



May 20, 2016

Introducing the LRS program upgrade

On Friday, May 20, the Idaho State Bar Lawyer Referral Service begins operating under changes recommended by the Lawyer Referral Service Committee and the Board of Commissioners and approved by the bar membership in 2014. The changes will affect the program in three main ways.

1. Each caller will be asked to pay a \$35 fee before we give a referral. This administrative fee will help make the program more self-sustaining. It also increases the likelihood that the caller will follow through with an appointment because they have made a small investment. Previously many callers would call but not follow up with an appointment. The new fee policy will allow us to filter out callers who are not yet ready to see an attorney.
2. The attorney will forego charging their \$35 fee and give a 30-minute consultation for free. Any additional legal services and fees will be between the client and attorney.
3. A new web-based data portal for LRS will help us run the program in a more efficient manner. The portal records each referral and its outcome. It will allow attorneys to easily register using last year's application on file and view and enter feedback for their LRS cases easily online. It will also send an email alert when we have referred a potential client.

Other aspects of the program will not change. A person will still be able to get a referral online for a \$35 referral fee. The attorneys will continue to be sent clients on a rotation. The ISB will continue to send callers to other agencies such as IVLP, Idaho Legal Aid, Court Assistance Offices, etc. when appropriate.

This project has been a long time coming. We wanted to get this right. On Monday our web-based software partner will send current members their login and password information for the LRS web portal. It will allow attorneys to register for the rest of the year. Panel members have until July 1 to register or they will be dropped from the program.

We think LRS panel members will appreciate the changes and find they constitute a more efficient system that easily fits with their practice. Please call or email any questions or concerns.

Sincerely,

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