

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

Fiscal Year: 2013-2014

Quarter: 3

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt & Del Norte

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

Non Stated

Optional Information on
Collaboration with Other
Advocacy Groups

Non Stated

PSA: 2

Provider: Legal Services of Northern California

Counties: Shasta, Lassen, Modoc, Trinity, Siskiyou

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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Quarter: 3

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba

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

Legal assistance hours for the quarter include 283.75 for Sutter County and 292.25 for Yuba County (576.00 total). Legal representation hours include 28.00 for Sutter County and 43.50 for Yuba County (71.50 total). Grand total of service units for the 3rd quarter of FY 13/14 total 647.50 hours.

The community education activities were three for Sutter County with 3.50 hours and three for Yuba County with 6.50 hours (10.00 total).

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

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Provider: Legal Services of Northern California

Counties: Yolo

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

Ms. A is a 64-year-old disabled woman who was late on her rent payment because she misplaced her rent check. She received a notice to pay rent or quit, but was unable to make it to the office to pay within the time allotted. She contacted our office after the apartment complex sent the case to legal counsel to proceed with an eviction. LSNC stepped in and asked the apartment owner for a reasonable accommodation -- that they permit Ms. A to pay rent now instead of proceeding with the eviction because of the hardship a move would cause. The LSNC attorney assigned to the case engaged in extensive negotiating with the opposing counsel and ultimately reached a settlement that enabled the client to remain in her apartment.

Mrs. H is 78 years old and disabled. She was living in a rental home with a roommate and they were splitting the rent. The roommate moved out without notifying her and she cannot locate him. She was unable to afford the full amount of rent on her own and fell behind. She was served with an eviction lawsuit and contacted Legal Services for assistance. LSNC negotiated a settlement with the landlord's attorney that provided for additional time for the client to move so she would not be homeless for a period of time. The client located an affordable rental unit and was able to move as agreed. The lawsuit was dismissed, preserving the client's good credit.

Optional Information on
Collaboration with Other
Advocacy Groups

LSNC staff holds office hours at the following locations:
Esparto: 1st Thursday of the month, every other month at RISE;
West Sacramento: 4th Thursday of the month at the Senior Center;
Knights Landing: 4th Tuesday of the month, every other month at The Center for Families (formerly YFRC);
Winters on the 1st Wednesday of the month, every other month at RISE;
Davis on the 1st Monday of the month at Grace in Action (housed at the Methodist Church).

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. LSNC also participates in the Woodland Senior Outreach collaboration, a group of providers who meet bimonthly.

Legal Representation: 55.40
Legal Advice/Assistance: 104.20
Community Education: 18.80
Special Outreach: 0

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| |
|---------------------|
| Total Hours: 178.40 |
|---------------------|

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Quarter: 3

Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sierra

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

January 2014

Advocates assisted a Placer Senior who had just learned that her sister – a retired engineer - had been removed from her home and placed in a facility. Mrs. B was notified by an out-of-California court that the county in which her sister resided was seeking a temporary conservatorship over her sister and her sister's assets. The County was searching for the next-of-kin or friends. Mrs. B knew something was very wrong because she had been in routine telephone contact with her sister and they had chatted about the bad weather on the East Coast where her sister lives. Mrs. B had just sent her sister a package of fresh California vegetables to get her through the cold weather. She did not know that her sister had fallen in her home and was so ill from the fall that she could not communicate with anyone. LSNC researched Mrs. B's rights as the next-of-kin and counseled her about how to communicate with the out-of-state court and the proposed temporary conservator. Mrs. B was able to provide important information to the court so that her sister could get the best treatment and care. Mrs. B was able to reach her sister's friends and let them know they too had a right to speak to the court on behalf of their friend. Mrs. B reports that her sister has recovered enough to be able to direct her own care and financial matters again and says: "Gam-sah-hahm-ni-da!"

February 2014

LSNC advocates assisted a retired senior who was facing the loss of her housing due to the loss of her ability to handle her affairs. LSNC was able to negotiate an extension of her lease giving her months of additional time to marshal her resources and work with service providers to find and move to more appropriate supported housing.

March 2014

LSNC assisted a Veteran obtain medical and mental health services. During the course of this assistance, LSNC also determined that the Veteran was eligible for Social Security Retirement income.

LSNC assisted another Veteran with obtaining CalFresh benefits pending his application for VA benefits and/or SSI.

