

Note from Susana: A New Way to Help When You Don't Know Where to Turn

Something unusual recently happened at Lannik Law.

Our team began taking a closer look at the phone calls we had been turning away because they didn't fall neatly within the areas we traditionally practice—uncontested probate, elder law, and estate planning with document preparation.

What we discovered was surprising.

A number of callers weren't simply looking for a lawyer in a particular specialty. They were facing complicated life problems with legal components, and they didn't know where to start or who to call. Traditional legal disciplines didn't quite fit their situation—yet their problems were real and urgent.

Instead of turning these individuals away, we began meeting with them.

It quickly became clear that many of these situations require a multi-disciplinary approach. Over the course of my career, I've developed relationships and resources across many areas of law and related professions. By drawing on those connections, we can help people identify the real issue they're facing and map out a practical path forward.

Sometimes that means solving the immediate problem and then assisting with probate, elder law, or estate planning. In other cases, it means connecting the client with the right attorney or professional who can take the matter further. Our role is to analyze the situation, clarify the options, and guide the client toward resolution.

Because of this experience, I have developed a new program designed to do exactly that: carefully analyze a client's problem and provide a clear roadmap—including trusted referrals where needed.

We've already helped resolve several matters that initially appeared overwhelming to the client but yielded to creative legal thinking and the right professional connections.

There is a modest initial consultation fee to evaluate the issue and determine the best course forward. Sometimes our role is simply identifying the right professional to take the next step. Other times we stay involved to help coordinate the process.

When I described this approach recently, someone said, "So you're starting a concierge practice." Another person called it a triage process.

For me, this work has become a meaningful extension of the mission that led me into elder law in the first place: helping people navigate difficult situations with clarity, compassion, and practical solutions.

Sincerely,

Susana