LOON Editing Guide

This guide explains how to manage your organization's information in LOON, including editing and adding services, and editing and adding locations.

As you update and maintain your organization's information on LOON, please keep in mind the following principles:

- Include services for which you are seeking referrals. For example, if you have a service that is only available to existing clients, do not include that service in LOON.
- As a general guideline, include cases that you would take 80% of the time. Case types that you would rarely accept, or would only accept if there are unusual and extenuating circumstances should not be cataloged in LOON.
- If you have questions, suggestions, or other feedback related to LOON, you can submit them at https://www.lawhelpmn.org/contact-state-support.

To get to LOON visit https://www.lawhelpmn.org. Scroll to the bottom and find the LOON link in the footer. If you are signed in this link will take you to LOON. If you are not signed it, it will prompt you to sign in.

In LOON you will see a menu of options listed under "My Account." This Editing Guide will explain how to use each of these options. To access the Editing Guide, go to "Getting Started with LOON" under the My Account menu: https://www.lawhelpmn.org/loon-guidance.

Throughout this Editing Guide you will see Footnotes. These explain known issues and bugs that are currently being addressed. If you notice issues not noted in this Editing Guide, please let State Support know by submitting a message at https://www.lawhelpmn.org/contact-state-support.

Contents

Editing Services

Click "Edit My Services" to see a listing of all the services that are linked to your account. For organizations with multiple accounts (MMLA and CMLS) you'll only see services linked to each account.

On this initial page, your view of your service listing is what other LOON users will see when they search and find your listing, with the exception of the "Edit Service" button.

The text that shows below the name of the Service pulls from the "Application Process" field. The other tabs are labelled with the same names as the fields you will edit, explained below.

(1) Service name. The service name will be visible to all users searching for legal services – both LOON users and public visitors to LawHelpMN. Service name should include organization, subject matter, and where appropriate, location.

(2) Status. Status can be switched to "off" if you are not accepting referrals or new applications for a time. This will display to other LOON users as "inactive" or "active." The default is active.

(3) E-mail field. Include the email address for the person other organizations or State Support should contact about information in your LOON profile. This is ***not*** public information and is not necessarily tied to intake. Rather, it is the person you'd like other organizations to reach out to if they have questions about making a referral. There are two places to include an email address:

(a) In the service listing: if you an email address to a service, it will show up only for that service, under the label "Email this service."

(b) In the location (see Edit Locations on page 7): if you add an email to a location, it will show up for all services that are tied to that location. For example, if you have Housing, Family, and Consumer services that are all tied to your office location, adding your email to the office location will cause the email to appear in each of the listings. A location email shows up under the label "Location Contact."

(4) Application process. Application process is the first field that appears to other LOON users searching the system. It should include how to get services.

For intake for full representation, this generally includes the phone number to call, a link to online intake, and links or other information that will be required of someone when they contact you for assistance.

For clinics, indicate whether it is walk-in/first come, first served or whether an appointment or screening is required. If an appointment or screening is required, please include contact information to make the appointment and indicate what else is required.

This information is visible to the public on LawHelpMN.

(5) Service areas.

Service area either one or more counties or “statewide.” When you click into the box, a dropdown menu will appear and you can select the appropriate counties. You can also start typing the county name and it will populate. You can add as many counties as are applicable.

(6) Staff Notes accordion

(A) Staff Notes

Staff Notes will never be visible to the public. It is only visible to other logged-in LOON users. Use Staff Notes to provide additional detail about things such as specialized eligibility information or inter-organizational referrals. Examples of useful information include: how you handle conflict cases, how you handle cases where a case is venued in your service area but client lives outside (or vice versa), additional income guidance regarding assets and expenses, or neighborhood or service area segmentation.

(B) Service Description

Service Description is the first thing the public sees about your organization on LawHelpMN. Provide a brief description of your service that allows the public to understand what type of service you offer. You can also provide examples of the types of cases you take. **This is a required field.**

(7) Special Criteria accordion

(A) Disability, Reservation, Veteran checkboxes

Use these check boxes to indicate if, to be eligible for the service, a client must: have a disability, live on a reservation, or be a veteran. Leave unchecked if it’s not a requirement to receive services.

Example: If you serve veterans, but also all others, leave the veterans box unchecked. If you have a grant and can only serve veterans, check the veterans box.

(B) FPG Limit

The FPG Limit is a dropdown menu with pre-defined limits. Select the limit that applies to the service. If you need a limit that is not available in the dropdown, let State Support know by submitting a message at https://www.lawhelpmn.org/contact-state-support.

FPG screening through the LawHelp site will not take into account assets or expenses. If you make adjustments using assets or expenses to determine eligibility, you may set your FPG higher than you may actually accept to allow for adjustments. Please note in the Staff Notes field that you do this and what the “real” FPG limit after adjustments is.

(C) Age Range

Use dropdown menu to indicate if clients are required to meet age criteria to be eligible for services – youth (0–24, 16–23, under 18) or senior (60+). Leave as none if it’s not a requirement to receive services.

Example: If you serve youth under 18, but also all other ages, leave unselected. If you have a grant and can only serve youth under 18, select under 18.

If you need an age range that is not included, let State Support know by submitting a message at https://www.lawhelpmn.org/contact-state-support.

(D) Keywords

Keywords help your service appear higher when people are using natural language search. Search will look at the information in “Description,” “Legal Topics,” and “Title.” If you want to highlight additional words for search, enter them here.

Example: If your clinic serves a specific student population, you may want to note keywords “Augsburg” or “University of Minnesota.” If your clinic is focused on dating violence, which is not specified in the (8) Legal Topics accordion below, enter “dating violence.”

