

REFERRAL & COORDINATION PLAN TEMPLATE

I. Self-Help Center Referral

- A.** What customers will the court's self-help center refer customers to community legal services? Who will be receiving which referrals?
 - i. Case Types
 - ii. Service level needs
 - iii. Other Criteria

- B.** What types of referral needs will still be left unmet for self-help center customers?

II. Legal Service Referrals

- A.** When will the community legal service providers refer individuals to the court's self-help center?

- B.** What customers will the community legal services be referring to other community legal services? Who will be giving and receiving which referrals?
 - i. Case Types
 - ii. Service level needs
 - iii. Other Criteria

III. Coordination Strategy

- A.** How will on-going communication be maintained between the self-help center and community legal services?

- B.** Will there be any kind of coordinated intake protocol?

- C.** Will schedules of clinics, workshop, etc. be shared?

- D.** Will instructional material be shared?

- E.** Will there be any combined trainings for staff?

- F.** Will there be any sharing of language access ability or translations?