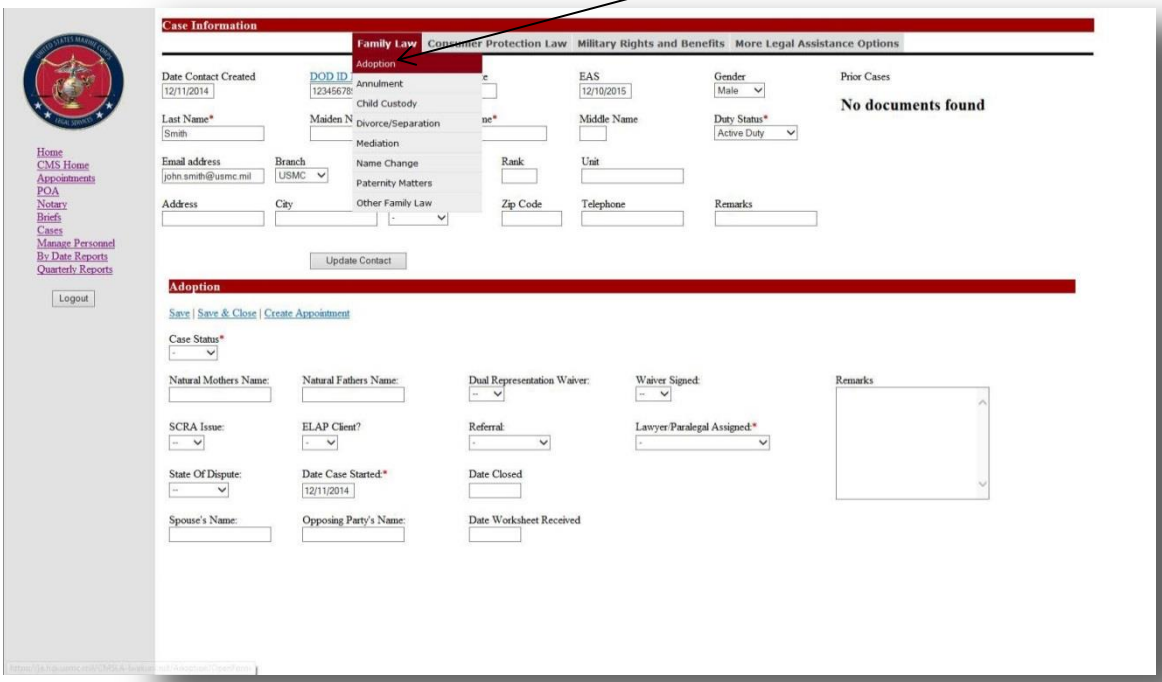
b. “Create a New Client” - Case Information

→ After selecting “Create a New Client,” the Case Information screen will appear and the user must input the data. If the client does not know their DoD ID Number, click on the heading “DoD ID Number” and the user should be able to find it.



→ Click “Create New Case.”

→ On the next screen, the user will choose the client’s legal matter from the choices at the top of the page and their associated drop down boxes: Family Law, Consumer Protection Law, Military Rights and Benefits and More Legal Assistance Options. Placing the cursor over each category will display a drop down list of specific legal matters within that category from which the user will choose.



Drop Down Lists

Family Law	Consumer Protection	Military Rights/ Benefits	More Legal Assistance Options
Adoption **Annulment** **Child Custody** **Divorce/Separation** **Mediation** **Name Change** **Paternity Matters** **Other Family Law**	**Bankruptcy** **Consumer Contact** **Credit Report Dispute** **Debts** **Scams** **Identity Theft** **Pay Day Lending** **Small Claims Court**	**SCRA** **USERRA**	**Crime Victim Assistance** **Sexual Assault Victim Assistance** **Immigration/ Naturalization** **Non-Support** **Property/Landlord-Tenant** **Tax (Non-Vita/ELF)** **Estate Planning** **Other**

EXAMPLE: Place the cursor over "Family Law" and the following options will appear: Adoption, Annulment, Child Custody, Divorce/Separation, Mediation, Name Change, Paternity Matter, and Other Family Law. Choose which option is appropriate for the client. For example, choosing "Adoption" will generate boxes pertaining to that type of case and the user will fill in the data.

