

13.0 TRAINING

13.1 LAF and the Union recognize that training of employees is one aspect of the provision of better services to the clients of LAF, and that, therefore, LAF has responsibility for providing and authorizing adequate training for its staff.

13.2 Attorneys, Accountants, Librarians, Social Workers and Other Exempt Employees

a. There shall be a Training Committee consisting of two (2) voting members designated by the Union and two (2) voting members designated by the Executive Director. Union representatives shall be given release time to prepare for and participate in Training Committee activities. The Training Committee shall meet at least quarterly. Either LAF or the ULW may call a meeting of the Training Committee.

b. The Training Committee shall ascertain the training and orientation needs of the staff, develop training programs, and evaluate training and orientation events that are conducted. Decisions approved by a majority of the Committee membership with respect to in-house training shall be implemented unless unreasonable or unless they interfere with LAF's primary objective to provide services to clients. The Training Committee shall develop and LAF shall implement one skills training event per year. The Training Committee shall also consider the foreign language and sign language training needs of the staff. Where LAF, after considering the views of the training committee, in its sole discretion determines that language training is necessary for a staff member LAF shall select and pay for such training.

c. Newly Hired Employees

(1) Within ten (10) days of the starting date of a new employee, the supervisor shall inform him/her orally of the training plan, including content, method, and schedule. Within thirty (30) days of the starting date of a new employee, LAF shall provide him/her with a written summary of the training planned for that employee including the names of the persons responsible for the training, content, method and the schedule for the training.

(2) LAF shall provide to newly hired attorneys training which shall include, but not be limited to, the following areas: interview techniques; negotiation and advocacy skills; case management and control; litigation skills; state court practice and procedure, federal court practice and procedure, juvenile law, housing law and practice, employment law and practice, consumer law and practice, family law practice, especially with regard to battered women, public benefits law and practice, and special problems of the aged, handicapped and institutionalized. The Training Committee may add to this list as appropriate. The training described in this subsection will be provided within six (6) months after the new attorneys begin employment.

(3) Within 30 days of the starting date of all newly hired attorneys and other exempt employees in a neighborhood office, the office supervisor or his/her designee shall orient the new employee to the office. The orientation shall include, but not be limited to:

(a) a tour of the community serviced by the office, including an

introduction to the location and function of local community organizations and agencies;

(b) a tour of the courts that the attorney may practice before;

(c) an overview of office administrative policies, procedures and systems including, but not limited to: office priorities, intake procedures, referral sources for clients, case acceptance system, access to research materials, and Legal Services Corporation regulations.

(4) LAF shall provide all new law graduate attorneys with a diverse range of legal experiences in the first year of employment. During the first year of employment all new attorneys shall receive regular supervision. Specifically, this supervision will include, but not be limited to:

(a) The supervisor or his/her designee shall attend the new attorney's first two contested hearings in each substantive area in which the attorney practices except where the supervisor and the new attorney agree such attendance is unnecessary.

(b) The new attorney's supervisor shall conduct a case review of the new attorney's cases on a monthly basis during the first four months of employment, and on a regular basis or as requested thereafter. These case reviews shall include an in person meeting with the new attorney and a discussion of whether the size and complexity of the new attorney's case load is appropriate. In the case of a new attorney who is in a temporary assignment, the supervisor of the temporary office or project shall conduct the monthly case reviews (up to a maximum of four). Once the new attorney reaches his/her permanent placement, his/her supervisor in that placement shall conduct four additional monthly case reviews.

(c) If the new attorney has concerns that (s)he thinks are not being addressed in the case reviews referenced in subparagraph (b), (s)he may raise those concerns with the Deputy Director who is responsible for his/her office or project. The Deputy Director shall review the matters raised and report in writing to the attorney and his/her supervisor.

(d) Upon request the supervisor or his/her designee shall review all written motions, briefs and memoranda that the new attorney prepares in a substantive area for the first time.

(e) Each new attorney shall be provided a copy of the CTSA Court Handbook for Chicago Lawyers, a copy of the LAF Procedure Manual and a list of referrals for clients LAF is unable to serve.

(f) Once a supervisor has conducted a case review as described in (b) above, the supervisor shall report to the Deputy Director that the review has been completed in compliance with subsection (b).

(5) All post-probationary employees shall meet with their supervisor and

work out a schedule for case reviews, which shall include face to face meetings. The schedule shall include a minimum of once yearly case reviews, which shall consist of face to face meetings and written feedback.

