

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2012-2013**

**Quarter: 4**

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**PSA: 1**

**Provider: Legal Services of Northern California**

**Counties: Humboldt and Del Norte**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 2**

**Provider: Legal Services of Northern California**

**Counties: Shasta, Siskiyou, Modoc, Trinity and Lassen**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 3**

**Provider: Legal Services of Northern California**

**Counties: Butte, Colusa, Glenn, Plumas, Tehama**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 4**

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Fiscal Year: 2012-2013

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Provider: Legal Services of Northern California

Counties: Yolo

Optional Success  
Story(ies)/Case Summary(ies)

The client is a 73 year old male with chronic health conditions. He has had a difficult relationship with his neighbors for many years that culminated in a confrontation in which the client was physically assaulted. His neighbor pepper sprayed his entire body and he required medical attention. He sought assistance from LSNC to determine how to maintain his safety given his proximity to someone he deems violent and unpredictable. He was concerned that another incident could occur at any time and felt bullied. LSNC filed an elder abuse restraining order and represented the client at his evidentiary hearing. The Judge granted the restraining order and the neighbor must stay away from the client and his partner for two years.

Client, a 71 year old limited-English proficient person living on a limited, fixed income, was served with a debt collection lawsuit. She did not recognize the name of the creditor and was concerned that the creditor would obtain a judgment against her and attach her bank account. She contacted LSNC and LSNC assisted client with the answer and represented the client at trial. LSNC argued that the debt buyer company that initiated the lawsuit failed to prove that it purchased the debt from a company that had extended credit to the client. The only evidence that the debt buyer produced was a manufactured document that simply stated it had purchased the debt from the original creditor. After serving the debt buyer with motions to exclude the manufactured evidence at trial and a trial brief pointing out the flaws in the debt buyer's case, the debt buyer's counsel appeared at trial to dismiss the action against the client.

A well-known hearing aid center advertised low cost exams and hearing aids with a money back guarantee in the local newspaper. After reading the ad, Mr. X contacted the company and went through the hearing assessment. He was informed that based on his exam, he would not be eligible for the advertised hearing aid but his medical insurance would cover the charges for the aids he required. He was pressured into signing a contract agreeing to the total cost of \$3,141 and he was informed his insurance company would reimburse him.

He then contacted his insurance company after he arrived home and was informed that the company would not cover the cost. He attempted to cancel the contract but the hearing aid company refused. They provided him with the hearing aids but they did not function properly. The warranty said the hearing aids were new, but upon further inspection, he learned the hearing aids were 5-6 years old. He tried repeatedly to cancel the contract and obtain a refund to no avail. He sought assistance at LSNC. After sending a demand letter and conferring with the hearing aid company's attorney, LSNC's staff attorney secured a contract cancellation and obtained a full refund of the money the client had paid for the malfunctioning hearing aids.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC staff held office hours at the following locations:

Rural Innovations in Social Economics (RISE), a non profit agency serving low income persons in Esparto, on the 1<sup>st</sup> Thursday of the month; West Sacramento Senior Center on the 2<sup>nd</sup> Thursday of the

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month and the former West Sacramento Senior Center on the 4th Thursday of the month; Yolo Family Resource Center in Knights Landing on the 3rd Thursday of the month; Broderick Christian Center in West Sacramento on the 1st and 3rd Thursdays of the month, targeting the Russian community, homeless individuals and older adults at risk of homelessness; RISE in Winters on the 3rd Wednesday of the month.

In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, DESS, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and the YHAA Collaboration Subcommittee with other Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Employment and Social Services, Veteran's Services, and representatives from the three Senior Centers.

In May, LSNC also staffed tables at the Woodland Senior Center Resource Fair and the West Sacramento Senior Center Resource Fair.