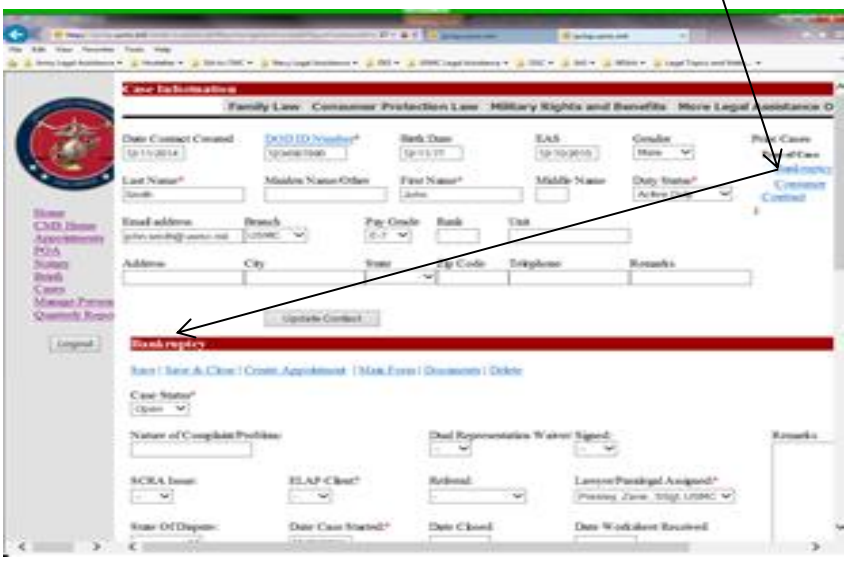
NOTE: If the user does not know what a particular drop down box means (i.e. SCRA Issue, ELAP Client etc.) the attorney will enter that data when he or she sees the client.

→ The user saves, saves and closes, and/ or creates an appointment.

- "Save" is used to save the case information without exiting.
- "Save and Close" saves the case form and closes it so that information is saved prior to opening another legal matter form for the same client.
  - "Save and Close" is used when a client comes to the office with multiple legal issues for which they need assistance (i.e. Family Law – Adoption and More Legal Assistance Options – Estate Planning). There will be only one client case but that case may have multiple legal matter forms associated with it.
- "Create Appointment" takes the user to the appointment calendar. From here appointments can be entered in the same manner as from the appointments link on main navigation menu.

3. <u>Returning Clients</u> (the client case has already been created in CMS-LA).

→ On the left side of the legal assistance office Home Page, click on "Cases" which will generate a list of Open Cases in the office . Click on the client's name. His or her Case Information screen will appear and on the right side of the page will be a link to the type of legal matter for which the client is/was being seen. Clicking on that link (i.e. Bankruptcy) brings up more links that allow the attorney and staff to document and track actions taken in the matter for this client.



***REMEMBER – ALWAYS SAVE!! ***

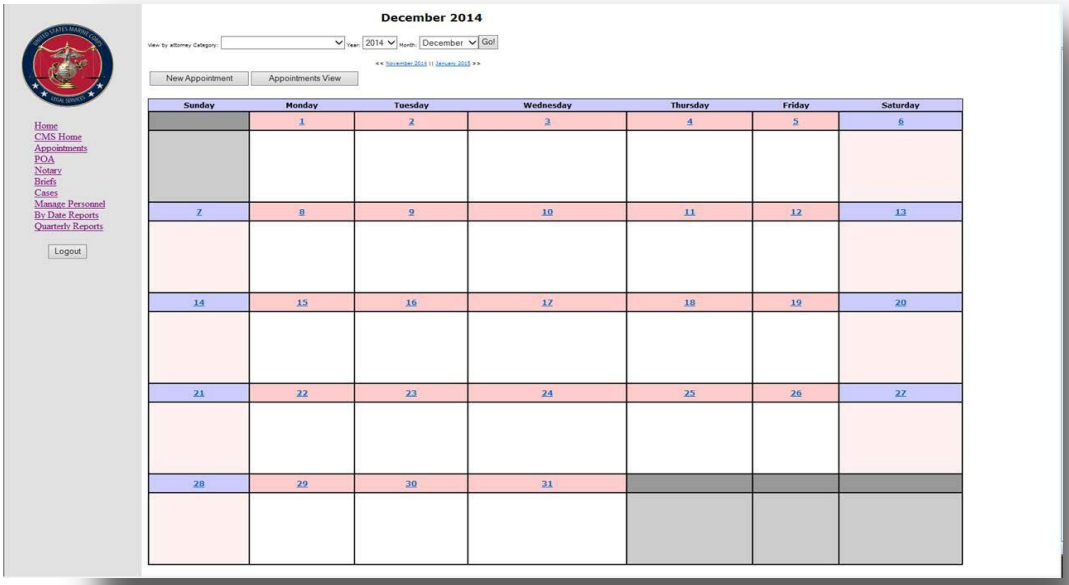
4. <u>Services That Will Be Counted Without Client Case Creation.</u> Some legal assistance services do not require a conflict check or creation of a case in CMS-LA, but the services still need counting. On the left side of the legal assistance office Home Page are links labeled: POA – Notary - Briefs. These are addressed in Chapter 4.

