Disability Rights Legal Center

CLRC

Cancer Legal Resource Center

The Cancer Legal Resource Center (CLRC) is a national, joint program of the Disability Rights Legal Center and Loyola Law School Los Angeles.

The CLRC provides free information and resources on cancer-related legal issues to cancer patients, survivors, caregivers, health care professionals, employers, and others coping with cancer.

The CLRC helps people with a variety of legal issues, including:

- employment and taking take time off work;
- access to health care;
- getting and keeping health insurance after a diagnosis;
- disability insurance and government benefits;
- insurance navigation;
- managing the cost of cancer care;
- estate planning, advance directives, life insurance; and
- understanding health care reform.

CLRC by the Numbers:

231,000
People reached by the CLRC since 1997

50,100
Online Resources Downloaded in 2009-2010

37,500
Callers to the CLRC's national Telephone Assistance Line

1,490
Community events attended by the CLRC since 1997

280
CLRC's Professional Panel Members

9
Members of the CLRC's Staff

5
National Cancer Rights Conferences hosted

How does the CLRC help those coping with cancer?

A cancer diagnosis can bring with it a variety of cancer-related legal issues. These legal issues may cause people unnecessary worry, confusion and stress, and can be overwhelming.

When these legal issues are not addressed, people may find themselves surviving treatment, only to find that they have lost their jobs, homes, or insurance.

The two main avenues for receiving assistance from the CLRC are through the national Telephone Assistance Line and our national education and outreach efforts.

Telephone Assistance Line

The CLRC's national, toll-free Telephone Assistance Line (866-THE-CLRC) provides callers with free and confidential information about relevant laws and resources for their particular situation. People can also access the Telephone Assistance Line by completing an online intake form on the CLRC's website at: www.CancerLegalResourceCenter.org.

Education & Outreach

The CLRC conducts national education and outreach efforts to educate people about their cancer-related legal rights and options. CLRC staff travel around the country to provide educational seminars, host Cancer Rights Conferences, and attend outreach events in the cancer community.

"I truly enjoyed this conference and value the information provided. It is not often that there is a learning opportunity regarding patient advocacy. I plan on utilizing a lot of this information with my patients as soon as possible."

- 2010 Chicago Cancer Rights Conference health care professional attendee

How the CLRC is Funded

The CLRC is a national, joint program of the Disability Rights Legal Center and Loyola Law School Los Angeles. The CLRC is funded entirely through donations and grants from organizations like the National Home Office of the American Cancer Society, the California Division of the American Cancer Society, LIVE**STRONG**, and various local Affiliates of Susan G. Komen for the Cure®.

Where the Money Goes

$200
- Helps one caller on the national Telephone Assistance Line

$500
- Creates one edition of The Cancer Legal Resource Center Chronicle

$1,000
- Provides one educational seminar for cancer patients, survivors, and caregivers
- Provides one training for healthcare professionals
- Helps five callers on the national Telephone Assistance Line

$5,000
- Creates resource materials on a topic, such as health care reform, access to clinical trials, genetics, or estate planning
- Provides one "Ask the CLRC" clinic to assist people with their cancer-related legal issues
- Helps 25 callers on the national Telephone Assistance Line

$10,000
- Develops an MCLE program to train volunteer attorneys to help people with cancer-related legal issues and provides two CLE trainings
- Translates *The Manual: A Legal Guide for People Coping with Cancer in California* into Spanish
- Helps 50 callers on the national Telephone Assistance Line

$15,000
- Develops a national version of *The Manual: A Legal Guide for People Coping with Cancer*
- Helps 75 callers on the national Telephone Assistance Line
- Provides 15 educational seminars for cancer patients, survivors, caregivers, healthcare professionals, and others coping with cancer

$50,000
- Hosts one national Cancer Rights Conference on cancer-related legal issues to arm individuals with the information and tools to assist in navigating through the myriad of legal issues they may face as a result of a cancer diagnosis
- Helps 250 callers on the national Telephone Assistance Line

$100,000
- Hosts two national Cancer Rights Conferences
- Underwrites the salary of a CLRC Staff Attorney for one year