LSNC assisted a client when a sick friend was left at her home by a relative. The relative had flown from another state with her sick friend. Mrs. E was lead to believe that her friend and his relative needed a place to stay while the relative arranged for housing and care for her friend. The relative stayed for less than two days. Mrs. E was physically unable to take care of her friend and took him to the hospital and called several of her friend's relatives for help. The relatives refused to take care of him or arrange for his care. The hospital discharged the friend back to Mrs. E's care despite the fact that she was clearly not in physical condition to take care of his needs. LSNC investigated the matter and learned that Mrs. E's friend had been placed under Guardianship by court order in another state. LSNC contacted the Probate Register in the county where the friend was conserved to confirm the guardianship (as it is

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called in that state) and get information to contact the Guardian. The Guardian who initially refused to cooperate was advised to seek legal advice about her responsibilities to her Ward or contact the Probate Registrar for assistance. The Guardian finally made arrangements for the proper care of her Ward. Mrs. E is still in contact with her friend as he recovers from his illness but is no longer at risk of a fall herself or of liability for her friend's care. Mrs. E has made sure that her friend has an attorney familiar with Guardianship/Conservatorship law to monitor his Guardian's activities and potentially terminate the Guardianship.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

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Provider: Sacramento Senior Legal Services

Counties: Sacramento

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

A senior contacted Senior Legal Hotline for urgent assistance with obtaining a legal document that would allow his daughter to act on his behalf during his impending surgery and hospitalization. The senior had only a couple of days before his surgery to authorize his daughter to act on his behalf. The senior did not understand what forms he would have to use or whether he would have to pay an attorney a large amount of money to receive assistance. The senior did not have the financial ability to pay an attorney. The same day the senior called Senior Legal Hotline, a Senior Legal Hotline attorney set up an in-person appointment with the senior and provided the senior with the appropriate legal forms. In addition to walking the senior through the forms, the attorney advised the senior of the precise step the senior would need to take to make the form official. Thanks to Senior Legal Hotline, the senior went into surgery knowing that he had perfected his daughter's legal right to act on his behalf while he was hospitalized. Senior Legal Hotline's assistance provided the senior with peace of mind and prevented the senior from experiencing financial exploitation.

A senior contacted Senior Legal Hotline for assistance because she thought she was going to receive an eviction notice. Senior Legal Hotline advised the client of her legal rights and options. In addition, Senior Legal Hotline conducted a public benefits screening and informed the senior that she was likely eligible for CalFRESH (food stamps). As a result of Senior Legal Hotline's assistance, the senior will be able to maintain her stable housing and will be receiving CalFRESH to ensure income security and nutrition security.

A very low income non-English speaking 72 year old was in need of safe, stable housing. She had been denied housing over and over again for reasons that were not clear to her because the notices were in English. She contacted Senior Legal Hotline for legal assistance. A Senior Legal Hotline attorney advised the client of the reasons she was being denied her right to receive the notices in her language and, most importantly, advised her that the reasons for denial were illegal. On the client's behalf, the Senior Legal Hotline attorney represented the client before one of the housing complexes and defended the client's right to be treated equally as English speaking prospective tenants. After months of representation, the housing complex agreed to provide information in the client's language, conceded that there were no valid reasons to exclude this senior and admitted the client as a tenant. Thanks to Senior Legal Hotline, the very low-income senior now has stable, safe housing and understands her right to receive information in her language.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 5

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Quarter: 3

Provider: Legal Aid of the North Bay

Counties: Marin County

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

A 67-year old woman with multiple physical disabilities came to legal aid for assistance after her landlord served a notice to evict her. The senior only had three weeks left to find housing before her time expired to transfer her Section 8 subsidized housing voucher. Legal Aid submitted a request to the Marin Housing Authority to grant an extension of time to the client to locate affordable housing which is in extremely short supply in Marin. Legal Aid also assisted the senior to timely file an Answer to her Landlord's Unlawful Detainer Complaint. With the additional time, the senior was able to find other housing and successfully transfer her housing voucher. The senior was able to move before the Unlawful Detainer Complaint went to trial. Legal Aid assisted the senior to file a letter with the court indicating that she had moved out and a letter with the landlord demanding that he dismiss the unlawful detainer case against her which the landlord agreed to do

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 6

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Quarter: 3

Provider: La Raza Centro Legal, Inc.

Counties: San Francisco

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

January Client: A monolingual Spanish speaking senior came to our Senior Clinic because she was experiencing habitability issues in her apartment. Her apartment lacked a heating system, which was negatively impacting her health. With our assistance, she notified her landlord in writing about the lack of a heater system and requested that a new heating system be installed after voicing her concerns and advocating for her rights. Her landlord granted her requests to an installation of heating unit and other amenities.

February Client: A monolingual Spanish speaking senior sought legal help at our Senior Clinic after she was served with an Ellis Act eviction notice. We were able to assist her with raising her protected class status, granting her a one year extension of the date of withdrawal. The client was also subject to several acts of harassment by the landlord after the client decided to stay in the unit for 12 months (based on the special condition as a senior and disabled resident of San Francisco). Additionally, with our help, she was granted \$75,000 in relocation payments as part of a mutual settlement agreement.

March Client: A Spanish speaking senior came to our Senior Law Clinic because she was a victim of ID theft and allegedly had a credit card debt for \$4,137.23 plus attorney's fees making a total of \$6,137.23. As a result of this debt she got a default judgment against her. She said that this debt was not hers because she never got a credit card. With our help, the client was able to file an ID theft affidavit with the creditors. We also helped out client file a credit alert on her credit report. We were able to negotiate a settlement agreement for the client with the opposing party's attorney in order to settle the case so the entire case was dismissed.