Chapter 3 – Appointments

On the left side of the legal assistance office Home Page is the link "Appointments."

→ Clicking on "Appointments" will bring up the office calendar, where the user can click on "New Appointment" to schedule a client or "Appointments View" to see what already has been scheduled. The new appointment will be displayed in the Calendar by attorney, date and time. Hovering over the appointment displays the subject, client and location of the appointment.

→ Appointments can be entered in 15 minute increments.



Chapter 4 – Power of Attorney, Notary, and Briefs

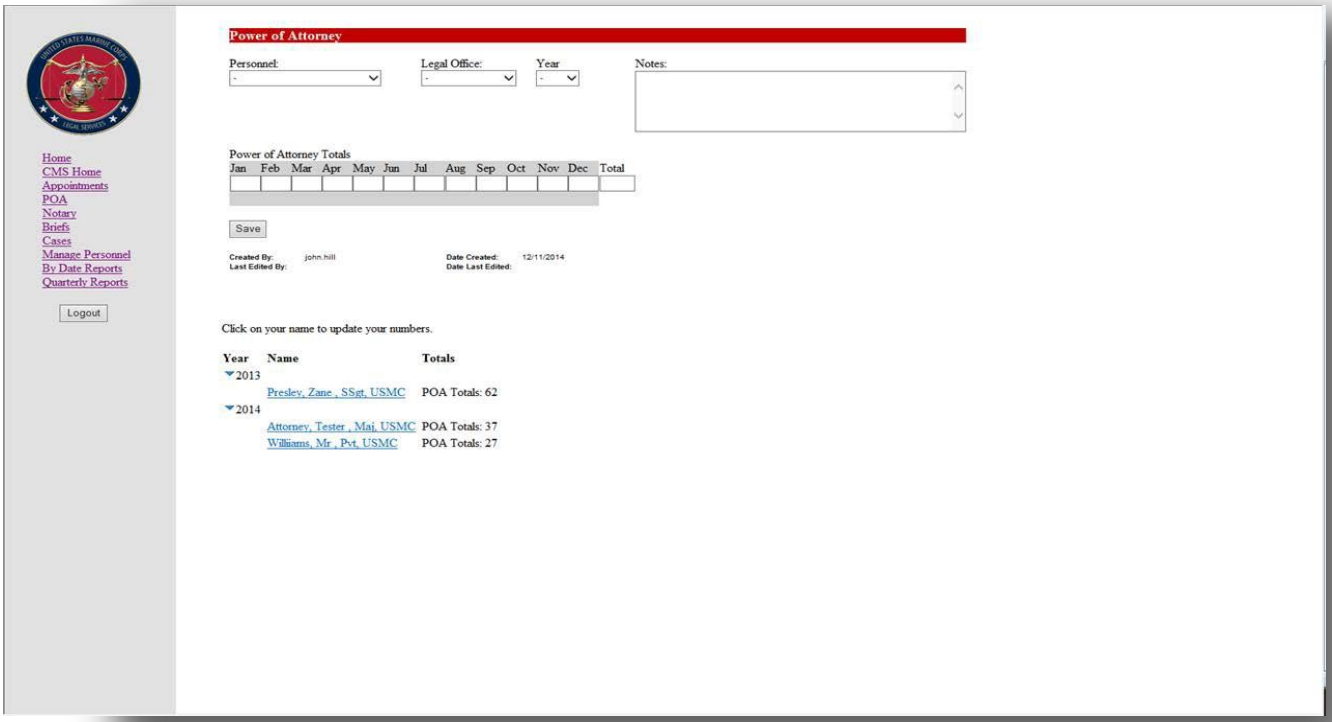
Introduction. This Chapter covers services provided by the legal assistance office that do not generate client cases, but are counted for the office reports. On the left side of the legal assistance office Home Page are links labeled "POA" - " Notary" - "Briefs."

