Network Flowchart Examples
**Legal Collaborative for Survivors (LCS) Intake Process Flow Diagram**

1. **Screen**
   - 1a. Client contacts partner organization - AAAJ-LA, Bet Tzedek, CPAF, LAFLA, LACLJ, LA CAN, LA LGBT Center.
   - 1b. Partner’s intake screener determines if the client is eligible for services.
   - 1c. NO, BUT CLIENT IS ELIGIBLE FOR OTHER LCS SERVICES.
   - Move on to Step 2 – Place Client in LCS Services.
   - 1d. NO, and client is not eligible for LCS services.
   - 1e. YES, CLIENT WILL BE SERVED BY SCREENING AGENCY.
   - Move on to Step 2 – Place Client in LCS Services.
   - 1f. Contact Internal Survivor Hotline: (323) 801-7992.

2. **Place**
   - 2a. Connect client to LCS Case Navigator, if they have not already been connected.
   - 2b. Case Navigator determines client wraparound needs and whether client should be referred.
     Tools: Service Grid, Legal Service Matrix, Assessment Tool.
   - 2c. CLIENT SHOULD NOT BE REFERRED - Move on to Step 3c.
   - 2d. CLIENT SHOULD BE REFERRED.
     - Complete Conflict Check for each agency. Tool: Conflict Check Form.
   - 2e. AGENCY CANNOT ACCEPT CLIENT. Contact Hotline.
   - 2f. Move on to Step 3 – Coordinate.

3. **Coordinate**
   - 3a. Case Navigator shares pertinent paperwork/case information with agency(ies) to which client is referred, if applicable:
     - Assessment Tool
     - Release of Information
     - Confidentiality Form(s)
   - 3b. Case Navigator introduces client to new network partners in their case, if applicable.
   - 3c. Move on to Step 4 – Serve.

4. **Serve**
   - 4a. Case Navigator serves client.
   - 4b. LCS agencies to which client has been referred work with the client on needed services. LCS agencies track the services they provide.
   - 4c. Case Navigator checks in with client periodically to ensure client is receiving appropriate services until client’s legal case is closed or determined that their legal service needs cannot be met.
   - 4d. Case Navigator speaks with the client about closing the case.
   - Exit client.
A DC crime victim, with legal issues stemming from their victimization, is looking for legal assistance from:

- Member Organization (member)
  - Member cannot meet all of the client's legal needs in house.
    - Member explains VLNDC Services
    - Client declines VLNDC services
    - No further VLNDC services
  - Member org. can meet all of the client's legal needs in house.
    - No need for VLNDC services

- Navigator
  - Navigator reviews network details with client
  - Client accepts VLNDC services
    - Navigator reviews release form, gathers additional intake information
      - Navigator determines appropriate referral member(s)
        - If the network cannot provide services
          - Navigator sends rest of intake information to Member
            - Member contacts client directly and assess for consultation or representation
        - There is a conflict
          - Navigator sends conflicts information to referral member(s)
            - There is no conflict

*Navigator VLNDC staff member available to conduct network intakes and connect clients to appropriate members for services.