

Iowa Department of Elder Affairs

Title IIIB Legal Assistance Program

Activity Report
for
SFY 2008

Prepared from data submitted by legal providers and
Area Agencies on Aging

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Introduction

The legal needs of older Iowans are very real and often entwined with other issues that first come to the attention of the aging network. Legal assistance issues are present when questions arise over shelter, adequate food, services, public benefits, and independence. The legal concerns can come in the form of landlord/tenant frustrations, housing violations, advance directives, guardianship, mental health commitment, wills, resident's rights, individual's rights, appeals for Medicaid or Medicare, protection from elder abuse, pursuit of consumer fraud and scams and age discrimination. The aging network legal providers, funded in part by the Older Americans Act dollars, respond to these types of issues and are a valuable resource to those older Iowans who find themselves in situations where legal advice or assistance is needed.

Under the Older Americans Act (OAA), the term legal assistance means legal advice and representation provided by an attorney to older individuals with economic or social needs and includes...counseling or other appropriate assistance. Paralegals or legal assistants under the direct supervision of licensed attorneys can also provide assistance. Legal assistance has been a priority service since 1975 when they were first created under the OAA. The 2000 amendments retained legal assistance as one of the three categories of priority services under Title III, Part B, Supportive Services. Priority services must be funded by each Area Agency on Aging in an adequate proportion. Iowa determined that the minimum adequate proportion is 3%.

The Iowa Title IIIB Legal Assistance Program serves persons 60 years of age and older by providing legal advice and representation, information and education and referrals in civil legal matters throughout the state. The role of this program is to identify and serve the legal needs of those older people who are most vulnerable due to social and/or economic circumstances, particularly those who are frail, isolated and/or minorities.

Another piece of the legal assistance program is found in Title III and VII of the OAA. Under Title III, each state is required to assign personnel (one of which is to be known as legal assistance developer) to provide state leadership in developing legal assistance programs for older individuals

throughout the state. (OAA §307(a) (13). Iowa's Legal Assistance Developer is Deanna Clingan-Fischer, JD.

In Title VII, each state must provide a State Legal Assistance Developer and the services of other personnel sufficient to ensure:

1. Leadership in securing and maintaining legal rights of older individuals;
2. Coordination of the provision of legal assistance;
3. Provision of technical assistance, training, and other supportive functions to area agencies on aging, legal assistance providers, ombudsman, and other persons as appropriate;
4. Promotion of financial management services for older individuals at risk of conservatorship;
5. Assistance to older individuals in understanding their rights, exercising choices, benefiting from services and opportunities and maintaining the rights of older individuals at risk of guardianship; and
6. Improvement of the quality and quantity of legal services provided to older individuals

In an effort to highlight the work of the Older Americans Act Title IIIB legal assistance network in Iowa, the Department of Elder Affairs began collecting data from Area Agencies on Aging and the legal providers. This report provides a summary of Units of service, Clients served, Client demographics by minority, economic need, social need and age, Types of cases handled, Level of service provided to each client, Community education presentations, Emerging issues and unmet needs and Outcomes-case summaries.

LEGAL SERVICES FUNDED UNDER TITLE IIIB OF THE OLDER AMERICANS ACT



Area 1 & 8

Iowa Legal Aid
799 Main Street, Suite 280
Dubuque, Iowa 52001
(563) 588-4653 or
1-800-942-4619

Area 2, 5 & 12

Iowa Legal Aid
600 1st St., NW, Suite 103
Mason City, Iowa 50401
(641) 423-4651 or
1-800-392-0021

Area 3 & 4

Iowa Legal Aid
520 Nebraska Street
Suite 337
Sioux City, Iowa 51101
(712) 277-8686 or
1-800-352-0017

Area 6 & 7

Iowa Legal Aid
607 Sycamore Street
Suite 708
PO Box 2673
Waterloo, Iowa 50704
(319) 235-7008 or
1-800-772-0039

Area 9

H.E.L.P. Legal Assistance
736 Federal Street
Suite 401
Davenport, Iowa 52803
(563) 322-6216

Area 10

Martha Quint
Attorney at Law
118 3rd Avenue, SE
Cedar Rapids, Iowa 52401
(319) 366-7675

Area 11

Drake University Legal Clinic
2400 University
Des Moines, Iowa 50311
(515) 271-3851

Iowa Legal Aid
1111 9th Street, Suite 230
Des Moines, Iowa 50314
(515) 280-3636 or
1-800-532-1503

Area 13

Iowa Legal Aid
532 1st Avenue, Suite 300
Council Bluffs, Iowa 51503
(712) 328-3982 or
1-800-432-9229

Area 14

Iowa Legal Aid
1111 9th Street, Suite 230
Des Moines, Iowa 50314
(515) 280-3636 or
1-800-532-1503

Area 15

Iowa Legal Aid
112 East 3rd Street
Ottumwa, Iowa 52501
(641) 683-3166 or
1-800-452-0007

Area 16

Iowa Legal Aid
430 Iowa Avenue
Iowa City, Iowa 52240
(319) 351-6570 or
1-800-272-0008

IOWA AREA AGENCIES ON AGING (AAA) NETWORK



Area 1

Northland AAA
808 River Street
Decorah, Iowa 52101
(563) 382-2941 or
1-800-233-4603

Area 2, 5 & 12

Elderbridge AAA
22 N. Georgia, Suite 216
Mason City, Iowa 50401
(641) 424-0678 or
1-800-243-0678

Area 3

Northwest Aging Assoc.
2 Grand Avenue
Spencer, Iowa 51301
(712) 262-1775 or
1-800-242-5033

Area 4

Siouxland Aging Services,
Inc.
2301 Pierce Street
Sioux City, Iowa 51104
(712) 279-6900 or
1-800-798-6916

Area 6 & 7

Hawkeye Valley AAA
2101 Kimball Avenue,
Suite 320
Waterloo, Iowa 50702
(319) 272-2244 or
1-800-779-8707

Area 8

Scenic Valley AAA
3505 Stoneman Road,
Suite 4
Dubuque, Iowa 52002
(563) 588-3970

Area 9

Generations AAA
935 E. 53rd Street
Davenport, Iowa 52807
(563) 324-9085 or
1-800-892-9085

Area 10

The Heritage Agency
6301 Kirkwood Blvd SW
PO Box 2068
Cedar Rapids, Iowa 52406
(319) 398-5559 or
1-800-332-5934

Area 11

Aging Resources of Central
Iowa
5835 Grand Ave,
Suite 106
Des Moines, Iowa 50312
(515) 255-1310 or
1-800-747-5352

Area 13

Southwest 8 Senior Services,
Inc.
300 W. Broadway,
Suite 240
Council Bluffs, Iowa 51501
(712) 328-2540 or
1-800-432-9209

Area 14

Area XIV AAA
215 E. Montgomery
Creston, Iowa 50801
(641) 782-4040

Area 15

Seneca AAA
117 N. Cooper Street, Suite 2
Ottumwa, Iowa 52501
(641) 682-2270 or
1-800-642-6522

Area 16

Southeast Iowa AAA, Inc.
509 Jefferson Street
Burlington, Iowa 52601
(319) 752-5433 or
1-800-292-1268

Title IIIB Legal Services Report for SFY 2008

SUMMARY

I. Source and Type of Information Provided

This report is a summary of the activities and accomplishments of the Title IIIB legal services providers serving Iowans age 60 and older during State Fiscal Year (SFY) 2008. (July 1, 2007 to June 30, 2008). The data the report is based upon was obtained from quarterly reports submitted by the state's Title IIIB legal services providers. These reports were submitted to the Iowa Department of Elder Affairs and to the Area Agency on Aging (AAA) with whom each provider has contracted. The quarterly reports provided information relative to: 1) units of service and clients served; 2) client demographics; 3) types of cases handled; 4) the level of service provided to each client; 5) community education presentations; 6) emerging issues and unmet need and 7) outcome reporting—case summaries.