1. Power of Attorney (POA). Click on "POA."

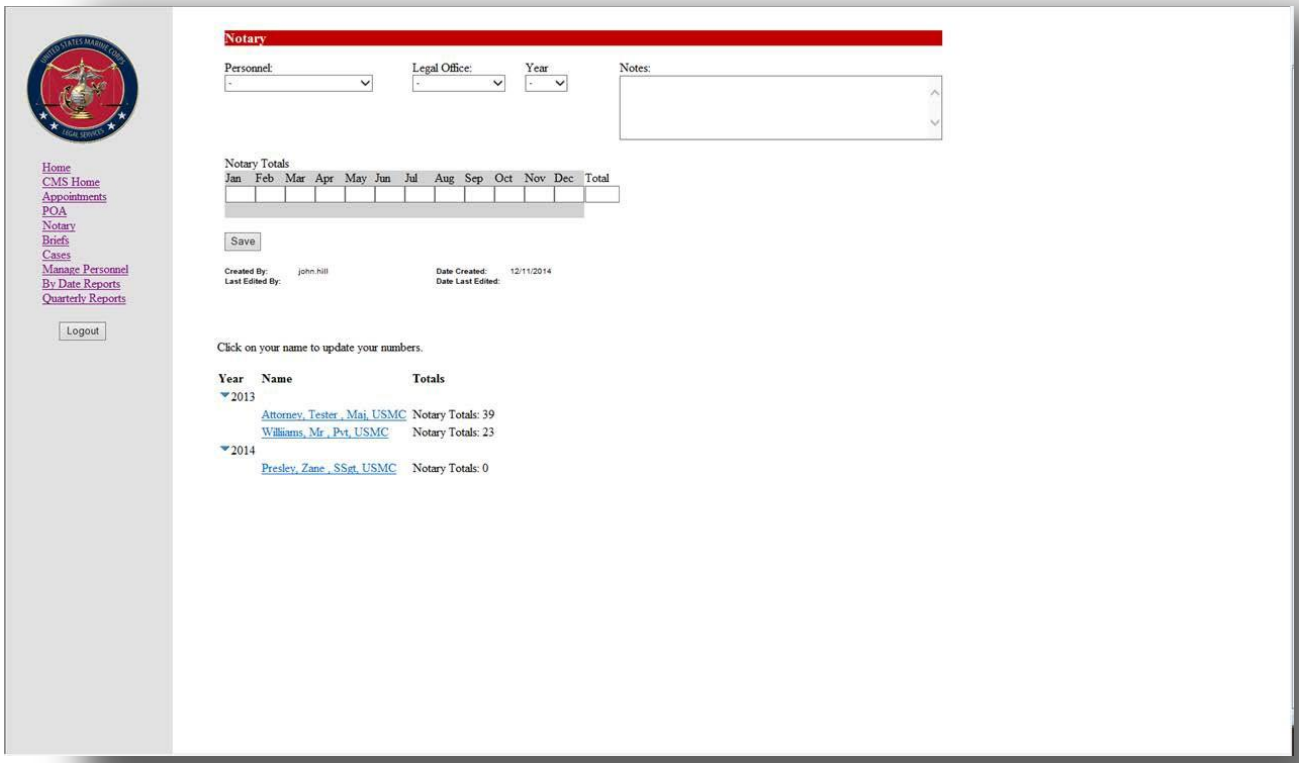
→ At the "Personnel" drop down click on the name of the legal assistance person who rendered the service.
→ At the "Legal Office" dropdown, choose the user's legal assistance office.
→ At the "Fiscal Year" dropdown, choose the Fiscal Year in which the service is rendered.

