



# CITY OF INGLEWOOD

## OFFICE OF THE CITY MANAGER



**DATE:** April 21, 2015

**TO:** Mayor and Council Members

**FROM:** Parks, Recreation and Library Services Department

**SUBJECT:** Memorandum of Understanding with Legal Aid Foundation of Los Angeles, et al

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### **RECOMMENDATION:**

It is recommended that the Mayor and City Council Members approve the Memorandum of Understanding between the City of Inglewood and Legal Aid Foundation of Los Angeles, Los Angeles Law Library, and Palmdale City Library to provide increased access to comprehensive legal services for very low and low-income persons throughout Los Angeles County.

### **BACKGROUND:**

Legal Aid Foundation of Los Angeles (LAFLA) seeks to increase access to comprehensive legal services for poor and low-income people throughout Los Angeles County using a universal video conferencing system. By placing Chromebooks at all LAFLA offices and at five partner library locations, throughout Los Angeles County, including Inglewood Public Library, applicants for service and existing LAFLA clients will be able to access LAFLA's full range of legal services. Clients unable to physically attend meetings with their LAFLA advocate may use the Chromebooks at one of the partner libraries (or may use their own computer or tablet at their home if they have a webcam) to remotely link to a LAFLA attorney.

### **DISCUSSION:**

Legal Aid Foundation of Los Angeles (LAFLA) is a frontline non-profit law firm that has been providing free civil legal services to poor and low-income people in Los Angeles County. For over 85 years, LAFLA is the first place thousands of very low income individuals turn when they need legal help with a crisis that threatens their shelter, health, and livelihood. LAFLA has five community offices throughout Los Angeles County, including East Los Angeles, Santa Monica, Long Beach, Crenshaw/Koreatown, and South Los Angeles. LAFLA operates four Self Help Legal Access Centers and three courthouse-based domestic violence clinics.

The purpose of this program is to increase access to legal services for very low and low-income people who would have difficulty traveling to a LAFLA office to get legal assistance. Applicants for LAFLA services and existing LAFLA clients will use the Chromebooks at one of the partner libraries to remotely link with a LAFLA staff member. The interface will allow applicants to participate remotely in a LAFLA workshop or presentation, or to communicate with a LAFLA attorney. By incorporating the GoToMeeting interface and the use of

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**Mayor and City Council Members  
Memorandum of Understanding with  
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April 21, 2015**

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printer/copier/scanner devices, clients will also be able to exchange and execute documents remotely, thus increasing the efficiency of the remote exchange.

Inglewood and other partner libraries will store and safeguard project equipment, provide space for client videoconferencing, and assist LAFLA clients. They will conduct outreach efforts to the community about using the videoconferencing technology. The program lead will be Principal Librarian Joel Rane, Head of Library Adult Services. An alternate will be named at a later time.

The agreement is valid from date of execution through December 31, 2016.

**FINANCIAL/FUNDING ISSUES AND SOURCES:**

There are no direct costs to the City. Some Library staff time will be incurred; this will be absorbed within the current budget.

**LEGAL REVIEW VERIFICATION:** 

This report, in its entirety, has been submitted to, reviewed and approved by the Office of the City Attorney.

**FINANCE REVIEW VERIFICATION:** 

This report, in its entirety, has been submitted to, reviewed and approved by the Finance Department.

**DESCRIPTION OF ANY ATTACHMENTS:**

Memorandum of Understanding.

