

**Iowa Department on Aging**

**Title IIIB Legal Assistance Program**

**Activity Report**  
**for**  
**SFY 2010**

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 services/assistance developer) to provide state leadership in developing legal assistance programs for older individuals

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

In Title VII, each state must provide a State Legal Services/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 on Aging 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, 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  
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 3<sup>rd</sup> Avenue, SE  
Cedar Rapids, Iowa 52401  
(319) 366-7675

### Area 11 & 14

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 15

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

### Area 16

Iowa Legal Aid  
1700 1<sup>st</sup> Ave, Ste 10  
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.  
714 10<sup>th</sup> Avenue East  
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  
2728 Asbury Road  
Dubuque, Iowa 52001  
(563) 588-3970

### Area 9

Generations AAA  
935 E. 53<sup>rd</sup> 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 51503  
(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 2010**

## **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) 2010. (July 1, 2009 to June 30, 2010). 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 on Aging 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 10 Title IIIB legal services providers contracted with by Iowa's 13 Area Agencies on Aging in SFY '10. 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).

### **III. Units of Service, Clients and Total Cases**

The Title IIIB legal assistance programs served 3,391 clients while providing 5,349 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 2010, the four (4) primary case types handled statewide were:

Medicaid	16%
Miscellaneous (including powers of attorney)*	13%
Collection	12%
Wills/Estates	10%

\*Cases under miscellaneous include issues such as Powers of Attorney and areas not specifically set out on the report form. During the SFY 2010 reporting cycle, the report form was changed to include a separate category for powers of attorney. This new report form was to be effective for the SFY 2011, but some legal providers began using the form right away. Because of this, the report reflects a breakout of some powers of attorney, while in other cases the numbers are still captured in the miscellaneous category.

Medicaid, Collection, and Miscellaneous (including powers of attorney) and Wills/Estates represent 51% 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.

The legal providers served 61% (or 2,107) of clients through counsel and advice. Another 23% (or 785 clients) were handled with brief service. See Figure 6 entitled “Cases by Type and Level of Service” on page 21-22 for a complete listing.

#### **IV. Community Education**

A total of 54 sessions were presented through community education efforts and a total of 1,105 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, elder abuse, collection rights, dealing with debt, consumer fraud, the new private consumer right of action law, health care reform, Medicare, Medicaid eligibility, guardianship, conservatorship, wills, end of life legal issues and general elder law.

## V. Minority Groups Served

Of the total clients receiving legal assistance through the Title IIIB program, 275 were minorities. This represents 8% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native:	22
Asian/Pacific Islander:	14
Black/African American:	194
Hispanic:	42
Other:	03

## VI. Economically and Socially Needy

In SFY 2010, 32%, or 1,092 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 41%, or 1,397 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 2010. The unmet needs data is reported to the Iowa Department on Aging 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	2,171
75+	1,220
Hours of service	5,349

## VIII. Unmet Need for Legal Assistance

### As Identified by the Unmet Needs Report

111 clients  
needing 428 hours of assistance

### As Identified by Title IIIB Legal Providers

381 clients  
needing 1,336 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 111 older Iowans had legal assistance needs which would have totaled 428 hours of service that were not met. The Title IIIB legal providers reported that 381 clients were in need of legal assistance which would have resulted in 1,336 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 492 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 492 individuals needed 1,764 hours of legal assistance service.

In the fall of 2006, the Iowa Department on Aging received a model legal assistance approaches grant from the Administration on Aging. One of the key tasks in creating an integrated legal assistance network was to develop and conduct a needs assessment to determine the legal needs of the states older population in order to plan service priorities to ensure that the legal assistance is targeted to low income, rural, non-English speaking and other people who face ethnic, cultural or other barriers accessing legal services. To better understand this unmet need and the legal needs in general, as well as older Iowans knowledge of the services currently available, the Legal Assistance Program needed to hear from older Iowans themselves. To accomplish this, the Iowa legal assistance model approaches grant partners concluded that the best way to obtain this information was through a survey administered in a local focus group setting. In the fall of 2008 and spring of 2009, the Iowa Department on Aging and the Hotline for Older Iowans staff travelled throughout the state talking to older Iowans, their caregivers, and providers in the aging network to determine what needs existed. Each focus group identified telemarketers, Medicaid, and Medicare Part D drug plans as issues of concern.

The rural focus groups identified health care, consumer, individual rights, and estate planning as the top four legal issues affecting their areas. The urban, low-income, minority and non-English speaking focus groups all identified health care and consumer issues as their top concerns. In addition, these focus groups also identified housing, individual rights, and income maintenance as issues affecting their areas. The focus groups in long-term care settings identified estate planning,

health care, consumer and individual rights as the top four legal issues faced. The in-home surveys conducted for those isolated or homebound individuals identified health care, consumer and income maintenance as the most pressing legal issues faced.

## **IX. 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, Undue influence into making gifts, Consumer debt and credit card issues, Miller trusts, Reduction in elder waiver providers to serve persons 60 and older, Medicaid eligibility concerns relating to military pensions and divorce, Lack of substitute decision making resources, Consumer Directed Attendant Care (CDAC) providers with conflicts of interest; and lack of guidance for guardians which results in over extending authority.

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.

## **X. 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. As evident from the case stories listed below, older Iowans were provided with legal assistance and information that allowed them to prevent problems or resolve their legal issues. The legal providers also distribute various self-help booklets and make appropriate referrals.

- An 84-year old woman contacted the legal provider after her landlord refused to replace the broken washing machine in her building. The landlord told her to use the laundry equipment in another building. It was, however, difficult for the woman to carry her laundry and walk the distance to the other buildings laundry due to knee surgery. The legal provider contacted the landlord and he agreed to either repair or replace the laundry equipment.
  
- A 72-year old woman contacted the legal provider after her son assaulted her and refused to move out of her home. The woman's son had not paid his portion of the rent in four months and was trying to move a girlfriend into the home. When the mother refused to let the girlfriend move in, the son became violent and

shoved his mother down. With the assistance of the legal provider, a protective order was obtained and the son moved out of the home.