II. Providers of Service

There are 11 Title IIIB legal services providers contracted with by Iowa's 13 Area Agencies on Aging in SFY '08. These providers made services available in all 16 planning and service areas and all 99 counties. The Legal Service Providers include Iowa Legal Aid regional offices (8), a Private Attorney, Martha L. Quint (1), The Senior Citizens Law Project of HELP Legal Assistance (1) and a Law School Senior Clinic, Drake University Legal Clinic (1).

III. Units of Service, Clients and Total Cases

The Title IIIB legal assistance programs served 3,099 clients while providing 8,864 hours of service. Services provided include: counsel and advice, brief service, referrals, settled with litigation, court decisions, settled without litigation, administrative decision and other.

On the Legal Assistance Standardized Reporting form, the categories for reporting legal cases handled are:

Consumer/Finance	Housing
Employment	Income Maintenance
Family	Individual Rights
Health	Miscellaneous

In SFY 2008, the four (4) primary case types handled statewide were:

Wills/Estates	20%
Medicaid	16%
Collection	14%
Miscellaneous*	9%

*Cases under miscellaneous include issues such as General Power of Attorney and areas not specifically specified on the report form.

Wills/Estates, Medicaid, Collection, and Miscellaneous represent 59% of the types of cases brought to the attention of the legal providers. A complete listing of individual case types by number of clients and as a percentage of the total clients is included in this report on pages 19-20.

The legal providers served 59% (or 1,695) of clients through counsel and advice. Another 26% (or 752 clients) were handled with brief service. See Figure 6 entitled “Clients Served by Case Type and Level of Service” on page 21 for a complete listing.

IV. Community Education

A total of 89 sessions were presented through community education efforts and a total of 1,595 individuals were served. Topics discussed at the community education forums were: advance directives including durable powers of attorney for health care and living wills, financial powers of attorney, collection rights, Medicare prescription drug program, Medicaid eligibility, earned income tax credit, tax controversies, foreclosure scams, guardianship, conservatorship, landlord/tenant law and wills.

V. Minority Groups Served

Of the total clients receiving legal assistance through the Title IIIB program, 241 were minorities. This represents 8% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native:	06
Asian/Pacific Islander:	07
Black/African American:	184
Hispanic:	43
Other:	01

VI. Economically and Socially Needy

In SFY 08, 28%, or 860 of all older Iowan's receiving legal assistance were in greatest economic need. This means that the need resulted from having an income level at or below the poverty level. The reports also showed that 42%, or 1,298 of all older Iowan's receiving legal assistance were considered to be in greatest social need. This means that the need was caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social or geographical isolation caused by racial or ethnic status, that either: (i) restricts the ability of the individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently.

VII. Age Groups Served

The figures below show a breakdown of older Iowan's served by the Title IIIB Legal Assistance Program. These figures are compared to the statewide unmet needs totals from SFY 2008. The unmet needs data is reported to the Iowa Department of Elder Affairs from the Area Agencies on Aging through an unmet needs reporting system. These numbers account for only those elderly Iowans that have contact with Area Agencies on Aging (AAA) and service providers and not all elderly Iowans within the aging network.

<u>Age Group</u>	<u>Legal Assistance Received</u>
60-74	1,996
75+	1,103
Hours of service	8,864

Unmet Need for Legal Assistance

As Identified by the Unmet Needs Report

119 clients
needing 711 hours of assistance

As Identified by Title IIIB Legal Providers

338 clients
needing 1223 hours of assistance

Both the legal assistance and unmet need reports request information to determine the extent of the need for legal assistance. Both reports reflect an unmet need for legal assistance. The reason identified for the unmet need: the funding resource is inadequate to cover the entire need. The Unmet Need report figures highlight that 119 older Iowans had legal assistance needs which would have totaled 711 hours of service that were not met. The Title IIIB legal providers reported that 338 clients were in need of legal assistance which would have resulted in 1223 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 457 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 457 individuals needed 1,934 hours of legal assistance service.

VIII. Emerging Issues and Unmet Need

The Title IIIB legal providers identified the following emerging issues within the older Iowan population where assistance is needed: Financial abuse by family and friends of frail elderly, Self-neglect, Consumer debt and credit card issues, Collections, Involuntary discharges from facilities, Placement of a registered sex offender in care facilities, Miller trusts, Medicaid eligibility, Medicare Part D, Representation in involuntary guardianships and conservatorship actions.

The Title IIIB legal assistance program does have limited funding and resources. These limited resources prevented the legal providers from providing services in many areas considered important to older Iowans.

IX. Outcomes—Case Summaries

Listed below are actual case summaries provided by the legal providers showing how Title IIIB legal assistance programs have helped older Iowans.

- A 69-year old woman moved from her apartment to a hotel due to mold in her apartment. The elderly woman called the legal provider to see what the landlord's responsibilities were to resolve this issue. The legal provider advised the client of her options. The provider wrote a letter to the landlord on behalf of the client explaining these options and requesting that the problem be resolved. With the legal provider's assistance, the owner of the apartment complex fixed the problem and agreed to pay the client for her out of pocket expenses.
- The legal provider was contacted by the daughter of a 71-year old woman with a disability. She was trying to access her bank account to pay her rent and was notified by the bank that she could not withdraw her funds. The legal provider followed up with the bank and discovered that the funds had been garnished by a creditor. The client's only income was Social Security. The attorney advised the client that her income was exempt from execution under law. The attorney wrote letters to the client's creditors and informed them of her income status and requested that the funds be released. The funds were released so the elderly woman could pay her rent and avoid eviction.
- An 85-year old man, who resided in a nursing home, was denied Medicaid benefits due to ownership of a home. The nursing facility where the client resided was in the process of discharging the client from the facility due to lack of payment. The client's family was in the process of trying to sale the resident's home but had no one interested in purchasing the home. The legal provider worked with the facility to accept the sale price of the home as payment, once sold. The legal provider also assisted the family in applying for Medicaid so future medical care would be covered.
- An elderly client was having difficulty in processing a claim for a life insurance benefit after the death of her sister. The client had contacted the insurance company multiple times but was unable to get responses to her inquiries. The client contacted the legal provider for help. The provider worked with the insurance company and was able to secure payment from the life insurance policy for the client.

- A 78-year old woman contacted the legal provider after her neighbor's tenant trespassed on her property. The client had the property surveyed and put up red flags to mark the boundary line. The neighbor's tenant planted corn over the flags and on the client's property. The legal provider advised the client to write the tenant a letter and request that he respect the boundaries. The client was advised to take pictures and send along with the letter. With the assistance of the legal provider, the client and the tenant worked out the problems. The tenant agreed that he would not plant on the client's property in the future and the client agreed to make a better marking line.
- A 70-year old woman contacted the legal provider as she had been verbally abused by her husband of 50+ years. The husband had guns in the home and was threatening her. The client's two sons came to assist but were afraid of him as well. The provider assisted the client in contacting the police, so they would be present when she and her sons went to the home to obtain her personal belongings. With the assistance of the legal provider, protective orders were issued and finances were separated so the woman could live safely.
- An elderly man created a financial power of attorney naming his granddaughter as attorney-in-fact. Using this document, the granddaughter stole money from her grandpa. The elderly man contacted the legal provider to request assistance. The legal provider contacted police, the Department of Human Services and assisted the client in revoking the power of attorney document. With the assistance of the legal provider, the client appointed a more trustworthy person to administer his finances and was able to protect his remaining assets.
- A 73-year old woman was released from the hospital and unable to obtain her medications. The pharmacist informed her that she had no Medicare coverage. The client contacted Medicare and was told they had no information on her. At this point, the woman called the legal provider. The provider then contacted DHS and was informed that the client had been automatically enrolled in a prescription drug plan with her Medicaid enrollment, but because there had been so many complaints regarding this plan, Medicare was unable to give them a time frame for resolution. The legal provider assisted the client with enrollment into an alternative prescription plan that would enable her to obtain her medications with her confirmation letter.
- A 75-year old nursing home resident needed assistance in paying for his nursing home care. His income was too high to be eligible for Medicaid but not high

enough to pay the bill. The legal provider drafted a Miller Trust for the client. This helped the client become eligible for Medicaid. Due to the assistance of the legal provider, this client was able to receive nursing home care to meet his medical needs.

