

ACCESS TO CIVIL JUSTICE

COMMUNITY LEGAL NAVIGATORS

Strategy Description

As described in the Community Needs section (see page 58), the vast majority of low income households do not seek professional help for the civil legal problems they face, often because they do not know where to look for help or because they are not aware that their problem is a legal one. The goal of this service strategy is to build the capacity and expertise of social service organizations to identify and triage the legal issues that their clients face, and to ensure effective referrals to appropriate legal services.

Funded programs will work with MOHCD to identify a cohort of social service partners. Programs will then support these partners by:

- Providing training, support, and guidance to client-facing staff;
- Providing strategy, infrastructure and capacity building services and guidance to management;
- Embedding staff at key partner sites for determined periods of time;
- Building strong referral networks between these social service providers and key legal services organizations (particularly those funded through MOHCD); and
- Collecting data from partners regarding number, type and outcome of referrals.



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Key Metrics

Here are some suggested outcomes to include in your proposal:

Outcome Metric
of social service partner organizations
of staff trained at partner organizations
of strategy and capacity building meetings with management at partner organizations
of referrals to legal services organizations by partner organizations

Feel free to expand on these, or offer other measures of success in your proposal.

Applicant Qualifications

- Applicants must be nonprofit organizations whose purpose or mission is to increase access to free civil legal services to vulnerable populations in San Francisco; and
- Applicants must have demonstrated knowledge of the legal needs of residents, and ability to make connections with various service providers across San Francisco.