

CONNECTING REGION/OTTAWA Logic Model

PROBLEM STATEMENT

Build capacity within Ottawa's community health and social services sectors to identify legal issues and provide basic legal information and timely referral to legal services for our focus populations; persons who speak neither English nor French and for persons who have a significant communication difficulty as the result of a sensory impairment or a speech or language disorder.

PROGRAM GOALS

1. Provide information that will help the focus populations (and those who act as trusted intermediaries) understand their legal rights, and provide information about the legal services available to help them to exercise those rights.
2. Ensure that "every door is the right door" to legal services by training and supporting assessment/information/referral (AIR) professionals and other front-line service providers to identify when a client from the focus populations requires a legal service and then to connect the client to the appropriate legal service.
3. Ensure that the focus populations have timely and appropriate access to interpretation and translation services and/or augmentative communication devices and services by systematically removing barriers to access.
4. Support legal services organizations to provide services to the focus populations within a framework that acknowledges issue complexity.
5. Demonstrate a collaborative model that is cross-sectoral, interdisciplinary and effective; evaluate; share lessons learned with interested others in Canada.

WHAT RESOURCES ARE AVAILABLE?

- Network of Ottawa community health/social/legal services organizations - 35 partnership agreements.
- Designation as a "Connecting Region" by Law Foundation (Access to Justice Fund). Funding required for plan implementation/sustainability.
- Interim funding support for project coordination & website development (LAO Poverty Law Client Services Coordination Fund).

RATIONALE - Theory of Change	ASSUMPTIONS
<ul style="list-style-type: none"> • Focus populations are unaware that complex issues may have a legal component that would benefit from a legal service. • Access to interpretation/translation services will enable their communication re: these issues. • Trusted intermediaries can facilitate communication & assist with system navigation when appropriately resourced. • System change is possible when motivated organizations share resources and collaborate using a client-centred approach. 	<ul style="list-style-type: none"> • Trusted intermediaries (incl. agency staff) need access to information & resources to assist successful navigation of legal system to justice by focus populations . • Even if focus populations know how to access the desired legal service there are often affordability, language/communication and related accessibility barriers to overcome. • Community health/social/legal service agencies are committed to change processes to improve system navigation & service outcomes for diverse linguistic minority populations.

ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
[1] Promote 211 as coordinated hub for AIR services	211 is an effective IAR resource for legal services	Increased use of 211 by partners as default referral resource	211 recognized by partners as the centralized hub for referral services for focus populations	<p>A network of diverse community agencies collaborate to demonstrate new & effective ways to improve the experience of accessing justice for our focus populations;</p> <p>Our focus populations have been supported by informed and resourceful "trusted intermediaries" to understand and exercise their legal rights;</p> <p>All barriers to timely, appropriate & affordable access to community legal services have been removed;</p> <p>The CR/O model is widely acknowledged as a successful multi sectoral initiative that will stimulate further innovations in system navigation by marginalized populations..</p>
[2] Promote & sustain CR/O website	Website is a reliable resource to access local legal services	Website is stable, regularly updated, secure, & maintained Website is a source of comprehensive information	Website is used as the portal to Ottawa legal services for our partners & clients from focus populations	
[3] Develop pool of informed "trusted intermediaries" to connect clients	Train & support staff & foreign-trained legal professionals as trusted intermediaries	Staff & volunteers will be skilled & trusted intermediaries for focus population	Referred clients will actually connect to the legal services to which they have been referred	
[4] Connect legal services & social services	Employ 1 legal worker & 1 social worker as team to be collocated at partner site	Legal services & social services work closely together using a holistic response to complex issues	Focus populations with complex social/legal issues appreciate a more comprehensive & coordinated services; Intersectoral collaboration grows	
[5] Manage a fund allocation that can offset costs of connecting client with legal services	Subsidize interpretation, translation, and transportation for low income clients	Low income clients can afford transit; partners can access interpretation to communicate with focus populations	Financial barriers to accessing legal services will be lowered	
[6] Coordinate all CR/O activities; manage programs; evaluate outcomes	A secretariat resource supports all planning & service coordination activities	Partners remain meaningfully engaged; activities proceed; goals achieved	A sustainable CR/O Network performs well and meets its objectives	
[7] Share lessons learned	Annual conference for partners; post web news; CR/O experience is shared at workshops/ conferences locally & provincially	Other legal services and agencies serving focus populations are aware of strengths/ weaknesses of CR/O model	The best features/ functions of CR/O model are replicated in other communities.	