

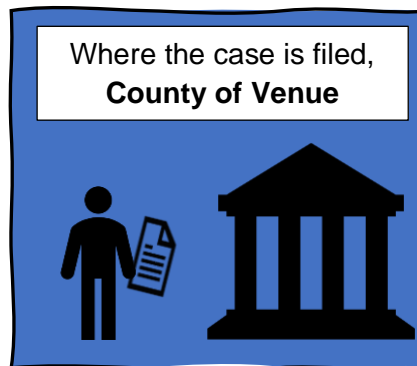
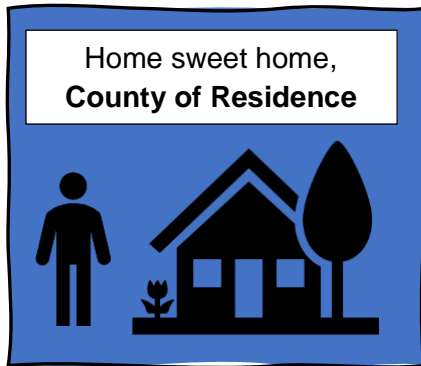
Referral Policy Guide

Read the full referral policy: www.lawhelpmn.org/referral-policy

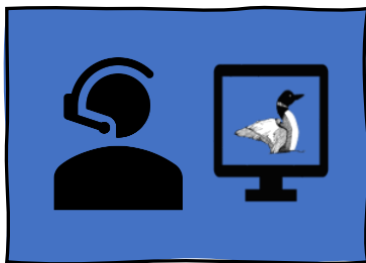
If you have questions about the policy, let us know in the feedback form:
<https://airtable.com/shrOHs51yedf5l1xj>

You can also find the referral policy and feedback form under “My Account” in LOON.

Use **County of Venue** to decide which legal aid program gets a case



If your program CAN'T take the case, check LOON to find the best referral:



Go to www.LawHelpMN.org

Click “LOON” at the bottom of the website

If you need to contact an organization about a referral:

- Click the Contact & Hours tab in LOON
- Look for “**Location Contacts**” or “**Email this Service**”
Note: The email address listed is only visible in LOON. It is not visible to the public.

Staff Notes & App... [+]	Legal Topics [+]	Contact & Hours [-]
<p>111 North 5th Street Suite 402 Minneapolis, MN 55403 https://www.centralmnlegal.org/</p> <p>General Phone: 612-332-8151 Intake: 612-334-5970 Fax: 612-334-3402</p> <p>Location Contacts:</p> <div data-bbox="269 1268 678 1346" style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; text-align: center;"><i>Redacted for staff privacy</i></div> <p>Legal organization: https://www.centralmnlegal.org/</p>		<p>Schedule:</p> <p>Mon - Thu: 8:00 am-4:30 pm Fri: 8:00 am-12:00 pm</p> <p>Holiday schedule:</p> <p>1/1/20 Closed all day</p> <p>1/20/20 Closed all day</p> <p>5/25/20 Closed all day</p> <p>7/3/20 Closed all day</p> <p>9/7/20 Closed all day</p> <p>11/26/20 - 11/27/20 Closed all day</p> <p>12/24/20 - 12/25/20 Closed all day</p>

How you refer a case depends on where you are in the screening process:

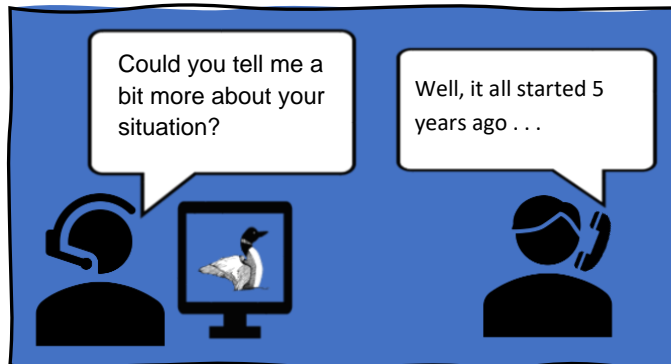
If the client has NOT told their story



Phone Number Only Referral

Give the client the receiving program's phone number

If the client HAS told their story



Does your program have a warm referral process with the receiving program?

YES: Warm Referral *with Intake*

1. **Get authorization** from client
2. Give the receiving program the client's info

NO: Warm Referral *without Intake*

1. Give the client the receiving program's phone number
2. Tell the client the program will contact them but *might not be able to take the case*
3. Contact receiving program so the client doesn't have to share their story again

Did a program **already accept the case**, and something changed?

Referring program:

- Verify case meets **my program's** priorities
- Verify case meets **receiving program's** priorities
- Send a summary of the facts, concise statement of basis of eligibility and case acceptance, and relevant documents
- Keep an open file for the case
- Designate back-up staff to consult with receiving program's attorney
- Optional:** Enter joint representation agreement to help maintain client contact and help with investigations, witness interviews, service of process, and case work assistance

Receiving program:

- Tell the referring program whether you **accepted or rejected** the case **within 5 business days**
- When is it ok to reject the case?
 - **lack of resources** and staff to take the case
 - **not enough time** before a hearing or other deadline
 - **funding restrictions**
 - it would create a **conflict of interests**
- The attorney-client relationship does not shift to the receiving program until the case is accepted
- If you reject the case, tell the client!
- Your attorney becomes lead counsel and the attorney of record, with final authority and responsibility for the case
- Optional:** Enter joint representation agreement for referring program's help with maintaining client contact and with investigations, witness interviews, service of process, and case work assistance