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HERE TO HELP YOUR FAMILY!

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FOLLOWING AREAS OF LAW:

- PERSONAL INJURY
- BANKRUPTCY
- SOCIAL SECURITY DISABILITY
- SPECIAL NEEDS PLANNING

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# THE PACKARDPRESS

A collection of thoughts and stories to educate, entertain, and inspire

## Hineni!

### TRANSLATION: HERE I AM

Sometimes an ancient word captures a powerful concept so completely and succinctly, there simply is no comparable English counterpart. The Hebrew word Hineni (pronounced hē-nā-nē) is one such word. Hineni is typically translated as “Here I am.” However, it is much more than an announcement that a person is physically present. Hineni is a word used to simultaneously affirm that the person has heard, is listening for more, and is ready to act. It is both a response and an offer.

Because it is a Hebrew word, the Old Testament records many instances when people have expressed the concept. For example, when God called to Abraham instructing him to sacrifice his son Isaac, Abraham responded with “Hineni!” (translated, “Behold, here I am.” Gen. 22:1). When God called Moses from the burning bush, Moses responded with “Hineni!” (Translated, “Here am I.” Exodus 3:4). When God appeared before Isaiah and asked who he could send, Isaiah responded with “Hineni!” (Translated, “Here am I, send me!” Isaiah 6:8). When these prophets said “Hineni”, they were saying much more than “I am here.” They were offering their hearts, minds and resources -- all of themselves.

From the early beginnings of this law-firm, the Packard family has been trying to say “hineni” to our clients. When we opened our doors, we felt called to do something important, and the lawyers and staff pledged to hold themselves to the highest standards of competence, compassion, kindness, and integrity. We are committed to this, not only for purposes of making money, but also because our clients deserve such treatment, and we take pleasure in providing it.

We started our practice as a small Social Security disability



From left: Samuel Packard, Michael Packard, Daniel Packard, David Packard  
Front: Alison Packard, Dustin Draper

**WHEN WE OPENED OUR DOORS, WE FELT CALLED TO DO SOMETHING IMPORTANT, AND THE LAWYERS AND STAFF PLEDGED TO HOLD THEMSELVES TO THE HIGHEST STANDARDS OF COMPETENCE, COMPASSION, KINDNESS, AND INTEGRITY.**

firm, but over the past few years, our business has taken off. We have expanded our services to include Bankruptcy, Personal Injury, and Special Needs Planning for disabled children. We feel that despite this growth, we have been able to maintain our values and identity. Every time we file a bankruptcy application, we are, in our own way, responding with “Hineni!” Every time help an injured person stand up to a hostile insurance company, we are responding with “Hineni!”. When we help a family make financial plans for a special needs child, we are responding with “Hineni!”. When we lose ourselves completely in our work, we are collectively saying to our clients “Hineni!” We are not just physically present; we are completely immersed—completely committed. The Packard Law Firm is far more than a business; we are family. We are a team of brothers that have come together so that our family can help your family.

## PACKARD LAW FIRM TEAM HIGHLIGHT

### MEDICAL RECORDS TEAM

Our Medical Records Team works closely with our Social Security and Personal Injury departments, ordering and obtaining medical records for the case. These records are very important because they back up and substantiate the claim. Medical records are the “evidence” that help us “prove” the claim and win your case. Before ordering medical records, a member of this team will contact you to conduct a “verbal medical review” in which they will go over all relevant medical data to make sure we have it on file.

Our Medical Records Team consists of Jamie, Laurie, and Lauren, each of whom has undergone a rigorous training process prior to joining the team.



**JAMIE DYER:** A native of Austin, Jamie has been working with the Packard Law Firm for the past 22 months. Prior to joining the Med Records team, Jamie worked as a case manager in our Social Security department. Jamie is typically the person you will speak with for your “verbal medical review.”

**LAURIE BREWER:** Born in Riverside, California, Laurie lived in numerous states before settling in San Antonio a year ago. Laurie is married to an attorney and gained valuable experience working as a Paralegal with him. Eleven months ago, we were fortunate to have her join our Med Team. After you have a “verbal” with Jaime, Laurie will contact the hospitals and clinics to obtain your records.

**LAUREN QUARANTO:** The youngest member of our staff, Lauren currently attends UTSA and is working to obtain a degree in Multidisciplinary Studies. In addition to processing the medical records for the Medical Records Team, Lauren processes all of our mail and drafts appeals for decisions. Skilled as she is, Lauren actively helps out many of our departments and teams.

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# CLIENT SPOTLIGHT - HEIDI WILLIAMS

## A LESSON IN PERSEVERANCE

*Ms. Williams gladly gave us permission to share her story.*

Heidi Williams is a woman who has learned what it means to persevere. Born and raised in Chicago, Illinois, she was the second of two children and was no stranger to poverty. As a child, she was inspired by the people she watched give everything they had in order to support their family. Eventually, Ms. Williams got married and moved to San Antonio. For many years, she held her dream job as a nurse. She loved her work because it gave her time to help with the elderly and the disabled. As part of her service, she would visit their homes and lend assistance with cooking, shopping, cleaning, and bathing. Little did she know; her life was about to shift from extending service to receiving it.



In 2014, Ms. Williams was diagnosed with Multiple Sclerosis. She did not want to quit her job and refused to believe the diagnosis. After a second opinion, and with time, she was finally forced to face the fact that her Multiple Sclerosis was real with real limitations. Ms. Williams could no longer continue the job that she loved because it was too physically demanding.