**APPROVAL VERIFICATION SHEET**

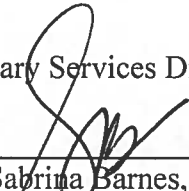
**PREPARED BY:**

Sabrina Barnes, Parks, Recreation and Library Services Director  
Frances Tracht, Library Manager  
Michael L. Easley, Senior Administrative Analyst

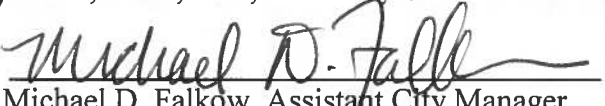
**COUNCIL PRESENTER:**

Sabrina Barnes, Parks, Recreation and Library Services Director

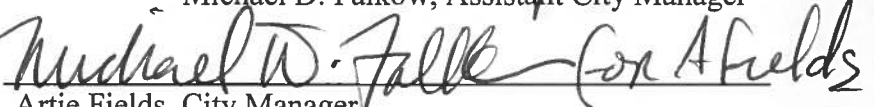
**DEPARTMENT HEAD APPROVAL:**

  
\_\_\_\_\_  
Sabrina Barnes, Parks, Rec., & Library Svcs Director

**ASSISTANT CITY MANAGER APPROVAL:**

  
\_\_\_\_\_  
Michael D. Falkow, Assistant City Manager

**CITY MANAGER APPROVAL:**

  
\_\_\_\_\_  
Artie Fields, City Manager

**MEMORANDUM OF UNDERSTANDING  
VIDEO TELECONFERENCING PROJECT  
AMONG  
LEGAL AID FOUNDATION OF LOS ANGELES, LA LAW LIBRARY,  
INGLEWOOD PUBLIC LIBRARY AND CITY OF PALMDALE**

I. BACKGROUND AND PURPOSE

Legal Aid Foundation of Los Angeles (LAFLA) seeks to increase access to comprehensive legal services for poor and low-income people throughout Los Angeles County using a universal video conferencing system. By placing Chromebooks at all LAFLA offices and at five partner library locations throughout Los Angeles County, applicants for service and existing LAFLA clients will be able to access LAFLA's full range of legal services. Clients unable to physically attend meetings with their LAFLA advocate may use the Chromebooks at one of the partner libraries (or may use their own computer or tablet at their home if they have a webcam) to remotely link to a LAFLA attorney.

LAFLA has worked together with LA Law Library, Inglewood Public Library and the City of Palmdale to provide services including criminal record expungement workshops, debt relief clinics, and comprehensive services for Veterans.

II. PARTIES

**LAFLA** is a frontline non-profit law firm that has been providing free civil legal services to poor and low-income people in Los Angeles County. For over 85 years, LAFLA is the first place thousands of poor people turn when they need legal help with a crisis that threatens their shelter, health, and livelihood. LAFLA has five community offices throughout Los Angeles County, including East Los Angeles, Santa Monica, Long Beach, Crenshaw/Koreatown, and South Los Angeles. LAFLA operates four Self Help Legal Access Centers and three courthouse-based domestic violence clinics.

**LA Law Library** is the second largest public law library in the United States. LA Law Library meets the needs of the public, self-represented litigants, and the legal community in a dynamic, ever-evolving global environment where information is shared, updated and accessed 24 hours a day, 7 days per week.

**The Inglewood Public Library** is a division of the Parks, Recreation and Library Services Department of the City of Inglewood. The Library's mission is to provide access to informational, educational, and recreational services and resources responsive to the library's diverse communities.

**The City of Palmdale** is located in the center of northern Los Angeles County. It owns the Palmdale City Library, which exists to provide access to knowledge in multiple formats for all of the citizens of Palmdale; to deliver innovative and engaging programs to the community; to partner with people, groups, and agencies in order to maximize the Library's utility throughout the City; and, to make Palmdale a better place with the resources available to it, in order to enrich the lives of its people.

### III. SERVICES TO BE PROVIDED

The purpose of this program is to increase access to legal services for poor and low-income people who would have difficulty traveling to a LAFLA office to get legal assistance. Applicants for LAFLA services and existing LAFLA clients will use the Chromebooks at one of the partner libraries to remotely link with a LAFLA staff member. The interface will allow applicants to participate remotely in a LAFLA workshop or presentation, or to communicate with a LAFLA attorney. By incorporating the GoToMeeting interface and the use of printer/copier/scanner devices, clients will also be able to exchange and execute documents remotely, thus increasing the efficiency of the remote exchange.

To facilitate these services:

**All Partners will:**

1. Develop their own internal protocols for incorporating video conferencing technology into their respective services and evaluation tools for clients/patrons and staff.
2. Develop a help guide for applicants and clients to use the video-conferencing equipment.
3. Actively give input towards the custom designed program that will interface all the Chromebooks to remotely link partners.

4. Actively participate in the testing, including any necessary adjustments, of the hardware, software, and the program protocols.
5. Assist LAFLA in the development of a shared clinic, workshop, and appointment calendar that is accessible by LAFLA and all library partners.
6. Designate one program lead and one alternate to represent their respective agency in partner meetings.

**LAFLA will:**

1. Set up software to link partner libraries and LAFLA offices using GoToMeeting as the conferencing platform.
2. Train its own, as well as the designated partner library staff, on the use of the video conference technology.
3. Provide project equipment (Chromebooks and multifunction Printer/Copier/Scanner devices) to the Partner Libraries equipped with theft prevention devices and internet access control software.
4. Provide the Partner Libraries timely notice of the delivery and of the retrieval of the Chromebooks and the multifunction Printer/Copier/Scanner devices, which will occur within the term of this MOU as set out in Section V.
5. Maintain, and repair, as needed, the Chromebooks and the multifunction Printer/Copier/Scanner devices.
6. Develop trainings for partner libraries to do basic videoconferencing setup and troubleshooting.
7. Provide the partner libraries with timely notice for temporary retrieval of the equipment for community outreach and engagement purposes. LAFLA will return the equipment to the respective partner library site upon event completion.

**The Partner Libraries will:**

1. Survey clients and staff about program use and performance, with input from LAFLA. Share the survey results with LAFLA.
2. Conduct outreach to communities about using the videoconferencing technology to access clinics and programs.
3. Assign and make staff available for training to do basic videoconferencing setup and troubleshooting, as well as assisting applicants and clients with use of the equipment and software.
4. Implement protocols for the use of project equipment to prevent partner library staff and volunteers from using the equipment for non-approved purposes.
5. Maintain the equipment in good working order and store the program equipment in a secure manner when not in program use. The partner libraries will be responsible for damage to, or theft of, the equipment resulting from misuse or neglect.
6. Notify LAFLA immediately if any problems develop with the equipment or the software link.
7. Upon termination of this agreement, return to LAFLA all LAFLA equipment and related supplies.
8. Ensure privacy and ample space for LAFLA clients who use the videoconferencing services.

**IV. MONITORING**

LAFLA shall conduct periodic reviews, with 24 hours prior notice, of the Chromebooks and any other project equipment housed with the Partner Libraries. The Partner Libraries will make the Chromebooks and any other project equipment available for examination, maintenance and repair.

**V. TERM**

This agreement will go into effect on or before March 2, 2015, and is valid until December 31, 2016.

VI. AMENDMENT

Any amendments to this Memorandum of Understanding shall be in writing and signed by all parties hereto and shall be of no force and effect whatsoever unless so executed.

VII. SIGNATURES

IN WITNESS THEREOF, LAFLA, LA Law Library, Inglewood Public Library, and City of Palmdale have executed this Memorandum of Understanding through their duly authorized officers this \_\_\_\_ day of \_\_\_\_\_, 2015.

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Date

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Silvia R. Argueta  
Executive Director  
Legal Aid Foundation of Los Angeles

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Date

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Sandra J. Levin  
Executive Director  
LA Law Library

\_\_\_\_\_  
Date

\_\_\_\_\_  
James T. Butts, Jr.  
Mayor  
City of Inglewood

\_\_\_\_\_  
Date

\_\_\_\_\_  
Kenneth R. Campos  
City Attorney  
City of Inglewood

\_\_\_\_\_  
Date

\_\_\_\_\_  
Yvonne Horton  
City Clerk  
City of Inglewood

\_\_\_\_\_  
Date

\_\_\_\_\_  
Keri Smith  
Director, Recreation and Culture  
City of Palmdale