Future CLRC Funding Goals

The CLRC is working to obtain additional funding to fulfill the future goals of expanding programs and services to under-resourced communities. With additional grants and donations, the CLRC hopes to:

- Increase the availability of CLRC services and resources in multiple languages, including the translation of *The Manual: A Legal Resource Guide for People with Cancer*
- Expand the annual Cancer Rights Conferences to multiple national dates and locations to provide regional audiences with free access to needed legal information and resources
- Increase services to rural communities
- Increase the availability of online materials and seminars
- Increase the number of attorneys based in local offices throughout the United States

National Seminars 2007–2010

The Cancer Legal Resource Center works with many organizations, agencies, and health care providers to reach the cancer community, provide education on cancer-related legal issues, and to make systemic changes to improve quality of life for those coping with cancer. Below is a list of just some of the organizations that the CLRC has provided educational seminars to between 2007 and 2010.

National Cancer Organizations & Professional Associations

American Cancer Society
American Cancer Society National Call-In Center
American Cancer Society California Division
American Cancer Society Eastern Division
American Cancer Society Illinois Division
American Cancer Society Maine
American Psychosocial Oncology Society
Association of Oncology Social Workers
BMT Information Network
Breast Cancer Care and Research Fund
Breast Cancer Network of Strength (formerly Y-ME)
Cancer and Careers
Cancer Support Community
Carcinoid Conference
Children's Cause Cancer Advocacy
Cure Magazine National Conferences
Gilda's Club
HER2 Support Group
Intercultural Cancer Council
I'm Too Young For This! Cancer Foundation
Kidney Cancer Association
Latinas Contra Cancer
Leukemia & Lymphoma Society
LIVE**STRONG**
Living Beyond Breast Cancer
Lymphoma Research Foundation
National Brain Tumor Foundation
National Brain Tumor Society
National Latino Cancer Summit
National Marrow Donor Program
Padres Contra el Cáncer
Southwest Oncology Group
Susan G. Komen for the Cure®
ThyCa: Thyroid Cancer Survivors' Association, Inc.
UsTOO International
WE CAN Pediatric Brain Tumor Network
Young Survival Coalition

Hospitals, Medical Centers, & Clinics

Bakersfield Comprehensive Blood & Cancer Center
Catholic Healthcare West
Cedars Sinai Cancer Center
Chao Cancer Center
Childrens Hospital Los Angeles
Citrus Valley Health Partners
City of Hope
Comprehensive Blood & Cancer Center
Daniel Freeman Hospital
Eisenhower Cancer Center
French Hospital Medical Center
Glendale Memorial Hospital
Good Samaritan Hospital
Hoag Hospital
Hollywood Presbyterian Hospital
Inland Empire Health Plan
Kaiser Permanente West Los Angeles
Little Company of Mary Torrance
Loma Linda Medical Center
Long Beach Memorial Hospital
Los Robles Hospital
Marian Cancer Center
Palomar Medical Center
Pomona Valley Hospital Cancer Center
Premiere Oncology Foundation
Presbyterian Intercommunity Hospital
RiverBend Cancer Services
Saddleback Memorial Hospital
San Gorgonio Memorial Hospital
Scripps Cancer Center
Sequoia Regional Cancer Center
Sierra Vista Hospital
St. Josephs Cancer Center
St. Jude's Hospital
Torrance Memorial
UCLA Center of Excellence for Cancer Survivorship
UCSD Moores Cancer Center
USC Norris Cancer Center