- The legal provider was contacted by a 69-year old woman after she signed a contract with a satellite television salesman who visited her home. The salesman sold her a satellite television package that included telephone and internet services that was lower than the cost of her existing services. The salesman failed to provide her with a copy of the contract that she signed, and notice of her right to cancel. The satellite television was installed, but the telephone and internet service were not. The woman called the salesman but he did not have an answer for her. The woman then called the telephone service provider and learned that they did not provide service in her area. The woman contacted the satellite television service to cancel the contract, but was informed that there would be a \$480.00 cancellation fee because she signed a two year contract. The legal provider contacted the salesman and the satellite television service company and informed them they were in violation of Iowa law by not giving her a copy of the contract and notice of cancellation. With the assistance of the legal provider, the contract was voided and the woman was not required to pay the installation and cancellation fees.
- A 67-year old man contacted the legal provider after his home was in foreclosure and the bank that held the mortgage had scheduled a sheriff's sale. The man had suffered a heart attack and was unable to work for three months. The man was released to go back to work, but there was no job available for him. The man found other employment, but the mortgage lender would not work with him because the home was already in foreclosure. With the assistance of the legal provider, the man was able to work with the mortgage company through the "Home Affordable Modification Program" to set up a lower payment plan and cancel the sheriff's sale of the home.
- The legal provider was contacted by a 68-year old woman after being sued for credit card debt. The woman had two credit cards through the same company and paid the debt off five years prior to the lawsuit. The credit card company applied the payment to the wrong account. With the assistance of the legal provider, the collection case was dismissed and the woman was awarded \$500.00 for debt collection violation.
- The legal provider represented an elderly man in a dispute with the local water company. He was being billed for water usage that could not have been accurate, and when the company placed a tracing meter on his meter, it too was inaccurate.

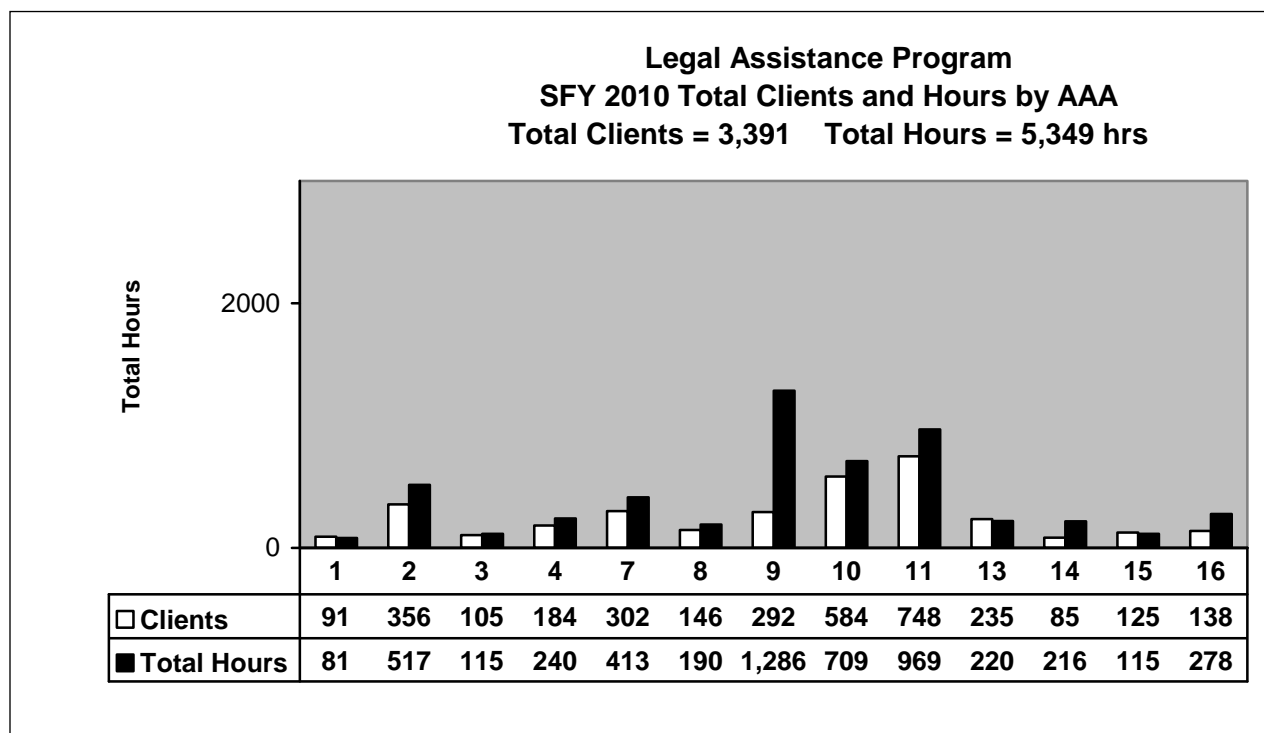
The legal provider negotiated with the water company to reduce the amount of his bill and to secure the installation of the functioning meter.

- A disabled elderly woman renewed her driver's license in Iowa but was told in an Iowa Department of Transportation notice that she had a license suspension problem in another state and that she had 30 days to cure the suspension or her driving privileges in Iowa would be suspended. The woman was unable to go to the other state to investigate. The legal provider assisted by locating the other states transportation office, where evidence that the woman had been an Iowa driver in good standing on June 2002 was needed, and provided these records to the other state. The latter state lifted their suspension within the 30-day period, so that the woman could keep her Iowa driver's license, which she needed to keep her monthly medical appointments at the hospital.
- An elderly woman's home was destroyed by a flood. She moved to a small town and wound up living with two men. She was found by a neighbor to be in critical need of medical care. She almost died and spent several weeks in the hospital. Upon further investigation, adult abuse was confirmed and the legal provider worked to file for an involuntary conservatorship and guardianship. The two men had been using her funds, and it appeared they were waiting for her to receive about \$60,000 in flood buyout funds. After the conservatorship was in place, the men no longer had access to the woman's funds.
- The legal provider was contacted by an elderly man who needed nursing home care. The man's income of approximately \$2,200 per month was insufficient to pay for such care, but was too high to be eligible for Medicaid. The legal provider prepared and the man signed a Miller Trust. The trust was approved, enabling the man to receive Medicaid benefits. This resulted in a financial benefit to the client of \$26,000.
- A legal provider met with several tenants and staff of assisted living as well as attorneys-in-fact and other caregivers to discuss the elderly waiver program and Miller Trusts. Many tenants and families are told to apply but do not understand the net effect and how much client participation there will be. Through consultation with the legal provider, the tenants, family, and other caregivers better understand the programs and have avoided bad situations which would have resulted in detriment to the tenants.
- An elderly man was going to be evicted from his mobile home park in a rural county due to the actions of his son in creating hazards for neighbors and threatening other tenants. The legal provider negotiated with the attorney for the owners and with the man to have his adult son leave the mobile home. The owners stopped their eviction proceedings.

