

EXAMPLES OF ISSUES WE CAN ASSIST WITH:

- **Assistance with Public Benefits**
 - SSI
 - SSDI
 - Unemployment
- **Advance Directives**
 - Will
 - Living Will
 - Powers of Attorney (Durable and Healthcare)
- **Permanency Planning**
 - Custody options for legal dependents
 - Guardianships
 - Adoptions
- **Interventions Necessary to Ensure Access to Eligible Benefits**
 - Discrimination
 - Breach of Confidentiality
- **Name and Gender Marker Changes**

EXAMPLES OF ISSUES WE CANNOT ASSIST WITH:

- **Criminal defense**
- **Expungements**
- **Class-action lawsuits (most)**

Note: this list includes most of the legal issues we handle but it is not exhaustive. If you are unsure about whether we can assist with the legal issue your client faces, submit a referral. An attorney will evaluate the issue and determine how best to proceed. Even if we are unable to take the case, we can often provide information about community resources that may be able to assist your client with the issue they face.

QUESTIONS? CONTACT US

Feel free to contact us with any questions before, during, or after the referral process!

Daniel Kahle

RWLP Staff Attorney

Address: 1200 Madison Avenue Suite 300

Indianapolis, IN 46225

Phone: (317) 559-8893

Fax: (317)-789-8549

Email: daniel.kahle@ils.net

Amy McGrath

Paralegal

Address: 1200 Madison Avenue Suite 300

Indianapolis, IN 4625

Phone: (317)-973-1678

Fax: (317)-789-8549

Email: amy.mcgrath@ils.net

OUR PREFERRED METHOD TO RECEIVE REFERRALS IS VIA EMAIL. PLEASE LET US KNOW BY EMAIL IF A FAX HAS BEEN SENT.

ILS



**EQUAL
ACCESS
TO JUSTICE**

Indiana Legal Services, Inc.

The Ryan White Legal Project

What to Expect as a Provider

ILS



**EQUAL
ACCESS
TO JUSTICE**

**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.

SUBMITTING A REFERRAL

When submitting a referral, please include the following documents:

1. Ryan White Legal Project Intake Form

- This is the 3-page form that is often called the “referral”
- Please fill out every section of the form and provide as much detail as possible
- Please get as much information as you can about the legal issue your client is facing and include it in “Narrative” section of the form
- Please be sure to discuss how the legal issue is related to the client’s HIV status

2. Any documents the client has that relate to their legal issue

- Some examples of relevant documents are:
 - A copy of a lease
 - Letters from the Social Security Administration
 - Any paperwork from a court

3. Agreement to Participate in Legal Services Partnership form

- This form needs to be signed before we can provide services.
- If possible, please have the client sign the form and submit it with the referral documents.

When submitting your referral, please include any additional information about the client that may be useful for us to know before we reach out to them.

For example, if the client has memory issues or has a regular work schedule that we should avoid calling during. Any additional information you can provide about the client is much appreciated!

WHAT TO TELL YOUR CLIENT

After you have discussed the referral to ILS, your client may have some questions about our organization and what the next steps will be. Below are some key points that you can relay to them about what to expect following the submission of a referral:

- Please give them a “What to Expect” brochure
 - We have provided you with a brochure you can give to the clients that contains information about what they can expect after a referral.
- Please inform the client that the referral you are submitting is a request for legal assistance and does not guarantee representation by ILS.
 - Unfortunately, we cannot assist in every case and must reject referrals for a variety of reasons.
- Please inform them they will be receiving a letter in the mail or a call from a paralegal within two (2) weeks.
 - The paralegal who calls will most likely be **Amy McGrath**, who is the designated paralegal for the Ryan White Legal Project. Her phone number is **317-973-1678**.
 - If the client you are referring is wary of unknown numbers, please consider giving them this number in advance or entering it into their contacts for them.
- Please advise them that they need to be responsive to attempts at contact from ILS or it could result in their referral not being processed.

COMMUNICATION YOU CAN EXPECT FROM ILS

We know that you are a passionate advocate for your client and often want to be kept in the loop regarding their legal issues. We also understand it can be frustrating to not get updates about a case since you are the individual who referred the client for legal assistance in the first place. However, we are bound by ethical rules that often prevent us from providing you with details once we have accepted a case. We will keep you updated to the extent possible but please be aware:

- We may not be able to tell you the reason why a referral has been accepted or denied.
- Unless the client gives us specific permission, we will be unable to give you details about an ongoing case if we have agreed to provide services. This is because the attorney-client relationship does not allow us to share anything the client wishes to remain confidential about their ongoing legal issues.
- You can always contact us if you have questions or concerns and we will be happy to answer your questions to the extent allowed.