

Legal First Aid™ Training Program Overview

Meet Maria

Maria, a caseworker in San Francisco, had a problem. Her client and two small children were given only 90 days to use their housing subsidy, yet landlords repeatedly turned them away because they didn't want to rent to someone with a subsidy. Thankfully, Maria knew what to do. Maria was certified in Legal First Aid and had learned that this type of discrimination is illegal under California law.

Armed with information and Legal Link's written resources, Maria supported her client to push back on landlords with confidence. Thanks to their advocacy, Maria's client secured housing for her family in time. Since its founding, Legal Link has trained over 1,000 frontline partners like Maria in its unique Legal First Aid curriculum.

Why Community Navigators?

Community Navigators are existing community members who work with populations that have inadequate access to the legal system. Navigators help to identify legal issues, deliver key legal resources, and support their clients to navigate the legal system. In doing so, they make the law more transparent and accessible for the communities they serve. With a mission to remove legal barriers that prolong poverty, Legal Link is training and supporting a new frontline of Community Navigators. Our key partners – organizations who serve families experiencing poverty and housing insecurity – are deeply integrated into and trusted by their communities. We train their staff in Legal First Aid – our unique curriculum that engages, supports, and empowers community members to provide legal navigation. Our training has been successfully implemented in various settings, including among social service, health, and faith-based providers.

"This training was really helpful in building an understanding of different legal issues that come up and using easy to navigate resources. This information seems basic now that I have finished the training but prior to this week I felt lost. This will greatly improve the types of support I can offer my clients."

Legal First Aid Trainee

"I have had multiple experiences with the civil legal system and was unaware of the resources available to me...I'll be taking the training with me in my pocket everywhere."

Legal First Aid Trainee

Legal First Aid Training Course Description + Agenda

Legal Link’s Legal First Aid curriculum is designed to instill confidence in trusted community members who are not legal professionals and includes:

- A high level understanding of how the majority of legal issues present in everyday people’s lives;
- Information on where to find help;
- A succinct methodology for navigators to use when confronted with legal issues;
- Practice opportunities through interactive exercises and active engagement; and
- Orientation to web-based legal tools and referral portals.

AGENDA

- I. Legal First Aid: *Understanding the Access to Justice Problem*
- II. Learning the Legal First A.I.D. Method: *Learning the Steps and Approach*
- III. Legal Issues Overview + Key Resources: *Understanding the basics on top legal issue areas and locating trusted information, tools, and referrals*
- IV. Applying the Legal First A.I.D. Method: *Interactive practice opportunity*
- V. Integration: *Best practices on workflow integration*

Legal First Aid Learning Objectives + Impact

By the end of the two-part training, participants will be able to meet three key learning objectives:

LEARNING OBJECTIVE

IMPACT TO DATE

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| I. Effectively surface and identify most legal issues that their clients face. | 66% of Legal First Aid-trained navigators report an increase in their ability to identify legal issues that their clients face. |
| II. Sufficiently connect their clients to relevant, timely legal tools and resources. | 82% of Legal First Aid-trained navigators report an increase in their ability to connect clients to relevant legal resources and referrals. |
| III. Confidently understand the navigator support they can provide and how to apply the Legal First A.I.D. method to their clients’ legal issues. | 81% of Legal First Aid-trained navigators report an increase in their understanding of the type of support they can provide to clients when faced with legal issues. |

About Legal Link

Legal Link has a proven track record of supporting frontline staff in the health and social sectors to become fluent in community-based legal navigation. To date, we have trained more than 1,000 allied professionals in legal navigation using our unique Legal First Aid curriculum and provided over 4,000 legal consultations to navigators and their clients. The outcomes are very positive: 99% of Legal Link-trained Community Navigators report an increase in their legal capability, an emerging concept that refers to the knowledge, skills, and attitudes that a person needs to deal effectively with the law. A 2022 evaluation of navigators trained in Legal First Aid showed that their legal navigation support had a positive impact on clients' economic, family, or housing stability 84% of the time.

"The structure and framework of the legal services world are so helpful - more so than legalese, it teaches us the lay of the land and how to approach it. Easily one of the best trainings I've been to."

Legal First Aid Trainee

"After Legal Link's full day training, our staff reported a significant increase in their ability to identify and navigate their patients' legal issues, which is vital to addressing social determinants of health."

Merrill Buice, MPH, MCP
Director of Health Care Coverage & Access