

Referral Policy FAQs

1. Where can I find a copy of the Referral Policy?

The [Referral Policy](#) can be found directly on LOON. You must be logged in to view it. You'll find it in the blue ribbon at the top of the page under My Account.

2. How do I determine when I should refer a case?

Referrals under this policy are based on *county of dispute*, meaning that you should refer the client to another program if their legal issue is in another program's service area; regardless of where the client lives.

You may also need to refer a client if their legal issue is within your service area but outside your program's priorities or eligibility. Refer the client if there is another program serving your same service area in which the client appears eligible and within priorities for the receiving program.

Check LOON to make sure the referral is appropriate and contact the organization if you have questions about your referral.

3. When would I choose to make a phone number only referral versus a warm (with or without intake) or formal referral?

Phone number only referrals should be made when it's clear from the start of the conversation that the client has contacted the wrong organization. For example, the client has an immigration issue but your program does not handle immigration matters. Phone number only referrals are also appropriate if the client is simply seeking resources or information and there's another program that would have better information.

Warm referrals are made when some information is obtained from the client, but it's determined that the client is not a proper fit for your program. Warm referrals without intake may occur when the client has a hardship making it difficult for them to navigate the system on their own. Warm referrals with intake may occur when the client has a particularly traumatizing legal issue and you want to limit the number of times they have to explain their story.

Formal referrals may occur when you've accepted a case for services but something's happened, like a change of venue, and you now need to refer the case to another program.

4. Does this Referral Policy mean that the client's options for services are reduced?

No. The purpose of this policy is to direct clients to the most appropriate service in the most efficient manner. There is no guarantee that any of the matching programs will be able to provide services.

5. Is verbal consent from the client sufficient consent to authorize information sharing?

Yes, verbal consent is sufficient consent, but it's recommended to make a case note regarding this consent in your case file.

6. Is there a standard for what information should be sent with a referral?

It depends on what type of referral is being made. There is varying levels of information collected from the client with each type of referral. LegalServer has a set list of possible system fields that will transfer with an e-transfer. Programs have some flexibility to decide which of those fields they send and/or receive with e-transfers. For referrals with intake, the expectation is that programs send basic contact and eligibility information, as well as some brief information regarding the legal issue.

7. With a warm referral, who does the follow up? (client or agency)

It depends. It depends on the type of referral that was made and on internal procedures for your program. If the referral was phone number only, it's implied that the client is responsible to follow up with the receiving program.

For warm referrals with or without intake, the receiving program should contact the client. The referring program should provide the phone number of the receiving program to the client and tell them that the program will contact them. It's also important to tell the client that the receiving program may not be able to accept their case.

In terms of who within your program conducts this follow up, that will depend on who in your program is designated to make those follow up calls. This again, may depend on how the case was referred.

8. Are there expectations about what the program receiving the referral does with the information?

Yes, some. It is expected that programs receiving warm or formal referrals follow up regarding that referral, meaning that at minimum, a conflict check is completed or basic eligibility is reviewed. Programs are expected to communicate with the referring program in the event that

the receiving program is unable to provide assistance to the referred client. Lastly, it is expected that receiving programs communicate with referring programs regarding improper referrals.

There are no expectations that receiving programs provide services to all referred clients. There is likewise no expectation that programs confirm receipt of all incoming referrals. LegalServer will supply some information regarding transfer status for any e-transferred referrals, limiting the need for additional staff communication. Programs may also choose to enable the Transfer Outcomes block to display the final outcome of a referred case to the sending program.

[Contact State Support](#) for assistance enabling the Transfer Outcomes block. Select "Help with LegalServer configurations".

While the policy doesn't require you to confirm receipt of an incoming referral, many programs appreciate this confirmation. If you receive a high volume of referrals from a specific program, consider talking to the program to create an agreed upon process for acknowledging receipt of a referral. If you don't receive many referrals from a program, consider confirming that you have received the referral as a courtesy.

9. Who is the contact person at the receiving organization – is this the same person as the LOON contact?

Yes. The LOON contact or other noted person in LOON would be the contact person regarding referrals.

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="342 1478 768 1667" style="border: 2px solid yellow; padding: 5px;"><p style="text-align: center;"><i>Redacted for staff privacy</i></p></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 1/20/20 Closed all day 5/25/20 Closed all day 7/3/20 Closed all day 9/7/20 Closed all day 11/26/20 - 11/27/20 Closed all day 12/24/20 - 12/25/20 Closed all day</p>

10. How should referrals be handled if the client lives out of state but has a case venued in Minnesota?

Referrals under this policy are made based on *county of dispute*. If the legal issue is in Minnesota, then refer to the most appropriate organization that fits the client's legal issue and eligibility criteria.

11. How does the referral policy apply to statewide organizations like Standpoint and VLN?

Statewide programs needing to refer clients should continue to follow the *county of dispute* rule and use LOON to locate the most appropriate services. Whether a referral is necessary depends on internal program policies and procedures, as well as case priorities and eligibility. We will be working to enhance the policy to provide more procedures for statewide organizations such as Standpoint and VLN.

12. How does this Referral Policy relate to LegalServer?

LegalServer can be utilized to make e-transfers to other programs. LegalServer e-transfers should be looked at alongside this policy. For example, you may send an e-transfer to another program for a warm referral with intake. E-transfers can be done at almost any point, meaning that you can transfer a case before you've finished completing the intake, you can transfer the case after you've completed the intake, or you can transfer the case after you've accepted it for services.

13. How can we track data for phone number only referrals?

We currently do not have a way to track these types of referrals. Programs could utilize the Prescreen function of LegalServer to enter basic information for these referrals and reject the prescreen with an applicable referral code. This data could be tracked on program reports. This is an internal decision for each program to make. [Contact State Support](#) for assistance enabling the Transfer Outcomes block. Select "Help with LegalServer configurations".

In the future, there may be ways to track this data through a regional intake call center.

14. I have additional questions or feedback about the Policy, where can I send those?

State Support has created a [Feedback Form](#) that's available in LOON. You can access that form either from the blue ribbon at the top of your logged-in LOON page, or through the Referral Policy itself.