Legal Representation: 115.30

Legal Advice/ Assistance: 132.80

Community Education: 12.90

Special Outreach: 6.0

Total Hours: 267.0

**Provider: Yuba Sutter Legal Center**

**Counties: Sutter and Yuba**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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**Provider: Legal Services of Northern California**

**Counties: Nevada, Placer, Sierra**

Optional Success  
 Story(ies)/Case Summary(ies)

June  
 Mrs. K. received numerous notices from the Department of Education that her Social Security retirement benefits were going to be offset due to an old student loan debt. Mrs. K ignored the notices because she believed that her Social Security retirement could not be taken by any creditor. When she learned that her SSR benefits had indeed been reduced she called LSNC for help. LSNC was able to get information about the student loan even though Mrs. K thought the debt must be very old. Mrs. K had cosigned a student loan for her daughter decades ago. Her daughter had stopped making payments and eventually the lender started debt collection against Mrs. K. as the co-signer on the debt. After research and investigation, LSNC determined that Mrs. K was still liable for the debt but might be eligible for a hardship discharge based on her several disabilities. LSNC assisted Mrs. K- a very frail elderly senior - with completing the application for the discharge. Recognizing that Mrs. K's physician might be unfamiliar with DOE disability waivers and the necessary documentation required from the physician, LSNC provided Mrs. K's physician with the DOE website, with the eligibility standards and with other information to complete the application for Mrs. K. Mrs. K's physician determined that Mrs. K met the requirements for a disability discharge and signed the application. Mrs. K received a Notice several weeks later stating that her application for the discharge of the debt was accepted and that her discharge was granted. Mrs. K will begin receiving her full SSR benefit again along with a refund of some of the benefits previously taken.

Optional Information on  
 Collaboration with Other  
 Advocacy Groups

June  
 LSNC collaborated with Placer Dispute Resolution Services on a presentation at a Rocklin Seniors-Only HUD Apartment complex to address alternative conflict resolution options between tenants, tenant organizations and management. The presentation was announced by mail to each tenant and by posting through-out the community several weeks in advance. The Presentation and facilitated discussion was open to all tenants, tenant groups, HUD support personnel and management of the complex.

**Provider: Sacramento Senior Legal Services**

**Counties: Sacramento**

Optional Success  
 Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
 Collaboration with Other  
 Advocacy Groups

None Stated

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**Provider: Legal Aid of the North Bay**

**Counties: Marin County**

Optional Success  
Story(ies)/Case Summary(ies)

This year I worked with an extremely low-income senior citizen who was facing serious housing issues. The city in which he lived had received many complaints from neighbors about the appearance and condition of his home. He had a very serious hoarding problem, which had extended from the interior of his home to the exterior. The unkempt appearance of his home was offensive to his neighbors, so, in accordance with a city ordinance, the city threatened that if he did not clean up the exterior of his home, they would hire a company to do so and would place a lean on his house for the cost of the cleanup. The man was extremely low-income and could not afford weekly garbage service or electricity, let alone the cost of the dumpsters and hired help necessary to clean the exterior of his home. If the city proceeded with cleaning up the yard for him, he would not have been able to pay the lean against his house, so there was a very real possibility that the cost of the cleanup would end up leaving this senior citizen homeless and in extreme poverty. I was able to work with this client to enroll in a hoarding support group as well as attend individual counseling to help him deal with the mental health issues contributing to his hoarding. Additionally, we were able to help him connect with friends to fund two dumpsters and gather volunteers from the community and local churches to offer their time to help him clean up his yard. Because of the progress made in cleaning his yard and the effort shown towards dealing with his hoarding issues, the city did not order the service to clean his yard and he did not lose his home.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 6**

**Provider: Asian Law Caucus**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

A monolingual Chinese senior had been receiving SSI since 1993 to make ends meet. In December 2012, Social Security terminated his benefits due to a recent \$4k+ windfall from the cashing out of his wife's retirement fund. The agency also determined that he needed to repay several thousands of dollars in benefits paid to him after the windfall was received. We represented the individual in his appeal and prepared a brief and supporting documents to show that he had legitimately spent down the funds to a level below the resource limit. Social Security ultimately reversed its denial, reinstated his SSI benefits and paid a lump-sum in benefits for the months when he was incorrectly found to be ineligible.

