

WSR-050

Telephone Intake Systems that Expand Access and Client Service

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Brief Description:

In April 2002, the Legal Services Corporation (LSC) issued Program Letter 02-04 Characteristics of a Telephone Intake, Advice and Referral to provide guidance to grantees concerning what LSC believes is an excellent Intake, Advice and Referral System. LSC plans to revise the Characteristics in 2008. At this session, LSC staff and field experts will review the Characteristics and engage the audience in a discussion on how the Characteristics can be improved or changed to address the current indicia of an excellent telephone intake system.

Topical Outline:

- I. Introductions**
 - a. LSC's Intake Focus Group
 - b. Introduction to Session Goals
 - c. Standards
 - i. LSC Performance Criteria
 - ii. ABA Standards
 - iii. Senior Legal Hotlines
 - d. Introduction of Panelists and Moderator

- II. Field representatives shares their thoughts-open discussion with participants**
 - a. Review of Program Letter
 - b. Input from participants/field
 - c. Positive strategies from the field

- III. Conclusion**
 - a. Sharing the notes from the session
 - b. Next steps for LSC

Notes:

Bibliography & Website Links:

1. www.lsc.gov
2. www.lri.lsc.gov
3. <http://www.legalhotlines.org/>
4. www.lstech.org