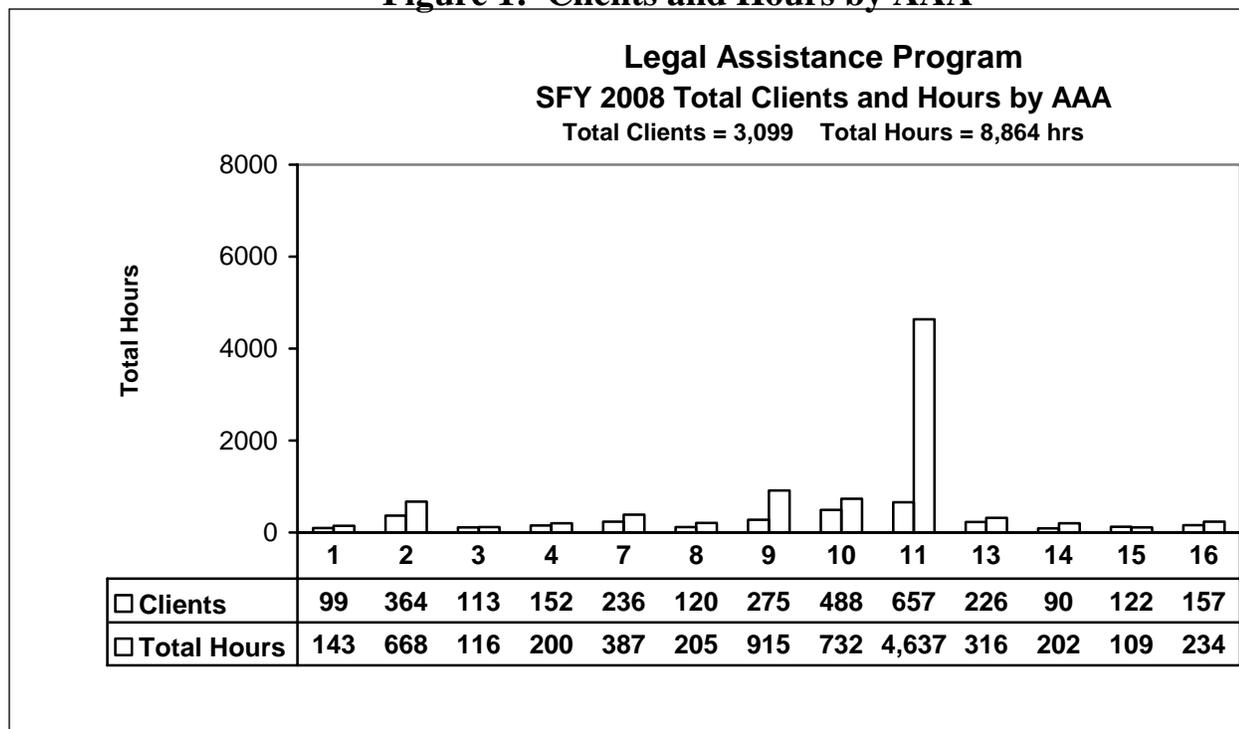
- An elderly couple contacted the legal provider over concerns with a trust created in another state. The legal provider reviewed the trust. The trust was revocable and the only asset was a Certificate of Deposit (CD). The couple had the trust prepared at the advice of “people” in the other state and were paying large sums to an attorney and trustee to administer. The couple owned less than \$50,000 in assets. The legal provider prepared a revocation for them so they could get the CD renewed in the wife’s name in preparation of the Medicaid process as the husband had Alzheimer’s disease and would soon need nursing home care. Due to the efforts of the legal provider, the couple was able to better meet their needs and have access to necessary funds.
- The daughter of Mrs. D contacted the legal provider on her mother’s behalf as she was concerned about an organization that had contacted her mother. The organization wanted her mom to answer health questions and in return would pay her money. This same organization wanted Mrs. D to sign an irrevocable durable limited power of attorney that would give them access to her medical records for the rest of her life. The legal provider assisted the daughter in obtaining additional information to share with her mother. Mrs. D decided against signing this irrevocable document.
- A 66-year old woman contacted the legal provider after an internet connection company turned her account over to collection. The client had downloaded a free trial offer and was asked to extend for another two months, which she did. When the client attempted to cancel, she was asked for her checking account number and the company began taking automatic payments from her account. The legal provider held a conference call between the client and the internet company where the company gave the client a confirmation number for cancellation and agreed to send a letter with the confirmation of cancellation and waiver of debt. With the legal provider’s help, the client no longer had to pay for a service she did not want.
- A 75-year old man contacted the legal provider after he received notice of foreclosure on his home where he had lived for almost 30 years. The client had lost part of his income for taking care of his brother after the brother was moved to a nursing home. His only source of income was Social Security benefits,

which were not enough to cover the house payment and living expenses. The legal provider negotiated a loan modification with the mortgage company so the client could remain in his home.

- An 84-year old woman was moved to a nursing home by her daughter because she was very ill. The client recovered and was ready to move home with the assistance of the elderly waiver program. The client's daughter took over the bank accounts as her attorney-in-fact, and the client no longer had access to her funds. The client had a reverse mortgage and was drawing \$500.00 a month to help her meet her expenses. The daughter found out about the reverse mortgage and starting drawing \$5,000.00 a month from it. The legal provider assisted the client in regaining control of her bank accounts by sending the bank a copy of the court order finding the client competent with respect to her financial affairs. The provider also sent an affidavit to the bank to remove the client's daughter from her bank accounts.
- An 87-year old man with a disability contacted the legal provider through his caregiver. The client's only source of income was from social security and a small pension. The client was unable to pay his credit card debt and still meet his basic needs. The legal provider sent the client information to include in writing each creditor a letter. In addition, self-help booklets on how to deal with collection agencies, which debts to pay first and end of life planning were sent to the client.
- An elderly woman gave a medical power of attorney to a relative, who was taking advantage of her both financially and emotionally. The client did have capacity. The legal provider assisted the client to revoke the previous power of attorney and replace with a new attorney-in-fact. After changing this legal document, the client was able to leave the care facility because her relative, who had been denying her the ability to leave the facility, no longer had control. The client was able to move to another state to be with her daughter, which is where she wanted to be all along. With the legal providers help, the client's wishes were honored and she was able to live with her daughter.

