DC Coordinated Intake and Referral Provider Database

WEBINAR FOR LEGAL SERVICES ORGANIZATIONS
SEPTEMBER 8, 2022
Provider Database Webinar Agenda

Welcome
DC CIR Overview
Why this matters?
What is a Provider Database?
How will the Provider Database be used?
What are the key terms you should know?
Provider Database Demonstration
What happens next?
Question & Answer Session
DC CIR Overview - Kirra Jarratt, CEO DC Bar Foundation

Project Background:

• In search of equity in access to legal services
• 2020 Concept Paper
• Funding and Support

Where we’ve been:

• Gathering input: Request for Design Feedback and Input and Focus Groups
• Important Partnerships

Where we are going:

• Designing and building the system in 2022
• Piloting and using feedback to improve the system in 2023
• Full launch in 2024
Your Participation Matters

*Our system is stronger and better serves our community when we work together.*

- DC needs ONE service provider directory.
- The Provider Database is the foundation of the CIR system. The **quality** of the **information** correlates to the **quality of referrals**. Your input is crucial!
- The CIR system **works better** for our communities when **every organization participates** in creating a stronger network of providers collaborating in service to clients.

*The burden of finding the right provider for help should be on the system, not the person who needs help.*
The Provider Database

- Maintains information about all DC Legal Services Organizations:
  - Some information will populate public-facing websites
  - Some information will only be available to legal services providers
  - Some information will only be accessed by system administrators
- Enables the CIR to have an efficient process to capture information about providers and their service offerings
How the Database Will Be Used

- Public-facing directory
- Portal for intake staff
- System information
- Data evaluation
Provider Database Terms

**Organizations:** legal services providers

**Listings:** a specific combination of services, legal topics, and eligibility criteria

- Listings provide a method for organizations to have multiple service combinations that can be easily searched and used by the public
- If an organization has the same level of service (brief advice, full representation, etc.) for all legal topics and with the same eligibility criteria, then they may only need one listing.
- If there are variances in level of service, legal topic, eligibility criteria, etc. then the organization can create multiple listings.
Provider Database Terms (Con’t)

• **Locations:** physical addresses of legal services organizations

• **People:** staff of legal services organizations that are involved in intake (leadership and intake management/staff)
Logging in to the Database

- Go to: https://dccir.stackercorp.com
- Log in via magic link (an email is sent to you) or you can set up a password
- **DO NOT** share your system credentials
- Email innovation@dcbarfoundation.org if you would like another person to have access to edit your organization’s information
DEMO
What We Are Asking of You

• Log in to the Database
• Review your organization’s listing(s) and update:
  • Organization information
  • Listing(s)
  • Location(s)
  • People
Deadlines and “Office Hours”

- Deadline to update your information: **October 7, 2022**

- Need help? Have a question?
  - Log in to one of our “office hours” sessions:
    - **9/19** 5:00 – 6:00 p.m. EST
    - **9/22** 10:30 - 11:30 a.m. EST
    - **9/27** 12:30 - 1:30 p.m. EST

  *Registration is required. You will receive an email with a link to register.*

- Email your questions to: innovation@dcbarfoundation.org
Q&A

Thank you for your participation!
Stay Connected

Join the DC Legal Aid Transformations Network on SLACK: https://join.slack.com/t/dclegalaidtra-3ot6018/shared_invite/zt-1c9dh9wnb-APIZRUw3MzhDt67ToH466w

For specific CIR updates and questions, join the Coordinated Intake and Referral Slack channel by September 21 at: https://join.slack.com/share/enQtNDA3Mzg5MDEzNDMwNC1mNWE0MjliMDYxYjVlZjhiZmVlZDY2NzNhYWE2MWEzZGNmNzAwOTQ3NWJjM2U1OTY5ZDA4YTA2ZDBiYjBiOTQ1

**This will be the best method to get your questions and concerns addressed.**