(6) In September and March, each LAF project or support unit supervisor or his/her designee shall provide all team members with an index listing briefs, motions, pleadings and memoranda that may materially assist attorneys in their legal research and which are available for distribution. In addition, all team training sessions and new attorney training shall be videotaped at the discretion of the training committee. An index to the videotape library shall be circulated every three months to all attorneys and paralegals.

d. All staff shall be notified of Legal Services Corporation training programs and other outside training that the Committee determines would be beneficial to the staff. To provide for this outside training, the committee shall establish criteria for attendance at approved training programs. The Executive Director or his/her designee shall determine which staff attend the training.

e. LAF shall provide training for affected employees of new equipment, forms, responsibilities and procedures. All exempt employees shall receive ongoing training in word processing and computer skills and in new word processing methods. This training shall be on an ongoing basis. The Training Committee shall make periodic determinations whether this training is being provided.

f. Whenever possible, notice of all approved outside training programs shall be posted in each neighborhood office or project 30 days in advance of the final application date.

g. Except as otherwise agreed by an employee and the Union that the employee share the expense, attendance at an approved training program shall be at LAF's expense, and employees attending an outside training program shall be reimbursed for all expenses as provided elsewhere in this contract.

h. It is the responsibility of each attorney and other exempt staff to make sure (s)he has sufficient continuing education credit hours to meet his/her professional licensing requirements (i.e., MCLE credits for attorneys). LAF will assist these employees to meet their continuing education requirements as follows:

(1) Attorneys will be allowed to attend training programs during working hours that are related to LAF practice and are approved by LAF.

(2) LAF will work with all Certified Training Organizations (bar associations, training organizations such as IICLE and Legal Aid Online) to allow LAF attorneys to attend approved trainings they offer for free or at a substantially reduced cost, such costs to be paid by LAF; and

(3) The Attorney Training Committee (see Section 13.2a of the Collective Bargaining Agreement) shall develop a plan to provide sufficient MCLE approved training opportunities, both in house and outside, including a list of web sites that offer a regular calendar of CLE events/trainings, so attorneys are able to meet their MCLE requirements.

(4) Social Workers and other professional staff whose professional license requires continuing education will be allowed to attend training programs during working hours that are related to LAF practice and are approved by LAF.

i. The Training Director shall collect and maintain the following records:

(1) a list, including title, dates, and sponsorship of each training event in which Unit members participate, and

(2) a list of employees who attend those events. This list shall be available to members of the Attorney Training Committee.

j. Whenever there are significant changes in an employee's job duties which require new skills or knowledge, LAF shall provide necessary training.

k. In the event that any outside training program to which LAF sends employees is not accessible to the handicapped, LAF shall take the appropriate steps to register a written protest with the sponsor. LAF shall not sponsor an in-house training for any LAF employee that is not accessible to the handicapped when any handicapped employee is a potential participant.

l. In the event that the committee members are evenly divided on any issue within the authority of the training committee, the matter shall be submitted to the Executive Director for final resolution.

13.3 Paraprofessionals, Intake Specialists, Secretaries, Receptionists, Accounting Assistants, Computer Specialists, Employment Discrimination Associates, Mail/Stock/Docket Clerks, and Other Non-Exempt Employees

a. There shall be a Training Committee consisting of two (2) voting members designated by the Union and two (2) voting members designated by the Executive Director. The Union may designate different members for different training issues. Union representatives shall be given release time to prepare for and participate in Training Committee activities. The Training Committee shall meet at least twice a year. Either LAF or the ULW may call a meeting of the Training Committee.

b. The Training Committees shall ascertain the training and orientation needs of the staff, develop training programs, and evaluate training and orientation events that are conducted. Consistent with this:

(1) The Committee shall develop and LAF implement at least one separate skills training event per year for each job classification: paralegals, intake specialists, DAS's, secretaries and receptionists.

(2) The Committee shall utilize whenever practicable, qualified employees for trainers for in-house training. In the event an employee is selected to train at an in-house training session s/he shall be relieved from his/her job duties while training.

(3) Within ten (10) days of the starting date of a new employee, the supervisor shall inform him/her orally of the training plan, including content, method,

and schedule. LAF shall provide a new employee within thirty (30) days of his/her starting date, a written summary of the training planned for that employee including the names of the persons responsible for the training, content, method, and the schedule for the training.

(4) The supervisor shall assure that a new employee receives an introduction to all procedures and practices relevant to his/her work in the office.

(5) LAF shall implement decisions approved by a majority of Committee members with respect to in-house training, unless unreasonable or unless they interfere with LAF's primary objective to provide services to clients.

(6) The Training Committee shall consider the foreign language and sign language training needs of the staff. Where LAF, after considering the views of the training committee, in its sole discretion determines that language training is necessary for a staff member, LAF shall select and pay for such training.

(7) The Training Director shall provide the Training Committee with a list of all paralegals with their respective areas of substantive expertise within three (3) months of the ratification of this Agreement.

c. All employees shall be notified of all Legal Services Corporation training programs and other outside training that the Committee determines would be beneficial to the employees in each job classification. To provide for this outside training, the committee shall establish criteria for attendance at approved training programs. The Executive Director or his/her designee shall determine which staff attends the training.

