This workshop was held at the 2019 Equal Justice Conference in Louisville, Kentucky.

Title:

**Linking Victims and Civil Legal Services: Serving Underserved Populations through Partnership**

**Presenters:**

Sarah Capps Hayes, Kentucky Legal Aid, Bowling Green, KY

Tori Hardin Henninger, Barren River Area Safe Space, Inc., Bowling Green, KY

Kristy Vick-Stratton, Kentucky Legal Aid, Bowling Green, KY

Forging lasting partnerships among victim advocacy organizations is essential to linking victims and civil legal services. Learn how a civil legal aid program collaborated with area domestic violence and rape crisis shelters to craft an outreach program to link rural, isolated and impoverished victims of crime and interpersonal violence with services.
FOR LEGAL ASSISTANCE
CALL:

PHONE: (270) 782-5740
FAX: (270) 782-1993
Mon. - Thurs. 8:30am to 6pm CT
WEB: www.klaid.org
# Linking Victims and Civil Legal Services: Serving Underserved Populations Through Partnership

## Logic Model – KLA Victim Services Program

**Goal:** To increase rurally isolated and impoverished victims’ knowledge of, and access to, civil legal services through a coordinated community response.

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Objective</th>
<th>Anticipated Outcomes</th>
<th>Performance Measures</th>
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</thead>
<tbody>
<tr>
<td>• Staff</td>
<td>(1) Expand outreach to community service providers and client populations;</td>
<td>(a) Community service providers and eligible client populations will demonstrate increased knowledge of problems experienced by the targeted population, how legal assistance can help resolve the priority issues identified and how and where such legal assistance may be sought; and (b) More eligible clients will request civil legal services to address the priority issues identified.</td>
<td>(a) Contacts made with community service providers; (b) Number of clients provided outreach materials; and (c) Annual percentage increase in requests for services.</td>
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<td>• Outreach Materials</td>
<td>(2) Improve intake strategies;</td>
<td>(a) More eligible clients access the intake legal hotline; (b) More eligible clients will be assisted through provision of legal counsel and advice via the intake legal hotline; and (c) More eligible clients will be screened and referred to field advocates for extended legal services.</td>
<td>(a) Number of hotline requests for services from eligible clients; (b) Number of clients provided hotline legal counsel and advice; and (c) Number of clients referred by hotline advocates for extended legal representation.</td>
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<tr>
<td>• Training</td>
<td>(3) Provide holistic legal and non-legal services to victims of violence; and</td>
<td>(a) More clients will receive holistic legal services designed to: (i) decrease instances of victimization, (ii) increase safety and safety options, and (iii) reduce the impact of past victimization; (b) More clients will be referred to non-legal supportive services; and (c) Attorneys and Partners will receive training to ensure that services are trauma-informed and culturally competent.</td>
<td>(a) Service Outcomes; (b) Service referrals to non-legal supportive services; and (c) Trainings.</td>
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<tr>
<td>• Referral System/Plan</td>
<td>(4) Enhance and/or establish partnerships within the victim services community.</td>
<td>(a) More clients will be referred to KLA for legal assistance by Partners; (b) More clients will be referred to KLA by other community service providers as a result of outreach efforts; and (c) More eligible clients will receive legal services.</td>
<td>(a) Number of referrals received from partner agencies; (b) Number of referrals made to partner agencies for supportive services; and (c) Number of clients who apply for services.</td>
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<td>• Outreach Plan</td>
<td>• Supportive Technology (laptops, mobile printers, wifi hotspots, resource references)</td>
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## Logic Model

### Goal:

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**LINKING VICTIMS AND CIVIL LEGAL SERVICES: SERVING UNDERSERVED POPULATIONS THROUGH PARTNERSHIP**

Planning Instrument

**PROJECT NAME:**

### KEY AGENCY STAFF/ROLE:

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<tr>
<th>Name</th>
<th>Role</th>
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### TARGET POPULATION:

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<tr>
<th>Need</th>
<th>Barriers</th>
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### GOAL:

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### POTENTIAL PARTNERS:

- 
- 
- 

### INPUTS:

- 
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### POTENTIAL FUNDING SOURCES:

- 
- 
- 
- 
-
LINKING VICTIMS AND CIVIL LEGAL SERVICES:
SERVING UNDERSERVED POPULATIONS THROUGH PARTNERSHIP
SARAH CAPPS HAYES
KRISTY VICK-STRATTON
TORI HARDIN HENNINGER

KENTUCKY LEGAL AID

VICTIM SERVICES PROGRAM
Enhancement to existing legal service delivery models that incorporates outreach and service efforts of non-legal service providers within the victim services community.

