

**WSR_181 United We Stand - Intake/Hotline and Full Service Delivery
Programs Working Together to Provide Optimal Delivery**

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Brief Description: This session will discuss steps programs can take to fully integrate their helplines into full service delivery systems and thus maximize the potential for their programs. Panelists will discuss tools that can be used to achieve this aim, as well as different approaches to integration. Integration with partners will be included. An interesting component of this session will be addressing the challenges of keeping staff up to date on substantive developments in the law and quality control and how intake and full service staff can share resources.

Topical Outline:

- I. Introduction of Presenters-Cheryl Nolan (facilitator)**
 - a. Format for session-interactive dialogue and lessons learned
 - i. Note taking
 - ii. Participants are asked to write their email addresses on a sheet to distributed to share notes after the session
 - iii. Handouts and samples will be sent electronically
 - b. Why integration is important for both sides of the delivery system
 - i. Intake/call centers
 - ii. full service delivery

- II. Cindy Domingue-Hendrickson, Managing Attorney-Legal Aid Society of Mid-NY, Inc.**
 - a. Integration between regional LSC and non-LSC funded program sharing intake
 - b. Lessons learned and tips

- III. Joan Kleinberg-Northwest Justice Project**
 - a. Be mission driven/client-centered in the way you talk about the hotline
 - i. Use words like “hub” or other connecting images.
 - ii. Describe benefits. E.g., Moves contact with problem solver to front of contact w/system, more convenient for clients, levels playing field between urban and rural clients.
 - b. Staff issues
 - i. Consider whether staff, as opposed to contractors, is more likely to be viewed as an integral part of the delivery system.
 - ii. Use knowledgeable people as core staff. They know how to identify issues and when to do brief service. Other people in the system will respect their knowledge, which reflects well on the hotline.
 - iii. Train phone advocates in broad areas so they can identify collateral issues and connections to broader on-going advocacy.
 - iv. Create job descriptions and work environment that foster longevity e.g., time for professional development activities, variety of tasks that alleviate repetitiveness and provide opportunity for professional growth.
 - v. Hire staff with diverse experience and interests because they are resources to each other and raise the quality of service.
 - c. Integrate hotline staff with other legal services delivery staff
 - i. Participate on statewide substantive law task forces.
 - ii. Use hotline staff as trainers within their areas of expertise.
 - iii. Get hotline staff into the field so not viewed as isolated. E.g., geographic liaisons.
 - iv. Invite all new employees in own program offices or other programs that receive referrals to visit the hotline.

- d. Relate hotline work to major advocacy efforts
 - i. Provide hotline staff with information about major advocacy efforts going on in the state so that they can connect clients with relevant problems to the advocates engaged in the advocacy.
 - ii. Provide avenues for hotline staff to identify trends and patterns and to communicate them to individuals or task forces that can formulate advocacy to address the issues.
 - iii. Provide “traffic” information to field so people in local offices can identify emerging issues.
 - iv. Harness power of thousands of client interactions to collect/provide information through telephone announcements and surveys.

IV. Emily Chafa, Deputy Director/Litigation Director-Iowa Legal Aid

- a. Compare and contrast statewide intake with Northwest Justice Project
- b. Technologies that help integrate and top tips

V. Bonnie Roswig, Senior Staff Attorney-Center for Children’s Advocacy’s Medical/Legal Partnership Project

- a. Suggestions and models for keeping intake staff current on substantive law and well integrated into statewide delivery

VI. Alison Paul, Deputy Director– Montana Legal Services Association

- a. Before and after
- b. Video presentation

VII. Conclusion and questions

Notes:

Bibliography & Website Links:

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