

Integrating a Legal Hotline Into the Legal Services Delivery System

David Godfrey

ABA Commission on Law and Aging

godfreyd@staff.abanet.org

NLRC

Providing Legal Support to the Aging-Advocacy Network

The **National Legal Resource Center** is a collaborative effort developed by the Administration on Aging. Its partners are the American Bar Association Commission on Law and Aging, Center for Elder Rights Advocacy, The Center for Social Gerontology, National Consumer Law Center, and National Senior Citizens Law Center.

Standard Disclosure

The views expressed in these materials and in this program have not been approved by the House of Delegates or the Board of Governors of the American Bar Association and, accordingly, should not be construed as representing the opinion or policy of the American Bar Association.

Integrated Service Delivery Model

- Single point of entry concept



Consumer Behavior

- Reluctance to call for help
- Rejection hurts
- Being sent onto another agency on their own is seen as rejection



Warm-hand-off Improving the odds

- Sorry we don't do that
- Look in the phone book for
- Try calling
- Can I have someone call you?
- Can you hold while I get someone on the line who specializes in that?

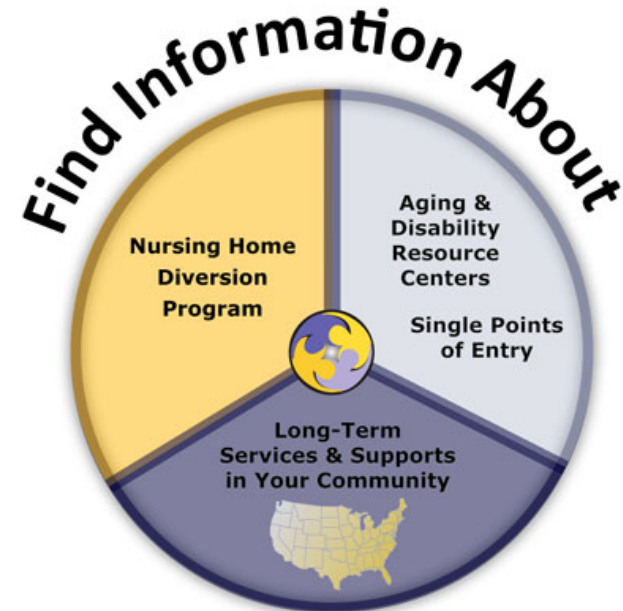


Networking

- Formal Referral agreements
- Informal Referral agreements
- The real issues are understanding:
 - Who can help
 - What client
 - With what issue
 - At what level of service
 - terms, conditions and availability

ADRC

- Aging and Disability Resource Centers
- Integrated Service Delivery Model
- Aging and Disability have a great deal in common
- Why should age be a barrier?
- <http://www.adrc-tae.org>



Remember Me

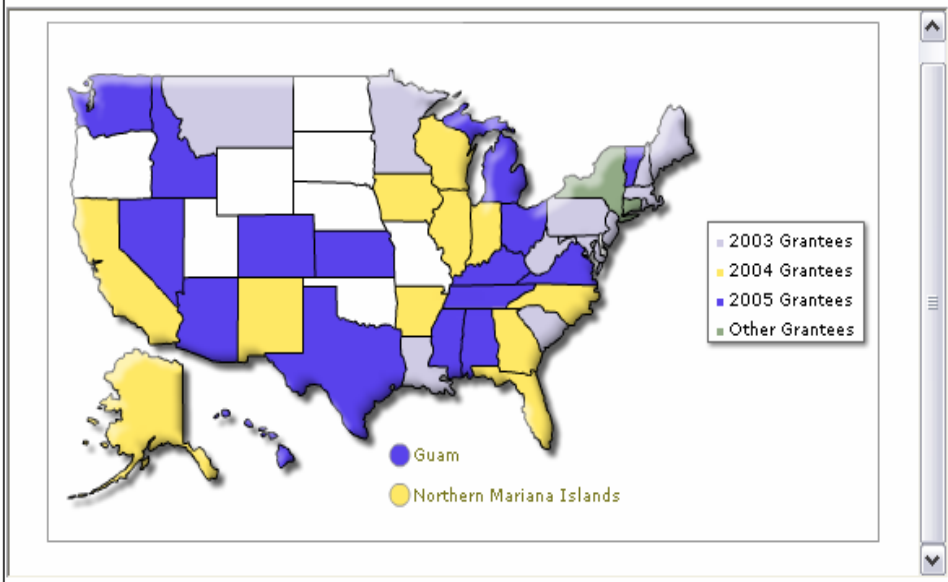
[Forgot Your Password?](#)

