

Legal Services for Older Adults

Decision Guides

Skills Training Series: Legal Issue Spotting, Intake & Referrals

The Decision Guides are clear visual aids intended to assist intake staff, attorneys, and community partners in determining follow-up questions and making intake decisions and referrals. They can be used in print or electronic format, depending on the preferences of the user.

The Decision Guides are samples, and should be modified to include program-specific and local information before use by an individual program.

For assistance with creating or customizing your own Decision Guides, contact NCLER at ConsultNCLER@acl.hhs.gov.

Hyperlinks to video recordings that walk through each Decision Guide are provided below. To request transcripts from the recordings, please contact NCLER at NCLER@acl.hhs.gov.

- [Decision Guide 1: Basic Intake Model](#)
- [Decision Guide 2: Screening for Urgency](#)
- [Decision Guide 3: Follow-Up Questions](#)
- [Decision Guide 4: Screening for Consumer & Income Issues](#)
- [Decision Guide 5: Screening for Income Issues](#)
- [Decision Guide 6: Older Adults Referral Guide](#)

Visit ncler.acl.gov for additional resources and information.