Optional Information on  
Collaboration with Other  
Advocacy Groups

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**Provider: Legal Assistance to the Elderly**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client is a 74 year old white male, with a limited income. He was served with a summons & complaint in an unlawful detainer (eviction) proceeding while in the hospital. A default judgment was entered against him when he failed to make an appearance. We secured a stay, followed by a motion to set aside the default, which was granted. We are in the process of negotiating a settlement.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Our Executive Director continues to participate in the Senior Legal Services Program Steering Committee, convened by the Legal Aid Association of California. While most of the Committee's meetings are telephonic, a regional meeting was held in Oakland on May 17th. In addition to providers, representatives of Area Agencies on Aging and HICAPs attended. The agenda included a discussion on elder abuse, a training on changes in healthcare policy affecting low-income seniors and a discussion of coordinating with HICAPs and Area Agencies on Aging.

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Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco

Optional Success  
Story(ies)/Case Summary(ies)

April Client: A low income Spanish speaking senior came to our Senior Law Clinic because she needed help with some charges to her bank account. Our client bought a weight-loss product over the phone and the vendor automatically enrolled our client into a costly monthly subscription for vitamins without her consent. Our client began receiving the products unaware of their origin and their cost. When she realized she was getting charged for them she came to see us. We helped our client dispute the charges made to her credit card and we also canceled the costly subscription preventing any further charges.

May Client: A Spanish speaking-only senior of San Francisco came to our Senior Clinic because she received a 60-day eviction notice. The property was exempt from San Francisco Rent Board Ordinance so she was not entitled to any relocation payments. The 60 days given to her was not sufficient time for our frail client to find a new place to live, so we sent a letter to the landlord's attorney asking for an extra 30 days. The landlord not only granted the 30-day extension, he also waived the rent for the last month as courtesy to our client. Our client eventually found a new home and was able to surrender the keys to the landlord in time avoiding any legal action against her.

June Client: A Spanish speaking senior resident of San Francisco came to our weekly senior clinic because he got sued by a collection agency for a credit card debt. We helped the client respond to the suit. After negotiating for months with the collection agency, we were able to reduce the amount owed from \$1550 to \$950. They agree to give our client a payment plan of \$80 a month which was more accessible for our client. He is very happy with the outcome.

Optional Information on  
Collaboration with Other  
Advocacy Groups

We had a very active Spring 2013. We provided presentations and Q&A sessions on public benefits, housing, consumer fraud and estate planning for a diverse group of seniors including Hispanics, Chinese and African-Americans.

We remain active in participating at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues. Likewise, we keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it. We just drafted an article on Wills vs. Livings Trust as Options for Seniors.

Finally, we still collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee.

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**Provider: Nihonmachi Legal Outreach dba API Legal O Outreach**      **Counties: San Francisco**

Optional Success Story(ies)/Case Summary(ies)

For many years, Client R had a successful business selling antiques and collectibles on EBay. In his best years, he made enough to support himself and live comfortably in his own apartment in San Francisco. Unfortunately, during the recession, Client R 's business dried up and he also began having health problems. His doctor diagnosed him with early onset dementia. In 2012, Client R received notices from the IRS that he owed taxes for 2010-2011; the total amount owed was over \$9,000. Client R came to our office and we worked with him to put together an Offer in Compromise, where Client R would pay the small amount he could afford. Client R 's financial problems worsened. In addition to running out of personal inventory to sell on-line, he owed his credit card company nearly \$30,000 and his landlord thousands of dollars in back rent. We filed the OIC with the IRS, but the IRS refused to consider the offer because it believed that Client R did not qualify for the low-income fee waiver; the IRS demanded that he pay an application fee for the OIC as well as a down payment on the amount owing. By this time, Client R 's circumstances had worsened. Unable to pay back rent, he had to leave his apartment in San Francisco and he settled into a SRO in Alameda. By this time, in 2013, Client R could not even afford the amount that he had offered in compromise. Again, we contacted the IRS on his behalf, withdrawing the OIC. Instead, we explained his changed circumstances, and the IRS agreed to grant him currently non collectible status.

