**Notice of Case Referral Policies**

**Responsibilities of Neighborhood Christian Legal Clinic**

The Legal Clinic retains an attorney-client relationship with the client referred to you (the volunteer attorney) which enables you to submit confidential information about the client to the Legal Clinic in order to support overall legal services to the client. In an effort to support and equip you as you serve this client:

1. The Legal Clinic will make available its staff attorneys to answer your questions on substantive legal issues and strategy for most effectively pursuing the client’s objective(s). Please contact the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) to get connected with a staff attorney knowledgeable in the relevant area of law.
2. The Legal Clinic will make available any forms, pleadings, research, or other resources that will equip you as you pursue this client’s objective(s). Please contact the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) if you are in need of any of the aforementioned resources.
3. The Legal Clinic carries a malpractice insurance policy that will cover a volunteer attorney’s services to a referred client on the issue identified in the referral letter. You are required to notify the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) immediately and in writing if you are concerned that you may have committed legal malpractice.

**Responsibilities of Volunteer Attorney**

By accepting a client referral, you understand and agree to the following:

1. If you do not complete all the work required for a client referral, you are putting the Clinic and, more importantly, the client in an extremely difficult situation. You must immediately notify the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) if you are unable to complete all of the work for the client, so that the Clinic can attempt to find a way to serve the client through another volunteer attorney or staff attorney. While the Clinic understands that emergency circumstances may sometimes exist which necessitate giving us back a case, your decision to give back the client’s case in a non-emergency circumstance without completing all of the work will result in you not being able to receive any future case referrals. The Clinic considers an “emergency” to be an unexpected medical crisis, disability, professional discipline resulting in temporary or permanent loss of your law license, or relocation to another city or state.
2. No fees will be charged for the legal services provided by a volunteer attorney for the issue and objective(s) described in the referral letter. The client has been advised that he/she is responsible for filing fees if they are not waived. If the client has a need for assistance on other legal issues (e.g. appeal), please direct them to contact the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager).
3. The Legal Clinic does not reimburse incidental expenses that you may incur in connection to representation of this client. These expenses include, but are not limited to stationery, postage, mileage, Westlaw/Lexis fees, etc. You should consult IRS Publication 526 for more information on whether those expenses are deductible as a charitable contribution.
4. The Legal Clinic’s file retention policy is to destroy client files after a period of five (5) years after the client’s file is closed. You must also abide by that policy for this client. This client has been instructed to first contact you for access to the file. If you want the Legal Clinic to store this file until it is destroyed, then you must provide the file to the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) within thirty (30) days of closing the client’s case.
5. You will perform a check for any potential conflict of interest with the client referred to you by the Legal Clinic. By accepting a referral, you agree that you do not have any conflict of interest in representing this client. You will notify the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) immediately if you identify a conflict of interest in representing the client.
6. You will track all of the time you spend providing legal services to this client and report the total amount of time to the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) when he/she asks you for it.
7. You will use the Legal Clinic’s *Attorney-Client Agreement* and *Client Closing Letter* to further clarify the attorney-client relationship and on what date it is terminated.
8. You will contact the Legal Clinic staff member who assigned you the case (either volunteer coordinator or a program manager) with an update on the status of this client’s case every thirty (30) days.
9. You will provide the Legal Clinic with (1) a copy of the closing (disengagement) letter to the client and (2) evidence of the legal work accomplishing client’s objective or specifying why client’s objective was not accomplished.
10. You will provide feedback via an electronic survey upon case completion for purposing of evaluating the support provided by the Legal Clinic.
11. The client has the right to make a complaint about the legal services provided by you pursuant to the Legal Clinic’s Grievance Policy (www.nclegalclinic.org/grievance-policy).
12. You understand that the legal services you provide to this client are governed by the Indiana Rules of Professional Conduct just as legal services to a paying client are. RPC 1.3 provides that: “A lawyer shall act with reasonable diligence and promptness in representing a client.” Comment 1 to Rule 1.3 adds: “A lawyer should pursue a matter on behalf of a client despite opposition, obstruction or personal inconvenience to the lawyer, and may take whatever lawful and ethical measures are required to vindicate a client's cause or endeavor. A lawyer must also act with commitment and dedication to the interests of the client.”

**I have reviewed, understand, and submit to the policies described above.**

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Signature Date

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Printed Name Updated: 04/12/2017