



INTRODUCTION

ALRP is licensed by the State Bar of California as a Lawyer Referral Service (Certification #70). When a client contacts ALRP, a staff attorney or law clerk will conduct an extensive intake interview that helps us determine how we can best serve the client. First, we determine whether the client is eligible for ALRP's services. We establish that the client 1) is HIV+ or has a legal issue that is related to HIV/AIDS, 2) lives in one of the seven Bay Area counties we serve, and 3) has a civil legal issue.

DEMOGRAPHICS

In order to comply with funding requirements, we then ask a series of questions that capture demographic information: the client's race, gender, source of income, and income level. While some funders target their funds to serve low-income clients, ALRP will serve all eligible clients, regardless of income.

LEGAL ASSESSMENT

Once we have captured the necessary demographic information, we work with the client to achieve a better understanding of the problem that the client is facing. Perhaps there is not a legal issue presented. Perhaps there is another agency better suited to meet their needs. As we learn more about the situation, we are then able to determine what level of service we can provide to the client. We might provide a referral to another agency, short-term legal advice, a referral to an ALRP Panel attorney like yourself, or full representation by an ALRP staff attorney. When a referral to a Panel attorney is most appropriate, we always 1) check in with the attorney to confirm that they are able and willing to work with the client*, 2) give the client the attorney's contact information so that the client can connect with the attorney, and lastly 3) follow up with the client the following week to ensure they have been able to reach the Panel attorney. You will never receive "cold calls" from ALRP clients you have not previously agreed to consult with.

Many of our clients are in emergency situations and require immediate legal assistance; we ask that you respond quickly to any referral requests, allowing us to arrange referrals expediently. ALRP understands that all of our Panel attorneys have a myriad of responsibilities, so we will often reach out to several attorneys when placing a referral, anticipating that one or more Panel members will be unable to take the case. The first attorney to reply affirmatively receives the referral.

FEES

All in-house services provided by ALRP staff are always free. Additionally, all clients referred to you by ALRP are entitled to a free one-hour consultation. The cost of other services provided by our Panel attorneys is governed by the ALRP Fee Protocol. Depending on the nature of the case and the income of the client, you may be allowed to charge a fee. That said, roughly 80% of ALRP clients have incomes of less than \$20,000 a year and qualify for services at a rate of \$0 an hour according to our Fee Protocol. Panel attorneys are also expected to tithe back to ALRP 10% of any fees charged. Although ALRP inquires about the client's level of income, we expect that Panel attorneys will have their own procedures in place to establish the client's income in order to determine whether a fee may be charged; when a fee may be charged, we ask that you use ALRP's Fee Protocol to set that fee.

Please note: All ALRP clients who need a simple will are entitled to receive it free of charge. Clients may be charged for the drafting of a more detailed will or the drafting of a trust. If you draft a Will, Power of Attorney, Advanced Healthcare Directive or other relevant end-of-life document for a client,

we ask that you provide ALRP with a copy of the completed document so that we may permanently keep it in our records.

REPORTING

After a case has concluded, we ask that all Panel attorneys provide two pieces of information to the referring staff member, the Volunteer Coordinator, or our online form: 1) the disposition of the case, and 2) the number of hours spent working on the case. We use this information to identify opportunities to recognize our Panel attorneys for the generous work that you do, including profiles in ALRP's quarterly newsletter, nominations for State Bar awards, and nominations for ALRP's Attorney of the Year Award. At the end of each year, you will receive an e-mail requesting your case hours and outcomes; it will include a table that is pre-populated with any work you have previously reported.

YOUR ROLE

We should be clear that not every case we refer to a Panel Attorney will be found to have merit. Part of our responsibility is to help our clients by assessing their case. Sometimes our role is to pass along the bad news that they do not have a legal remedy. Our hope is that ALRP Panel attorneys will work with our staff attorneys to ensure that our clients get the legal advice they need. This may result in full scale representation, the brief drafting of documents, or simply a consultation that helps the client understand why there is nothing we can do to further assist them in a particular matter. If you consult with a client whose case has merit but realize that you can no longer be of assistance, we ask that you please 1) make this clear to the client, 2) alert the ALRP staff member who made the referral so that we can re-refer the case, and 3) do not instruct the client to let us know on your behalf. Sending the case back to ALRP is preferred over you referring the case to a colleague who is not a member of the Panel, as our liability insurance does not protect non-Panel members. ALRP staff attorneys are available to facilitate communication between a client and a Panel attorney. We can also help identify a mentor for Panel attorneys who may find the guidance of an experienced peer useful.

QUESTIONS

Our goal is to ensure that being on the Panel is a rewarding experience for all of our volunteer attorneys. If you have any questions or concerns about the work you are doing with a client, please do not hesitate to reach out to Alex Taylor, ALRP's Volunteer Coordinator, at (415) 701-1200 x303 or alext@alrp.org.