

Stand Alone Hotlines Never Stand Alone
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Brief Description:

No Hotline operates in a vacuum. This presentation will discuss how the New Mexico hotline operates in conjunction with other legal services throughout the state and how the partnerships created during the start up phase continue with organizations sharing resources and technology as well as defining service priorities and boundaries.

Topical Outline:

- I. Why did New Mexico opt for a stand alone hotline
 - a. State planning process
 - b. Funding
 - c. Statewide service and integration with many legal services
 - d. Stand alone hotline vs. adding or expanding hotline at New Mexico Legal Aid (statewide LSC funded program)

- II. Helpline operations
 - a. Quality Control
 - b. In depth advice and brief services
 - c. Helpline attorney training and specialization

- III. Working effectively with other organizations
 - a. Issues during the first year, or what we thought vs. what really happened
 1. Determining if the helpline is the only point of client entry or one point of entry (advice helpline or centralized intake)
 2. Determining the priority of services for the helpline based on who does what where and when
 3. Setting up the case referral process
 4. Handling emergency cases
 5. Determining the capacity and limits of the helpline
 6. Private attorneys, PAI cases, the Bar Association, the courts, state agencies

 - b. Issues for the second year
 1. Sharing resources for assisting clients in brief services, pro se cases (forms, self help info, clinics)
 2. Sharing training materials and planning multi-agency trainings
 3. Sharing technology and integrating technology between agencies
 4. Statewide website
 5. Updating state planning