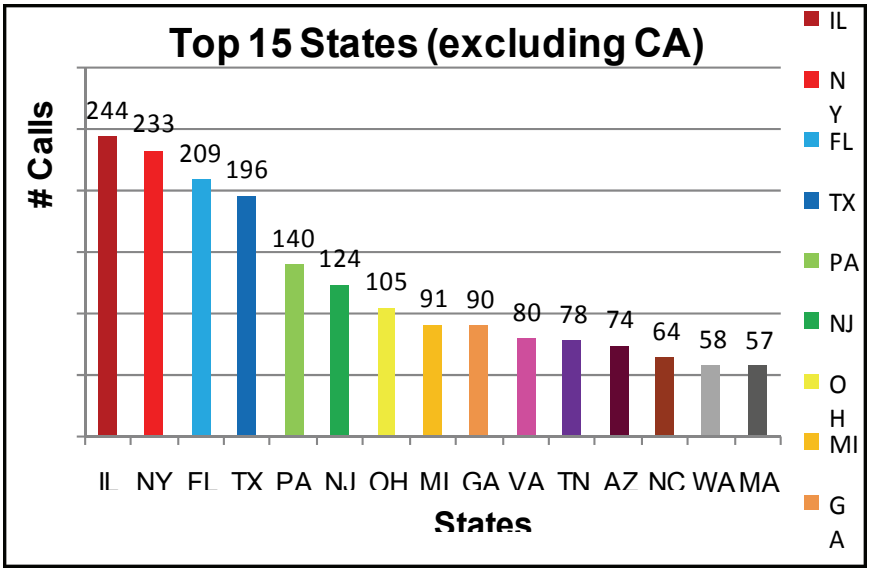
Community Organizations

African American Women's Health Symposium
Asian American Senior Service Center
Breastlink
Bruin Professionals
Consumer Attorneys Association of LA
Caring Community
Colors of Cancer
Cordelia Knott Wellness Center
Optimal Living
Esperanza Para Mujeres
Hope Through Housing Foundation
Kiwanis
Los Angeles Breast Cancer Alliance
Latino Health Access
Making Jewish Healthcare Choices
My Sister, My Friend
Orange Cty. Breast Cancer Coalition
Orange County API Taskforce
Riverside Medical Foundation
Rolling Start, Inc.
San Diego Cancer Survivorship
Santa Barbara Breast Cancer Resource Center
Montclair Residential Facility
Sycamore Terrace
Unidos Contra el Cancer de Seno
Vietnamese American Cancer Foundation
Wellness House
Women of Color
YMCA & YWCA

Coalitions
ACCESS for LA Coalition
Alliance for Quality Psychosocial Care
American Bar Association Breast Cancer Task Force
Asian Pacific Islander Task Force
California Dialogue on Cancer
CalOptima Community Alliances
Inland Empire Access to Care Coalition
Latinos Unidos Contra Cancer del Seno
LIVE**STRONG** Young Adult Alliance
OMG Mod Squad
Orange County Access to Cancer Care Coalition
Orange County Breast Cancer Coalition

Other Community Partners
Be Bright Pink
Cancer 101
First Descents
Imerman Angels
Mylifeline.org
National Lymphedema Network
Pancreatic Cancer Action Network

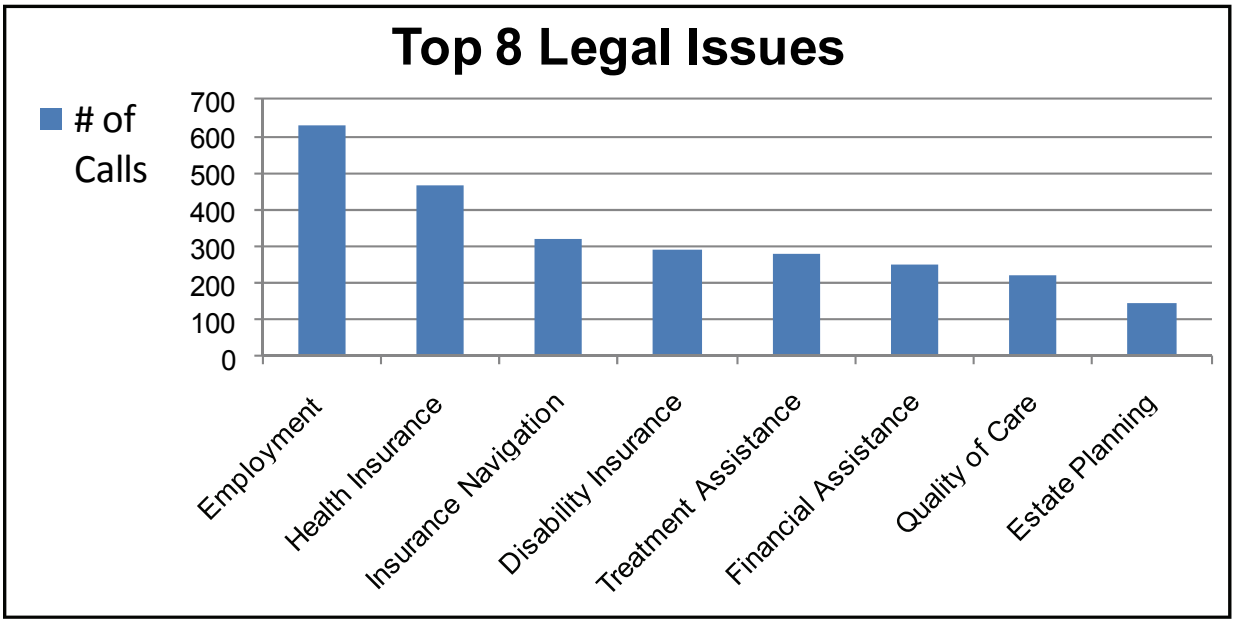
2010 Telephone Assistance Line Statistics