STATE TOTALS FOR THE LEGAL ASSISTANCE PROGRAM

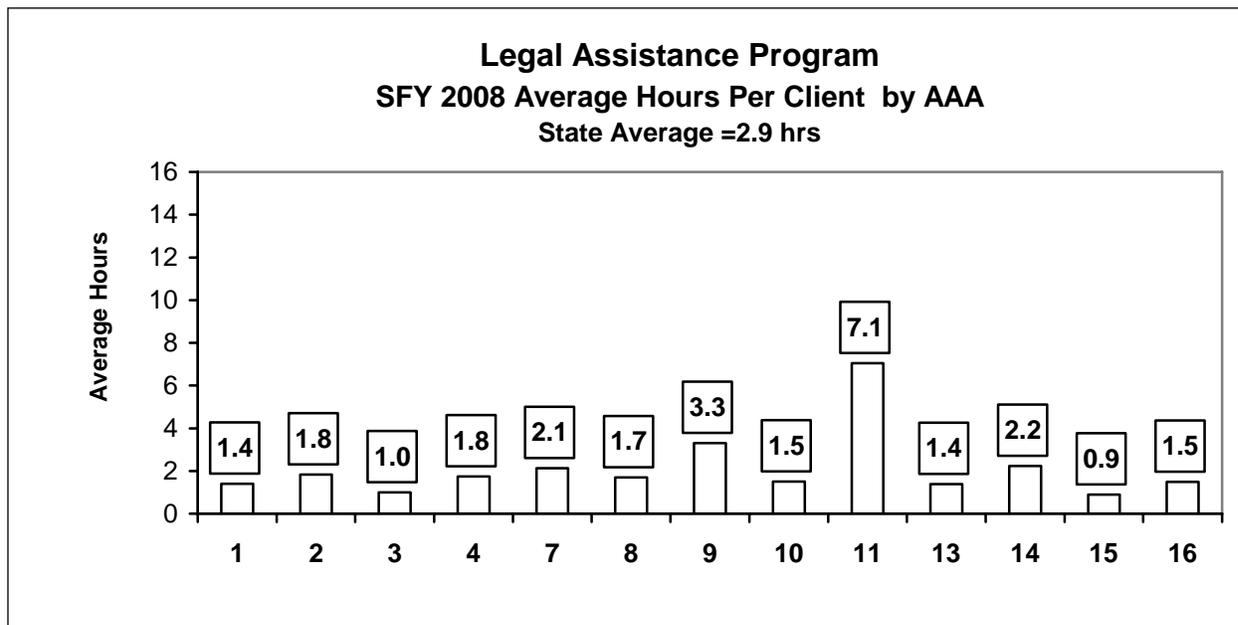
Figure 1: Clients and Hours by AAA



Key:

Area Agencies on Aging	
1 Northland	10 Heritage
2 Elderbridge	11 Aging Resources of Central Iowa
3 Northwest Aging Association	13 Southwest 8 Senior Services
4 Siouxland	14 Area XIV
7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

Figure 2: Average Hours per Client by AAA

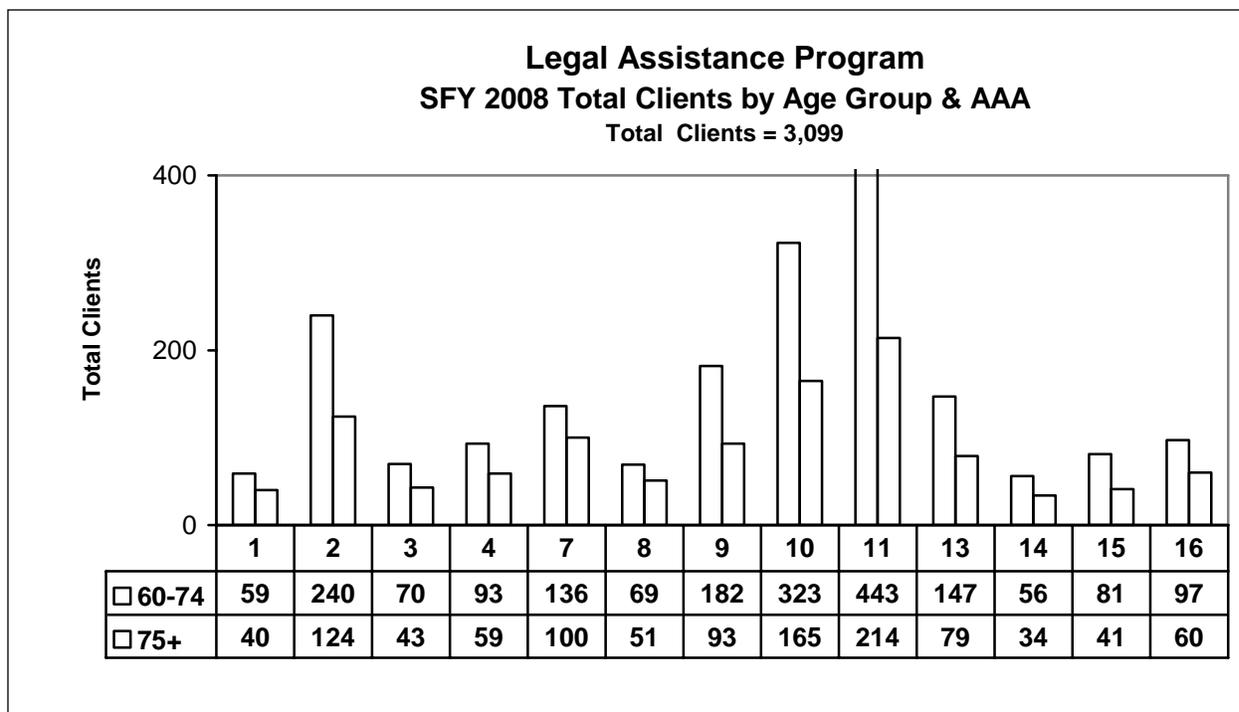


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Area Agencies on Aging

1 Northland	10 Heritage
2 Elderbridge	11 Aging Resources of Central Iowa
3 Northwest Aging Association	13 Southwest 8 Senior Services
4 Siouxland	14 Area XIV
7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

Figure 3: Clients Served by Age Group and AAA



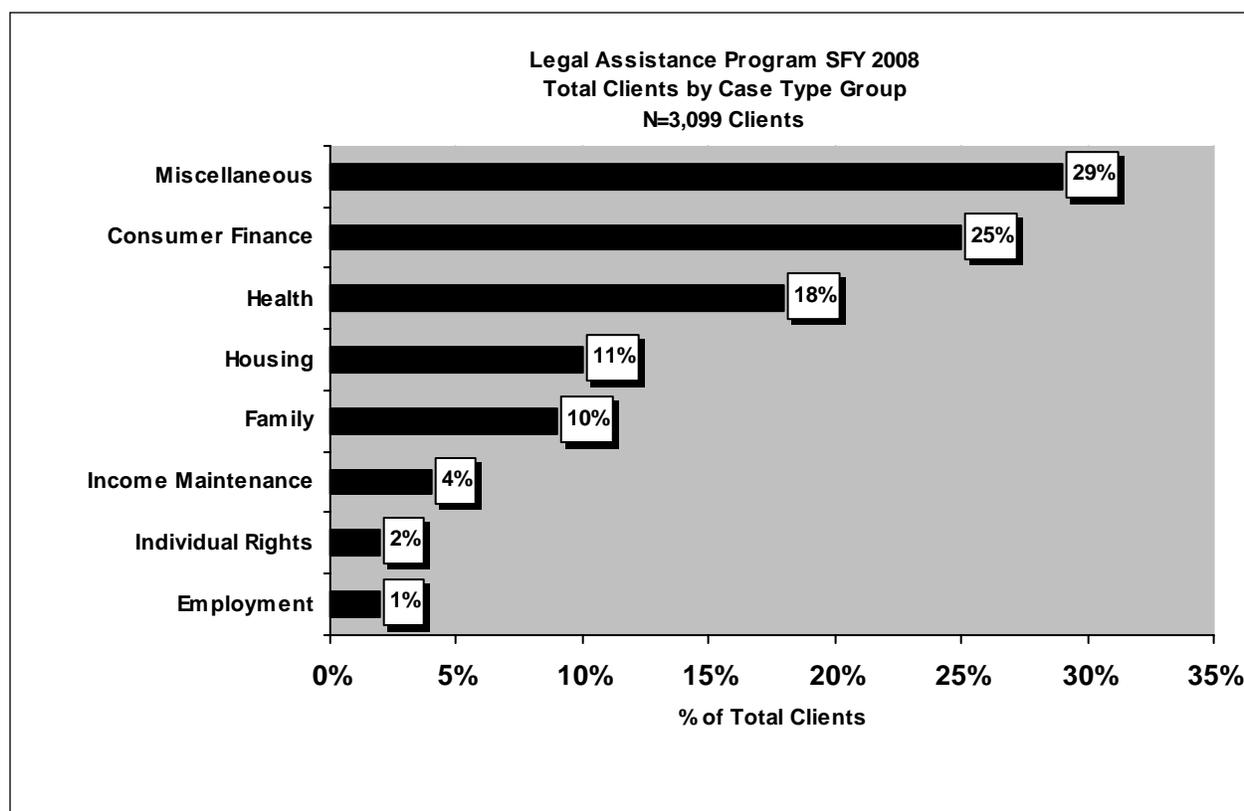
Note: 64% of Clients were in the 60-74 age group
 36% of Clients were in the 75+ age group

