



## BCS Volunteer News

February 28, 2011

### Greetings!

This issue of the **BCS Volunteer News** provides an overview of BCS' mission and services. All of the topics covered here will be explained in more detail in upcoming issues. Please take a moment to review with us!

### BCS' Mission

Breast Cancer Solutions' mission is to provide breast cancer patients with direct assistance, community referrals and compassionate support. We accomplish our mission through the dedication and hard work of our volunteers and staff.

### Who BCS Serves

BCS provides direct financial assistance and compassionate support to eligible applicants in Orange, Riverside, San Bernardino and San Diego counties. We provide community referrals to anyone who calls our hotline.

### BCS' Services

**Direct (Financial) Assistance:** We provide payments for rent, mortgage, medical, utility, food and other basic expenses to eligible applicants. We know that the main barriers to accessing breast cancer treatment is the inability to afford housing and medical costs. Our goal is to ensure that every breast cancer patient in our community has access to treatment, and that no breast cancer patient forgoes treatment because she does not have enough money to pay her rent, her health insurance premium or her treatment co-payments. Each client is evaluated individually for eligibility for assistance.

**Community Referrals:** We maintain a list of organizations that provide assistance to breast cancer patients, and send every person who applies for BCS assistance this resource guide. Every time we talk to a client, we make sure that she knows about other resources in the community and that she is following through on referrals that can help her during and after her treatment.

**Compassionate Support:** BCS staff and volunteers understand just how difficult it is to go through breast cancer treatment. When we interact with applicants and clients, we listen with empathy and provide considerate encouragement. We never give out medical advice. Our licensed clinical social worker (LCSW), Kathy McCaleb, is qualified to provide mental health support to those clients that need it.

### Application Process

Breast cancer patients in Orange, Riverside, San Bernardino and San Diego counties may apply for assistance from BCS. The application is available [online](#) or by mail, and includes questions about the applicant's breast cancer diagnosis, income and expenses, and treatment plan.

Once BCS has a complete application, it is reviewed by staff to determine if the applicant is eligible for an interview. Two Client Support Volunteers (CSVs) meet with the applicant to review her application and go over additional questions. After the interview, the CSVs write up a summary, which includes the applicant's name, address, income and expenses, diagnosis, treatment plan, financial history and a recommendation for assistance.

The summary is reviewed and voted on by the Applicant Review Panel (ARP). If assistance is approved, the CSV notifies the client and payments are issued. At least once a month, CSVs call to check in with their clients to make sure they are able to go to treatment and have access to their basic necessities.