**Chronology of Volunteer Referral Process**

Updated: 3/08/2017

**Parties Involved:**

* Client
* Director of Legal Services
* Volunteer Coordinator
* Program Manager
* Staff Attorney
* Volunteer Attorney

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| **Description of Event** | **Who is responsible for this outside of NCLC staff?** | **Who is responsible for this at NCLC?** |
| Volunteer Coordinator or Program Manager recruits Volunteer Attorney (or follows up with Volunteer Attorney recruited by any other NCLC staff member).  Volunteer Coordinator or Program Manager sends prospective volunteer attorney the handout: *Notice of Case Referral Policies*. Before a volunteer attorney can be assigned a client, he or she must sign and return this to Volunteer Coordinator to include in volunteer’s file.  Volunteer Coordinator or Program Manager determines Volunteer Attorney’s licensure and competence to take certain kinds of referrals. (Competence is based on history of taking past referrals from us and attorney’s prior legal experience.)  Volunteer Coordinator compiles and maintains necessary information about Volunteer Attorney in Clinic’s volunteer database (GiftWorks). |  | Volunteer Coordinator or  Program Manager |
| Staff Attorney trains Volunteer Attorney to establish or increase competence in a certain area of law (if necessary). |  | Staff Attorney |
| Staff Attorney reviews intake for prospective client and attaches a completed “**Volunteer Case Referral Form**” to the intake and moves it in client management system to “Initial Review” for “Volunteer Coordinator” or applicable “Program Manager.” |  | Staff Attorney |
| Volunteer Coordinator or Program Manager completes Conflict of Interest Check. See more [here](../../LEGAL%20SERVICES/Conflict%20of%20Interest%20Check). If no conflict of interest exists, continue on to next step. |  | Volunteer Coordinator or Program Manager |
| Volunteer Coordinator or Program Manager sends **Letter to Client** about attempting to find a Volunteer Attorney for Client. This letter will ask for verification of household size and gross monthly income (**Income Verification Form**). Client must respond to this Letter before being referred to a Volunteer Attorney. | Client | Volunteer Coordinator or Program Manager |
| Volunteer Coordinator or Program Manager informally reaches out to Volunteer Attorney(s) who might be able to take the case referral. Client’s identifying information remains confidential. |  | Volunteer Coordinator or Program Manager |
| Once Volunteer Attorney agrees to take the case referral, Volunteer Attorney or Program Manager mails packet of Client’s documents to Volunteer Attorney. This includes **Letter to Volunteer Attorney** about the expectations for working with the Client.  Volunteer Coordinator sends **Letter to Client** confirming that a Volunteer Attorney has been assigned and giving Client expectations for working with the Volunteer Attorney.  **OR**  If Volunteer Coordinator is unable to find a Volunteer Attorney within 30 days after receiving the referral from the Staff Attorney, the Volunteer Coordinator sends **Letter to Client** informing that the Clinic does not have the resources to assist Client at this time. |  | Volunteer Coordinator or Program Manager |
| Volunteer Attorney provides legal advice or representation to Client.  Volunteer Coordinator provides support to Volunteer Attorney on procedural questions of the referral process (if necessary).    Staff Attorney provides support to Volunteer Attorney on substantive legal questions (if necessary). | Volunteer Attorney | Volunteer Coordinator or Program Manager  Staff Attorney(s) |
| Volunteer Coordinator gets an update from Volunteer Attorney on status of case every 30 days.  Volunteer Coordinator updates notes in client management system after each update. |  | Volunteer Coordinator or  Program Manager |
| When Volunteer Attorney reports that work for Client is done, Volunteer Coordinator requests a copy of the **Client Closing Letter** along with proof the work was done (e.g. copy of Bankruptcy discharge) |  | Volunteer Coordinator or  Program Manager |
| Once Volunteer Coordinator confirms the work for Client is done, Volunteer Coordinator closes out Client’s intake in client management system under “Closed” and applicable “Volunteer Attorney” profile. |  | Volunteer Coordinator or  Program Manager |
| Volunteer Coordinator sends **Letter of Appreciation** to Volunteer Attorney and **Client Closing Letter (NCLC).**  In these letters, Volunteer Coordinator thanks the volunteer, invites them to complete a survey, and reminds them to track their time (email with links will be provided for both the survey and time). Client closing letter will be sent sans a survey. |  | Volunteer Coordinator or  Program Manager |