(E) Service type

Use the dropdown menu to identify your service as: Clinic, Informational Service, No Cost Lawyers, Mediation, or Lawyer Referral.

Lawyer Referral (formerly “Referral Service”) is a bar association-type lawyer referral that only provides referrals and no direct services. Examples include: RCBA, HCBA, MSBA.

Mediation is a service that only provides ADR or mediation. If you provide mediation as one of your services, make sure and create a separate Service Listing for mediation.

No Cost Lawyers (formerly “Legal Service”) means you are assessing the client for eligibility and providing service at the most appropriate level. The highest level would be full representation, but may also include brief service or advice only. If it’s not a clinic, and you are giving advice, it should go under No Cost Lawyers.

Clinic should be designated if it is a regularly scheduled or one-time event where clients receive brief advice or service that is limited in scope.

Informational Service is a self-help center or law library where clients do not receive advice.

(8) Legal Topics accordion

Legal Topics is an expandable, checkbox list of all legal topic IDs within LOON and LawHelp. These legal topic IDs help narrow the types of cases you take and the search results people receive. When possible, select the most specific legal topic that applies to your service. If there are subtopics under the legal topic you have checked, please also select each of these subtopics.

Example: If you accept only certain custody cases, select all the fitting types – such as, filing for a modification where there is domestic violence; responding to a modification where there is domestic violence. In contrast, if you have a clinic that handles all types of family cases, select “Family” and all subcategories within the Family category.

If you need a new Legal Topic, let State Support know by submitting a message at https://www.lawhelpmn.org/contact-state-support.

(9) Clinic Schedule.

Only use the Clinic Schedule if your service is a Clinic, making sure to check the "clinic" box.

(A) Week of month

For monthly clinics, indicate which week of the month the clinic falls on.

Example: For a clinic on the 1st & 3rd weeks of the month, you need to add two "clinic schedules." In the first instance, type **1** (not 1st, first, or any other variation) in the Week of the Month field. In the second instance, type **2.**

If the clinic is every week, with no exceptions, leave this field blank. But if your clinic doesn't run on the 5th week (if it happens) then you must enter the week of the month.

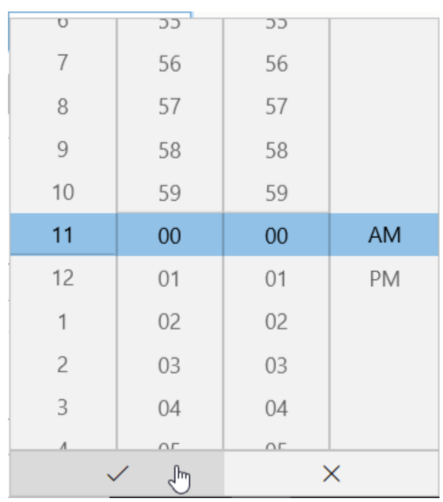
(B) Weekday

When you click into the box, a dropdown menu will appear or you can start typing the name of the day and it will populate. You can add as many days as are applicable.

(C) Dates (includes hours)

This is the start & end date for your clinic. A one-time event with have the same start & end date. If you have a regularly recurring clinic, you still need an end date – this is something you can change and update as you refresh your listings.

The start and end times apply to each date.



(D) Recurrence type

Dropdown menu with options weekly, monthly, or none. Select none for one-time events.

(E) Separation count

Leave this field blank.

(F) For multiple dates or multiple recurrences

Add a new clinic schedule and repeat as above.

Example: Create a clinic schedule to show that your Tuesday hours are 1 – 3 every week, and add a second clinic schedule to show your Wednesday hours are 11 – 1 on the 2nd Wednesday of the month. Both will show up but must be entered as separate clinic schedules.

(10) Location

If the location already exists within the LOON database, start typing the name of the location and it will begin to autocomplete. If it's a new location, you will first have to add location before you can select a location on this menu.

Select "SAVE" to update.

Adding a Service

To add a service, select "Add Service" from the menu under "My Account." You must be in the "Edit My Services" screen for this option to appear. Follow the same steps as above.

Edit Locations

Select "Edit My Locations" from the menu under "My Account."

You will see a list of all locations associated with your account, including locations of any clinics. To make changes or view a location's details click the "Edit Location" button under the name.

For you primary office, list your office's address, contact information, and hours.

For clinic locations, list the address (hours and contact information will be listed under the Service).

(1) **Name** is the name of the location.

(2) **Description** briefly describes what services occur at that location. Primarily for internal use.

(3) **Website** should be your organization website for your office locations. This field can generally be left blank for clinics as the clinic information should be entered under Service not Location.

(4) **Address** is a required field. If only phone or web-based (such as for a Hotline entry) click the box next to "virtual" at the bottom of the box.

(5) **Phone directory** lists (public) phone numbers that should be associated with the location. Make changes by clicking the "edit" button on the right of the box.

(6) **Contacts** is the LOON contact name and information and will not be public. It should be the person responsible for updates or changes to LOON.

(7) **Schedule** is the location schedule. For your organization's primary office, this should reflect your intake hours (or office hours if those are the same).

Choose each day you are open and the hours for each day. If you close for lunch, you'll need two entries for each day, e.g: Monday, 9 – 12 and Monday, 1 – 4. When selecting times, make sure to click the check mark at the bottom left of the box to confirm.

(8) **Holiday schedule**. If your office is closed on certain holidays or other days, select the dates and indicate "closed" or select "alternate hours" and enter those. You must enter a date, not just "Thanksgiving"

(9) **Legal Organization.** Verify that the location is associated with your organization on the dropdown menu.

Select "SAVE" to update.

Adding a Location

To add a location, select "Add Location" from the menu under "My Account" when you are already in the "Edit My Locations" page.

The fields are the same as above.