



*because justice first requires access*

# Frequently Asked Questions

## **1. What is the purpose of the Legal Liaison Program?**

The LLP is intended to create efficiencies in the system by conveying information between people designated as Liaisons. To illustrate, imagine a social service provider with 10 clients who have similar legal needs. If each client is left to track down legal assistance on his/her own, that means 10 separate calls flowing through the system in search of legal resources. By utilizing a single Liaison within its organization, the Liaison can put out word about its clients' needs. Call for Justice will help to route that request to the appropriate Liaison with a legal service provider. In turn, C4J will then report back to the originating social service Liaison, who can help to educate those 10 people about what specific legal resources exist. In other words, Liaisons make the system faster and more responsive.

The LLP is also intended to create collaborations between Liaisons. For example, the LLP has helped social service providers locate nonprofit legal providers to represent clients served by the social service provider. In one such collaboration, a large Minneapolis law firm agreed to provide legal help for nearly 40 women and their children who were constituents of a program aimed at eliminating multi-generational poverty. The LLP and Call for Justice made that collaboration possible.

## **2. What kind of information does the Program handle?**

The LLP transmits information that in any way relates to civil legal system access, whether it's a new program addressing a legal need, a change in eligibility, or the end of a particular service. Sometimes a social service provider needs legal assistance or other legal resources for a particular program or client. Or, a social service program might be able to help lawyers (e.g. language translation services). One last example of relevant information: that there's excess capacity in a program. Sometimes we hear of programs where there are more lawyers available than clients. Our goal is to convey information to the Liaisons so those programs don't go under-utilized.

## **3. How does the LLP transmit information?**

Information flows three ways. One way is from the Liaisons to Call for Justice providing information about needs or programs. Another information flow is from Call for Justice to the Liaisons reporting on various things, such as new programs or issues affecting access to the civil legal system. The third information flow is from Liaison to Liaison. This occurs as relationships and collaborations are formed. Call for Justice only asks that it be kept apprised of successful collaborations or unexpected problems.

Our goal isn't to barrage Liaisons with daily emails. Instead, we are judicious in our communications. At the same time, we don't hesitate to share important information. If that means one email a week, so be it. If, on the other hand, nothing significant occurs for

several weeks (as may happen during the summer months), we won't take up Liaison time with filler.

#### **4. What is the role of Call for Justice?**

We view our role as the clearinghouse for civil legal system access-related information, something we've characterized as acting like an air traffic controller. Importantly, we add commentary to how the information fits into the larger legal/social service provider picture. We also verify the information and often follow-up with a phone call to get more information.

#### **5. What role do legal and social service providers play?**

In short, we want nonprofit legal and social service providers to (1) use us and (2) collaborate with each other. Our goal is to get moving parts of the system to better move in unison. Yes, many programs do great things. For this, we're very thankful. Still, it's inevitable that certain information gets lost or under-valued. We work to ensure that civil legal access-related information gets top priority, plain and simple.

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