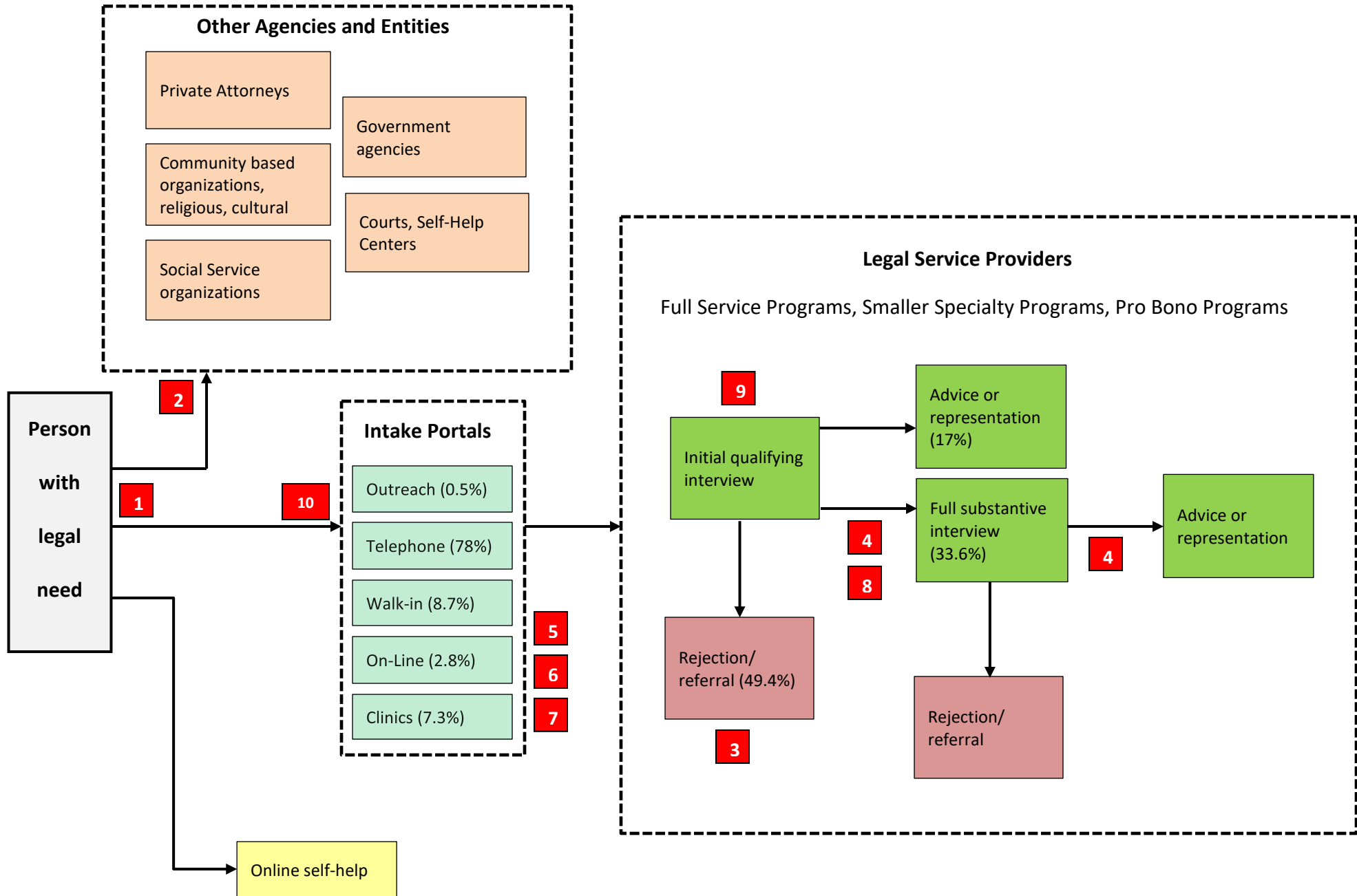


Current State Process Map



Disconnects:

- 1 - Lack of knowledge about legal aid (lack of awareness it exists, perception free service is inferior)
- 2 - External bounce (contact with, and referral to, non-legal service entities)
- 3 - Within system bounce (applicant reaches incorrect legal service)
- 4 - Within service bounce (multiple contacts within service before application decision reached)
- 5 - Online intake does not collect all information needed for application
- 6 - Information collected by on-line intake can be inaccurate or incomplete
- 7 - Applicant is not available when callback from on-line intake is made
- 8 - Timing of case acceptance meeting delays response to applicant
- 9 - Attorneys spend time on initial intake duties
- 10 - Intake not available for potential applicants who work during the day

Future State ~ Process Map