Optional Information on
Collaboration with Other
Advocacy Groups

We had a very busy Winter 2014. Ellis Act evictions continue to be a major concern for our community members affecting families and seniors from different backgrounds, income, race or cultural ethnicity. So far, no legislative change has been passed in order to further protect the tenants affected by this issue.

We provided presentations and Q&A sessions on public benefits, housing, consumer fraud and estate planning for a diverse group of seniors including Hispanic and Filipino community.

We keep participating actively 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, but keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it.

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: Asian Americans Advancing Justice Asian L
Law Center Counties: San Francisco

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

We received a referral from the Filipino Community Center regarding three seniors facing an eviction. AAAJ-ALC staff visited them in their Excelsior home, which sits on the bottom floor behind the garage of a single family property. Their home is a very small makeshift illegal in-law unit. The main access to the front is through the garage door. Two of the seniors, who are siblings, had been living there for two years. The third housemate moved in a year ago. They are a very low-income household and have lived in various in-law units in the area for many years. The owner wrote them a letter explaining that her daughter would be moving into their space and gave them a month to move out. I advised them on how this violated their tenant rights. They were entitled to at least two months of advance notice and relocation compensation of over \$15,621.

We were able to have the owner voluntarily retract the eviction and give the seniors more time to find another place. They know the owner, who is a Filipina who rents out a handful of properties in the area, and did not want to leave this on acrimonious terms.

Optional Information on
Collaboration with Other
Advocacy Groups

None to report this quarter.

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Provider: Asian Pacific Islander Legal Outreach

Counties: San Francisco City and County

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

One of our cases this quarter involved a client in a low-income senior housing unit. The client, 82 years old, was being forced out of her home despite the fact that she had not committed any wrongdoing. The UD was based on an altercation that occurred between her granddaughter and a front desk clerk. The front desk clerk had apparently harassed the pregnant granddaughter, and when the granddaughter defended herself, the case was brought against the grandmother despite the fact that the grandmother had no knowledge of any alleged wrongdoing. Through the negotiation process, we were able to secure a stay for the grandmother without any negative consequences regarding her housing. Furthermore, because the granddaughter felt that she had been assaulted by the front desk clerk, we were also able to protect her rights to pursue an action against the clerk, which is typically not included in any stipulated agreement.

Optional Information on
Collaboration with Other
Advocacy Groups

A growing issue in San Francisco is the displacement of seniors, poor folks and people of color due to gentrification. It is no surprise that property value and interest in San Francisco has grown tremendously and has caused landlords to make every attempt to evict tenants so that an affordable building can be flipped over for more profits.

API Legal Outreach has joined the City's effort in assessing the housing problem and developing strategies to stop the evictions, preserves affordable house through development of some form of comprehensive housing reform. While we played a small role in housing work, senior represents 40% of our callers in San Francisco. We have hired another housing attorney name Jason Truong to work with Maria Segarra to address these concerns.

Provider: Legal Assistance to the Elderly

Counties: San Francisco

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

Client is a Cantonese speaking woman in her late 70's. She was served a summons & complaint in a non-payment eviction during an extended stay in the hospital. A default judgment was entered against her and she was posted by the Sheriff. We stepped in to represent her and negotiated a settlement which permitted her to remain in her unit.

Optional Information on
Collaboration with Other
Advocacy Groups

On February 27th our Executive Director attended a "Veteran's Summit" convened by the Bar Association of San Francisco's Justice & Diversity Center. Attendees included a variety of non-profit and government programs which provide both legal and non-legal services to veterans, including of course the Veteran's Administration. The purpose of the meeting was to develop a coordinated strategy for serving veterans.

PSA: 7

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Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

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

This quarter, we represented a Pittsburg client who was sued by a credit collection agency for \$15,000. In 2009, our client had agreed to cosign for her grandson in Texas for a long-haul trailer. He stopped making the payments a year later and returned the trailer. But the creditor sold the debt, and eventually a collection agency in Sacramento bought the debt and sued our client. She was 91 and ill and had no ability to pay. We represented her at trial and won on the grounds that she was not advised of her rights as a cosigner prior to entering into the contract, as is required under California law.

We also represented a Discovery Bay woman whose son and granddaughter moved into her home with their partners and intimidated, abused and harassed our client until she had to flee for her own safety. We filed four restraining orders and kick outs, which effectively removed the family members from the home. We are in the process of seeking to make the orders permanent and restoring our client to her home.

Finally, we are advising a Martinez senior about a dispute he is having with a major retailer. He bought a dishwasher which was supposed to be installed by the retailer. It fell out of the cabinet the first time our client used it, but the retailer refuses to correctly install it our refund our client's money. We are advocating on our client's behalf and hope to resolve the matter shortly.

Optional Information on
Collaboration with Other
Advocacy Groups

We have collaborated this quarter with JFK and their Elder Law program. We are discussing possible collaborative clinics for seniors. We also met with a group whose goal is to educate seniors about Advanced Health Care Directives.