Optional Information on Collaboration with Other Advocacy Groups

Currently, with the comprehensive immigration reform bill being considered in Congress, API Legal Outreach and many other organizations are working collaboratively to educate communities that has the greatest impact as to what Congress is considering and potentially how it may affect them and to take action. This includes the elimination of the 4th preference to eliminate the ability to sponsor siblings and adult sons and daughters. In addition, the potential to eliminate the exam for petitioners over 62 is a provision much supported by communities who English is a second language is important. There have been outreach and group organizing sessions held to help seniors to get naturalized with them with the assistance of over 100 volunteers.

**PSA: 7**

**Provider: Contra Costa Senior Legal Services**      **Counties: Contra Costa County**

Optional Success Story(ies)/Case Summary(ies)

None Stated

Optional Information on Collaboration with Other Advocacy Groups

None Stated

**PSA: 8**

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**Provider: Legal Aid Society of San Mateo County**

**Counties: San Mateo**

Optional Success  
Story(ies)/Case Summary(ies)

Mr. G is a 61-year-old man who came to Legal Aid after he found out he was going to be terminated from SSI because of property he owned outside the U.S. The stress of this had exacerbated his already significant mental health issues. He could not afford to live without his SSI, but he was so debilitated that he was having a hard time figuring out how to fix the problem. Legal Aid worked with Mr. G to understand the steps involved in regaining SSI eligibility and got him onto conditional benefits while he sold his property. Mr. G's full income was restored while he worked to correct the underlying cause of the termination. Without Legal Aid, it is very likely this client would have lost his benefits and simply tried to live without this desperately needed income.

Optional Information on  
Collaboration with Other  
Advocacy Groups

During the last quarter, the Legal Aid Society helped plan and participated in two workshops about elder abuse prevention facilitated by Theatre of the Oppressed. The workshops were a great success and brought a variety of stakeholders together for a meaningful exploration of the participant's experience with elder abuse and elder abuse prevention. We are now working as part of the Adult Abuse Prevention Committee to continue this work and to bring it to a larger audience. We continued to work with the Legislative Committee to see if there are systemic advocacy initiatives that we should support and encourage others to support.

**PSA: 9**

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Provider: Legal Assistance for Seniors

Counties: Alameda

Optional Success  
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors represented a maternal great aunt in obtaining guardianship of her six year old niece. The child's father was unknown and the child's mother has substance abuse issues. The child's mother had a history of removing the child from her great aunt's home and exposing the child to drugs, alcohol, and inappropriate sexual behavior. Legal Assistance for Seniors represented our client and obtained temporary and general guardianship. Our client commented in her evaluation that "[Legal Assistance for Seniors]'s involvement saved a child's life. CPS couldn't help...OPD couldn't help. She (the child) was on the BRINK OF BEING LOST – physically and mentally. We will forever be grateful."

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Assistance for Seniors (LAS) has been awarded a contract by Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS have also been awarded contracts by the State Bar of California and the cities of Fremont, Hayward, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

PSA: 10

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**Provider: Senior Adults Legal Assistance (SALA)**

**Counties: Santa Clara**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Collaboration With Senior Centers and Other Sites to Deliver Services**  
For the 4th Quarter of 2012-13, SALA provided on-site legal service intake appointments at 22 senior centers or sites in Santa Clara County. These sites included: These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

**Participation on Local Task Forces**  
For the 3rd Quarter of 2012-13, SALA attorneys also participated in the June meeting of the Housing Task Force and the May meeting of the Elder Abuse Task Force.

**Other Activities:** SALA's Supervising Attorney also participated in meetings of the Fair Housing Consortium during the Quarter. SALA became a member of this Consortium in July 2012.

