

## WHO IS ILS?

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Established in 1966, Indiana Legal Services, Inc., or ILS, is the largest provider of free civil legal assistance in the State of Indiana.

We serve every county in the state and assist eligible low-income clients with a variety of non-criminal legal issues. Legal services provided by ILS are **always free**. The only time you will have to pay for anything is if there are administrative court costs related to your case.

## OUR MISSION

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ILS uses the law to fight poverty, empower clients, and improve access to justice.

## OUR VISION

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Dignity, fairness, and equality for all people under the law.

## OUR DIVERSITY AND INCLUSION STATEMENT

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To ensure that ILS policies and practices respect, value, appreciate, and leverage the unique and varied attributes of ILS's clients, board, staff and stakeholders.

## QUESTIONS? CONTACT US

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If you have any questions about the referral process, please call us during our office hours at 317-829-3105.

### Office Hours:

Mon-Fri; 9:00am-5:00pm

**Please Note:** We typically cannot answer any questions about your legal issue until after an intake interview has been completed.



## Indiana Legal Services, Inc.

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## The Ryan White Legal Project

*What to Expect as a Client*



\*\*THE RYAN WHITE LEGAL PROJECT IS A PROGRAM OF THE INDIANA DEPARTMENT OF HEALTH. THIS PROGRAM IS FUNDED IN WHOLE OR IN PART BY STATE AND FEDERAL ALLOCATIONS THROUGH THE INDIANA DEPARTMENT OF HEALTH.

# SO YOU'VE BEEN REFERRED TO ILS – WHAT'S NEXT?

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# THE INTAKE INTERVIEW

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# AFTER INTAKE

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You've had a discussion with your non-medical case manager about your legal issue and they've told you that they will be submitting a referral to ILS. Here's what happens next:

1. Your case manager will submit the referral to ILS within a few days.

2. ILS will review the referral within a few days of receiving it to determine if your legal issue is something we are able to assist with.

**Note:** It can take up to a week for ILS to evaluate whether we are able to assist with certain legal issues.

3. If ILS is unable to take your case:

- You will have a rejection letter sent to you in the mail.
- This letter will explain why we cannot assist you and provide you with some resources that may be able to help.

4. If ILS may be able to assist you:

- You will be contacted by a paralegal from ILS who will conduct an intake interview (explained in the next panel to the right)

## Who?

You will be contacted via telephone by a paralegal with ILS. Please note: Your caller ID may not identify the number as ILS. **Always be sure to check your voicemail because the paralegal will leave a message with details about how to get in touch.**

## When?

A paralegal typically reaches out within two (2) weeks (often sooner) after your referral to schedule a time that works for you to participate in the interview. An intake interview typically takes about 30-45 minutes. **Please note: The paralegal will make three (3) attempts to contact you.** If you do not respond to those attempts, a letter will be mailed to you that will require action on your part or your referral will be rejected and you will have to start over again.

## Why?

The purpose of the intake interview is to gather information that is necessary to fully evaluate your legal issue. Please be prepared to provide details and answer questions about your legal issue. **You should also be prepared to answer questions about your finances.** ILS understands that this is a sensitive topic but this information is required to ensure that you are eligible to receive free legal assistance.

After you complete the intake interview, that information will be given to an attorney for review. Unfortunately, we cannot offer services in every case and sometimes have to reject a referral after the intake interview. If we're able to assist, we offer different levels of service, described below:

## Advice Letter

If the attorney determines that ILS is unable to provide representation, they will issue an advice letter. The letter typically contains an explanation of the law and legal processes, advice on how to proceed, and resources that may be able to provide additional help.

## Investigation

The attorney may decide that more information is needed to determine if representation can be provided. This will likely be in the form of a questionnaire or document request. It is important that you respond promptly to any requests from an attorney.

After investigation, the attorney will either issue an advice letter or proceed further with your case.

## Representation

Representation means the attorney has decided to accept your case and provide services beyond advice. This can include drafting documents (such as a Will), negotiating settlements, or appearing on your behalf in court.

If the attorney provides you with representation, it is important that you stay in contact and respond promptly to the attorney and/or paralegal.