- A 77-year old woman contacted the legal provider after being denied Medicaid benefits for her husband's nursing home costs. The woman's daughter was living with her parents for the past six years to help them out. The woman was denied Medicaid benefits because she and her husband sold their house to their daughter for less than the home's actual value the previous year. With the legal provider's assistance, the decision was appealed and the woman was able to prove her daughter was disabled at the time of the transfer of the home. Since the daughter was disabled, the husband was eligible for the Medicaid benefits and the woman could keep funds to care for herself.
- The legal provider was contacted by a 63-year old man after receiving notice that his Ill and Handicap Waiver benefits had been reduced based on the level of care requirements. The notice informed him that his benefit would be reduced from \$2,631.00 to \$904.00. The man had been receiving the benefits for the past seven years and was worried that he could not care for himself on the reduction and would be forced into a nursing home. With the assistance of the legal provider, the man appealed the decision and submitted a letter from his doctor as evidence in support of the level of care needed. The man then received a letter from Medicaid stating his benefits were restored.
- An elderly woman had her bank account garnished by a judgment creditor. The funds in the account were solely Social Security benefits, which are fully exempt. The legal provider was successful in getting the garnished funds released and returned to the woman. In addition, the \$4,711 debt was settled for a payment of \$3,400. This resulted in a financial benefit to the client of nearly \$2,000.
- A 70-year old woman contacted the legal provider after buying a used car she could not afford. The woman had responded to a contest flyer she received in the mail, and only wanted to see if she had won a vehicle. The salesperson was aggressively pressured her into making a deal on a used car. The woman tried to leave, but was pressured back into the building. The woman tried to leave again and went to her car and got in. The salesperson told her to get out of the car because the deal had not been made yet. The client signed the paperwork and personnel from the dealership drove the used car to her home. The woman tried calling the dealership, but was put on hold and then was disconnected. The woman then drove the car back to the dealership and tried to return it. The woman told them she was on disability and it would take a third of her income to pay for the vehicle. The dealership refused to take the vehicle. The legal provider contacted the owner of the dealership and the owner agreed to cancel the contract for the used vehicle.

## STATE TOTALS FOR THE LEGAL ASSISTANCE PROGRAM

**Figure 1: Clients and Hours by AAA**



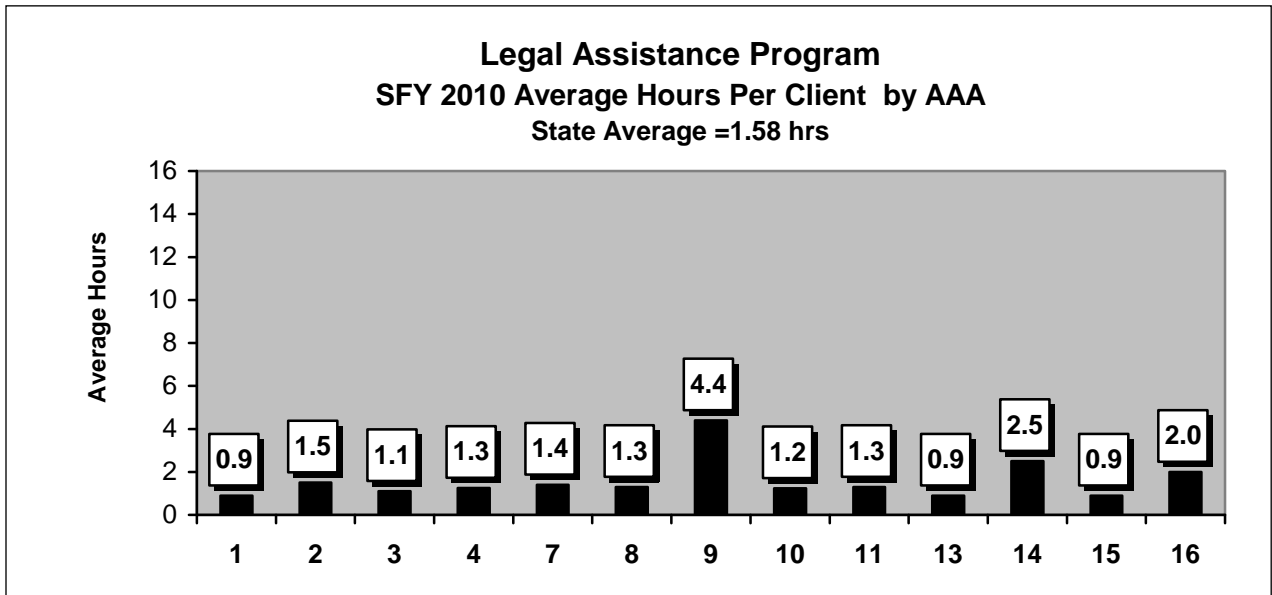
**Key:**

**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	



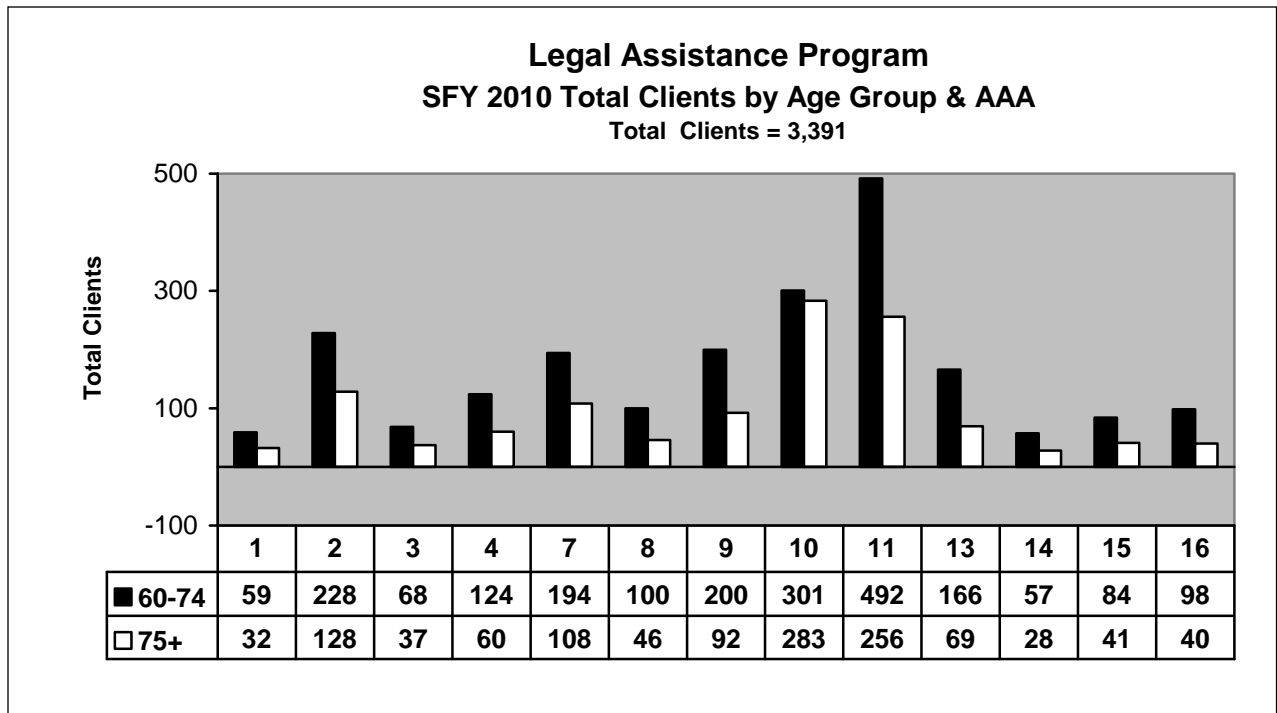
**Figure 2: Average Hours per Client by AAA**