The user can access the POA screen and update his or her numbers. The numbers entered each month are automatically tabulated for a Fiscal Year total. The name of the attorney and the current number of POAs are displayed at the bottom of the screen.

WHAT TO COUNT. Special and General POAs drafted (prepared) in the legal assistance office. Does NOT include estate planning POAs or fill-in-the-blank POAs given to an individual to complete. Notarizations of all POAs are counted separately in the "Notary" category (i.e. count 1 POA drafted and 1 Notary service).



2. Notary. Click on "Notary." Use the same steps used in the POA form and count each notarized document.

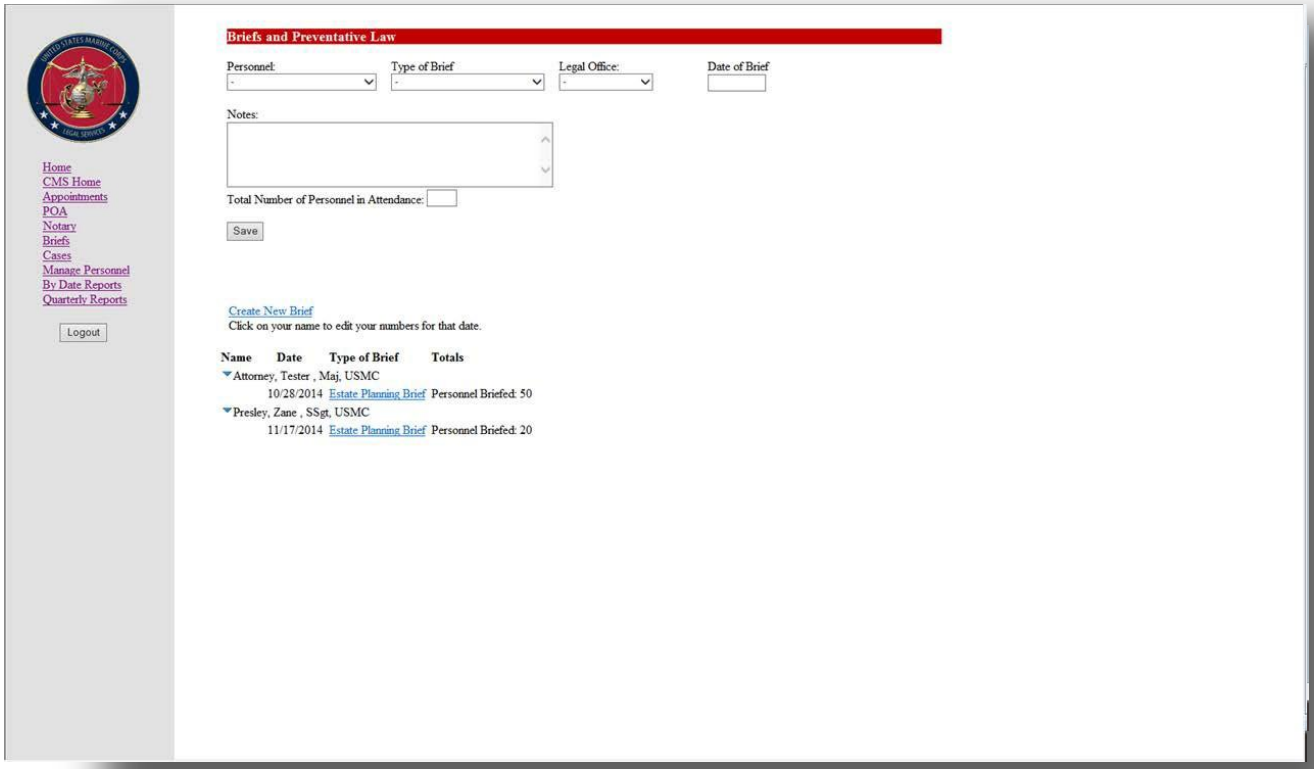


3. Briefs. Click on "Briefs." This form is used to record the number of briefs by name of the presenter. This form is also used to count Preventive Law Publications.