With her resolve to persevere, she switched professions and began working at a call center. She hoped the physical

demands of a call center would fall within the range of her physical abilities. Sadly, it wasn't long before she noticed that her balance was gone. She was no longer stable and would frequently trip and fall when making routine errands throughout the office. She felt that she was putting herself and others at risk of a major injury and her MS was getting worse.

**"NO MATTER HOW DISCOURAGING YOUR CIRCUMSTANCES MAY BE, YOU CAN ALWAYS CHOOSE TO NEVER GIVE UP"**

*-MS. HEIDI WILLIAMS*

On June 2015, Ms. Williams quit her new job and filed for Social Security Disability. Unfortunately, her attorney failed to keep her informed. She got the impression that he was only half-heartedly trying to win her case. She never felt a personal connection with him or his staff. After being denied at the Initial Claim level, Ms. Williams was discouraged and wondered if she would ever get the benefits that she desperately needed. Nevertheless, with her resolve to persevere, she searched for new assistance and found the Packard Law Firm.

Immediately Ms. Williams felt at home. She knew that her new lawyer and support staff truly cared about her concerns. She felt like real efforts were being made to create a positive impact on her case. After nine months with the Packard Law Firm at her side, her life took a drastic turn. She was able to win her case and obtain the financial assistance she needed to dedicate herself to treating her Multiple Sclerosis. Ms. Williams later stated "no matter how discouraging your circumstances may be, you can always choose to never give up. Those who persevere will find answers that will help them with their problems."

# UPCOMING EVENTS IN SAN ANTONIO

### WEST END PARK 2016 NATIONAL NIGHT OUT

OCTOBER 4TH · 4:30 PM - 8:30 PM

Frank Garrett Community Center  
1226 NW 18th St, San Antonio, TX 78207

*Put together by the City of San Antonio Department of Human Services, in honor of the first responders. Project Caridad, sponsored by PLF, will have an informational table set up to offer services.*

### 12TH ANNUAL TEXAS HEALTH LITERACY CONFERENCE

OCTOBER 7TH · 8 AM - 3 PM

La Quinta Inn & Suites-Medical Center  
4431 Horizon Hill Blvd, San Antonio, TX 78229

*This was put together by the San Antonio Health Literacy Initiative, Health Collaborative, the State of Texas County of Bexar and University Health System.*

### BREAST CANCER SCREENING HEALTH FAIR AND OUTREACH PROGRAM

OCTOBER 26TH · 9 AM - 1 PM

The Neighborhood Place, 3014 Rivas Street (auditorium), San Antonio, TX 78228

*This was put together by The Alamo Breast Cancer Foundation. The Health U Express mobile mammography van from University Health System will be accessible in addition to BCC/MBCC, ACA, and CareLink.*

# COLLABORATING WITH THE COMMUNITY

## ALISON PACKARD INVITED TO SERVE ON THE BOARD OF DIRECTORS FOR THE EPILEPSY FOUNDATION

Alison Packard has recently accepted an invitation to serve on the board of directors for the Epilepsy Foundation of Central and South Texas. She attended her first board meeting in July. The Packard Law Firm has enjoyed a long-standing friendship with the Epilepsy Foundation, and has served as guest lecturers and pro bono volunteers during the free clinic hours. Thus, when the organization asked for someone from the law firm to serve on the board of directors, Alison was quick to volunteer.

**"IT IS A PRIVILEGE TO GIVE BACK AND TO HELP PROVIDE SERVICES TO THESE AMAZING PEOPLE WHO NEED SO MUCH SUPPORT."**

Alison is a perfect fit. As an attorney who has been licensed for approximately 20 years, she has the education and experience to provide much needed advice and counsel to this wonderful non-profit organization. More importantly, Alison has her own disabled daughter who has been diagnosed with epilepsy. Thus, Alison personally understands what the patients and family members go through in dealing with this life changing disease.

Alison explains: "It is a privilege to give back and to help provide services to these amazing people who need so much support. I am happy to do my part along with the other talented and compassionate board members."



The Epilepsy Foundation is the only organization dedicated to the health and welfare of over 130,000 individuals with epilepsy residing in Central & South Texas. It provides a remarkable array of services including youth programs, free medical clinics for epilepsy patients who have no insurance, support groups for parents and children, work programs, and community education programs. As Alison explained: "It is remarkable to see how much can be accomplished when people of good will come together to help those in need. That is what is happening at the Epilepsy Foundation, and I am proud to be a part of it."

# AND FOR A LITTLE FUN!

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*Take a little break and see if you can find the October themes hidden in the word search.*

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|----------------|-------------------|
| Barista        | Leif Erikson      |
| CaCao Seed     | Malnutrition      |
| Cats           | Meatless          |
| Chocolate      | Mental Disorder   |
| Coffee         | Mental Health     |
| Columbus Day   | Nina              |
| Costumes       | Nordic-American   |
| Depression     | Nuts              |
| Diplomatic     | Pinta             |
| Discrimination | Protein           |
| Farmer         | Roaster           |
| Food           | Santa Maria       |
| Fruit          | Seeds             |
| German Culture | Trader            |
| Germantown     | Trick or Treating |
| Girl Power     | United Nations    |
| Global         | Vegetable         |
| Halloween      | Vegetarian        |
| Hunger         | Viking Explorer   |