PSA: 8

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Quarter: 3

Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

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

Roger hired a contractor to repair the leaky roof on his modest home. Roger was anxious to get his roof repaired before the rains came and agreed to the contractor's fee of \$35,000 in order to get the roof fixed in two weeks. The contractor began the repairs but took months longer than the two weeks he had originally said it would take. During this time the contractor left Roger's home exposed to leaks, and when it rained there was damage to the walls, floors and furnishings. Roger was forced to hire another contractor to finish the repairs. His resources drained by having to pay for the work twice, Roger turned to Legal Aid's Senior Advocates for help. One of our volunteer Emeritus Attorneys helped Roger file a claim against the contractor's performance bonds required by the State Contractors Licensing Board. To Roger's surprise, the bond company sued him to get a declaration that they didn't owe him the money. Roger had to respond or risked losing his claims on the bonds. The Emeritus attorney not only helped Roger respond to the complaint, he also assisted Roger to file a cross-complaint against the bond company and respond to numerous discovery requests that the insurance company lawyers sent to him. After almost two years of litigation, the bond company dismissed its action and settled with Roger in a confidential agreement.

Mr. and Mrs. Tiller's only source of income is Supplemental Security Income (SSI). The couple speaks limited English and when their SSI was reduced in 2012, they couldn't read the letters they received and assumed Social Security had just made a required adjustment. It wasn't until almost two years later that they learned that the letters had explained that they had been overpaid SSI and that part of their SSI check would be withheld every month in order to repay the overpayment. They came to Legal Aid to find out if there was anything they could do after so much time. Legal Aid recognized that their overpayment was incorrect and they should never have had to pay back that money. On their behalf, Legal Aid submitted an appeal explaining that the English notices stopped the couple from understanding the action and that Social Security's original decision was incorrect. Based on the work of Legal Aid, the Tillers won their appeal and they have had more than \$3600 in overpayment repayment returned to them.

Optional Information on
Collaboration with Other
Advocacy Groups

The Senior Advocates attorney is working with the Ombudsman program on scheduling quarterly meetings so that we can stay informed about each other's work and make referrals when appropriate. Senior Advocates is working with the District Attorney's office to develop a better referral process and with the Probate Investigators to schedule training for their staff. We are working with both offices to determine whether Legal Aid should join the re-formed multidisciplinary team dealing with elder abuse cases in the county.

We continue to participate in the Adult Abuse Prevention Committee's Theater of the Oppressed project. We are working with HICAP and the Health Plan of San Mateo to serve clients who are enrolling into the new CalMediConnect plan.

PSA: 9

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Provider: Legal Assistance for Seniors

Counties: Alameda

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

Legal Assistance for Seniors successfully erased an erroneous debt of over \$10,000 for Mr. D, an 86-year-old SSI recipient. Several years ago, Mr. D separated from his wife, and moved into a separate housing unit that was in the same building as the home he used to share with his wife. Because Mr. D was no longer sharing a household, he reported this change to the Social Security Administration and was able to receive an increase in his SSI benefit.

However, once Social Security found out that the address of his new unit was the same as his wife (although he was living in his own individual unit), they believed that Mr. D was being dishonest about his housing arrangement and was still sharing a household with his wife. As a result, Mr. D was asked to repay over \$10,000 in SSI benefits.

Legal Assistance for Seniors assisted Mr. D in filing a request for waiver, which explained the confusion with his living arrangement and asked that the overpayment not be collected. After communicating with Social Security about Mr. D's case and assisting him in submitting additional statements requested by Social Security, Mr. D's waiver request was accepted, and his \$10,000 overpayment was dismissed.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with 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 also maintains collaborative relationships with 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 County

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 3rd Quarter of 2013-14, 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 2013-14, SALA attorneys also participated in the February and March meetings of the Elder Abuse Task Force of Santa Clara County, the February meeting of the Santa Clara County Housing Task Force, the February meeting of the Public Benefits Task Force, and the March meeting of the San Jose Fair Housing Consortium.

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

Optional Information on
Collaboration with Other
Advocacy Groups

None

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz & San Benito

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

SCLS continued to provide high quality legal services to seniors who need adequate healthcare, housing, and income. The Third Quarter Report indicates that SCLS is on target to meet all of its contract goals in this regard.

SCLS continued in the 4th Quarter of a six Quarter grant collaboration with Watsonville Law Center, Legal services for Seniors (Monterey County), and Community Actions Board in implement the "Home Again" grant program helping Santa Cruz seniors to secure stable income and housing now and into the future.