Increases holistic legal and non-legal services to impoverished and rurally isolated victims

Services designed to:
- Decrease instances of victimization
- Increase safety and safety options
- Reduce the impact of past victimization
PLANNING

THE RESOURCES THAT GO INTO A PROGRAM OR INTERVENTION – WHAT IS INVESTED.

THE DESIRED RESULTS OF THE PROGRAM – WHAT IS ACHIEVED.

THE DIRECT, TANGIBLE RESULTS OF ACTIVITIES – WHAT IS OBTAINED.

MORE SPECIFIC THAN A GOAL – THESE ARE SPECIFIC AND USUALLY MEASURABLE STATEMENTS OF PROGRAM ACHIEVEMENT.

CONVENE STAKEHOLDERS

WITHIN YOUR AGENCY

OUTSIDE YOUR AGENCY
IDENTIFYING THE NEED/PROBLEM TO BE Addressed

Target Population

- What vulnerable or underserved populations live in your service area?
- What makes the population vulnerable or underserved?
- What problem(s) does the population face that can be addressed by civil legal services?
- What services will assist the targeted population?
- What are barriers to accessing services?

KLA Victim Services Program

Underserved Populations

Rurally isolated and Impoverished Victims

- Service area is very rural – 35 counties (only 4 are "urban")
  - 96% of residents live in rural isolation
- 13 impoverished persons per square mile
- Additionally identified, are individuals with Limited English Proficiency
- Over 5,000 petitions filed for protective orders a year

KLA Victim Services Program

Underserved Population Vulnerability to Victimization

- Individuals living in extreme poverty and geographic isolation are particularly vulnerable to violence and face barriers to safety that increase the severity and impact of abuse.
- Geographic isolation allows an abusive partner to more easily restrict access to support networks.
- Those living in poverty are at three-times greater risk of intimate partner violence.
- Women who experience food and housing insecurity experience a significantly higher incidence of rape, physical violence or stalking by an intimate partner.
KLA Victim Services Program
Addressing the Need

Legal representation, particularly from legal aid attorneys, is empirically proven to provide a greater number of, and more powerful protections, for victims and their children.

- Prevent future acts of victimization
- Reduce the impact of past victimization
- Improve safety options and safety planning for victims
- Increase victim self-sufficiency

KLA Victim Services Program
Barriers to Accessing Services

Victims who are impoverished and isolated have difficulty accessing available legal assistance.

- Poverty
  - Transportation
  - Resources
  - Expense of legal counsel
- Isolation
  - Knowledge of services available
  - Safely accessing services

KLA Victim Services Program
Completing the Logic Model: Goal

To increase rurally isolated and impoverished victims’ knowledge of, and access to, civil legal services through a coordinated community response.
KLA Victim Services Program: Completing the Logic Model: Objectives

1. Expand outreach to community service providers and client populations;
2. Improve intake strategies;
3. Provide holistic legal and non-legal services to victims of violence; and
4. Enhance and/or establish partnerships within the victim services community.

Identifying Potential Partners

- What agencies serve the same targeted client population?
- How do those agencies provide service?
- How and where is contact made with population?
- What services are offered?

KLA Victim Services Program – Partners

- Domestic Violence Shelters and Sexual Assault Centers
  Generally have initial contact with victims while providing services including shelter, counseling, crisis intervention, housing assistance and safety planning immediately following victimization.

Recruiting Potential Partners

- Build on existing collaborations
- Legal services enhances Partner’s efforts
- Fund Partner efforts

KLA Victim Services Program – Partnering with BRASS

Your partners should now be part of the planning process!
ACTIVITIES

Events undertaken by the program or partners to produce desired outcomes – what you will do.