**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 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

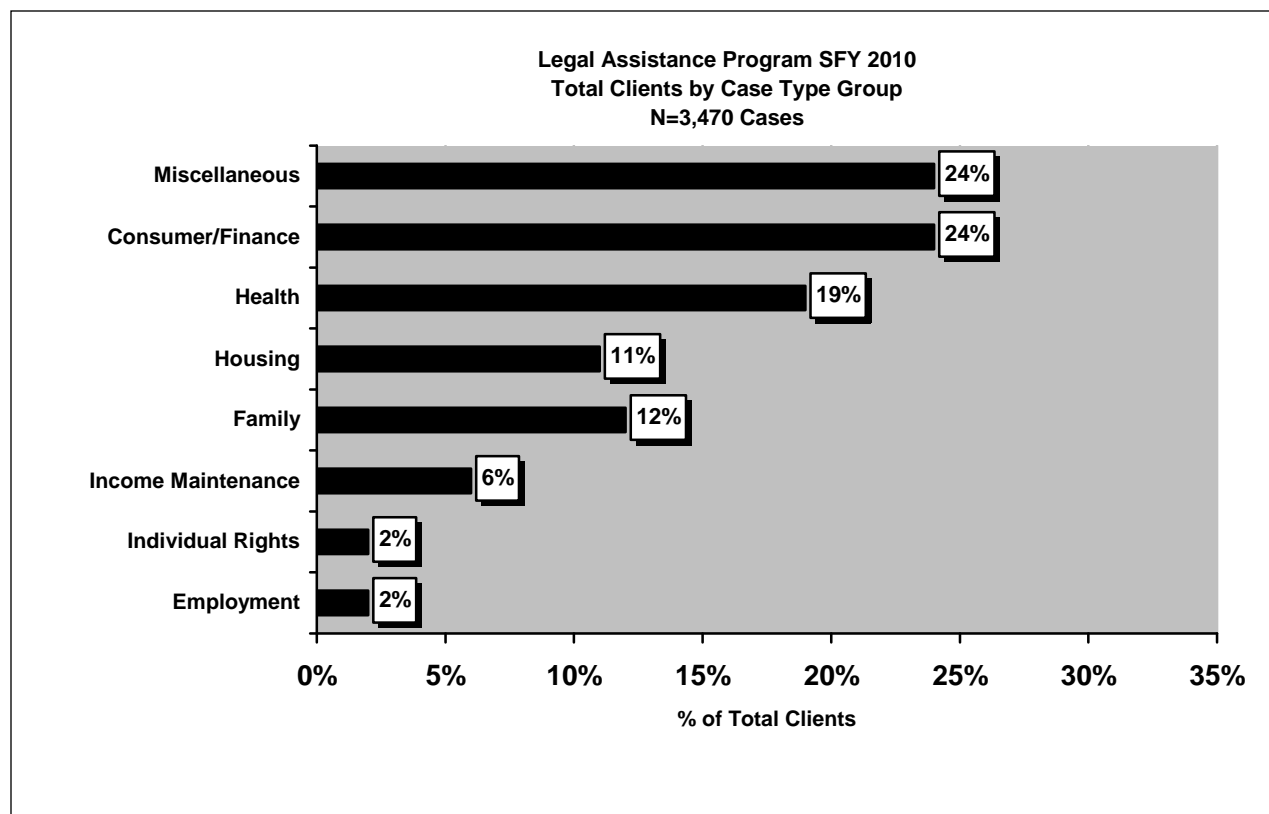
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7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

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

<b>Legal Assistance Program</b>					
<b>Individual Case Types by Number of Clients and as a Percentage of the Total Clients</b>					
<b>N= 3,470 Cases</b>					
<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>	<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>
Medicaid	570	16%	Other (Health)	29	1%
Collection	419	12%	SSI	27	1%
Wills/Estate	342	10%	Taxes	26	1%
Other (Misc)	315	9%	License	25	1%
Guardianship	171	5%	Unemployment	24	1%
Landlord/tenant	160	5%	Support	24	1%
Power of Attorney	155	4%	Social Security	24	1%
Bankruptcy	135	4%	Mental Health	24	1%
Contracts	124	4%	Loans	16	0%
Abuse	116	3%	Disability	15	0%
Homeowners	104	3%	Public Housing	10	0%
Other (Income)	77	2%	State & Local	9	0%
Other (Consumer)	57	2%	Visitation	7	0%
Divorce	54	2%	Utilities	7	0%
Credit	48	2%	Food Stamps	5	0%
Foreclosure	46	1%	Wage Claims	4	0%
Other (Family)	45	1%	Private Insurance	4	0%
Rights	38	1%	Discrimination	4	0%
Veterans Benefits	35	1%	Name Change	3	0%
Medicare	35	1%	LTC Facilities	3	0%
Other (Employment)	34	1%	Civil Rights	3	0%
Other (Rights)	34	1%	Pred. Lending	2	0%
Other (Housing)	30	1%	Immigration	2	0%
Unfair Sales	29	1%			

**Figure 5: Clients by Case Type Group**



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

**Miscellaneous**

Licenses, Wills/Estates, and Powers of Attorney. (The category of Powers of Attorney will be a separate category in SFY 2011.)

**Consumer Finance**

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

**Health**

Long-Term Care Facilities, Medicaid, Medicare and Private Insurance

**Housing**

Housing rights—evictions/rent disputes, Foreclosures, Home ownership, Landlord/Tenant, Public housing

**Family**

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

**Individual Rights**

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

**Income Maintenance**

Food stamps, Social Security, SSI, State & Local income issues such as general relief, Unemployment, and Veterans benefits