**PSA: 11**

**Provider: Council for the Spanish Speaking**

**Counties: San Joaquin**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 12**

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**Provider: Catholic Charities**

**Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 13**

**Provider: Senior Citizens Legal Services**

**Counties: Santa Cruz County & San Benito County**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

Currently collaborating with Watsonville Law Center and Monterey County Legal Services of Seniors in a foreclosure grant that will last for 18 months into Quarter 1 of 2015. SCLS also collaborates with Senior Network, HICAP in assisting mutual clients receive benefits owed. SCLS works with Ombudsman in a collaboration assisting seniors protect their rights in SNFs by alerting the other agency of possible issues of clients. Directing Attorney for SCLS serves on the LTC for San Benito County with various other local service providers allowing better coordination of services in San Benito County. SCLS Directing Attorney is a board member of the Seniors Council and collaborates with these members to provide more efficient service models to the senior community.

**PSA: 14**

**Provider: Central California Legal Services**

**Counties: Fresno & Madera**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 15**

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**Provider: Central California Legal Services, Inc.      Counties: Kings**

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

**Provider: Sarah Shena, Tulare Co. Senior Legal Servic      Counties: Tulare**

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

**PSA: 16**

**Provider: California Indian Legal Services      Counties: Inyo & Mono**

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

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**PSA: 17**

**Provider: Central Coast Commission For Senior Citizens**      **Counties: Santa Barbara County/San Luis Obispo County**

Optional Success Story(ies)/Case Summary(ies)     

Optional Information on Collaboration with Other Advocacy Groups     

**PSA: 18**

**Provider: Grey Law of Ventura County Inc**      **Counties: Ventura**

Optional Success Story(ies)/Case Summary(ies)     

Optional Information on Collaboration with Other Advocacy Groups     

**PSA: 19**

**Provider: Bet Tzedek Legal Services**      **Counties: Los Angeles**

Optional Success Story(ies)/Case Summary(ies)     

Optional Information on Collaboration with Other Advocacy Groups     

**PSA: 20**

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Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: 13E-7002456:

A very frail 85-year divorced senior requested the assistance of ICLS because she was sued for nonpayment of a credit card debt and a judgment was entered against her for approximately \$4,500 in 2006. The client was served on or about March 20th with a Writ of Execution against her bank account. Her bank account was not frozen and no funds were garnished but the client was concerned because her home was paid for and fair market value of the home is approximately \$65,000 which is the equity in her home.

The advocate advised the client that If she has a recorded Homestead Declaration the amount of equity that can be protected is up to \$150,000 because she is single and over 65 years of age. The advocate was unable to discover whether the client has a recorded homestead or not from the County Assessors' Office website and advised the client to contact the Assessors' Office directly to find out.

If the client does not have a homestead recorded the advocate offered to prepare one for her and is awaiting the client's callback order to schedule an appointment for help to prepare a Homestead Declaration. The client was very grateful to ICLS because when she has required legal assistance (originally in 2003) ICLS has been there for her. (Note: the client still had the information provided to her in 2003!)

Case #2: 13E-7003640:

This is not a success story yet, but information about a case in which disabled seniors are being targeted and taken advantage of. A 65 year old married senior requested legal assistance regarding her vehicle having been towed from her senior apartment complex. The vehicle was towed because it had been parked in a handicapped stall without a handicapped tag. The client was required to pay \$377.50; almost half of her and her spouse's combined income from Social Security and SSI, to retrieve her vehicle. The client stated that she always parks in the handicapped stall and always places her handicapped tag on the rearview mirror. She was sure the handicapped tag had been there and if it was not visible it was because it could have fallen, but should still have been visible on the floor of the vehicle. When the client went to pick up her vehicle from the tow yard she was informed that her vehicle was locked when it was towed. She was provided with photos that were taken of the vehicle showing no handicapped tag on the rearview mirror or on the floor, and if it fell, it was not visible on the floor.

After paying the \$377.50 she was instructed to pick up her vehicle from the yard. The client stated that when she picked up the vehicle the passenger door was unlocked and her handicapped tag was missing. It was not on the floor or anywhere in the vehicle. The client then went to the police station to replace her handicapped tag and at that time, she was informed that handicapped tags are constantly being stolen from vehicles and it was possible that her vehicle had been towed for that reason.