In 2010, the CLRC handled **4,245** requests for assistance from individual callers.

In 2010, the CLRC reached over **56,000** additional cancer survivors, their caregivers and health care providers through an extensive, pro-active program of cancer community outreach, education, conferences, and online resources.

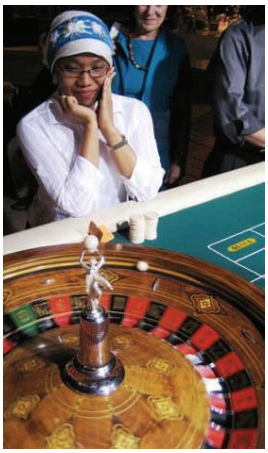
Between April and December 2010, *The HCP Manual: A Legal Resource Guide for Oncology Health Care Professionals* was viewed on our website over **8,600** times.



"Thank you very much for giving me the opportunity to be part of this conference. All the speakers were great and well understood. All the information I received today will be well utilized with all the cancer and non-cancer patients that I'm in contact with. I will be glad to attend any future conferences. Thanks." - 2010 Chicago Cancer Rights Conference health care professional attendee

CLRC History

1997	CLRC opens as a joint program of the Disability Rights Legal Center (formerly the Western Law Center for Disability Rights) and Loyola Law School Los Angeles
2000	CLRC partners with the California Division of the American Cancer Society to expand CLRC services throughout California
2003	CLRC's national toll-free number (866-THE-CLRC) begins, making it easier for people across the nation to access CLRC services
2006	CLRC receives funding from LIVE**STRONG** (formerly the Lance Armstrong Foundation) to provide in-person "Ask the CLRC" clinics in communities throughout Southern California
2007-2008	CLRC celebrates its 10th Anniversary
April 10, 2007	CLRC serves its 20,000th caller
August 4, 2007	CLRC hosts a 10th Anniversary Casino Royale Celebration
September 1, 2007	CLRC receives funding from the National Home Office of the American Cancer Society to further expand services throughout the country
November 29, 2007	The first *Cancer Vanguard Award* is presented to Ambassador Nancy Brinker, founder of Susan G. Komen for the Cure®, at the DRLC Annual Gala
March 15, 2008	CLRC hosts the first Cancer Rights Conference in Riverside, CA
March 29, 2008	CLRC hosts the second Cancer Rights Conference in Los Angeles, CA
November 20, 2008	The second *Cancer Vanguard Award* is presented to Fran Drescher, Emmy and Golden Globe nominee, and President and Visionary of Cancer Schmancer, at the DRLC Annual Gala
January 2009	CLRC releases the 1st edition of "The Manual: A Legal Resource Guide for People with Cancer" to assist Californians with the myriad of legal issues that may arise as a result of a cancer diagnosis
March 2009	CLRC receives a Lance Armstrong Foundation Community Program Grant to focus on educating health care professionals nationwide on cancer-related legal issues
June 2009	CLRC participates in the national launch of *Frankly Speaking About Cancer: Coping with the Cost of Care* at The Wellness Community in Walnut Creek, CA
July 2009	CLRC serves its 30,000th caller
August 2009	CLRC launches a Spanish language version of its website with educational materials, seminars, and resources
October 17, 2009	CLRC hosts a 2009 Cancer Rights Conference in Newport Beach, CA
November 19, 2009	The third *Cancer Vanguard Award* is presented to the Pancreatic Cancer Action Network, and is accepted by co-founder Pamela Acosta Marquardt, at the DRLC Annual Gala
January 2010	The CLRC opens its Midwest Regional Office in Chicago, IL
February 2010	CLRC releases the 1st edition of "The HCP Manual: A Legal Resource Guide for Oncology Health Care Professionals" to help health care professionals identify cancer-related legal issues and assist patients with navigating those legal issues