SCLS represented disabled child/parent 60+/90+. Clients contacted SCLS after receiving an Eviction (Unlawful Detainer). Clients had been living at the same residence for 25+ years and receiving public housing assistance. Clients have been informing landlord for a year of worsening conditions of the property. The property failed housing inspection and the clients were about to have their assistance terminated. SCLs negotiated with Housing Authority to keep clients in program while litigating the issue, thus keeping the protections of Housing authority contract valid for clients. SCLS filed two motions, a Durrer for the lack of 90-day notice to terminate the public assistance housing and a Motion to Quash service for defective service for one of the clients. SCLS received affirmative judgments for both motions and the Unlawful Detainer was dismissed. Housing inspectors placed a "red tag" upon the property and the clients moved to a new housing situation. SCLS continues to assist clients in receiving relocation assistance to help offset the costs incurred for the move.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 14

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Provider: CENTRAL CALIFORNIA LEGAL SERVICES, I **Counties: FRESNO & MADERA**
NC

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

Optional Information on Collaboration with Other Advocacy Groups

PSA: 15

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

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

Optional Information on Collaboration with Other Advocacy Groups

Provider: Central California Legal Services, Inc. **Counties: Tulare County**

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

Optional Information on Collaboration with Other Advocacy Groups

PSA: 16

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Provider: California Indian Legal Services

Counties: Inyo & Mono

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

An elder client contacted us for assistance with rental documents she did not understand. The client's new landlord had provided her with two leasing documents for signature and return. With our assistance we thoroughly reviewed the rental documents and advised the client against signing both documents as they were fundamentally different from each other – one was a long-term lease and the other was a month-to-month lease. In addition, there were a number of conflicting provisions between the two leases. The differences were outlined and explained to the client. Armed with this knowledge, the client was able to discuss the lease of her choosing with the landlord and executed one lease. The client has since moved into her new home.

An elder veteran contacted our office for assistance regarding VA pension overpayment and ensuring the client will still have income for basic living needs. The client was overpaid and the VA wanted to recoup the overpayment by discontinuing pension benefits until the overpayment was repaid. After conducting research we contacted the regional VA office on the client's behalf to discuss further. After several calls/meetings later it was determined that while the client would need to repay the overpayment it can be done in payments so that no undue hardship is placed on the veteran.

We assisted several elder clients this quarter in assessing their estates, providing legal advice on protecting their assets including providing power of attorney, simple will and advance health care directive services.

Optional Information on
 Collaboration with Other
 Advocacy Groups

None Stated

PSA: 17

Provider: Not Provided

Counties: Not Provided

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

The Project Director represented an 80 year old woman at an Elder Abuse Restraining Order hearing and successfully obtained the restraining order against her granddaughter and grandson-in-law who she paid and offered free living accommodations in her home and they were abusive (verbally and financially) and neglectful.

Optional Information on
 Collaboration with Other
 Advocacy Groups

The Director attended the following meetings:
 Adult Abuse Prevention Council—JAN, FEB
 Adult Services Policy Council—JAN
 Human Services Network—
 The Project Director also met with the entire staff of Adult Protective Services to talk about the services offered by Senior Legal Services Project and referrals from APS.

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PSA: 18

Provider: Grey Law of Ventura County Inc

Counties: Ventura

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 19

Provider: Bet Tzedek

Counties: Los Angeles

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 20

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Fiscal Year: 2013-2014

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

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

Case Story 14E-8009688:

The client is a 92 year old residing in a Long Term Care Facility. His daughter has Power of Attorney. She applied for Medi-Cal for her father in October 2013. San Bernardino County denied the Medi-Cal request because she had failed to provide verification of her father's pension income, verification that her father no longer had Kaiser health coverage and that the Hartford Insurance amount being deducted from her father's checking account was for auto insurance and not health or life insurance. The ICLS advocate explained the State Administrative Hearing process to the daughter and told her to ask for a hearing. The advocate further agreed to investigate the County's action and the Medi-Cal regulations as they applied to her father's case.

After the daughter provided the missing verification the advocate was able to negotiate an agreement with San Bernardino County. The County rescinded the denial and authorized Medi-Cal Benefits effective October 1, 2013 forward.

The client's income is approximately \$1,600 per month. The California Median Nursing Home Rate is \$6,813 per month. The minimum Nursing Home rate is \$4,623 per month. Medi-Cal will be paying approximately \$3,000 to \$4,500 per month of the client's nursing home costs. If the base cost of the client's nursing home is \$4,500, this will save the client approximately \$3,000 per month in expenses.

Case Story 14E-7008561:

In October 2013 a very frail 95 year old requested ICLS assistance regarding a medical bill. American Medical Response (AMR) had been hounding her since May 2013 for a balance of \$140 for oxygen that was never administered. The client became very ill early in 2013 and was rushed to the hospital by her son. The doctor who attended her instructed that she be taken by ambulance to Loma Linda Hospital and that she be administered oxygen on the way. The client was feeling better and the Emergency Medical Technician (EMT) informed her that she really didn't need the oxygen.

The client contacted AMR several times by phone and in writing requesting that they check their records. Instead of crediting her account, AMR began billing her for transportation charges in the amount of \$140. The advocate advised the client not to pay the bill and sent a letter to AMR in the client's behalf demanding that they credit her account. The client recently informed the advocate that she had not received any more bills or demands for payment and thanked the advocate again for assisting her. She had used the services of ICLS in the past and is very grateful for the services that ICLS provides to seniors.