Contact Us

Site Map

ADRC Program Profiles and State-Developed Resources

Click on a state in the map below to find information about that state's ADRC grant program, resources they have developed, and contact information for state and local ADRC project staff. Or view contact information for all state program staff: [Contact ADRC Grantees](#).



Alabama	Iowa	New Mexico
Alaska	Kansas	New York
Arizona	Kentucky	North Carolina
Arkansas	Louisiana	Northern Mariana Islands
California	Maine	Ohio
Colorado	Maryland	Oregon
Connecticut	Massachusetts	Pennsylvania
District of Columbia	Michigan	Rhode Island

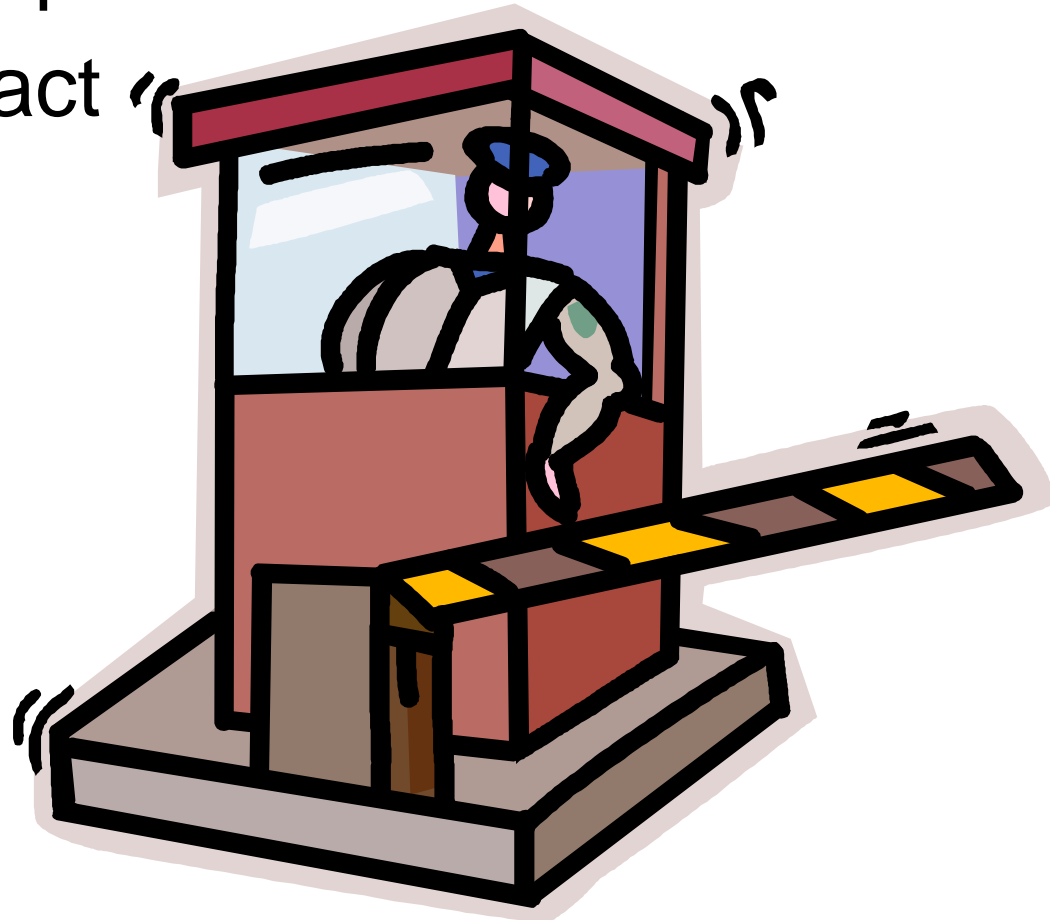
Who is a legal service provider?

