



## Receiving Defense Maps from All Current and New At-Liberty Clients

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Our focus here is assisting attorneys in simple steps that can get Defense Maps from all current and new at-liberty clients (that is, those on release who have easy access to an Internet-connected computer or tablet or a Smartphone).<sup>1</sup>

Once a defense attorney tries some Defense Maps and decides they would be valuable in other cases, it can be useful to get them in all other current cases—even ones where the case has been pending for some time. Here is a simple two-part plan, one designed for individual attorneys and small firms. Larger PD offices interested in a plan of this type can use [Procuring Defense Maps for Public Defenders](#).

- A. **A plan for current at-liberty clients.** These clients (even ones whose cases have been pending for some time) can actually offer offices an excellent introduction to [DefenseMap.com](#). For these clients, we think the following steps could be used.
1. The professional making these referrals should probably be someone each client has a personal relationship with. That professionals should take a few minutes to become acquainted with [FAQ #2](#). As shown there, the referrals will require merely a list of these clients' (i) first names, (ii) last names, and (iii) email addresses.
  2. Because of the need to emphasize the confidentiality of this opportunity (as well as the fact that this referral is coming from your office), we think clients should be (a) called, (b) emailed, and (c) sent the referral from the website. This takes just a few minutes in each case.
    - a. The phone conversation (or voicemail if the client isn't reached) could be to this simple effect.

*There's a new defense tool that our office is using to help do the best job possible for you. It's called DefenseMap.com. I'll be emailing you about this and will then have the system send you an invitation to use that website. There will be a link in the invitation that will take you right to the site.*

*You can use any smartphone or Internet-connected computer to complete the work. Most clients seem to be able to finish in 2 or 3 hours, but take as much time as you need. Keep your Username and Password so you can log on and off as much as you need to finish. I hope you can finish this work in the next day or so. If you have any questions, you can email Ms. Miller or call her at xxx-xxx-xxxx.*

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<sup>1</sup> Other articles on our [Recent Posts](#) link and [FAQ #25](#) focus on how easy it is for progressive jails and prisons to make [DefenseMap.com](#) safely and securely available to inmates (something already in place at the St. Joseph County Jail in South Bend, Indiana).

*Thanks very much.*

b. Follow-up email.

*Subject line: Referring you to use DefenseMap.com.*

*Body of email:*

*Mr. Anderson:*

*As I mentioned on the phone, in a few minutes I'll be having the confidential website DefenseMap.com email you an invitation to complete a Defense Map. This is a new tool we are using in our representation of clients to help do the best job possible for them.*

*You'll see in that message a link you can use to get to this work and complete it on any Internet-connected computer or smartphone. The work on this confidential site usually takes 2 or 3 hours, but you can put in as much time as you want. Please keep a copy of your username and password so you can log on and off as much as you want.*

*I hope you'll try to finish this work in the next day or so. And when you do finish, you'll see a link on the Conclusion Page to automatically get your Map to us. Just click on that link—and if you're asked there for an email address to get your Map to us, just enter my email: Terry.Arnold@AJYLaw.net.*

*I'll review your Defense Map, and I encourage you to do so, too. You can even log back on to give more information.*

*Feel free to be in touch if you have any questions about this.*

*Cordially,*

*Terry Arnold  
Attorney at Law*

3. The referral can then easily be made from the link in the left margin of the professional account. Again, the first name, last name, and email address for each client are all that's required. You'll receive an email each time one of these Maps is either completed or updated. Clients who've not finished a Map within, say, a week can be called and prompted.
4. From your professional accounts, everyone in your office will be able to share particular Maps with anyone else with a professional account. This allows for easy case management and professional collaboration.

**B. A plan for new at-liberty clients at the time the office is appointed.**

1. We think new clients should be invited to complete a Map as soon as possible. This can be at their first appointment, but it can even be before that.
2. The attached handout (*5 Things You Can Do to Help Your Defense*) may be of help. Obviously it should be adapted to the practices of the particular office.
3. Offices could have in place a procedure for having a staff person (mitigation specialist, social worker, paralegal, etc.) read over each Map and prepare a memo of suggestions for the defender.

**Important final note:** You can contact us for assistance anytime through our [Helpline](#), and your [Feedback](#) would help us as well.

**Attachment: 5 Things You Can Do to Help Your Defense**

**Client:** \_\_\_\_\_ **Attorney/staff person:**  
\_\_\_\_\_ **Date:** \_\_\_\_\_

Here are 5 very important things you can do to help your case.

- Stay connected.** Make we always have your current address, email, and phone numbers.
- Know who to speak with—and who NOT to speak with.** Your relationship with us is private and confidential, so be open and honest. But don't speak with anyone else about your case unless you and your attorney agree you should.
- Be responsible.** People with charges can either help or hurt themselves by the way they live during their cases. Avoid any arrests or any contact with witnesses. Use your good judgment (and your **Defense Map**) to make the best decisions possible.
- As soon as possible—today or tomorrow, if possible—complete the work on [DefenseMap.com](http://DefenseMap.com).** This free confidential tool gives clients much better chances to work with their attorneys for the best results possible.
  1. This work usually takes 2-3 hours. You can use any Internet-connected computer or tablet or any smart phone, and you can log on and off as much as you want.
  2. You can open your account (a) from the link in the email we may have the website send to you or (b) at the Register/Log In link on the homepage.
  3. When you are finished, you'll be taken to a Conclusion Page—and from there, please use the simple link in Paragraph C to put your Map on our Account. If the website asks you for an email address for us, just enter this: [email address of attorney or staff person]. (Please also call or email [name and contact] immediately to say you finished.)
  4. It's a good idea to print out and read your **Defense Map** (a) to prepare for your next meeting and (b) to see if you want to log back on to add more information.
  5. Keep your **Defense Map** private/confidential—it is only for you and our office!
- Let me know if you have any questions today or in the future.**

Attorney-Client Liaison or other staff person [Email, telephone, and date]