

WSR_182 Long Term Planning for Helpline System Success

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Brief Description: Once a helpline or intake system is established, implemented and is in full operational mode, evaluation and planning activities are as important as when the helpline was first planned. This session explores how different programs evaluate the impact and needs of their helplines on access and what steps management teams take to ensure that helplines remain healthy, vibrant, and continue meeting the goals envisioned at inception.

Topical Outline:

- I. Introduction of Session and 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
 - b. Handouts and samples will be available electronically

- II. Emily Chafa, Deputy Director/Litigation Director-Iowa Legal Aid**
 - a. Integration and unification issues
 - b. Retention of staff
 - c. Flexibility
 - d. Maintaining core mission

- III. Benjamin Garcia, Managing Attorney, Teleabogado**
 - a. Planning for expansion
 - b. Implementing change

- IV. Debra Jennings, Managing Attorney, Legal Aid Line of Western Ohio**
 - a. Data mining
 - b. Trends
 - c. Outcomes

- V. Marilyn McNamara, Executive Director, Legal Advice and Referral Center**
 - a. Strategic planning as part of statewide planning
 - b. Addressing staff retention within a plan

Notes:

Bibliography & Website Links:

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