**Employment**

Discrimination, Taxes and Wage claims

**Figure 6: Cases by Type and Level of Service**

Case Group	Case Type	1	2	3	4	5	6	7	8	9	10	Total	
Miscellaneous	License	23	1								1	25	
	Other (Misc)	133	85								97	315	
	POA	63	85								7	155	
	Wills/estates	163	111								68	342	
<b>Miscellaneous Total</b>		<b>382</b>	<b>282</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>173</b>	<b>837</b>	
Consumer Finance	Bankruptcy	115	7	8	1						4	135	
	Collection	238	130	4			6	5		4	32	419	
	Contracts	104	15								5	124	
	Credit	41	5								2	48	
	Loans	12	2								2	16	
	Other (Consumer)	49	3								5	57	
	Pred. Lending	1	1									2	
	Unfair sales	15	6	1								7	29
	Utilities	4	2									1	7
<b>Consumer Finance Total</b>		<b>579</b>	<b>171</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>58</b>	<b>837</b>	
Health	LTC Facilities	3										3	
	Medicaid	342	142					1	9		76	570	
	Medicare	22	13									35	
	Other (Health)	21	5								3	29	
	Private Insurance	3	1									4	
<b>Health Total</b>		<b>391</b>	<b>161</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>79</b>	<b>641</b>	
Individual Rights	Civil Rights	2	1									3	
	Disabled	13	2									15	
	Immigration	1									1	2	
	Mental Health	23		1								24	
	Other (Rights)	27		4								3	34
<b>Individual Rights Total</b>		<b>66</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>78</b>	
Housing	Foreclosure	35	11									46	
	Homeowners	80	14	2					2	1	5	104	
	Landlord/ten	122	24	2	1		2		1	2	6	160	
	Other (Housing)	23	3		1						3	30	
	Public Housing	8									2	10	
	Rights	28	5				1	1	1		2	38	
<b>Housing Total</b>		<b>296</b>	<b>57</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>18</b>	<b>388</b>	
Income Maintenance	Food stamps	4	1									5	
	Other (Income)	57	4						2		14	77	
	Social Security	18	2						1		3	24	
	SSI	23	2						2			27	
	Unemployment	15	1						8			24	
	Veterans Benefits	21	5	7							2	35	
	Workers Comp	8	1									9	
<b>Income Maintenance Total</b>		<b>146</b>	<b>16</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>19</b>	<b>201</b>	

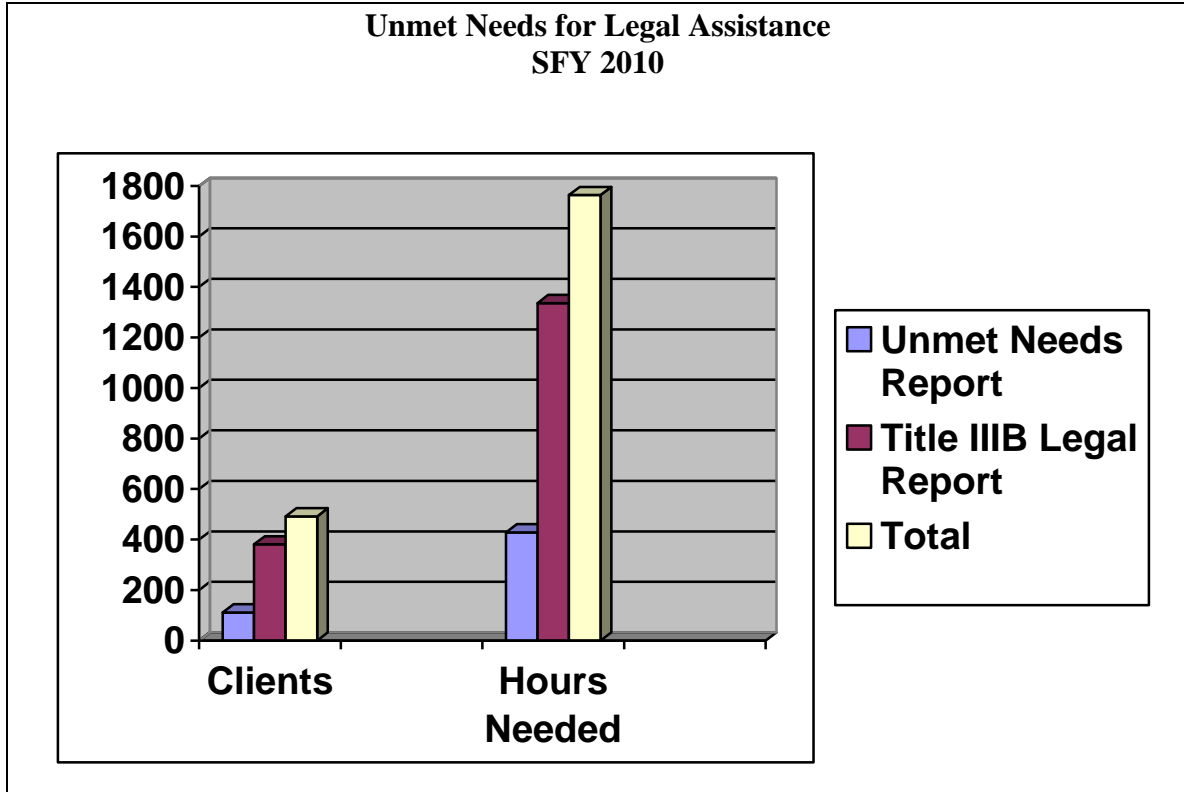
1	Counsel and Advice	3	Referred	5	Client Withdrew	7	Settled with Litigation	9	Court Decision
2	Brief Service	4	Insufficient Merit	6	Settled without Litigation	8	Administrative Decision	10	Other

**Figure 6: Cases by Type and Level of Service**

Case Group	Case Type	1	2	3	4	5	6	7	8	9	10	Total
Family	Abuse	11	45	22				2		4	32	116
	Divorce	42	2							5	5	54
	Guardianship	75	38	13	3					13	29	171
	Name change	3										3
	Other (Family)	37	1	1							6	45
	Support	17	3	1					1		2	24
	Visitation	3	1								3	7
Family Total		188	90	37	3	0	0	2	1	22	77	<b>420</b>
Employment	Discrimination	4										4
	Other (Employment)	31	3									34
	Taxes	20	2								4	26
	Wage Claims	4										4
Employment Total		59	5	0	0	0	0	0	0	0	4	<b>68</b>
Grand Total		2107	785	66	6	0	9	9	27	29	432	3470

1	Counsel and Advice	3	Referred	5	Client Withdrew	7	Settled with Litigation	9	Court Decision
2	Brief Service	4	Insufficient Merit	6	Settled without Litigation	8	Administrative Decision	10	Other

**Figure 7: Unmet Need for the Legal Assistance Program  
As Identified through the  
Unmet Needs Report and the Title IIIB Legal Assistance Report**



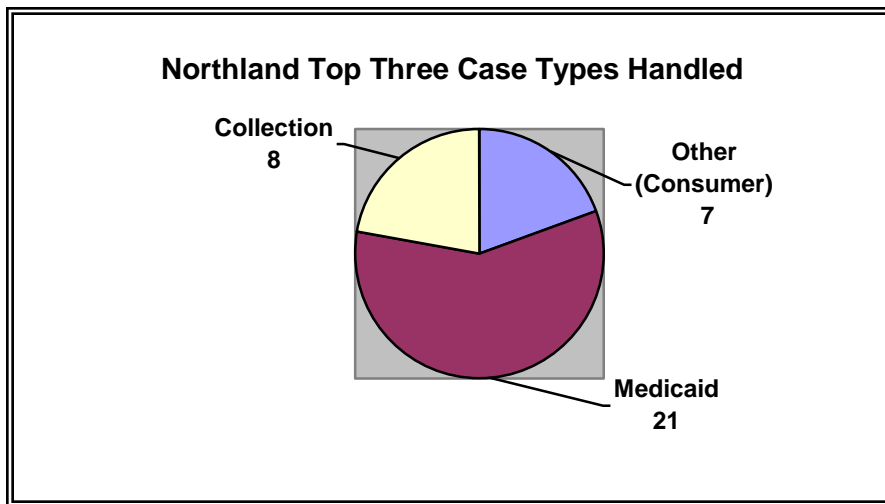
**TOTALS BY AREA AGENCY ON AGING  
SFY 2010**