- Legal Information
- Legal Assistance
- Think outside the box
- Network



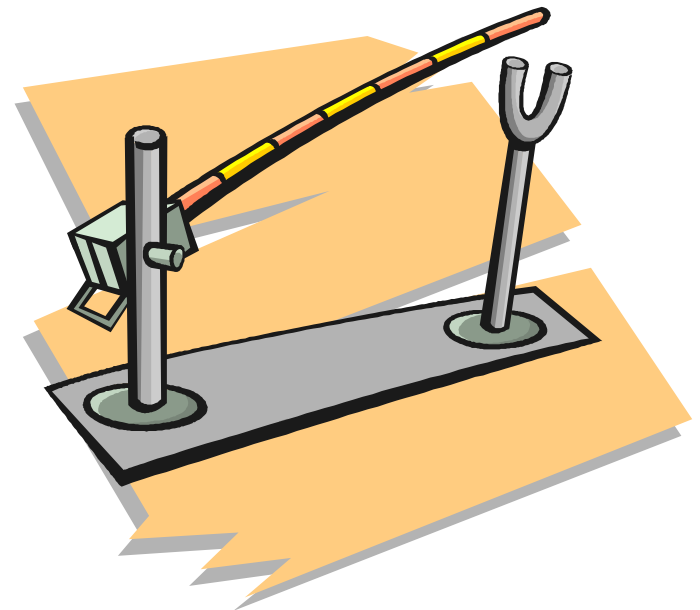
Hotlines as Gatekeepers

- What is a Gatekeeper?
- First point of contact “
- Intake specialist
- Front desk
- Phone
- Screeners



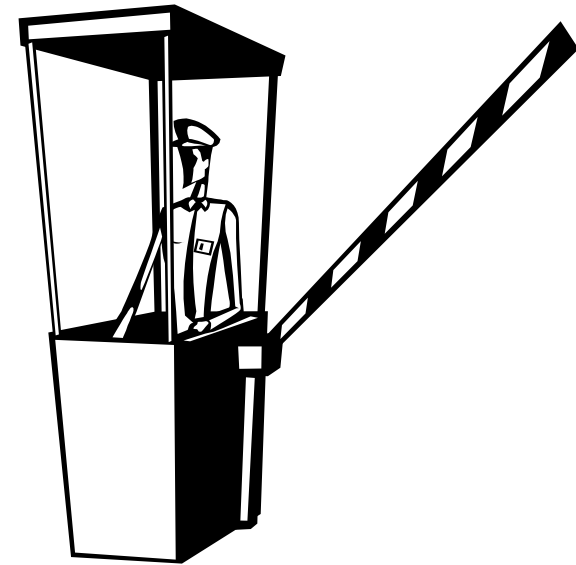
Function of a gatekeeper

- Screen for eligibility
- Screen for need
- Determine what cases got to whom
- Who gets turned away



Why do we say no

- Not eligible for services (over income and assets)
- Not a legal problem
- Outside our area of expertise
- Needs beyond our capacity
- Capacity limits
- Jurisdiction and geographic issues
- Use referrals to assist these clients



Recruit, train and retain

- Recruit good people (bright, creative, caring)
- Train them constantly
 - call me
- Support them
- Give them time
- Treat them well
- Experience pays
- Burn out happens

