



South Carolina Legal Services

SCLS' Intake Office

Purpose

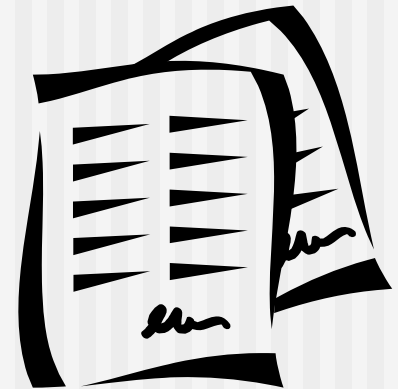


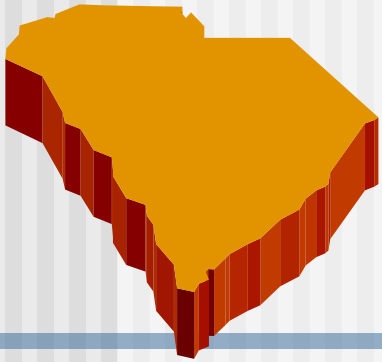
- Access portal for intake application. We are not a hotline. **We do not give advice over the telephone.**
- Limited representation. Counsel and advice to clients that do not need extended services.
- Increase number of extended service cases accepted by local offices.
- Refer callers not eligible for legal services to the appropriate agency.
- Make out-of-state referrals to other legal service agencies in the U.S.
- Increase access to SCLS for the disabled and those who have limited transportation.



When calling SCLS' telephone intake line, you should have with you...

- A copy of your papers, if you were served legal papers
- The full name and address of the opposing party
- Information about your monthly income





Intake Process



SCLS Intake Line Hours of Operation:
9:00 a.m. – 6:00 p.m. (Monday – Thursday)

- When you call, you are put into either an English or Spanish speaking queue until your call is answered.
- You are pre-screened for financial and asset eligibility as well as for service priority.
- If you are not eligible for legal services, a referral is given to you
- A conflict check is completed. If conflict exists, the caller is given the SC Bar Pro Bono Program's number.
- Intake is completed, if no conflict of interest exists



Intake Process Continued.....

At the end of your telephone intake, you will be told that:

- There are **No** guarantees that your case will be accepted
- You should get a decision on eligibility within 7 business days
- Your intake application can be: Denied, Accepted for counsel and advice, Accepted for brief services, or Accepted for extended representation

• At the end of your telephone intake, you will be asked for your consent for SCLS to:

- Share information about your case with private attorneys who may be available to represent you
- Share information about your case to funders

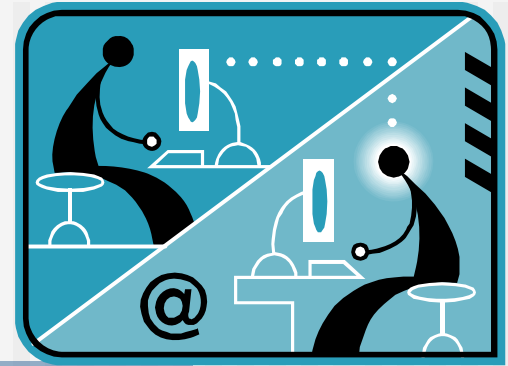


Your Intake will be Reviewed

- To see if your problem can be solved by counsel and advice
- To see if your intake will be denied because you are either financially ineligible for legal services or your case is not within our service priority guidelines
- To see if your intake has to be referred to an out-of-state-legal service's agency. For out-of-state referrals, a letter & copy of intake is sent to the out-of-state legal service's agency and a letter is sent to you notifying you of the referral



Transferring your intake to the local SCLS office



- Intakes are transferred daily to the local SCLS offices
- If you are served with papers or have a hearing date, an email is immediately sent to the SCLS office notifying them of the possible emergency
- You should get a final determination on whether your case has been accepted within 7 business days
- There are no guarantees that the local SCLS office will accept your case once they receive the intake transfer



Calling wait times and what you can expect when you call

	Call Time Statistics
Daily Avg. Wait Time to Talk to SCLS Intake Staff	From 2 minutes to 6 minutes
Longest Wait Time to Talk to SCLS Intake Staff	15 minutes (intake line allows you to wait to speak with someone up to 15 minutes)
Average Time to Complete Telephone Intake	From 25 minutes to 45 minutes depending on the issue





for calling the SCLS
telephone intake line!

- If you are looking for legal information regarding a problem, please check out our website at www.sclegal.org

