

Built To Last: Integrating Intake With A Regional and Statewide Delivery System

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Brief Description: High quality intake/hotline programs establish systems that support and complement the work of full service partners. Presenters will share the component parts to making such a partnership work including: how to foster an environment of cooperation, how to deploy technology to support intake, how to create a fluid (as opposed to static) intake manual as a foundation for all partners, and how LSC's technical assistance and consultative services can support field programs

Topical Outline:

- I. Setting the Stage: Why integration of intake/hotline into a regional and statewide delivery system was necessary.
 - a. MJP – a cautionary tale
 - i. Description of past configuration of service delivery system.
 - ii. What was not working:
 1. Lack of access for clients
 2. Lack of clearly defined roles within system
 3. Duplicity within system
 4. How technology (or lack thereof) hindered all the above
 - iii. Setting a course for change.
 1. Defining Intake and/or your Hotline as an equal component in your service delivery system.
 2. Mapping Your System
 3. Assembling a team. (stakeholders and beyond)
 4. Engaging LSC's assistance
 - b. West Virginia – Resources, consistency, and gaps in services
 - i. Description of past configuration of service delivery system.
 - ii. What was not working
 1. Lack of access for client
 2. Inconsistencies in interpretations of LSC regulations
 3. Erratic services throughout the state
 4. Absence of support staff
- II. Stakeholders: Involving staff and the partners in your planning process
 - a. MJP –

- i. Working with non LSC funded partners:
 - 1. Formation of the Strategic Delivery Oversight Team. (SDOT).
 - 2. Unit Meetings
 - ii. Involving In-House Staff
 - b. West Virginia
 - i. Working with staff
 - 1. Formation of the ATLAS Advisory Committee
 - 2. Education of board, management and staff
 - ii. Involving local offices and technology unit
 - iii. Research and learning from sister programs
- III. Assembling an Intake Manual
 - a. MJP
 - i. Why it's important
 - ii. Components
 - iii. Fluidity and how technology makes this possible
 - b. West Virginia
 - i. Why it's important
 - ii. Components
 - iii. Editing and updates
- IV. LSC: Mentor, Consultant, Advisor, Resource.
 - a. MJP – how LSC's Office of Program Performance Program Counsel and Intake Focus Group were able to provide monthly consultations.
 - i. Online resources: www.lsntap.org, intake listserv; LSC's Legal Resource Initiative
 - b. West Virginia –how LSC was instrumental in the education and process used to build the centralized intake.
 - i. Provided resources in terms of best practices and stellar programs to look to.
 - ii. LSC was invested in success with regular check-ins, support and positive feedback.

Notes:

Bibliography & Website Links:

- 1.