→ From the drop down boxes, choose the name of the briefer and legal office and enter the date of the brief and number of persons in attendance. From the "Type of Brief" drop down box choose the type of legal brief given.

<u>Type of Brief</u>

Estate Planning
Welcome Aboard
Family Law
Pre-Deployment
Preventive Law
Preventive Law Publication
Other

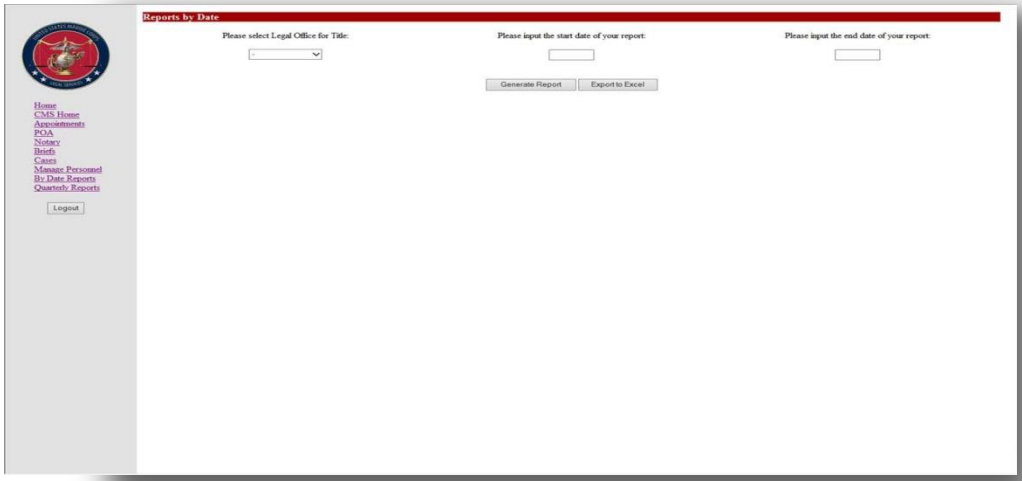

Briefs and Preventative Law
Personnel:
Type of Brief
Legal Office:
Date of Brief
Notes:
Total Number of Personnel in Attendance:
Save
Home
CMS Home
Appointments
POA
Notary
Briefs
Cases
Manage Personnel
By Date Reports
Quarterly Reports
Logout
Create New Brief
Click on your name to edit your numbers for that date.
Name Date Type of Brief Totals
Attorney, Tester , Maj, USMC
10/28/2014 Estate Planning Brief Personnel Briefed: 50
Presley, Zane , SSgt, USMC
11/17/2014 Estate Planning Brief Personnel Briefed: 20