Case Story 14E-7000838:

A 76 year old Spanish speaking senior with very bad eyesight requested ICLS assistance regarding an outstanding debt of \$8,816.88. Ford Motor Credit had repossessed and sold his vehicle and was now billing him for the difference. The client was concerned that his credit report would prevent him from purchasing a mobile home for he and his wife. They had recently sold their home because it was too big

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for them and they wanted a smaller place.

He had \$4,500 and wanted assistance in negotiating a settlement. The advocate advised the client that because he had recently sold his home and was also in the process of buying a mobile home this information will appear on his credit record and if the collection agency ran a credit report it could affect the amount that they would be willing to settle for. The advocate contacted the collection agency on the client's behalf and offered \$4,500 as payment in full but the offer was denied. After informing the collection agency that the client's income was exempt from enforcement of judgments and that they would be unable to collect from his Social Security Income, they agreed to a settlement of \$7,000 as payment in full with \$4,000 down and monthly payments of \$100 and the client would not be charged any interest or fees. The client avoided a lawsuit and a possible judgment entered against him. Additionally he avoided any additional interest from accruing. The client was very grateful to ICLS for assisting him with this matter.

Case Story 14E-7000105:
In February 2014 a 70 year old Spanish speaking senior requested assistance regarding a collection letter she had received in December 2013 demanding payment of \$642 for an outstanding debt from Citibank. Even though the client was able to communicate with the ICLS advocate it was determined that she had limited English proficiency. The client did not understand why she owed Citibank money; she had never had an account with Citibank. She always paid her bills on time and had excellent credit.

The client informed the advocate that in 2001 she had purchased a ring from Zales on approved credit but could not recall if Citibank was involved, besides, she had returned the ring the same day for credit and her account was closed. Unfortunately the client no longer had any documentation proving she had returned the ring and was issued credit. The advocate advised the client that even though she no longer had documentation that the ring was returned, the debt was still barred by the Statute of Limitations. The advocate advised the client that under the Debt Collection Practices Act (FDCPA) the collection agency was required to provide her with "Validation" of the debt within 30 days, providing her request was in writing.

Within 30 days of requesting "Validation" of the debt, the advocate received written confirmation from the collection agency that they had closed the client's file. When the advocate advised the client that her file had been closed because they had been unable to "validate" the debt, the client was relieved and very grateful for the assistance she had received from ICLS.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

California Legal Services (Title III B)
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Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

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

Case Story 14E-4000135:

The client is a 60 year old monolingual Spanish speaker who sought help because she needed assistance in finalizing a default judgment for her divorce case. Her monthly income is \$595 from SSDI. She has suffered one heart attack and two seizures (one of which caused her to be in a coma for a month), among other medical conditions.

The client has three children with her husband and describes her marriage as very abusive, physically, emotionally and verbally on a daily basis. After ten years of marriage the client found out that her husband was a cocaine addict. She explained to the advocate that he would not allow her to work or go to school – she was only allowed to go to the store to buy groceries. Once they immigrated to the U.S. she said that although she was not allowed to work or go to school she watched lots of television and learned about domestic violence. She realized that what she was living with was not normal. She finally moved from L.A. County to Riverside County. She found a job as a cook in a school district and then moved on to work at a local hospital in the deli department where she met a lady who offered her a job in the food department at grocery store.

After separating from her husband and working the client was able to buy a house on her own. Her husband Quit Claimed the property to her. The husband has no income because his unemployment benefits and extensions ended and he will not look for a job. The client feels sorry for him and continues to allow him to use a room in her house even though their children did not like him – she did not want him to bother the adult children or his elderly mother.

In her initial documents the client requested the house as her separate property and his separate property is a 1994 Mercury Sable. There are no community assets or debts to be divided. The ICLS advocate assisted the client in completing a Default Judgment and listed separate properties respectively, termination of Spousal Support for Respondent (the husband) and Reserved Spousal Support for the client. She thanked ICLS for the services provided as she would have been as a monolingual Spanish speaker she would have been unable to proceed with her legal documents without a translator accompanying her to the Family Law Facilitator. The Court does not have sufficient resources to help someone in her situation.

Case Story 14E-4001318:

The client is a 69 year old female who saw an ICLS advocate at the Desert Hot Springs Multi-Service Center senior outreach site. She wanted to find out the status of her mobile home registration and was worried about it. The client had bought the mobile home in 2004 but never registered it in her name. . She had suffered a stroke in 2008 and never followed through with completing registration and now the registered owner had passed away.

During the interview the advocate agreed to contact Housing and Community Development (HCD) to find out what the client could do to get the mobile home registered in her name. The advocate contacted

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HCD and provided them with the name of the registered owner. The HCD representative determined that the client had a pending application with HCD from 2008 and had made a \$100 payment towards the registration fees. It was explained to the client that according to HCD she needs to first payoff monies owed - \$781 in registration fees (HCD was willing to take payments) before they will transfer the mobile home into her name. Once she has paid the fees she will need to fill out (1) Original Title or Request for Duplicate Title, (2) Multi-Purpose Transfer form, (3) Certificate of Retail Value form and obtain the registered owner's wife's Death Certificate which the client said she had.