**One unit of service = 1 hour**

**Northland Agency on Aging**

Units of Service 81

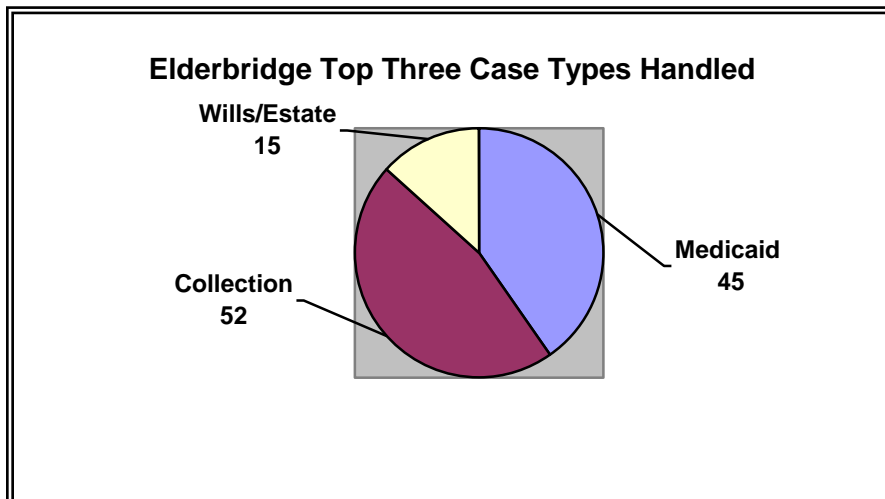
Unduplicated Clients Served 91



**Elderbridge Agency on Aging**

Units of Service 517

Unduplicated Clients Served 356

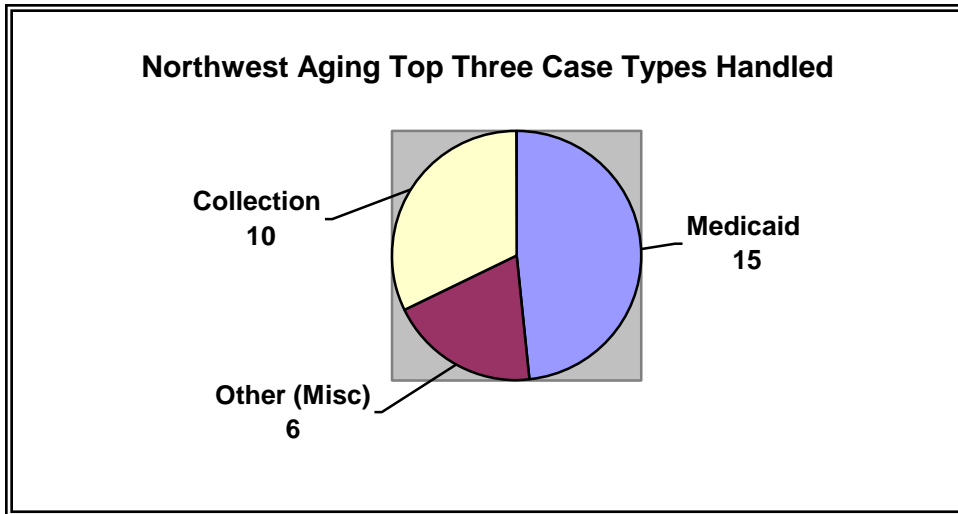




**Northwest Aging Association**

Units of Service 115

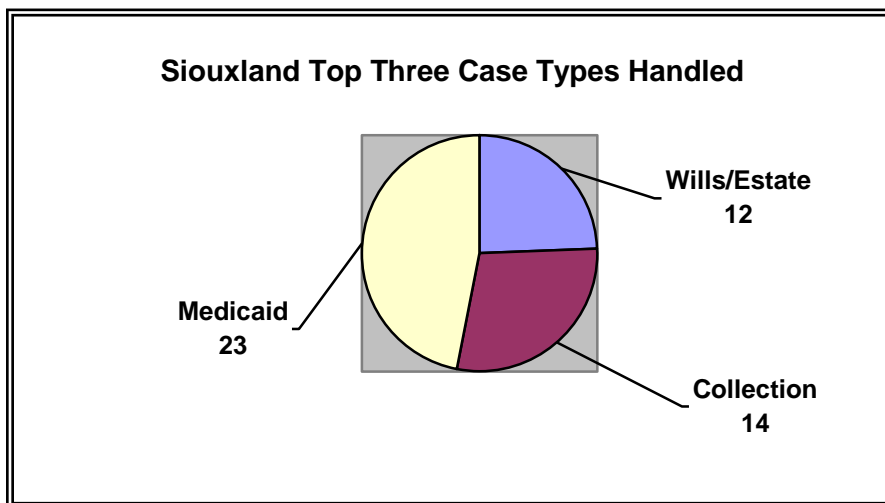
Unduplicated Clients Served 105



**Siouxland Aging Services, Inc.**

Units of Service 240

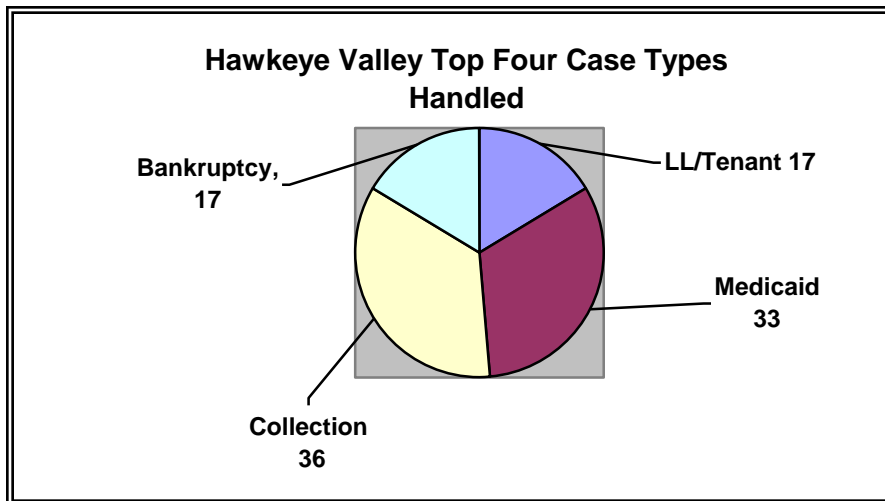
Unduplicated Clients Served 184



### Hawkeye Valley Area Agency on Aging

Units of Service 413

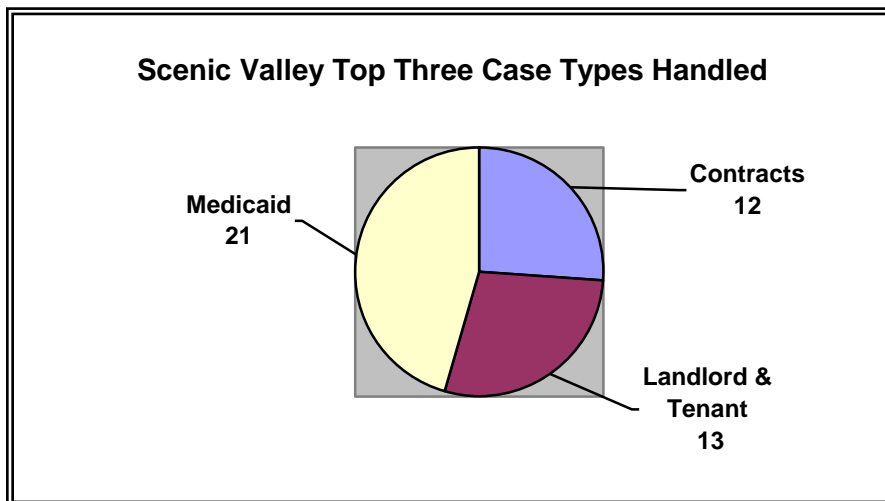
Unduplicated Clients Served 302



### Scenic Valley Area Agency on Aging

Units of Service 190

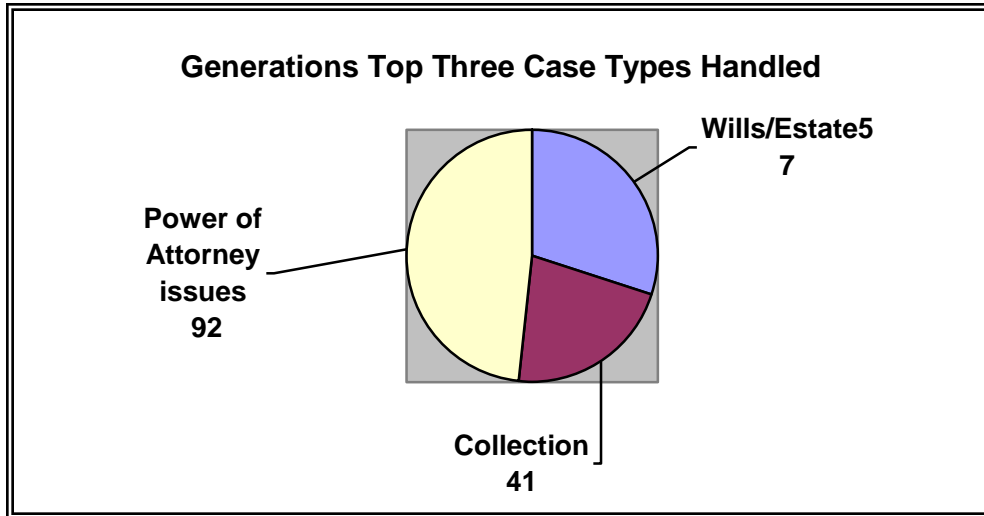
Unduplicated Clients Served 146



