

Directions for completing this form: Place the title of your workshop in the space indicated, followed by the name and contact information for each of the presenters. Provide a brief description of your workshop by placing the cursor on the line below “Brief Description” and commence typing. To complete the “Topical Outline”, place cursor next to each Roman numeral and begin typing. Then place the cursor next to the “a.” to begin listing sub-topics. To list more than one sub-topic, push “Enter” and “b.” should appear on the next line, and so on. Place the cursor on the line under “Notes” to begin providing your notes. To list bibliographic information, place the cursor next to “1.” and start typing. Push “Enter” to move on to “2.” and etc.

ABA / NLADA 2010 Equal Justice Conference

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Lessons Learned from the first 13 Model Approaches to Legal Service Delivery

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Brief Description:

What have we learned from the first 13 Model Approaches to Legal Service Delivery projects? For four years the United States Administration on Aging has been funding innovative projects to improve the delivery of legal services to seniors. This session will explore lessons learned from the first two rounds of these projects and the implication of those lessons learned on the design of future legal assistance development programming. This session will help enhance the understanding of the use of senior legal hotlines to target and effectively serve seniors as part of a large legal and aging network.

Topical Outline:

- I. Model Approaches Concept
 - a. Model approaches concept
 - b. Goals and Objective
 - c. Overview of Essential Components

- II. Components
 - a. Needs Assessment
 - Supply and demand equation of legal services
 - Legal needs vs. legal wants
 - Assessing clients with the greatest social and economic need
 - Look beyond the choir – reaching potential clients not just current or past clients
 - Benchmark starting point – resources from NLRC partners
CERA, TCSG, COLA – models to follow

- b. Systems Capacity
 - Supply side of the equation
 - Understanding and identifying service delivery overlaps and gaps
 - Look beyond the usual suspects
 - Just because you have always done it
 - Who CAN do what?
 - Quantity – quality (numbers, level of service, funding)
 - Examples from CERA, technical support from CERA and COLA
- c. Collaboration with aging network (ADRC, LTC Ombudsman & SHIP)
 - Collaborate with other service providers who are helping the target population inside and outside of the legal aid network
 - Reciprocal referral arrangements
 - Cross training
 - Cross communications and sharing of resources
 - Collaborative funding projects
 - Don't overlook the private bar
- d. Training the project that never ends (SW & DG)
 - Training needs assessment
 - Who needs training? –think outside the box
 - What topics?
 - What levels of training?
 - Tool for empowering collaborations
 - Stump speeches
- e. Targeting Services
 - Even though delivery standards require targeting, most programs are still very numbers driven and have a hard time changing to targeting
 - Target through outreach efforts and through priority of services
 - A struggle for hotlines because most are used to taking almost all calls from eligible callers
 - Use the needs assessment to help you determine what types of services are most important to your target population
- f. Integration
 - Must also include both legal and aging service providers
 - Senior legal hotline role in integration under Model Approaches
 - Must be adaptable to fit various models in the state
 - Hard to overcome the territorial nature of programs
 - Use a “warm handoff” whenever possible
 - Use formal referral agreements to cement the integration
 - Survey clients to make sure integration is happening
- g. State reporting system
 - A huge barrier for most states
 - Must not impose additional burdens on providers—in fact, make it easier for them

- Must have buy-in from the AAAs so that they don't impose additional reporting requirements
 - Build as flexible as possible to allow for future growth
 - Build it to help evaluate targeting and level of service
 - A strong Legal Assistance Developer is crucial
- h. Leveraging resources
- Another great challenge for Model Approaches has been sustainability
 - Model Approaches has created some great partnerships and synergies, but all programs are struggling to survive and meet needs of clients
 - Have to be open to new approaches and be creative
- i. Outcomes
- Have to get away from just reporting outputs
 - Most legal service programs don't do a very good job of capturing outcomes/impact from their services
 - Even harder for hotlines without a formal follow-up process
 - Crucial for fundraising and leveraging resources
- III. Round 4 (Omar)
- a. Building on the past – hopes and expectations
- IV. Legal Service Delivery System (SW & DG)
- a. Defined
- b. Integration of various service delivery
- c. Improving access
- d. Challenges

Notes:

Bibliography & Website Links:

1. www.nlrc.aoa.gov
2. www.legalhotlines.org