Key:

Area Agencies on Aging	
1 Northland	10 Heritage
2 Elderbridge	11 Aging Resources of Central Iowa
3 Northwest Aging Association	13 Southwest 8 Senior Services
4 Siouxland	14 Area XIV
7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

**Figure 4: Individual Case Types by Number of Clients
and as a Percentage of the Total Clients**

Legal Assistance Program					
Individual Case Types by Number of Clients and as a Percentage of the Total Clients					
N= 2,888 Cases					
Case Type	Total Clients	%	Case Type	Total Clients	%
Wills/estates	575	20%	Other (Housing)	25	1%
Medicaid	462	16%	Mental Health	23	1%
Collection	401	14%	Support	23	1%
Other (Misc)	261	9%	Other (Public)	21	1%
Homeowners	110	4%	Other (Rights)	19	1%
Bankruptcy	104	4%	SSI	18	1%
Landlord/tenant	99	3%	Loans	17	1%
Contracts	89	3%	Visitation	14	1%
Guardianship	84	3%	Veterans Benefits	13	1%
Other (Consumer)	64	2%	Utilities	12	0%
Divorce	61	2%	Unemployment	10	0%
Abuse	47	2%	Discrimination	10	0%
Rights	44	2%	License	10	0%
Other (Employment)	41	1%	Unfair Sales	09	0%
Other (Income)	37	1%	Name Change	08	0%
Medicare	36	1%	Disabled	06	0%
Other (Health)	35	1%	Food Stamps	06	0%
Credit	32	1%	Energy	04	0%
Social Security	29	1%	Workers Comp	02	0%
Other (Family)	26	1%	Wage Claim	01	0%

Figure 5: Clients by Case Type Group

Key: The categories above include the following types of cases.

Miscellaneous

Indian/Tribal law; Licenses, Wills/Estates and General Powers of Attorney

Consumer Finance

Bankruptcy/Debtor relief, Collection, Contracts/Warranties, Credit access, Energy, Loans/Installment purchases, Public utilities and Unfair sales practices

Health

Medicaid, Medicare and Advance Directives

Housing

Housing rights—evictions/rent disputes, Home ownership, Landlord/Tenant, Assisted living or nursing facility issues

Family

Grandparent custody/visitation, Divorce, Guardianship/Conservatorship, Name change, Spousal abuse, Elder abuse and exploitation and Support

Individual Rights

Immigration/Naturalization, Mental health, Physically disabled rights, Long-term care resident's rights and Tenants rights

Income Maintenance

Food stamps, Social Security, SSI, Unemployment, Veterans benefits and Workers Compensation

