

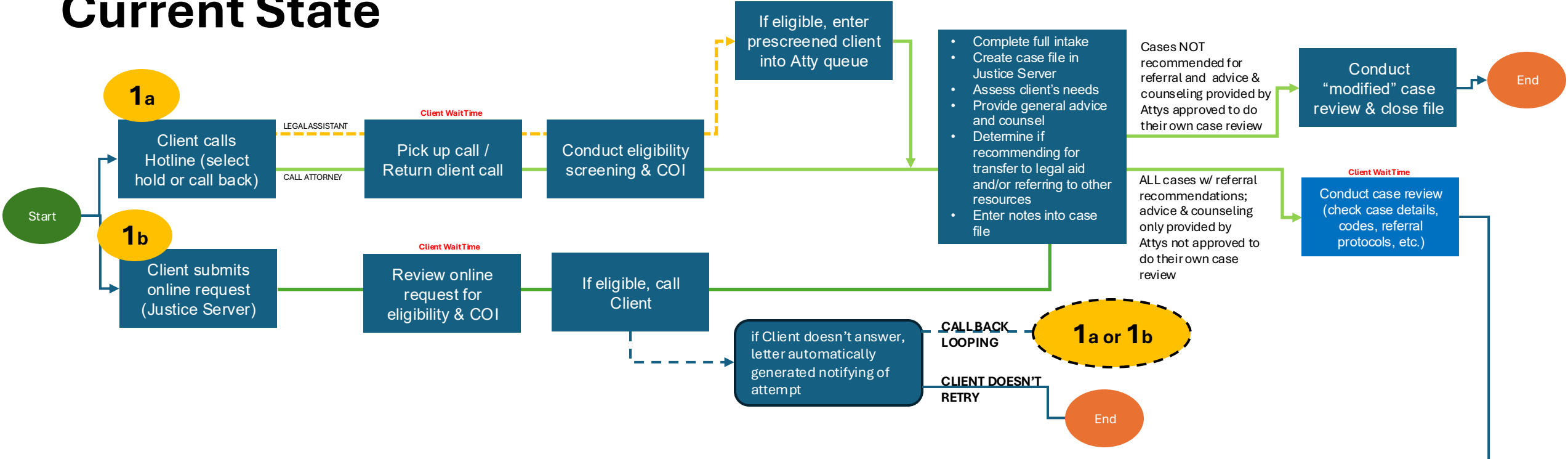


CALL Current State Workflow

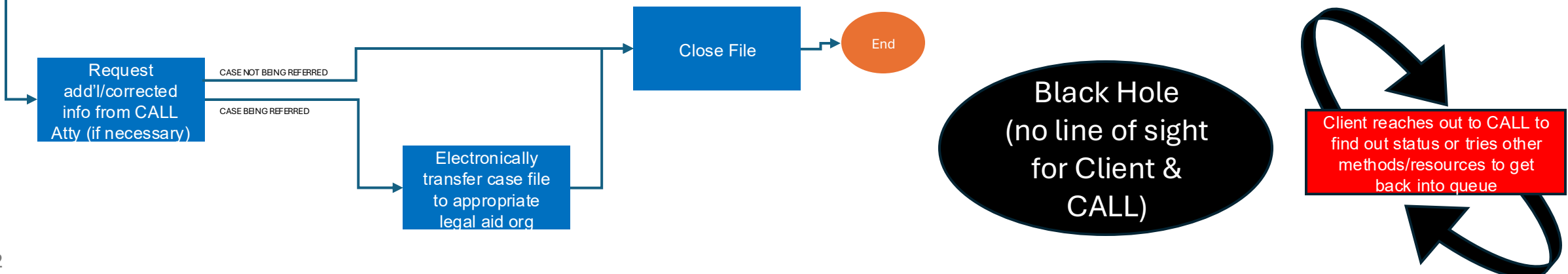
Insights & Reflections

Lisa Colpoys & Kim Craig
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Current State



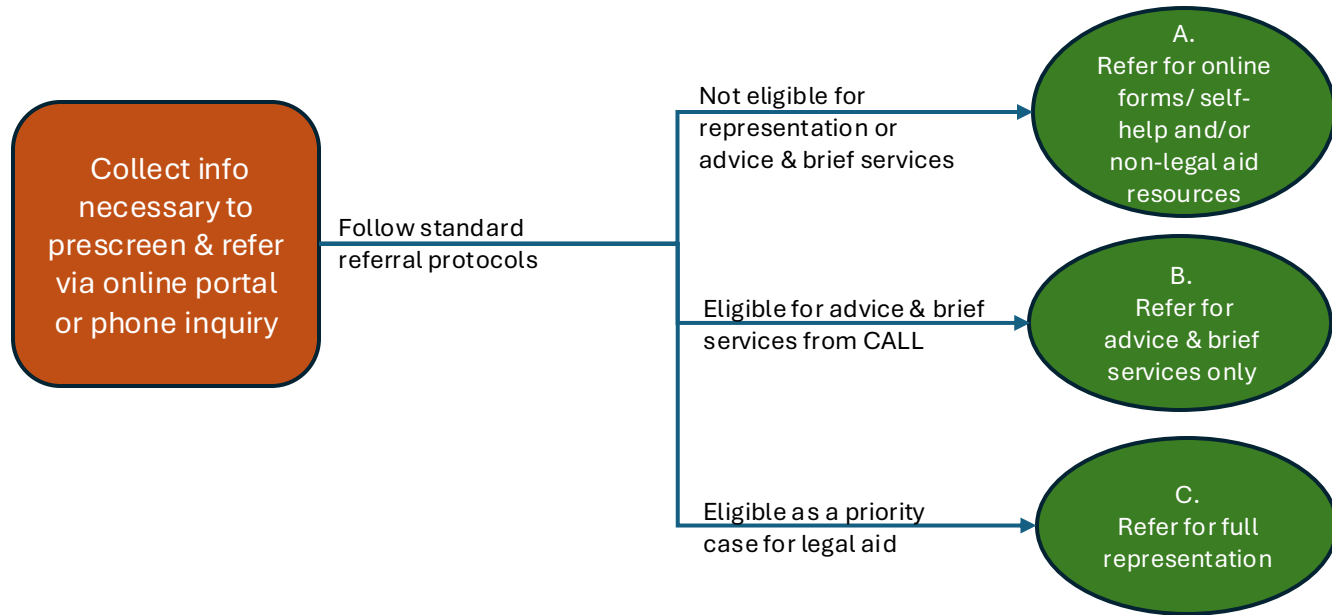
Client Waiting for Contact from Referred Atty (a/k/a purgatory - sometimes never hearing "no")



Recommended Future State

Triage & Referral Hub

Goal: Determine and direct people to the most appropriate available services with a client-centric approach (speed, transparency, value).



- **Triage & Referral Services:** Requests accepted online and via phone staffed by trained non-attorneys
- **CALL's Role:** CALL no longer does intake for other programs; exclusively provides advice and brief services
- **Foolproof:** Both inquiry methods (online & phone) are identical re: information collected and next step decision-making
- **Clarity:** Responsibility for maintaining referral protocols "owned" by referral organizations
- **Triage Streamlined:** Strive for minimal amount of info needed to determine eligibility, priority and next steps (financial, area of law, etc.):
 - A. Not eligible (refer to online forms/self-help resources and/or other non-legal aid resources – LRS, social services, etc.)
 - B. Eligible for advice & brief services from CALL
 - C. Eligible for full representation (transferred to appropriate legal aid organization)