The client is considering filing a small claims lawsuit. If she decides to pursue this the advocate will be assisting her with preparing her documents.

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Case #3: 13E-7002711 / 13E-7004640:

An 81-year old married senior requested ICLS assistance regarding a Notice of Action he and his wife had received from SSI informing them that they have been overpaid over \$12,000 each. Their life insurance policy, which has a surrender value of over \$3,000, caused them to be over the resource limit of \$3,000. The overpayment is for the period of January 2011 through February 2013. They were notified of the overpayment in March 2013. In addition, their SSI was also cutoff. They requested a "Reconsideration" (a case review) which resulted in an unfavorable decision.

The clients claimed that they were never informed by SSI that they needed to disclose this as a resource; the clients only speak and understand Mandarin Chinese. The advocate agreed to represent the clients at their hearing and hopes to be successful in obtaining a favorable decision on their behalf. SSI is required to provide information to claimants in their native language if they request it or are not fluent in the English language. All the information, contact and correspondence the clients received has been in English. The clients are very grateful that ICLS will be able to assist them in asserting their rights.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: 13E-2003034

A Spanish speaking senior, the victim of many years of domestic violence and abuse, came to ICLS for help. The advocate provided her with counsel and advice on her rights pertaining to abuse and dissolution of marriage, especially spousal support and property division. The client was referred to the Riverside Family Justice Center for preparation of a Restraining Order. The advocate helped prepare a draft Declaration to use with the DV application. The client filed the request for a Restraining Order and it was granted. It is expected that the client will return to ICLS for assistance with a Dissolution of Marriage action.

Case #2: 13E-2001607

A client was fired from her job after being harassed by new management. She applied for and was denied Unemployment Benefits. The ICLS advocate represented the client and went to hearing on the case which was won. The client got all of her benefits as well as retroactive benefits. Additionally, the employer appealed the fact that the client won and the advocate represented the client in a second hearing and won that also.

Case #3: 13E-2003491

A client's Medi-Cal was terminated due to an annuity that she reported. The county alleged that the client failed to cooperate. The client did not file for the hearing within the 10-day deadline so she was not getting Aid Paid Pending. This aid was needed by the client because she had a care provider that comes into the home daily and cooks and cleans for her – the client cannot do without this help.

The advocate went to the county and met with the Appeals Specialist. The county agreed to rescind the Termination Notice and reinstate the client's Medi-Cal. (The county terminated Medi-Cal for the client's failure to cooperate regarding her annuity. The client has cooperated, has signed a release form for the county to contact the annuity company.) The county will pay aid for April and May and if they determine, after talking to the annuity company, that the client's annuity makes her ineligible they will issue a new notice.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

PSA: 22

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**Provider: Legal Aid Society of Orange County**

**Counties: Orange**

Optional Success  
Story(ies)/Case Summary(ies)

This summer we have 3 law students clerking for us. They have all represented clients in administrative hearings. In one case, a student represented a senior who speaks Vietnamese. The client's SSI benefits were terminated and he was assessed an overpayment of \$12,000. Following a hearing, the ALJ determined that the client was eligible for SSI benefits and did not have to repay the alleged overpayment. Client will receive payment of the benefits he should have received. In a second case, a client was facing an estate claim by Medi-Cal for \$167,000, against her mother's estate. However, her mother's estate consisted only of an older mobile home. The client, who receives SSI and Social Security benefits, had always lived with her mother and provided care for her enabling the mother to remain in her home for several years more than she could have otherwise. Following a hearing, the client was formed the estate claim was waived. In the third case, we are awaiting a decision following a hearing in an unemployment benefit case.

We also received a decision in another SSI case in which the client, following a hearing was found eligible for SSI benefits. The client will receive a retroactive award for over one year's amount of benefits. Before we agreed to assist the client, she contacted 3 private attorneys who had declined her case.