CLRC supporter enjoying Casino Royale 2007

"America needs organizations like the DRLC to keep tearing down legal barriers to care."

- Ambassador Nancy G. Brinker, Founder of Susan G. Komen for the Cure® , 11/29/07

June 18, 2010	CLRC hosts a national Cancer Rights Conference for patients, survivors, caregivers, and health care professionals at Loyola University Chicago School of Law in Chicago, IL
July 2010	The CLRC serves its 35,000th caller
September 12, 2010	Loyola Law School Board of Governors hosts the Bob Cooney Golf Tournament to benefit the CLRC
October 8, 2010	CLRC hosts a national Cancer Rights Conference for patients, survivors, caregivers, and health care professionals at Ronald Reagan UCLA Medical Center in Los Angeles, CA
November 18, 2010	The fourth *Cancer Vanguard Award* is presented to Nancy Sher Cohen, attorney and cancer survivor, at the DRLC Annual Gala
January 2011	CLRC releases the 2nd edition of "The HCP Manual: A Legal Resource Guide for Oncology Health Care Professionals" to help health care professionals identify cancer-related legal issues and assist patients with navigating those legal issues
2011	CLRC hosts three national Cancer Rights Conferences in Chicago, IL, Washington, D.C., and Ann Arbor, MI
July 23, 2011	DRLC hosts the 2011 Casino Angeleno at the Petersen Automotive Museum to benefit the CLRC

"Excellent information. Very useful. [I] loved the psychosocial impact of work issues."

- Session attendee at the 2010 Association of Oncology Social Work Conference

Getting Health Care Providers Involved

In 2009, the CLRC received a LIVE**STRONG** Community Program Grant to focus on educating health care professionals across the country on cancer-related legal issues. Our goal is to educate frontline oncology health care providers (e.g. doctors, nurses, social workers, psychosocial care providers, and patient navigators) to identify the presence of cancer-related legal issues for their patients and refer them to the CLRC or other services as appropriate.

The CLRC works to educate health care professionals about cancer-related legal issues in a number of ways. During the Cancer Rights Conferences, presenters focus on identifying scenarios that present cancer-related legal issues and relevant protections. What may seem like a hardship for a patient may really be a legal issue that can be addressed.

In addition, the CLRC developed *The HCP Manual: A Legal Resource Guide for Oncology Health Care Professionals*, which is available online, free of charge. This manual is a resource for health care professionals covering the various issues often relayed by patients coping with cancer, and provides valuable information about navigating cancer-related legal issues, from diagnosis through survivorship.

The CLRC also created a survey of health care professionals to uncover the demographics of patients, the frequently asked cancer-related legal questions and concerns raised by patients, and thoughts on the role health care professionals play in providing cancer-related legal information to their patients. The survey results will help the CLRC improve services to the cancer community.

In addition to the survey, the CLRC conducts focus groups with health care professionals to help identify what types of information, resources, and training are most beneficial for them, their patients, and their colleagues. Attendees provide feedback and brainstorm with the CLRC on ways to reach other professionals in the cancer community, while gaining hands-on tools to identify cancer-related legal issues that affect many of their patients.