The client was relieved after the call because she thought that she would be in trouble for not making any payments since 2008 and was reluctant to contact HCD initially. She now felt confident that she would be able to register the mobile home in her name.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 22

California Legal Services (Title III B)
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Quarter: 3

Provider: Legal Aid Society of Orange County

Counties: Orange

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

This quarter we represented in an eviction case a woman who is age 93 and legally blind. She was being evicted from her apartment. Fortunately, her daughter was assisting her and helped to safely relocate her. The client was late on a rent payment because of a problem receiving her Social Security benefits. Although she had lived in the complex for 7 years, the landlord refused to accept payment offered by her daughter. The client moved out and we unsuccessfully attempted to settle the case. The hearing was continued twice and was transferred from the court's unlawful detainer calendar to the civil calendar following client's move. A judgment was entered for money damages for the landlord.

We also represented a client in a collection case. Client's son was served with the lawsuit while client was in a hospital on a ventilator. After discussing client's health situation, we reached an agreement under which the plaintiff would dismiss the lawsuit. Before we could complete the agreement, the client died. Plaintiff proceeded with the dismissal of the lawsuit.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to hold a monthly SSI Clinic, working with law students from UCI. At the beginning of the semester, we held a training at the Law School for students who would be working in the Clinic during the semester. We also delivered, together with attorneys from the National Senior Citizens Law Center, a presentation on SSI issues at the annual conference of the American Society on Aging, held in San Diego.

In March, we attended a meeting of the Model Approaches/Senior Legal Services Providers Committee meeting in San Francisco.

We have also met several times with the Orange County Court and other concerned organizations regarding the effect of transferring Elder Abuse TRO cases from the Family Law Court to the Probate Court. We have worked with the court, law schools, service providers and the Orange County Bar Association in seeking to establish an Elder Abuse TRO Clinic to be held at the court twice per week.

PSA: 23

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Quarter: 3

Provider: Elder Law & Advocacy

Counties: San Diego

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

A 63 year old senior who is severely disabled and has a disabled license and handicapped placard called Elder Law & Advocacy. When the senior moved into the apartment complex, the senior was not aware of the parking situation. They gave the senior a parking spot far away from the apartment unit where the senior was going to reside in. The senior contacted the property management company on several occasions to ask for a closer parking spot because it was too far for the senior to walk to. The senior noticed that there were vacant parking spots available that were much closer to the senior's apartment unit. Unfortunately, the property management company was unresponsive. Elder Law & Advocacy's attorney researched the law and found an example provided by the Housing and Urban Development as to reasonable accommodations and gave the information to the senior as the legal services were being provided. The senior then went to property management company with the information that the attorney gave to the senior. The property management company's only response was that they could put the senior on a waiting list or that the senior could move to another unit in the apartment complex. The attorney then spoke to the senior again to discuss the situation and came to the conclusion that neither those options were viable or reasonable for the senior according to the Americans with Disabilities Act. Finally, the senior then felt empowered after talking to the attorney and spoke to the property management company one last time. The senior was successful the second time around because the property management company reevaluated the request and provided the senior with a new parking space that was considerably closer to the senior's apartment unit.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER

PSA: 24

Provider: Elder Law & Advocacy

Counties: Imperial

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

NOT APPLICABLE FOR THIS QUARTER.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

PSA: 25

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Fiscal Year: 2013-2014

Quarter: 3

Provider: Bet Tzedek

Counties: Los Angeles

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 26

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

1) Certificate of Participation for Maria Keene, "Abuse in Later Life" cross training for victim service providers, Senior Advocacy Services, Ombudsman
2) Connect with PEP Housing resident coordinator in support of new senior residence, "Kellgren" on South McDowell Blvd, Petaluma. Identify need for resident legal services.

PSA: 28

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Quarter: 3

Provider: Legal Services of Northern California

Counties: Solano

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

1. A client who received food stamps came to our office seeking assistance on challenging her low food stamp benefit. Our client was a legal permanent resident, attempting to obtain citizenship at that time. She recently lost her job, and her only source of income was from unemployment benefits. Because of her limited income it was strange that her food stamp allotment was so low. The client could not support herself on her limited income.

We discovered that the County improperly applied their rules regarding legal permanent residents, and miscalculated her benefits. We appealed, and through negotiating with the County we were able to triple her food stamp allotment. Through our work, we also educated her on her rights as to government benefits, which were not explained to her when she applied. Our client now can concentrate on finding a new job. However, she no longer has to be concerned with rules regarding legal permanent residents, as our client recently became a United States Citizen.

2. An eviction case was filed against a client living in a senior apartment complex. The complex accused the client of hoarding. Our client lived on a low fixed income, and she could not afford another apartment at the low rent she paid. She came to our office afraid of being admitted to a nursing facility. Further, she did not want to lose the memories and belongings that she kept over the years.