Employment

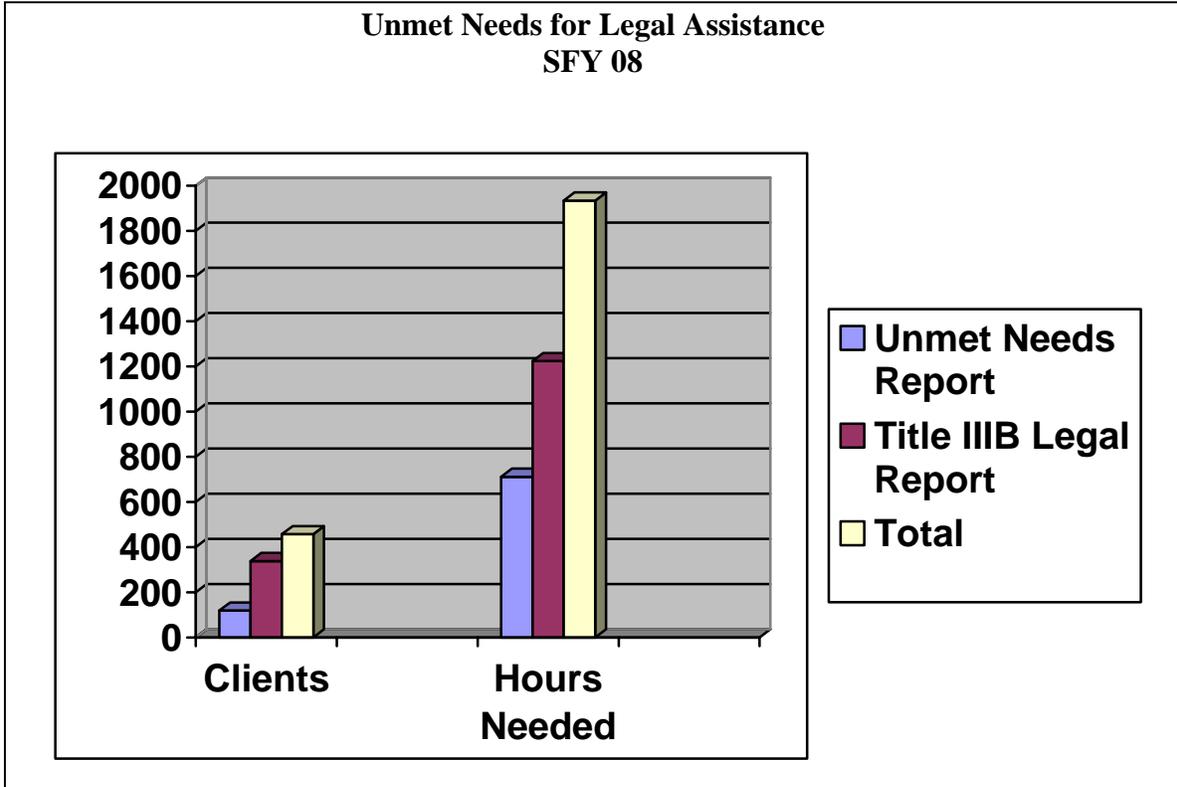
Discrimination and wage claims

Figure 6: Clients Served by Case Type and Level of Service

Case Group	Case Type	1	2	3	4	5	6	7	8	9	10	Total
Miscellaneous	Indian/tribal License											0
		8	2									10
	Other (Misc)	121	73							1	72	267
	Wills/estates	243	246	11		8				1	67	576
Miscellaneous Total		372	321	11		8				2	139	853
Consumer Finance	Bankruptcy	81	5	6							4	96
	Collection	253	111	3	1	1	2	2	1	11	18	403
	Contracts	78	10	1			1		1		3	94
	Credit	25	6	1								32
	Energy	2	1									3
	Loans	15	2								1	18
	Other (Consumer)	38	11		1	1			1	1	2	55
	Unfair sales	7	1		1						1	10
	Utilities	10	2									12
Consumer Finance Total		509	149	11	3	2	3	2	3	13	28	723
Health	Medicaid	224	173			2			4		52	455
	Medicare	24	7	1			1				9	42
	Other (Health)	24	4	1							7	36
Health Total		272	184	2	0	2	1	0	4	0	68	533
Individual Rights	Disabled	2	3				1					6
	Immigration											
	Mental Health	19	3							1		23
	Other (Rights)	17	2									19
Individual Rights Total		38	8	0	0	0	1	0	0	1	0	48
Housing	Homeowners	93	8	2	1	2				2	2	110
	Landlord/ten	72	19				2		2	1	3	99
	Other (Housing)	19	4								2	25
	Other-public	19	2									21
	Rights	34	4		1		1		1		3	44
Housing Total		237	37	2	2	2	3	0	3	3	10	299
Income Maintenance	Food stamps	4				1	1					6
	Other (Income)	31	3	1		1					1	37
	Social Security	19	6			1			2	1		29
	SSI	10	6			1					1	18
	Unemployment	9	1						2			12
	Veterans Benefits	7	1	2		2					1	13
	Workers Comp	2										2
Income Maintenance Total		82	17	3	0	6	1	0	4	1	3	117
Family	Abuse	4	25	13						1	4	47
	Divorce	43	1	1	5	5				6	5	66
	Guardianship	39	4	4				6		19	7	79
	Name change	5								3		8
	Other (Family)	24			1						1	26
	Support	12	3	1							7	23
	Visitation	12									2	14
Family Total		139	33	19	6	5	0	6	0	29	26	263
Employment	Discrimination	6	1	2		1						10
	Other (Employment)	39	2									41
	Wage Claims	1										1
Employment Total		46	3	2	0	1	0	0	0	0	0	52
Grand Total		1695	752	50	11	26	9	8	14	49	274	2888

1	Counsel and Advice	3	Referred	5	Client Withdrew	7	Settled with Litigation	9	Court Decision
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**Figure 7: Unmet Need for the Legal Assistance Program
As Identified through the
Unmet Needs Report and the Title IIIB Legal Assistance Report**



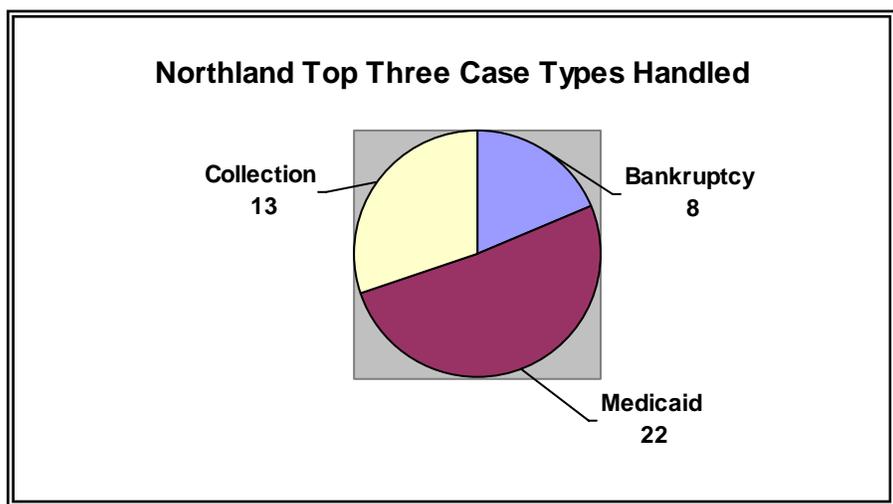
TOTALS BY AREA AGENCY ON AGING SFY 2008

One unit of service = 1 hour

Northland Agency on Aging

Units of Service 143

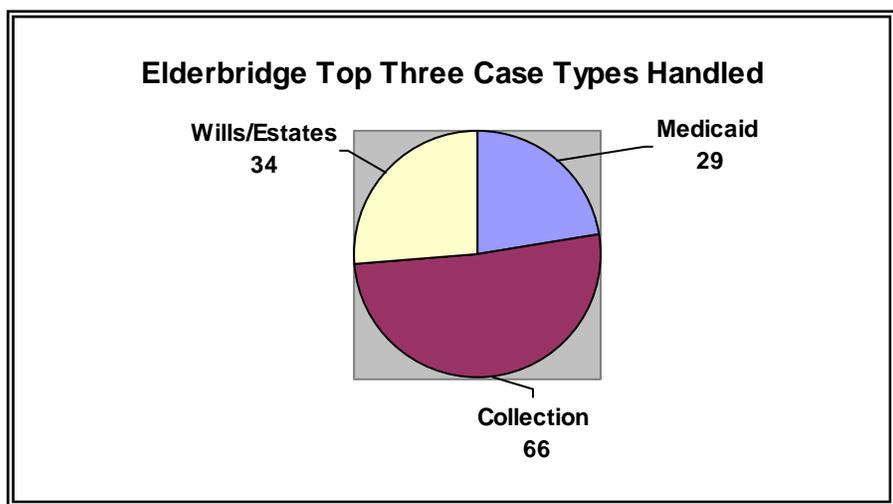
Unduplicated Clients Served 99



Elderbridge Agency on Aging

Units of Service 668

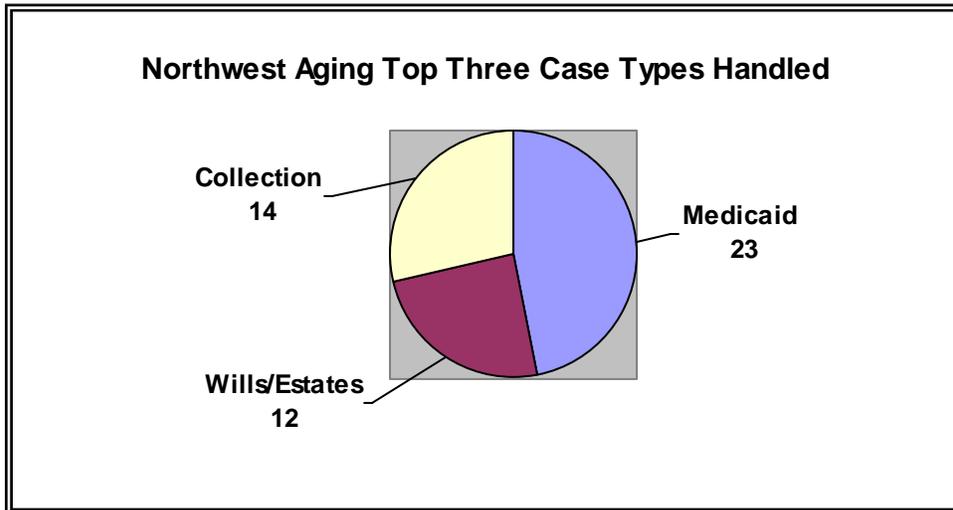
Unduplicated Clients Served 364



Northwest Aging Association

Units of Service 116

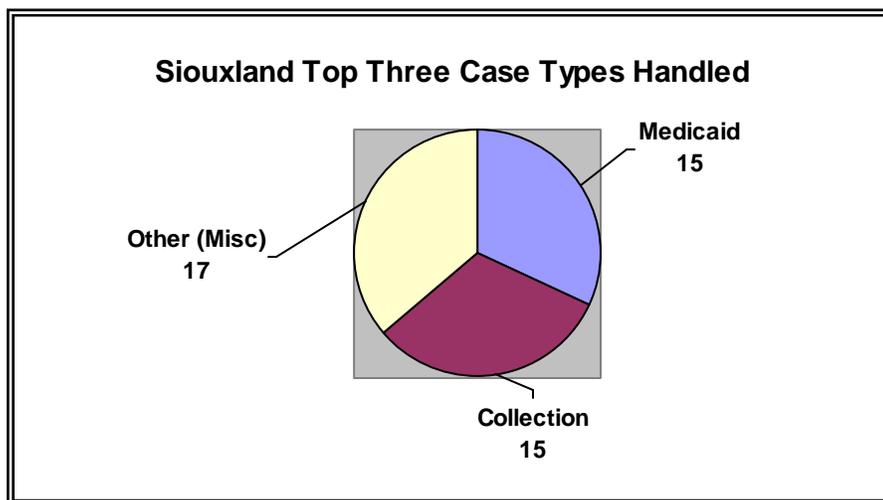
Unduplicated Clients Served 113



Siouxland Aging Services, Inc.

