



LAWYER REFERRAL SERVICE

PANELIST

MEMBERSHIP

MANUAL

WELCOME TO LAWYER REFERRAL SERVICE!

Lawyer Referral Service (LRS) is a non-profit service of the NH Bar Association.

We offer two programs to assist our LRS Panelists, as well as the public. The **Full-Fee Referral Program** provides referrals to Panelists from prospective clients. The **Modest Means Referral Program** provides access to legal services for potential clients who cannot afford an attorney's full fees, yet who earn a modest income. Modest Means Panelists agree to charge these potential clients a reduced hourly rate and retainer. Panelists may elect to participate in **Full-Fee, Modest Means**, or both programs.

Panelists specify the types of cases they are willing to receive as referrals. Referrals are provided based on both field of practice and geographic location. Depending on the nature of the legal matter, LRS staff may also offer referrals to a variety of community service programs, such as 603 Legal Aid, the Senior Law Project, and the ABA's Free Legal Answers.

HOW THE REFERRAL PROCESS WORKS

LRS receives incoming calls and emails from the public seeking help in locating legal assistance. The LRS Intake Specialists respond to each request by (1) documenting the contact information of the prospective clients and the basic case type, (2) obtaining the identity of involved or opposing parties, and (3) matching them with a LRS Panelist who has requested to receive referrals in the prospective client's case type. If neither LRS program is appropriate, the Intake Specialist may refer the prospective client to an outside legal aid organization.

Once a referral has been made, both the Panelist and the prospective client will receive confirmation emails. Intake Specialists provide up to three referrals per matter, one at a time.

PARTICIPATION

If you receive a referral from LRS but are unable to provide a consultation for any reason, please refer the prospective client back to LRS. If your firm has multiple LRS panel members and the referred attorney is unavailable, you may offer a consult with an available LRS panelist. If this occurs, please notify LRS.

LRS Panelists are NOT obligated to accept any case from LRS. However, if most/all referrals are routinely rejected, LRS will reach out to you to determine if referrals are still appropriate.

Should an LRS Panelist be unavailable for three (3) or more consecutive business days, they may contact LRS to place their referrals on hold until such time as it is convenient.

PLEASE DO NOT REFER TO ATTORNEYS WHO ARE NOT LRS PANELISTS.

PROFESSIONAL LIABILITY INSURANCE

LRS panel members are required to carry liability insurance in the amount of \$100,000/\$300,000. Proof in the form of a Certificate of Insurance with LRS as a certificate holder is required.

CASE DISPOSITION REPORTS

LRS provides each LRS Panelist a Case Disposition Report on a quarterly basis. These reports list all referrals made to a panelist during the reporting period. Panelists *must* complete the report and provide all requested information. LRS seeks to obtain the status of the referral including consultations, retainers, as well as fees generated, etc. If you need assistance, please contact LRS for guidance.

Completed reports may be emailed to LRSreferral@nhbar.org. Failure to return Case Disposition Reports in a timely manner may result in suspension and/or fees. See Program Rules for additional information.

ANNUAL REPORT

Annual Reports provide a list of all referrals made during the previous year. The report will include cases that have already been reported on. Please review the report and note any case statuses that might have *changed* from the quarterly report, along with any additional fees collected.

CLIENT SURVEYS

LRS regularly surveys prospective clients to determine their level of satisfaction with the services provided. Prospective clients are asked whether their survey may be disclosed to the LRS Panelist who worked on their matter. If approval is received, the LRS Panelist will be provided a copy of the review.

LRS ONLINE

As an option for our LRS Panelists, we recently introduced online self-referrals. Users may locate and choose an LRS Panelist by case type anytime they choose. *Please note:* These referrals are not screened by LRS staff members. If you receive a web referral that is not appropriate to your practice, email the referral confirmation form back to LRS and we will provide an additional referral. Participation in unscreened web referrals is not mandatory as a LRS Panelist. See also: <https://member.nhbar.org/referral/online>

FULL-FEE REFERRAL PROGRAM

CONSULTATION FEES

Full-Fee prospective clients are advised they will receive up to a 30-minute consultation with the LRS Panelist that they are referred to. LRS Panelists may charge up to \$25 for the initial thirty minutes of the consultation. No fee is due to LRS for the initial consultation charge.

REFERRAL FEES

10% of ***net-collected*** fees are due to LRS upon receipt for all cases that generate legal fees beyond the **initial \$25 consultation fee**.

- If the case does not progress past the initial consultation AND no more than \$25 is collected, no fees are due to LRS.
- Do not report retainers as collected fees.
- Include payment of percentage fees with the disposition reports, or as paid to you by the client.

MODEST MEANS REFERRAL PROGRAM

LRS Intake Specialists conduct a brief financial screening, but DO NOT verify income. Each referral will include the reported income information, along with the current eligibility guidelines. Panelists must assess the client's ability to pay legal fees before agreeing to the reduced rate. Prospective clients are provided a financial worksheet with their referral along with instructions to provide to the LRS Panelist in their first meeting.

Information Provided to Prospective Clients:

- They have been *prequalified* **and** final determination of their qualifications will be made by the LRS Panelist following a review of the case/consultation, which may include verification of income and assets.
- The hourly rates for Modest Means range from \$80 to \$125.
- Retainers may be reduced for the Modest Means Referral Program and are determined by the Panelist.
- LRS charges Modest Means applicants a fee of \$25, collected at the time of the referral.
- Consultation fees are permitted; however, they may not exceed the hourly rate for which the prospective client qualifies. Please inform the client of any consultation fees in advance of the initial meeting.

CONTACT LRS

FOR THE PUBLIC

Lawyer Referral Service
2 Pillsbury Street, Suite 300
Concord, NH 03301
lrsreferral@nhbar.org

Full Fee: 603-229-0002
Modest Means: 603-715-3290
Fax: 603-715-3295

FOR PANELIST USE ONLY:

LRS Coordinator:	Jennifer Greenwald	603-715-3235	jgreenwald@nhbar.org
Intake & Referral Specialist:	Anna Winiarz	603-715-3287	awiniarz@nhbar.org
Intake & Referral Specialist:	Linda Sutton	603-715-3245	lsutton@nhbar.org
Intake & Referral Specialist:	Tom Jarvis	603-715-3212	tjarvis@nhbar.org
Member Services Coordinator:	Misty Griffith	603-715-3227	mgriffith@nhbar.org
Director of Marketing, Communications & Member Outreach:	Lynne Sabean	603-715-3250	lsabean@nhbar.org
