



TEXAS
ADVOCACY
PROJECT

Navigating Client Cases

An Overview of the Process



Melissa Gray | Pro Bono Director



CLIENT PATHWAY



Understanding TAP's Process

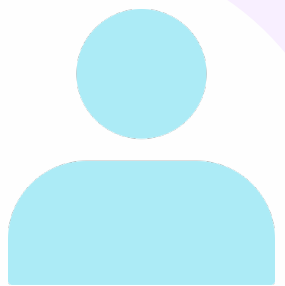


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Client Intake

How Eligible Clients Come to TAP

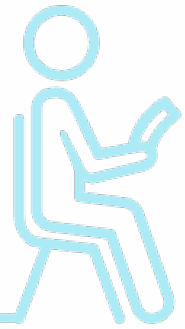
- Warm Referral
- Contacting our Legal Line:
(800) 374-HOPE



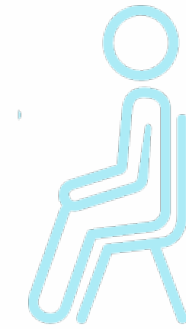
Intake Specialist's Initial Call with Client

- Quick Safety Check
- Information about Client & Adverse Party
- Check for Conflicts
- Schedule a Consult w/TAP Attorney





Legal Line Consult



- One-hour
- Safety Plan
- Issue Spot
- Discuss
 - Legal Issues
 - Overview of Process
 - Next Steps

TAP Attorney's Role in Pilot

Ask client if s/he wants to participate in the Coerced Debt Pilot and be connected with a pro bono attorney.

If client wants to participate, send ROI for client to sign.





PRO BONO ATTORNEYS

What to Expect



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Role of TAP Pro Bono Coordinator

- Track Referrals
- Monitor Consults
- Quick Credit Report Scan for Conflicts

How will you get a client?

Once a client has indicated that s/he wants to participate in the Coerced Debt Pilot, you will receive an email from me with:

1

All the information you need to conduct an internal conflicts check

2

The client file containing TAP's relevant notes from the consult and the credit report

3

Contact information for the client

4

Further instructions

Support During the Representation

FIRST STOP → ProBono@TexasAdvocacyProject.org

Depending on the issue, I will:

Answer the question based on compiled FAQs



OR

Refer you to our partner attorneys who are offering legal support during the representation



Issues Outside of the Scope

Refer any NEW safety or family law issues
that arise back to TAP



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Questions?

Thank you for joining me!

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