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<th>WORK PLAN</th>
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KLA Victim Services Program – Activities
**Objective 1 – Outreach**

**Objective 2 – Intake Strategies**

**Objective 3 – Holistic Legal Services**
OBJECTIVE 4 – PARTNERSHIPS

KLA VICTIM SERVICES PROGRAM COMPLETING THE LOGIC MODEL: INPUTS

- Staff
- Outreach Materials
- Training
- Referral System/Plan
- Outreach Plan
- Supportive Technology (laptops, mobile printers, wifi hotspots, resource references)

KLA VICTIM SERVICES PROGRAM COMPLETING THE LOGIC MODEL: ANTICIPATED OUTCOMES

(4) Enhance Partnerships:
   (a) More clients will be referred to KLA for legal assistance by Partners;
   (b) More clients will be referred to KLA by other community service providers as a result of outreach efforts; and
   (c) More eligible clients will receive legal services.
IMPLEMENTATION

KLA Victim Services Program Completing the Logic Model: Performance Measures

(4) Enhance Partnerships:
   (a) Number of referrals received from partner agencies;
   (b) Number of referrals made to partner agencies for supportive services; and
   (c) Number of clients who apply for services.

EXPANSION OF ORIGINAL PROJECT

Outreach Initiatives
   • Outreach Coordinators
   • On-Demand Protective Order Dockets
   • On-Site Shelter Intakes and Legal Services
   • Clinics
KLA Victim Services Program – Funding the Project

- Foundation Grants (Laura Goad Turner Charitable Foundation)
- OVW STOP Formula Grant
- OVW – Legal Assistance to Victims
- VOCA (Victim of Crime Act)
- United Way – Escape Program

KLA Victim Services Program – How did incorporating a partnership enhance legal services delivery?

3000
KENTUCKY LEGAL AID VICTIM REFERRAL PLAN

Victim Name:_________________________ SSN:____-____-____ DOB:____/____/____
Offender Name:____________________________________________________ Offender DOB:____/____/____
Shelter Resident? If no, current address:______________________________

Home Phone Number:(_______)________________ Cell Phone Number: (_______)__________
Is it safe to call/and or leave a message at the number(s) listed above? Please provide details:________________________

Language Barriers? Y or N. If yes, details:______________________________

Does victim have any disabilities or special needs? Y or N. If yes, please list/explain:________________________________________

Does victim have any pending court dates? Y or N. If yes, please provide information about nature of hearing, court and date:__________________________

Referring Agency/Advocate:__________________________________________
Referring Agency/Advocate Phone Number(s): (_______)________________ ; (_______)________________
Safety Plan Completed? Y or N. If yes, please provide details and/or attach:______________________________________________

Risk and Lethality Assessment Completed? Y or N. If yes, please provide details and/or attach:______________________________

Please check any and all boxes which best describe the legal issues victim needs assistance with:

HOUSING:
○ Eviction
○ Foreclosure
○ Needs assistance in obtaining public housing
○ Fair Housing
○ Discrimination
○ Breaking or Changing Lease
○ Other housing issues:_____

FAMILY LAW:
○ Divorce
○ Property/Debt Division
○ Custody
○ Safe Visitation
○ Child Support/ Medical Support Obligations
○ Spousal Support
○ Post-Decree Modification/ Enforcement
○ Protective Order Hearing
○ Other family law issues:____

IMMIGRATION:
○ U-Visa
○ T-Visa
○ VAWA Self-Petition
○ DACA
○ Other Immigration Issues:____

CONSUMER:
○ Issues with paying debts
○ Sued by creditor
○ Wages currently being garnished
○ Earned Income Tax Credit
○ Other consumer issues:____

PROTECTIVE ORDER:
○ EPO/DVO
○ TIPO/IPO

KLA INTAKE:
(270) 782-5740
(866) 452-9243
Monday – Thursday:
8:30 a.m. until 6:00 p.m.

WAIVER

I, ___________________________ (please print name) authorize transmission of the foregoing information to Kentucky Legal Aid by the referring agency. I also authorize Kentucky Legal Aid to contact the referring agency for any additional information necessary. I understand I may withdraw this waiver at any time by providing written notification to the referring agency.

__________________________ Date:__________________________

Advocates: Please email or fax this referral form directly to KLA’s Domestic Violence Intake Coordinator, Ashley Lee:
Fax: (270) 780-8831
Email: ALee@KLAid.org
## WORK PLAN

**Goal:**

<table>
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<tr>
<th>Objective</th>
<th>Planning</th>
<th>Implementation</th>
<th>Final Phase</th>
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<tbody>
<tr>
<td><strong>Timeframe</strong></td>
<td><strong>Activities</strong></td>
<td><strong>Staff Responsible</strong></td>
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<tr>
<td>Objective 1</td>
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