

## Senior Legal Helpline Matrix for Case Response – 3/09 sample

### General

*Applicants to the Senior Legal Helpline must be Florida residents aged 60 or older, and they must meet LSC alien eligibility requirements. All qualified applicants will be scheduled a call back telephone appointment with a legal advocate. Applicants who need social services referrals should be referred to DOEA’s Elder Helpline, 1-800/963-5337. Applicants who need legal assistance with a non-priority issue should be referred to the FL Bar Statewide Lawyer Referral Service, 1-800/342-8011.*

PSA	COUNTY	PROVIDER	CITY	CONTACT Ph./Fax
1	Escambia	NW FL Legal Svcs.	Pensacola	850/432-2336/434-1297
	Okaloosa/Walton	North FL Legal Svcs.	Ft. Wltn. Bch.	850/862-3279/205-6540
	Santa Rosa	NW FL Legal Svcs.	Milton	850/626-2188/434-1297
2	Bay/Gulf/Holmes	North FL Legal Svcs.	Panama City	850/769-3581/205-6540
	Washington		Quincy	850/875-9881/205-6540
	Calhoun/Gadsden	North FL Legal Svcs.	Tallahassee	850/385-9007/205-6540
	Jackson/Liberty		Lake City	386/752-5960/752-5999
Leon/Franklin				
Jefferson/Wakulla	North FL Legal Svcs.	Tallahassee	850/385-9007/205-6540	
Madison/Taylor	3 Rivers Legal Svcs.	Lake City	386/752-5960/752-5999	
3	Alachua/Bradford	3 Rivers Legal Svcs.	Gainesville	352/372-0519/375-1631
	Union/Gilchrest/Levy			
	Columbia/Hamilton			
	Lafayette/Suwannee			
	Dixie	3 Rivers Legal Svcs.	Lake City	386/752-5960/752-3999
	Citrus/Sumter	Comm. LS/Mid-FL	Inverness	352/726-8512/386/257-6824
	Hernando	Comm. LS/Mid-FL	Brooksville	352/796-7238/386/257-6824
	Lake	Comm. LS/Mid-FL	Tavares	352/343-8853/386/257-6824
	Marion	Comm. LS/Mid-FL	Ocala	352/629-0105/386/257-6824
	Putnam	Comm. LS/Mid-FL	Bunnell	386/437-8485/257-6824
4	Baker	Jax Area Legal Aid	Jacksonville	904/356-8371/356-8285
	Volusia	Comm. LS/Mid-FL	Daytona	386/255-6573/257-6824
	Clay	Jax Area Legal Aid	Grn. Sprng.	904/284-8410/284-8485
	Flagler	Comm. LS/Mid-FL	Bunnell	386/437-8485/257-6824
	Duval/Nassau	Jax Area Legal Aid	Jacksonville	904/356-8371/356-8285
	St. Johns	Jax Area Legal Aid	St. Augustine	904/827-9921/827-9978
5	W. Pasco	Bay Area Legal Svcs.	N/Port Richey	727/847-5494(e-mail ref.)
	E. Pasco	Bay Area Legal Svcs.	Dade City	352/567-9044(e-mail ref.)
	Pinellas	Gulfcoast Legal Svcs.	St. Ptrsbrg.	727/821-0726/821-3340
		Community Law Prog.	St. Ptrsbrg.	727/582-7402/582-7276
6	Hillsborough	Bay Area Legal Svcs.	Tampa	813/232-1343
	- East Co.		Plant City	813/752-1335
	- South Co.		Wimauma	813/634-6044
	Manatee	Gulfcoast Legal Svcs.	Bradenton	941/746-6151/746-3661
	Polk/Hardee			
Highlands	FL Rural L. Svcs.	Lakeland	863/688-7376/683-7969	

