



# Calhoun County Senior Services Minimum Service Standard

**SERVICE NAME: LEGAL SERVICES**

**DEFINITION:** Legal services provides legal advice and representation by an attorney (including counseling and other appropriate assistance by a paralegal or law student under the provision of an attorney) and counseling or representation by a non-lawyer where permitted by law. Services include intake, advice and counsel, referral, representation, legal research, preparation of legal documents, negotiation and legal education. Staff may be available for public presentations to senior groups and organizations on substantive legal topics and issues.

**UNIT OF SERVICE:** One unit equals one hour of legal service.

**INCOME REQUIREMENT:** No income requirements apply.

**DESIRED OUTCOME:** Seniors are able to remain in safe, healthy and secure environments.

## **MINIMUM SERVICE STANDARD:**

**A. Recipient Eligibility Criteria** – The recipient eligibility criteria contained in the “ALL SERVICES” standard shall apply.

## **B. Intake and Records**

1. Each recipient will receive a uniform intake utilizing a form which shall include the following information:
  - a. Name, address and phone number
  - b. Name, address, and phone number of person to contact in case of emergency
  - c. Gender (optional)
  - d. Age and date of birth
  - e. Race and/or ethnicity (optional)
  - f. Type of legal issue or concern
2. Each service provider must maintain complete records for each recipient including at a minimum:
  - a. The intake form
  - b. The type of service offered to recipient
  - c. The results of the legal assistance
  - d. Any follow-up recipient contact