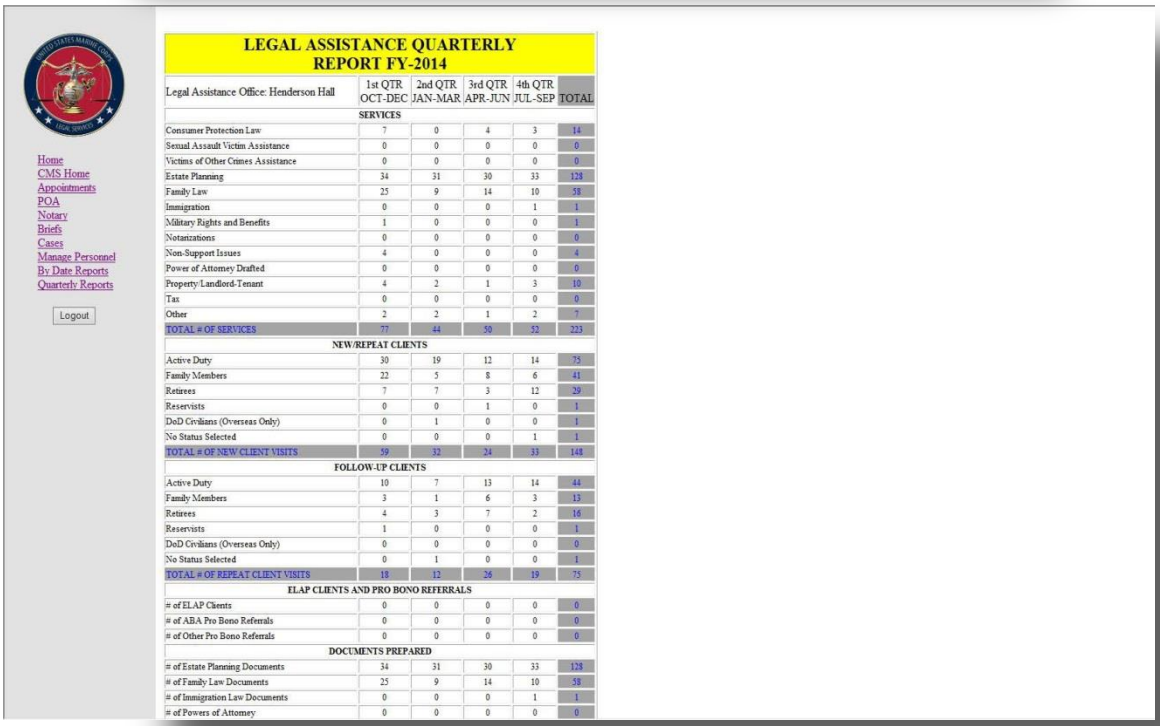
Chapter 5 - Quarterly Office Report

CMS-LA will create a legal assistance office report similar to the one shown below – data is cumulative.

NOTE: Various screen shots used in this Manual for illustrative purposes may show a link labeled "By Date Reports." That link has been removed.

→ Click on "Quarterly Reports" on the left side of the legal assistance office Home Page.
→ Choose the user's legal assistance office and fiscal year for the report to be viewed.
→ The user may choose "Generate Report" and/or "Export to Excel.





Home
CMS Home
Appointments
POA
Notary
Briefs
Cases
Manage Personnel
By Date Reports
Quarterly Reports
Logout

LEGAL ASSISTANCE QUARTERLY REPORT FY-2014

Legal Assistance Office: Henderson Hall	1st QTR OCT-DEC	2nd QTR JAN-MAR	3rd QTR APR-JUN	4th QTR JUL-SEP	TOTAL
SERVICES					
Consumer Protection Law	7	0	4	3	14
Sexual Assault Victim Assistance	0	0	0	0	0
Victims of Other Crimes Assistance	0	0	0	0	0
Estate Planning	34	31	30	33	128
Family Law	25	9	14	10	58
Immigration	0	0	0	1	1
Military Rights and Benefits	1	0	0	0	1
Notarizations	0	0	0	0	0
Non-Support Issues	4	0	0	0	4
Power of Attorney Drafted	0	0	0	0	0
Property Landlord-Tenant	4	2	1	3	10
Tax	0	0	0	0	0
Other	2	2	1	2	7
TOTAL # OF SERVICES	77	44	50	52	223
NEW/REPEAT CLIENTS					
Active Duty	30	19	12	14	75
Family Members	22	5	8	6	41
Retirees	7	7	3	12	29
Reservists	0	0	1	0	1
DoD Civilians (Overseas Only)	0	1	0	0	1
No Status Selected	0	0	0	1	1
TOTAL # OF NEW CLIENT VISITS	59	32	24	33	148
FOLLOW-UP CLIENTS					
Active Duty	10	7	13	14	44
Family Members	3	1	6	3	13
Retirees	4	3	7	2	16
Reservists	1	0	0	0	1
DoD Civilians (Overseas Only)	0	0	0	0	0
No Status Selected	0	1	0	0	1
TOTAL # OF REPEAT CLIENT VISITS	18	12	26	19	75
ELAP CLIENTS AND PRO BONO REFERRALS					
# of ELAP Clients	0	0	0	0	0
# of ABA Pro Bono Referrals	0	0	0	0	0
# of Other Pro Bono Referrals	0	0	0	0	0
DOCUMENTS PREPARED					
# of Estate Planning Documents	34	31	30	33	128
# of Family Law Documents	25	9	14	10	58
# of Immigration Law Documents	0	0	0	1	1
# of Powers of Attorney	0	0	0	0	0