### Generations Area Agency on Aging

Units of Service 1,286

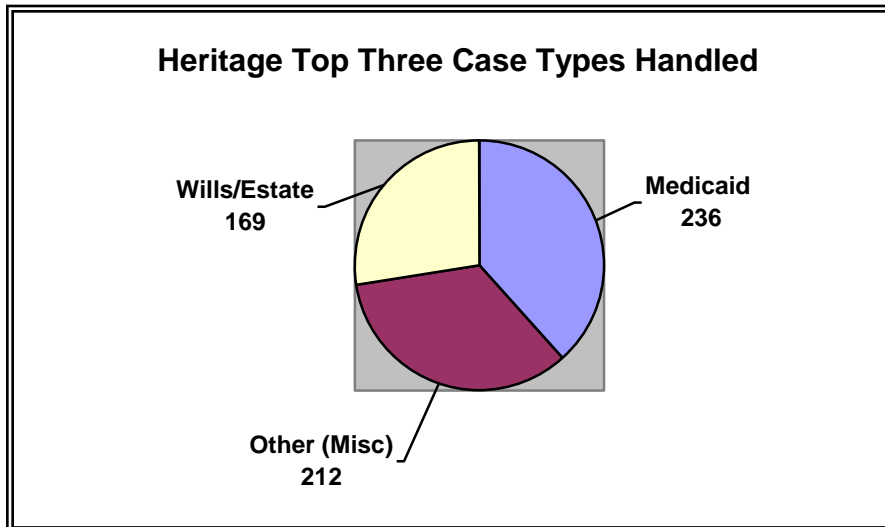
Unduplicated Clients Served 292



### The Heritage Agency

Units of Service 709

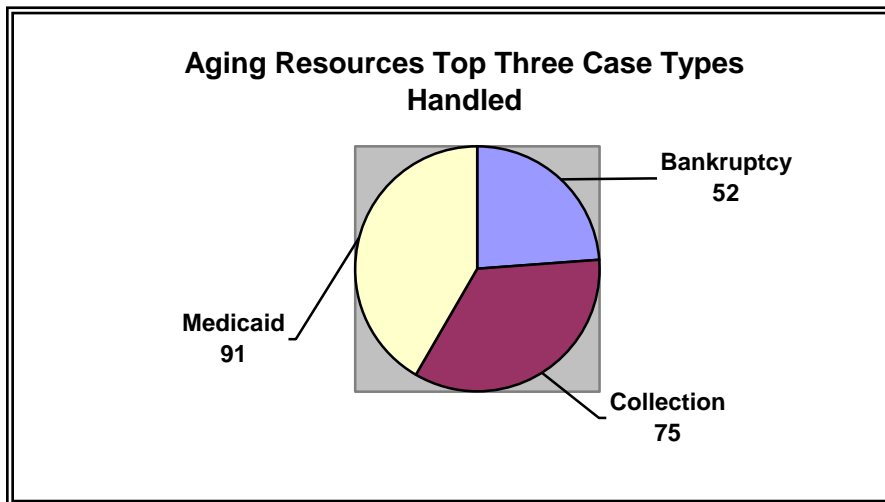
Unduplicated Clients Served 584



### Aging Resources of Central Iowa

Units of Service 969

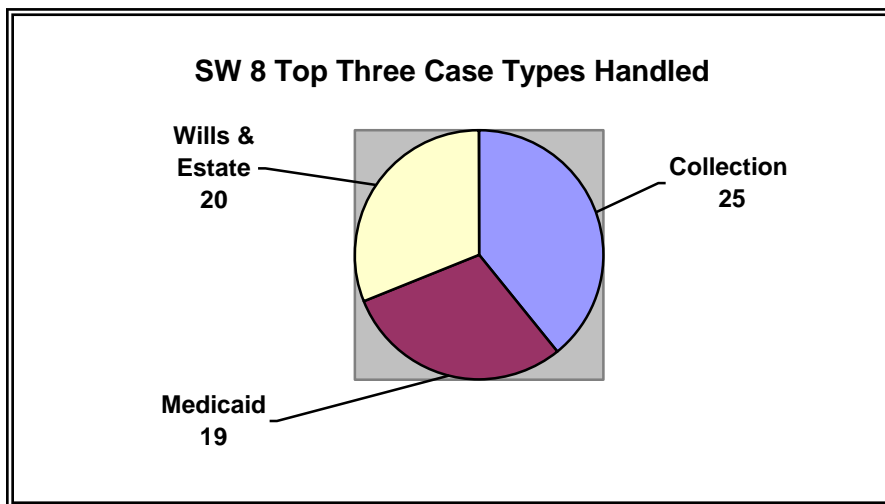
Unduplicated Clients Served 748



### Southwest 8 Senior Services, Inc.

Units of Service 220

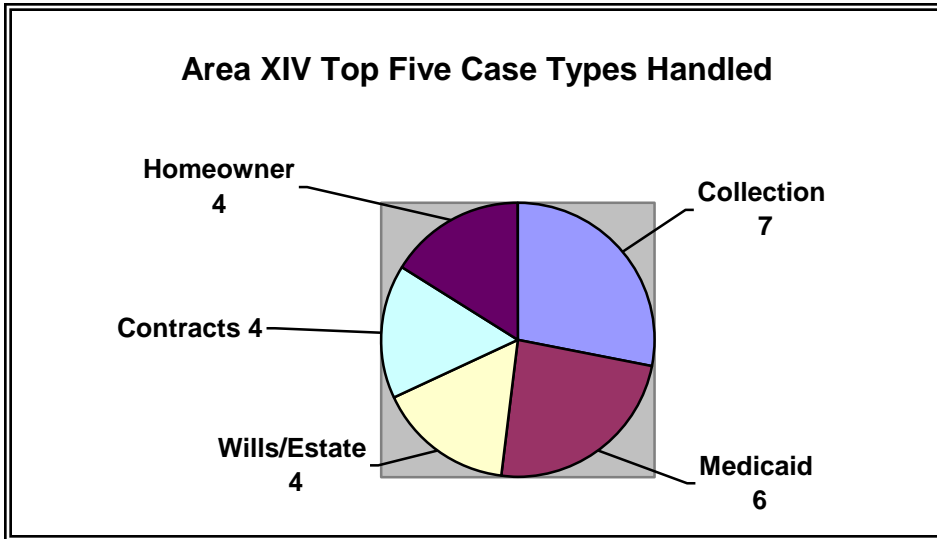
Unduplicated Clients Served 235



**Area XIV Agency on Aging**

Units of Service 216

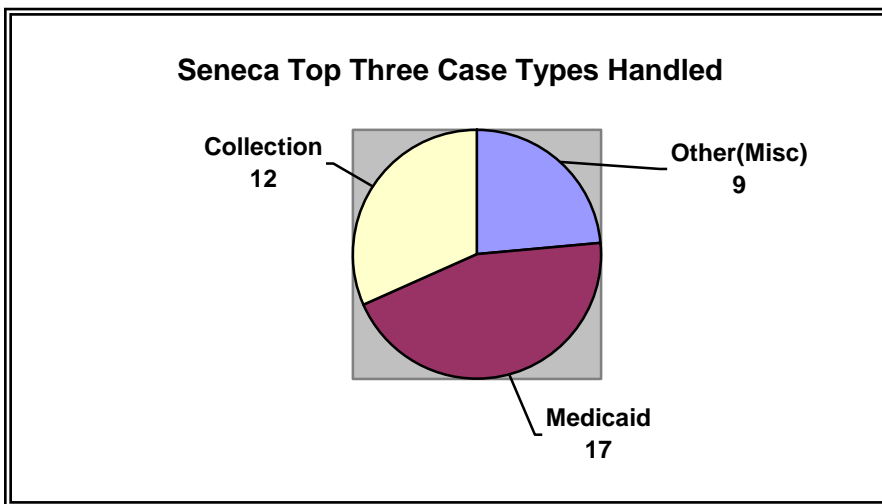
Unduplicated Clients Served 85



**Seneca Area Agency on Aging**

Units of Service 115

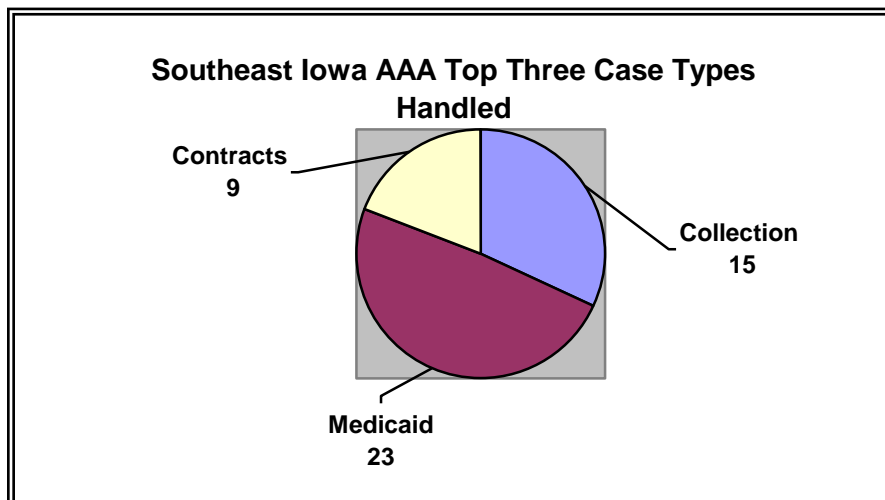
Unduplicated Clients Served 125



**Southeast Iowa Area Agency on Aging, Inc.**

Units of Service 278

Unduplicated Clients Served 138

**Statewide Totals**

Units of Service 5,349

Unduplicated Clients Served 3,391

**CONCLUSION:**

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 3,391 clients and provided 5,349 hours of service to persons 60 and older. Of the 3,391 clients served, 2,489 were in economic or social need, while 275 were minorities. Older Iowans most generally seek assistance from the legal program for issues such as Medicaid eligibility and information, debt collection concerns, Bankruptcy, Contracts, Landlord/Tenant, Powers of Attorney (POA), Wills and Estate concerns. An additional 1,105 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 3,391 individuals were served, there were another 492 older Iowans with unmet needs for legal assistance. These 492 individuals needed 1,764 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