Optional Information on  
Collaboration with Other  
Advocacy Groups

During the month of May, we attended 3 of the 4 Model Approaches/Senior Legal Service Program Regional Meetings, held in different parts of the state. The Regional Meetings provided a wonderful opportunity to meet other providers delivering legal service to older Californians, share information, learn more about the work that the SLSP Committee has undertaken and the assistance that Legal Aid Assistance of California (LAAC) is providing to legal providers helping California seniors.

**PSA: 23**

**Provider: Elder Law & Advocacy**

**Counties: San Diego**

Optional Success  
Story(ies)/Case Summary(ies)

The senior moved out of the apartment expecting to receive a security deposit of \$200 dollars. The senior is low income and did not have the security deposit returned or an accounting. Our Elder Law & Advocacy attorney wrote a demand letter to the property manager. After a few conversations with the property manager, the senior was able to receive the full security deposit refund of \$200 dollars.

Optional Information on  
Collaboration with Other  
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

**PSA: 24**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

Fiscal Year: 2012-2013

Quarter: 4

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Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success  
Story(ies)/Case Summary(ies)

Ms. G lives in a Section 8 apartment complex in Niland, an isolated town in Imperial County. Ms. G's landlord posted a note on Ms. G's and Ms. G's neighbor's doors stating that their units were to be fumigated. Ms. G has numerous respiratory issues, and also has a cat, and said that she'd prefer not to have her unit fumigated. Ms. G said that her unit showed no sign of insect or other pest infestation. Ms. G said that she would prefer to handle pest control herself, as she could contract with pest control agencies to use chemicals/methods designed to be safe for Ms. G's (and her cat's) lungs. Ms. G told this to her landlord, but said her landlord told her that the fumigation was mandatory and that Ms. G would be charged \$25 per day that she refused the fumigation. After reviewing Ms. G's rental agreement, I was able to advise Ms. G that she was solely responsible for pest control under her contract, and that she was under no obligation to allow the landlord or anyone else into her apartment for fumigation purposes. Ms. G later did not permit the landlord's fumigators to enter her unit, and her landlord made no attempt to charge or otherwise harass Ms. G for doing so.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

PSA: 25

Provider: Bet Tzedek Legal Services

Counties: Los Angeles City

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

PSA: 26

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2012-2013**

**Quarter: 4**

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**Provider: Legal Services of Northern California**

**Counties: Lake and Mendocino**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 27**

**Provider: COUNCIL ON AGING**

**Counties: SONOMA**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 28**

**Provider: Legal Aid of Napa Valley**

**Counties: Napa**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2012-2013**

**Quarter: 4**

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**Provider: Legal Services of Northern California**

**Counties: Solano**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

Continued collaboration with Ombudsman Services of Northern California and Senior Legal Hotline.  
Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable.

**PSA: 29**

**Provider: Senior Legal Services**

**Counties: Senior Legal Services**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 30**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2012-2013**

**Quarter: 4**

**Provider: Dor v' Dor Senior Advocacy Network**

**Counties: Stanislaus**

Optional Success  
 Story(ies)/Case Summary(ies)

•We had our first fund raiser – the Senior Spotlight, a senior talent show, at the State Theatre. We raised approximately \$2500.  
 •We negotiated a settlement of an appeal from a trial we won in 2012 involving a life estate.  
 •We were able to settle a timeshare dispute with seniors who had thought they were selling their timeshare but actually purchased a new one. The company refunded all the clients' money.

Optional Information on  
 Collaboration with Other  
 Advocacy Groups

We collaborated with Project Sentinel on a possible elder discrimination case in a senior apartment complex in Newman. We did a site visit and reached out to the tenants to determine if the management was treating them unfairly.

We continue to work closely with the Ombudsman office and APS on elder abuse cases occurring in assisted and skilled nursing facilities.

We are getting a lot of requests for speaking engagements that target smaller groups on specific senior issues. We have been trying to educate seniors on how to execute a proper Power of Attorney and how to protect themselves from abuse when making them.