Employment panelists at the 2010 Cancer Rights Conference in Chicago, IL

Professional Panel

The CLRC provides critical information and resources that help callers understand their rights and options; the CLRC does not offer direct legal representation. Sometimes, CLRC's callers require legal advice, representation, or direct advocacy in order to resolve their legal concerns. The CLRC refers these callers to attorneys or other professionals on the CLRC's Professional Panel who practice in their geographic area and have expertise in the area of their inquiry.

If you are a professional interested in joining the fight against cancer, we are always looking for volunteers with experience in employment, family law, estate planning, government benefits, consumer law, health and disability insurance, and other areas, who can provide a critical service for people with cancer and who are willing to employ their legal expertise to that end. For more information or to join the Professional Panel, please visit www.CancerLegalResourceCenter.org.

The Professional Panel Changes Lives for Cancer Patients

L, a teacher, called the CLRC after she felt intimidated and harassed by her supervisor. She was diagnosed with breast cancer and was slated to begin treatment; however, she was concerned that if she took a medical leave of absence she would lose seniority and ultimately be transferred to a school further from her home. L tried discussing her concerns with her employer but found the employer to be hostile and uncooperative. The CLRC was able to refer her to a member of our Professional Panel who was able to help L negotiate with her employer, and allowed her to focus on her recovery, rather than worrying about keeping her job, and ultimately gave her the confidence to return to her true passion, teaching children.

M called the CLRC from New Jersey. Her first diagnosis of breast cancer was several years ago. She was treated and had silicone breast implants. She then had a recurrence of breast cancer and was scheduled for surgery again. She needed both a breast cancer surgeon and a plastic surgeon. She needed a particular plastic surgeon who was familiar with silicone breast implants. However, he was not approved by her health plan. M's surgery was rapidly approaching and her insurance carrier was not responding to her appeal. The same day M called, the CLRC contacted one of our Professional Panel members in New York. The attorney contacted the insurance carrier on M's behalf, and two days before her scheduled surgery, the carrier reversed its position and approved coverage for the surgeon who had the necessary expertise for a successful surgical outcome.

What are others saying about the CLRC?

"People with cancer often find themselves fighting more than just their disease. Patients can and do find themselves facing cancer-specific legal problems that require specialized attention …When the suffering of cancer is compounded by the frustration of legal difficulties, patients can turn to the experienced professionals of the Cancer Legal Resource Center for the help they need so they can focus their attention on fighting their disease and improving their quality of life."

- Cancer Management Magazine (May/June 1998)

"A patient of mine became disabled and was unable to afford his home and anything else in his life at the moment, including a lawyer to file for bankruptcy. The CLRC was able to refer me to one of their Professional Panel attorneys to get this all settled, . . . which has been at least one major stressor out of the way for him."

- California Health Care Provider (2010)

"I am glad that the conference was a success. The information and resources that you provide to the community are vital and makes a HUGE impact on the lives of those going through cancer care and treatment."

- Director of Mission Programs at Orange County Affiliate of Susan G. Komen for the Cure® on the Cancer Rights Conference (2009)

What can the CLRC do for you?

If you have a diagnosis of cancer, the CLRC may be able to:

- Help you determine what you may or may not need to tell your employer about your cancer diagnosis.
- Walk you through the process to request a reasonable accommodation at work or time off for treatment.
- Provide you with information about your health insurance options including government benefits.
- Give you information about your rights to appeal an insurance company's decision not to pay for your treatment.
- Provide you with knowledge about estate planning and life and disability insurance options.
- Educate your caregivers about rights and protections they may have.
- Help you understand how the Patient Protection and Affordable Care Act (health care reform) applies to you and your family.
- Give you tips on how to avoid, deal with, and pay for your medical bills.
- Inform you about your legal protections if you have a genetic predisposition to cancer.
- Teach you about how to be an effective advocate within the legislative process.
- Connect you with a lawyer in your area who may be able to further assist you.

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