

no one should have to fight cancer alone

Information for Prospective Volunteer Attorneys and Financial Advisors

Referral Process (Pro Bono Services):

1. CancerLINC Client Services staff completes intake with client (*cancer patient or family member of a cancer patient*) to determine what issues we can help with.
2. Client Services emails **three** attorneys/advisors in the needed practice area to see whether they can assist. If we ask for your assistance, you are **not** obligated to say yes.
3. If you agree to help, Client Services gives your contact information to the client and it is up to the client to reach out to the attorney/advisor.
4. The follow-up process begins. We follow up with clients every **two** weeks (*unless there are special circumstances — time sensitive, etc.*).
 - a. If we follow up with the client and are unable to reach them, we may reach out to you to see whether the client has contacted you (*they may not have*).
 - b. If the client does contact you, ongoing follow-ups will be made until it's determined the work has been completed or we can no longer make contact with the client.
 - c. We will follow up with you to confirm that the work has been completed, how many hours you spent with the client and your experience with the client.

Referral Process (Fee for Service):

1. Client Services completes intake with the client and determines the income level is above our guidelines, making client ineligible for pro bono services. The client is advised that he/she will need to discuss fees with the attorney/advisor.
2. We give the client the names and contact information of **three** attorneys/advisors. It is up to the client to contact the attorney/advisor.
3. We send emails to those attorneys/advisors to let them know the client may contact them.
4. There is no follow-up process for fee-based referrals.

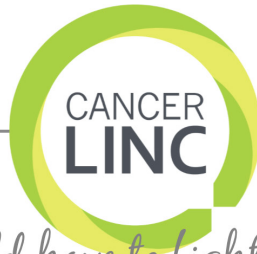
Working with CancerLINC Clients:

1. Clients are almost all at or below the poverty line and may worry that there will be fees. You can reassure them by reminding them the work is pro bono, if they meet our income guidelines.
2. Almost all of the clients are in the process of being treated for cancer, including chemotherapy and radiation. They are ill and will have a harder time with things than your typical client. Because of dealing with treatment and its effects:
 - a. They may forget to contact you initially.
 - b. They may need to cancel or reschedule appointments with you more frequently.
 - c. They may need additional explanation or clarification.
 - d. They may forget to follow up with you in a prompt manner.
 - e. It may be more difficult to get in touch with them if you need to call or email them.

Your patience and help is so important as they navigate this very difficult time.

CancerLINC is a vital connection to legal and financial services when cancer patients need them the most.

CancerLINC
200 South 3rd Street
Richmond, VA 23219
Phone: 804-562-0371 | Fax 804-918-0946
www.CancerLINC.org
<https://www.facebook.com/cancerlincrv>



no one should have to fight cancer alone

SEEKING VOLUNTEER ATTORNEYS AND FINANCIAL ADVISORS TO HELP CANCER PATIENTS

About CancerLINC

CancerLINC is a unique, local non-profit organization that connects cancer patients with vital resources. Our mission is to ease the burden of cancer for patients and their families by providing assistance, education, and referral to legal, financial and community resources, at no charge. CancerLINC was established in 1996 by two local attorneys, who are also cancer survivors and understand the legal and financial challenges that these patients face.

We partner with local attorneys and financial planners to provide legal assistance and financial counseling for those patients who need help but can't afford these services. Most of our clients meet federal guidelines for low-income households, and we ask our volunteer professionals to provide services to these clients at no charge. Clients who are above the income guidelines are advised that they will need to discuss fees with the attorney/advisor.

What we don't do:

- Criminal Law
- Family Law (except uncontested Guardianships)
- Immigration
- Personal Injury
- Professional Malpractice
- Direct aid, such as cash grants or locating housing

How You Can Help

You can help cancer patients by joining our vital network of volunteer attorneys and financial advisors who advocate for them.

Volunteer **attorneys** help cancer patients with:

- a. Wills, POAs, AMDs, Trusts, Uncontested Guardianships and Custody Issues
- b. Bankruptcy
- c. Medicare and Medicaid Denials
- d. Social Security Denials
- e. Insurance Coverage and Denials
- f. Employment Discrimination

Volunteer **financial advisors** help cancer patients with:

- a. Financial Counseling and Planning
- b. Credit Counseling
- c. Debt Consolidation
- d. Management of Medical Debt

For more information or to become a volunteer, email us at info@CancerLINC.org or call (804) 562-0371, ext 102.

CancerLINC is a vital connection to legal and financial services when cancer patients need them the most.

CancerLINC
200 South 3rd Street
Richmond, VA 23219
Phone: 804-562-0371 | Fax 804-918-0946
www.CancerLINC.org
<https://www.facebook.com/cancerlincva>