**PSA: 31**

**Provider: Central California Legal Services**

**Counties: Merced**

Optional Success  
 Story(ies)/Case Summary(ies)

JUNE 2013  
 83 year old disabled, home-alone client came into office in May with papers showing that her house had been foreclosed on in connection with a reverse mortgage transaction. After reviewing documents, advocate has determined that the foreclosure proceeding was initiated wrongfully. Advocate is currently representing client in litigation against the foreclosing bank, the reverse mortgage company and the loan servicer.

Optional Information on  
 Collaboration with Other  
 Advocacy Groups

None Stated

**PSA: 32**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

Fiscal Year: 2012-2013

Quarter: 4

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success  
Story(ies)/Case Summary(ies)

#1 - This past Monday our Salinas staff attorney Diana Leon was in court for an unlawful detainer (representing our client, a senior who had an elder abuse issues which best was addressed as a UD to remove his son (recently released from prison) and son's girlfriend from client's home in King City. What put this in motion is that our client came to Diana at our weekly King City outreach relating to her that his son, about 34 years old, showed up one day after he was released from prison stating that since son was client's only son, son "by right" was going to inherit client's house so he was moving in immediately. Through a series of steps over a month, son forced our client to move out of his own home into a travel trailer in the driveway with no water or electricity. A specific elder abuse restraining order wouldn't really address the issue, so we served a 30-day notice on son and when, he did move, filed an unlawful detainer.

We won by default, since the son did not show, even though he filed an answer that required a formal trial date be set by the court. Client states son has been moving out of the house for the past few days and we hope that by the sheriff serves the final writ of possession (the actual court order that will force the son out) son & girlfriend will actually be gone.

#2 – A client came to us for help with his residency (he had been served with an unlawful detainer (eviction) in a mobile home. Although our client's underlying case was not too strong (he did not have the correct income for the unit he lived in and actually should not have moved into the place he had) and he lost at the unlawful detainer stage, we helped him gain an additional 30 days after the UD was granted (when a losing tenant usually gets only 5 days before the sheriff removes tenants from a residence) through our preparation of a Stay of Writ of Possession. A Stay is generally not granted to just anyone – you have to prove a tenant's serious hardship to earn a stay of eviction from the court. In our case, our client has inoperable live cancer, is a disabled vet and was only until recently last year living in transitional veteran's housing. We prepared the Stay and it was granted ex part (without a hearing) by the judge. Our client now has a full month to move to another unit (which his VA case worker has already found for him) that is within his price range. We can't always bring a client to a 100% better solution to a problem, as with this client, but when a client is faced with a bad situation like this five-day countdown to an eviction, we can at least ease the burden they have to shoulder. Our client is now able to move his home to his new unit when it becomes ready at the beginning of August, he can also time that move around his chemotherapy sessions he is undergoing at the Palo Alto Vet's hospital.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Services for Seniors has collaborated with the Caregivers University for the past four years to present hour-long topics to seniors in English and Spanish. Topics deal with elder abuse, both financial and physical, consumer law, MediCare, estate planning and other topics.

LSS also participates each year with the Alzheimer's Association to present topics on these same topics elder law to family members and clients dealing with Alzheimer's disease.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2012-2013**

**Quarter: 4**

This year LSS was also asked to participate in meetings with the California Associates for Nursing Home Reform (CANHR) on elder abuse litigation. LSS and CANHR are planning to develop an educational workshop on elder abuse litigation we can bring to other legal aid organizations around the State to encourage those other legal aid groups to take on such litigation.

Locally, LSS participates with the Alliance on Aging, Meals on Wheels and Alzheimer's Association in providing a combined face of the organizations providing assistance to seniors. In May, LSS collaborated with these and other organizations to present a synopsis of the non-profit organizations to Monterey County Board of Supervisors during Elder Awareness Month.

**PSA: 33**

**Provider: Greater Bakersfield Legal Assistance, Inc.    Counties: Kern**

Optional Success  
Story(ies)/Case Summary(ies)

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated