

# CASE CLOSING MEMORANDUM

CLIENT'S NAME: \_\_\_\_\_ CASE NO. \_\_\_\_\_

ADVERSE PARTY'S NAME: \_\_\_\_\_

SUMMARY OF CASE:

## CASE CLOSING CHECKLIST

- Are notations complete on intake sheet?
- For cases involving more than telephone advice, is there a signed citizenship attestation?
- If the case involved extended service, is there a signed retainer?
- If a lawsuit was initiated on behalf of client, is there a signed statement of facts?
- Is there written evidence of advice or representation in the file?
- Have all necessary orders been entered?
- Have extra copies & extraneous materials been removed from file?
- Has client been billed for outstanding expenses and have unused client funds been returned? Are you sure?
- Have resource materials been removed or copied & placed in resource files?
- Has adequate final communication to client been made/client papers returned?

## CASE OUTCOME MEASUREMENTS

### LEVEL OF SUCCESS

In cases where we pursued case to a settlement or court or administrative decision, indicate whether we achieved our client's goals:

- ACHIEVED** client's goals (won)
- PARTIALLY ACHIEVED** client's goals (mixed result)
- DID NOT ACHIEVE** client's goals (lost)

### MAJOR BENEFITS OBTAINED

Select up to three Case Outcome Codes, if any is applicable, that best describe the benefit(s) obtained for client, and enter them here:

PRIMARY BENEFIT \_\_\_\_\_  
 ADDITIONAL BENEFIT \_\_\_\_\_  
 ADDITIONAL BENEFIT \_\_\_\_\_

### UNDER-SERVED?

Check here if client was under-served (*i.e.*, the client would have benefited from on-going representation but BRLS was unable to provide it due to lack of resources/priorities):

### SIGNIFICANT CASE?

Check here if this case has had significant impact beyond the client assisted:

## CASE CLOSURE CATEGORIES

Select the Legal Problem Code that best describes client's legal problem and enter it next to the category below that best describes the level of service provided to the client.

- Limited Service** (no retainer required):
  - Counsel & Advice
  - Limited Action
- Extended Service** (retainer required):
  - Negotiated Settlement Without Litigation
  - Negotiated Settlement With Litigation
  - Administrative Agency Decision
  - Court Decision-Uncontested
  - Court Decision-Contested
  - Court Decision-Appeal
  - Other
  - Extensive Service (not resulting in settlement or court or administrative decision)

### # OF PEOPLE HELPED

Number of persons directly helped by our advocacy in this case: \_\_\_\_\_

### GOOD STORY?

Check here if this would make a good story for annual report, etc.

### FINANCIAL BENEFITS

Enter amount of any lump sum judgment or award obtained or avoided by client as a result of our advocacy in this case: \$ OBTAINED: \_\_\_\_\_  
 \$ AVOIDED: \_\_\_\_\_

Enter monthly payment, if any, obtained or avoided by client as a result of our advocacy in this case: \$ OBTAINED: \_\_\_\_\_  
 \$ AVOIDED: \_\_\_\_\_

### FUNDING

- LSC
- VPAS
- SAAA
- PBI
- DV
- Restricted
- \_\_\_\_\_

### ADVOCATE

INTAKE DATE

DATE CLOSED

### DISABLED?

Check here if client is disabled, or frail due to advanced years:

REVIEWED BY

### PBI REFERRALS

For PBI referrals, enter total time donated by PBI attorney: \_\_\_\_\_

DATE