(1) Except as otherwise agreed by an employee and the Union that the employee share the expense, attendance at an approved training program shall be at LAFMC's expense, and employees attending an outside training shall be reimbursed for all expenses as provided elsewhere in this Agreement.

(2) Whenever possible, notice of all outside training programs approved by the Committee shall be posted in each neighborhood office or project at least 30 days in advance of the final application date.

(3) The Training Director shall collect and maintain the following records:

(a) a list, including title, dates, and sponsorship of each training event in which Union members participate, and

(b) a list of employees who attend these events. This list shall be available to the Training Committee.

d. LAF shall provide training for affected employees of new equipment, forms, responsibilities and procedures. All employees, whose job responsibilities require them regularly to use computers, shall receive ongoing training in word processing and computer skills and in new word processing methods. This training shall be on a consistent basis. The Training Committee shall make periodic determinations that this training is being provided.

e. Secretaries and DAS's shall receive the following minimum training:

(1) Within two (2) months of hire, new secretaries and DAS's shall receive training in these areas:

- (a) History of legal services and of LAF;
- (b) Services rendered by LAF including the specific services rendered by each special project;
- (c) Structure of LAF;
- (d) Communication skills;
- (e) Instruction on all office equipment, including word processors;
- (f) Instruction on the use of and the contents of the Secretarial Training Manual; including the appropriate typing form for all pleadings and other legal documents;
- (g) Instruction in maintaining neighborhood libraries;
- (h) Instruction on any procedures peculiar to the particular office or project to which the employee is assigned; and
- (i) Other training the Training Committee deems appropriate.

(2) In addition, new DAS's shall receive within two (2) months of hire instruction in all of the administrative procedures for which they are responsible.

f. Immediately upon employment, Receptionists shall receive training in the following areas:

- (1) History of legal services and of LAF;
- (2) Services rendered by LAF including the specific services rendered by each special project;
- (3) Structure of LAF;
- (4) Communication skills;
- (5) Interview techniques;
- (6) Case acceptance policies and procedures;
- (7) Community resources and referrals.

g. Immediately upon employment Intake Specialists shall receive training in all areas listed in Section 13.3. f. of this Agreement. In addition they shall receive training and

supervision on phone screening and interviewing in all major substantive areas of LAF practice in the first two (2) months of employment.

h. When appropriate paralegals shall receive the following training:

(1) substantive training from his/her supervisor or designee in all areas in which they are to take cases, before they represent a client in those areas including observing, second chairing, and being supervised at administrative hearings;

(2) shall receive training in negotiation and advocacy skills, administrative practice, procedure, case management, appropriate legal terminology, appropriate legal research, and evaluation and identification of legal issues within one (1) year.

(3) The office or a project supervisor or his/her designee shall attend the paralegal's first two hearings.

(4) When necessary or upon request a supervisor or his/her designee shall review written briefs, memoranda, letters or other written work that the paralegal prepares in a substantive area for the first time.

(5) Paralegals shall receive a case review, which shall include a face to face meeting, and written feedback, on a monthly basis during their first four (4) months of employment and on a regular basis or as requested thereafter. These case reviews shall include an in person meeting with the new paralegal and a discussion of whether the size and complexity of the new paralegal's caseload is appropriate.

(6) If the new paralegal has concerns that (s)he thinks are not being addressed in the case reviews referenced in paragraph (5), (s)he may raise those concerns with the Deputy Director who is responsible for his/her office or project. The Deputy Director shall review the matters raised and report in writing to the paralegal and his/her supervisor.

(7) All post-probationary employees shall meet with their supervisor and work out a schedule for case reviews, which shall include face to face meetings.

(i) LAF shall provide for all employees who receive an interpreting/translating bonus at least one (1) training per year in interpreting/translating.

(j.) Whenever there are significant changes in an employee's job duties which require new skills or knowledge LAF shall provide necessary training.

(k.) Whenever possible, notice of all approved outside training programs shall be posted in each neighborhood office or project 30 days in advance of the final application date. In the event that any outside training program to which LAF sends employees is not accessible to the handicapped, LAF shall take the appropriate steps to register a written protest with the sponsor. LAF shall not sponsor in-house training of any LAF employee that is not accessible to the handicapped when any handicapped employee is a potential participant.

(l.) Employees without prior interpreting experience shall observe an experienced interpreter in the following settings: client interview, court appearances, administrative hearing

and deposition prior to being required to interpret in such settings. This may be observed live or on video tape, and in real or simulated settings.

(m.) In the event that the Committee Members are evenly divided on any issue within the authority of the Training Committee, the matter shall be submitted to the Executive Director for final resolution.