We agreed to represent the client, and filed several motions in order to dismiss the case. Through our persistence, we were able to negotiate a settlement with the apartment complex that allowed our client to continue living at her apartment. Not only did we preserve our clients housing, we fulfilled her wish to live independently. Also, in our settlement we allowed her to keep her important belongings, and free herself from many unnecessary household items she kept. As a result, her apartment is more organized and she can live without fear of being placed in a nursing home.

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.

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 other than this for some unknown reason. Senior Service Providers/Seniors

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Quarter: 3

Provider: Senior Legal Services

Counties: El Dorado

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 30

Provider: Dor v' Dor Senior Advocacy Network

Counties: Stanislaus

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

- We were able to settle clients concern with a rent overpayment. The Senior thought she overpaid \$20. After we asked for an audit, it determined that the client actually overpaid \$500.
- Senior was billed for air conditioner service, however the service requested was not done and other services were performed that the senior did not request. We were able to get the bill dropped and company serviced the AC as originally requested by senior free of charge.
- We were able to assist senior with fines regarding a ticket he had received in 2013. All charges and fines were dropped.
- Senior was being evicted from home after living in home for over a year. Senior was not given the correct 60 day notice as required. We were able to get senior more time to stay in their home.
- Senior's application for low income housing was denied because of bad credit. We contacted the management company and gave them information that the senior had been a victim of identity theft and the management reversed their holding and approved her application.

Optional Information on
Collaboration with Other
Advocacy Groups

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

PSA: 31

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Quarter: 3

Provider: Central California Legal Services

Counties: Merced

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

JANUARY

CCLS case no. 13E-3013265:

Client called into CCLS Merced office seeking assistance in having her son removed from her home. Attorney met with Client, and she explained that her son was not only verbally abusive, but had taken her car without her permission, and drove it into her hedges while intoxicated. Client explained that her son has problems with alcohol and depression. Attorney agreed to represent Client in court, and proceeded to draft and file the require documents for an Elder Abuse Restraining Order that would compel her son to move out of the home. Over the holiday season however, Client had a change of heart and decided she no longer wished to remove her son from the house. On advice and with the assistance of Attorney, Client modified her restraining order request to ask for one that allows her son to continue living on the property, but requires that he not harass, assault, strike, stalk, or otherwise disturb the peace of Client. Attorney went before Judge Donald Proietti of the Merced Superior Court, and the requested order was issued.

FEBRUARY

No Case No. (walk-in):

Client walked into CCLS Merced office, and told intake staff that she was being sued in relation to her involvement in an auto accident. Client met with Attorney, who was going to tell her that our office doesn't handle auto accident cases. However, Attorney noticed that Client was attempting to defend herself in court pro se (without an attorney), and that a hearing was already set for the next week which could potentially decide her case. Attorney asked to make sure that client didn't have an auto insurance carrier at the time of the accident that would be liable to step in and pay for damages. Client said that she did, and Attorney explained to her that they needed to get her insurer involved immediately, and that no one with insurance defends their our auto accident case. Attorney immediately made contact with a litigation manager of Client's auto insurance carrier, and the two of them were able to obtain a dismissal of the lawsuit filed against client by opposing counsel.

MARCH

CCLS Case No.: 14E-3001345

CCLS received a call from Client's daughter, who was referred to our office after calling Merced AAA. Client was a 78-year-old Senior citizen in Merced County, and had just been admitted to the Merced Hy-Lond rest home. One of his daughters contacted us to enquire about powers of attorney or any other documents that he might want to execute in anticipation of losing consciousness and/or mental capacity. After confirming with the client that that this was his wish, Attorney promptly made an appointment and arrived at the Hy-Lond center that day. After meeting with Client and family members around his bed, Attorney advised client, assisted him in making a durable power of attorney appointing the daughter who called, and notarized the document. After the service was completed, Attorney received a very grateful "thank you" message on his voicemail from the Client's daughter.

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Optional Information on
Collaboration with Other
Advocacy Groups

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|------------------------------------------------------------|
| JANUARY Attended monthly AAA Advisory Council meeting. |
| FEBRUARY Attended monthly AAA Advisory Council meeting. |

PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

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

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| The State Bar Certified Law Student program allows law school students in at least their second year of law school to become "certified" where the student, under the direction of a supervising attorney, can counsel, assist and represent clients in not only law office settings but in court as well. Our certified law student, under the direction of Kellie D. Morgantini, Executive Director, represented a client recently in Monterey County Superior Court from their initial client interview to the court hearing where restraining orders against our clients' two sons was obtained. Not only was our restraining order client given the physical protection she needed, but our law student gained invaluable experience in representing a senior in an important court proceeding. It is our goal to train and use as many of qualified law students as we can to leverage our ability to help as many people and to instill in those law students the value of the work performed Legal Services for Seniors. |
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Optional Information on
Collaboration with Other
Advocacy Groups

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| Legal Services for Seniors continued to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center and other agencies and organizations. |
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PSA: 33

Provider: Greater Bakersfield Legal Assistance, Inc.

Counties: Kern

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

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| None Stated |
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Optional Information on
Collaboration with Other
Advocacy Groups

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| None Stated |
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