Units of Service 200

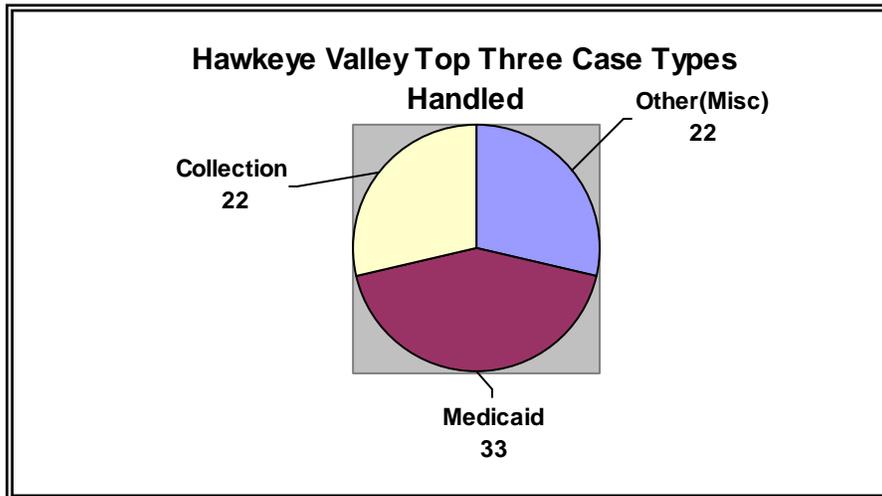
Unduplicated Clients Served 152



Hawkeye Valley Area Agency on Aging

Units of Service 387

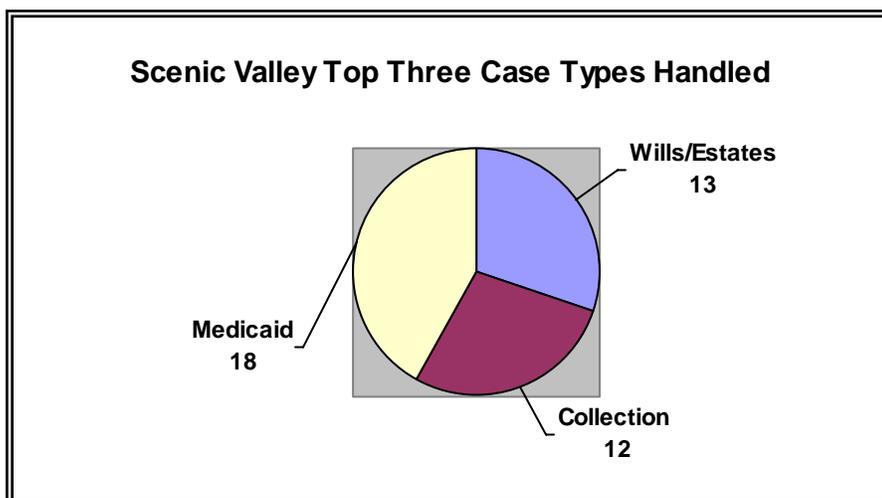
Unduplicated Clients Served 236



Scenic Valley Area Agency on Aging

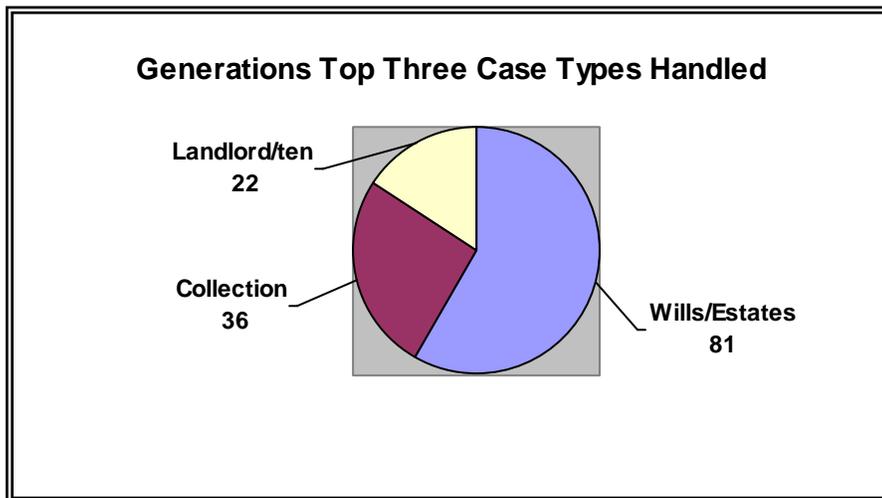
Units of Service 205

Unduplicated Clients Served 120



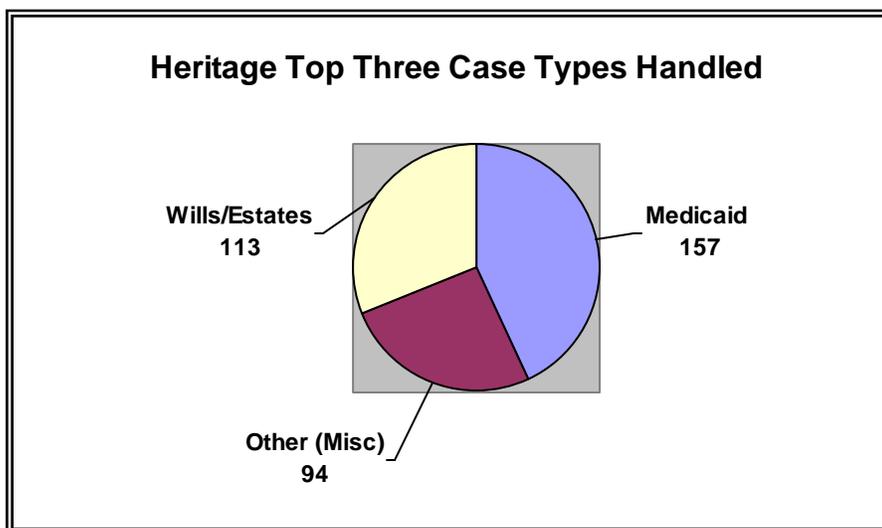
Generations Area Agency on Aging

Units of Service 915
 Unduplicated Clients Served 275



The Heritage Agency

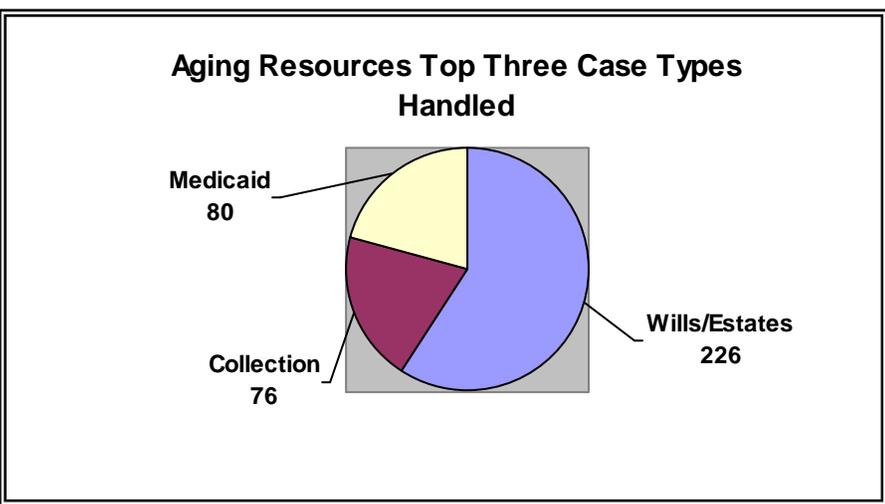
Units of Service 732
 Unduplicated Clients Served 488



