## Workflow between Bay Area Legal Aid (BayLegal) and CHWs for Care Neighborhood MLP Referrals

CHW meets with patient and together they identify a need for legal assistance/support/advice CHW helps patient complete BayLegal referral form and works to obtain a Release of Information (ROI) CHW marks "CARE NEIGHBORHOOD, Attn: BayLegal/CHCN point of contact" on referral form and/or fax cover sheet and includes CHW name and contact info CHW faxes completed referral form and ROI to BayLegal CHW confirms receipt of referral with BayLegal/CHCN point of contact BayLegal evaluates patient's eligibility for BayLegal services a. BayLegal completes screening through in-person or telephone interview with patient, review of patient documents, or discussion with CHW as needed BayLegal determines patient meet its BayLegal determines patient does not meet eligibility criteria its eligibility criteria BayLegal notifies CHW within 48 BayLegal notifies CHW within 24 hours of decision hours of decision Within 7 business days, BayLegal will inform If there is a legal need, but patient does not meet CHW of how BayLegal will address issue(s) eligibility criteria, BayLegal will attempt to make through legal services and provide updates warm hand off via CHW, to another appropriate as needed. legal service provider. CHW documents progress in Welkin and maintains ongoing communication with patient to ensure quality of connection and legal support services CHW works to gather patient testimonials regarding legal assistance received and partnership with BayLegal in an effort to provide qualitative data that can support ongoing grant and funding opportunities. Testimonials sent to CN Program Coordinator

## Workflow between Bay Area Legal Aid (BayLegal) and CHWs for Care Neighborhood MLP Referrals

## **Helpful Background Information:**

- BayLegal referral forms and Release of Information forms can be found in Care Neighborhood Dropbox (Community Resources Folder→Legal Assistance Folder)
- There are 4 types of BayLegal referral forms. Please use the form indicated and fill out the entire form to the best of your ability so that referral and initial screening can go smoothly
  - o (1) General Referral Form
  - o (2) Housing Referral Form
  - o (3) SSI Referral Form
  - o (4) Reentry Referral Form
- · The contract between BayLegal and CHCN is grant funded and requires testimonials for grant reporting
- · Testimonial: A short summary of how CHW and BayLegal were able to assist patient with legal aid