**Senior Legal Line Matrix**  
**p. 2**

PSA	COUNTY	PROVIDER	CITY	CONTACT #
6, cont.	Polk/Hardee Highlands	Heart of FL LAS	Lakeland	863/519-5674/519-8663
7	Brevard	Brev. Co. Leg. Aid	Rockledge	321/631-2500/633-4822
	Orange	LAS Orange Co. Bar	Orlando	407/841-8310/843-9713
	Oscelola Seminole	Comm. LS/Mid-FL	Orlando	407/841-7777/246-1661
		Comm. LS/Mid-FL	Kissimmee	386/255-6573/257-6824
		Sem. Co. LAS	Longwood	407/834-1660/260-6952
		Comm. LS/Mid-FL	Sanford	407/322-8983/324-3868
8	Charlotte/Lee Hendry/Glades Collier	FL Rural L. Svcs.	Ft. Myers	239/334-4554/334-3042
		FL Rural L. Svcs.	Ft. Myers	239/334-4554/334-3042
		LAS of Collier Co.	Naples	239/775-4555/775-3887
	DeSoto Sarasota	FL Rural L. Svcs. Gulfcoast Legal Svcs.	Lakeland Sarasota	863/688-7376/683-7969 941/366-1746/366-2314
9	Indian River/St. Lucie Martin/Okeechobee Palm Beach	FL Rural L. Svcs.	Ft. Pierce	772/466-4766/489-3176
		LAS of Palm Beach	W. Palm Bch.	561/655-8944/655-5269
10	Broward	C2Coast Legal Aid	Plantation	954/736-2400/736-2482
11	Dade	LS Greater Miami	Miami	305/576-0080/573-2773
	Monroe	LS Greater Miami	Key West	305/292-3566/295-3622

**PROGRAM REQUESTS** (Note: any income guidelines listed below are suggested, and are based upon the program's level of Title III-B funding):

***Disclaimer: The program requests below represent a compilation of PSA and provider data that has been scrambled and renamed to preserve the confidentiality of our partner agreements.***

**PSA M:**

**Provider Z1:**

Fax referrals to the attention of \_\_\_\_\_, Executive Director. Use liberal referral criteria for general poverty law priority cases. No income/asset limitations but do not send non-homestead property cases.

**Provider Z2:**

Clients who live in the \_\_\_ Circuit (\_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ Counties) will have more liberal acceptance criteria, as there are special programs for divorce clients when there are significant inequities (usually financial), and a Small Claims Court Clinic. Clients can be slightly over poverty guidelines. Only refer guardianships when no other option is available. No bankruptcies except when client is facing foreclosure. Clients living in \_\_\_\_\_ and \_\_\_\_\_

can again be slightly over poverty guidelines, but only refer domestic violence divorces and no Small Claims cases. Same criteria as above for guardianship and bankruptcy clients.

**PSA C:**

**Provider Z1:**

See instructions under PSA M.

**Provider Y1:**

Referrals to \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ Counties should be faxed to the attention of Ms. D. Referrals to \_\_\_\_\_ County should be faxed to the attention of Ms. J. Referrals to \_\_\_\_\_ County should be faxed to the attention of Ms. S. All Provider Y1 offices accept typical LSC priority cases and Title III-B matters including advance directives, Medicare and Medicaid. Clients must be low-income (roughly within 200% of poverty guidelines).

*County-specific case criteria:* \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ Counties accept referrals for simple wills. \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ Counties accept referrals for divorce when there is abuse; for adoptions when the adoptive parent is 60+; and for guardianships and temporary relative custody petitions. Contact people listed above must be notified by telephone prior to faxing emergency referrals.

**Provider Y2:**

As a general rule clients referred to any Y2 office should be at or near LSC guidelines. Do not refer consumer cases unless they involved impact litigation. Referrals should be faxed to the attention of Ms. U. Clients should be told they can expect to hear from a Y2 representative w/in 10 days. Emergency referrals should first be made by telephone to Ms. U. A fax should then be sent on the same day with a notation as to the deadline and that an immediate response is necessary.

**PSA W:**

**Provider E1:** Clients referred should be w/in LSC income/asset guidelines, unless case only involves brief local services (no income/asset restrictions apply). Referrals are faxed to the attention of Mr. L. Program handles will preparations and bankruptcies (and with the latter, “more liberal” income guidelines apply).

**Provider E2:** Meritorious cases for \_\_\_\_\_ and \_\_\_\_\_ Co. residents should be faxed to Mr. K regardless of client income and assets. Non-priority divorce cases may also be referred for the program’s biweekly divorce clinic. If case is an emergency, call Mr. K first, then fax.

**Provider E3:** Referrals to First County should be faxed to the attention of Ms. N in the Big City office. Provider E3 and Provider Z2 work closely together in this county. For First County only fax to Z2 first unless the issue is subsidized housing or Veteran’s benefits. Referrals to Second County should be faxed to Ms. P (see: instructions under PSA J).

**REFERRAL PROCESS:**

All cases recommended for referral will be reviewed by a supervisor prior to faxing. Approved referrals are faxed to the contact person in the Title III-B-funded or other appropriate program in the client’s county of residence and then closed to SLH.