Aging Resources of Central Iowa
(Data from two legal providers)

Units of Service 4,637

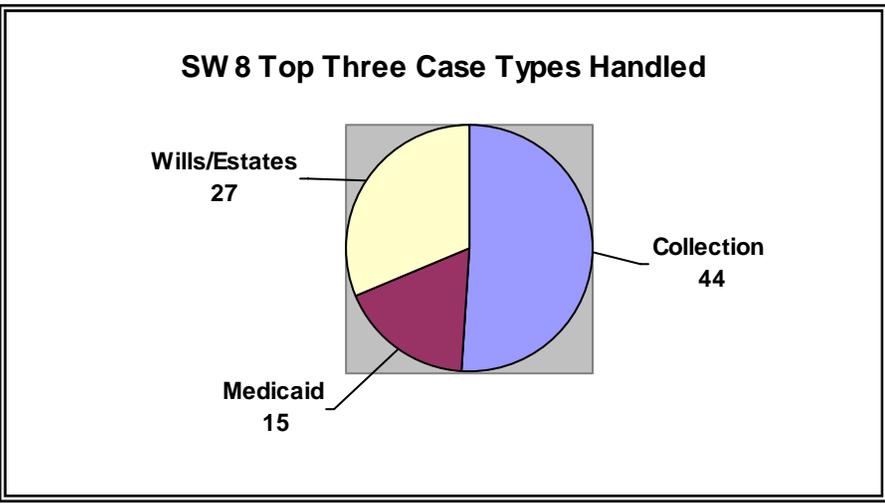
Unduplicated Clients Served 657



Southwest 8 Senior Services, Inc.

Units of Service 316

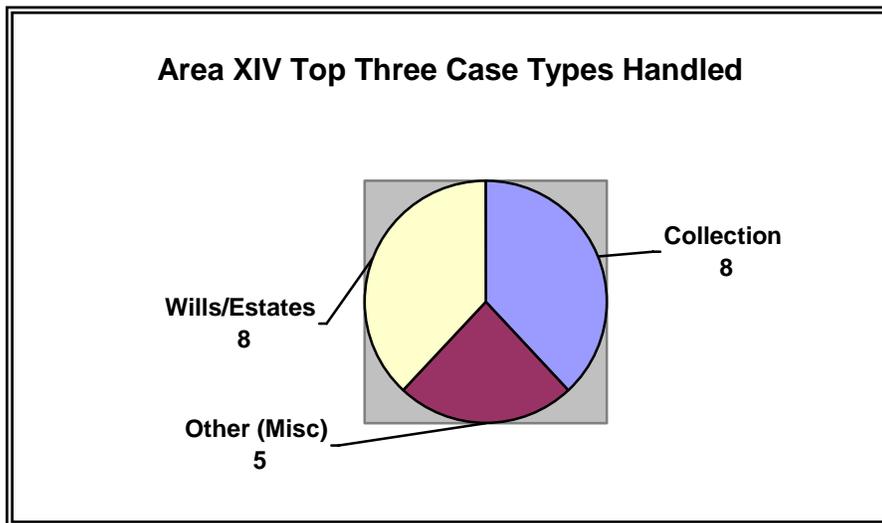
Unduplicated Clients Served 226



Area XIV Agency on Aging

Units of Service 202

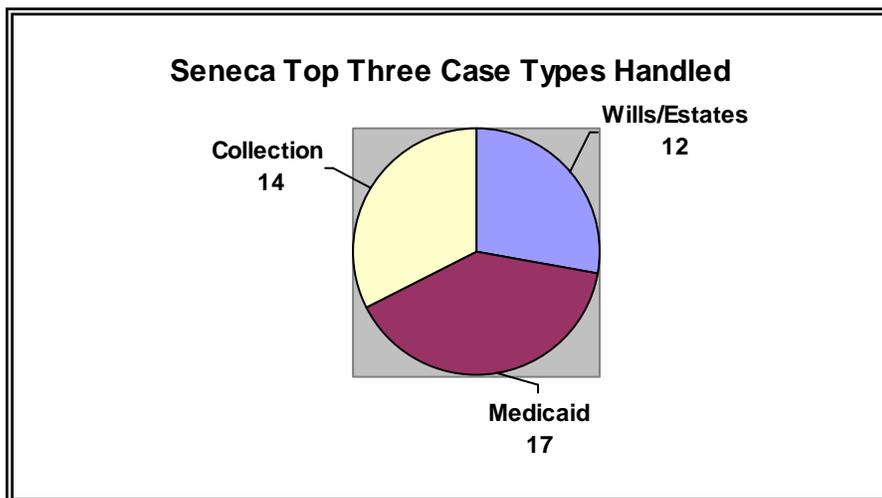
Unduplicated Clients Served 90



Seneca Area Agency on Aging

Units of Service 109

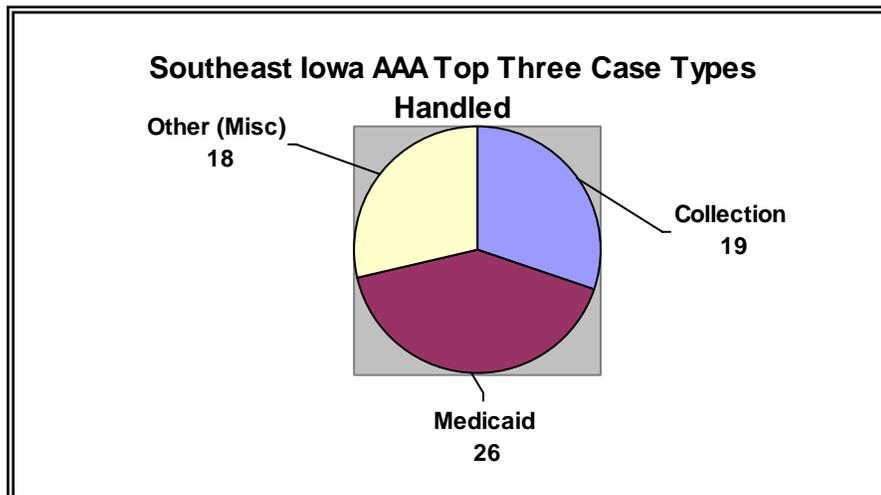
Unduplicated Clients Served 122



Southeast Iowa Area Agency on Aging, Inc.

Units of Service 234

Unduplicated Clients Served 157

**Statewide Totals**

Units of Service 8,864

Unduplicated Clients Served 3,099

CONCLUSION:

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 3,099 clients and provided 8,864 hours of service to persons 60 and older. Of the 3,099 clients served, 2,158 were in economic or social need, while 241 were minorities. Older Iowans most generally seek assistance from the legal program for issues such as wills/estates, Medicaid eligibility and information, debt collection concerns and miscellaneous issues. An additional 1,595 older Iowans received information and assistance by attending community legal education forums presented by the Legal Assistance Program providers.

The statistics also show that even though 3,099 individuals were served, there were another 457 older Iowans with unmet needs for legal assistance. These 457 individuals needed 1,934 hours of service. The need for this legal assistance could not be addressed by the legal providers and aging network due to inadequate funding availability.

The Iowa Legal Assistance Program provides an array of services to meet the legal needs of older Iowans. The program:

- (1) Educates about the law and how it applies;
- (2) Helps prevent legal problems and provides appropriate referrals;
- (3) Provides information to allow individuals to self-advocate; and
- (4) Assists with direct legal representation, counsel and advice, when necessary