

**Iowa Department of Elder Affairs**

**Title IIIB Legal Assistance Program**

**Activity Report**  
**for**  
**SFY 2007**

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 3<sup>rd</sup> 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.  
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  
3505 Stoneman Road,  
Suite 4  
Dubuque, Iowa 52002  
(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 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 2007**

## **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) 2007. (July 1, 2006 to June 30, 2007). 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 '06. 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 2,792 clients while providing 10,765 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 2007, the four (4) primary case types handled statewide were:

Wills/Estates	21%
Medicaid	15%
Collection	14%
Miscellaneous*	09%

\*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 50% (or 1,386) of clients through counsel and advice. Another 31% (or 842 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 68 sessions were presented through community education efforts and a total of 915 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, Medicare prescription drug program, Medicaid eligibility, guardianship, conservatorship, estate planning, consumer fraud, income tax and telephone tax refunds, identity theft and legal resources available in the community.

## V. Minority Groups Served

Of the total clients receiving legal assistance through the Title IIIB program, 261 were minorities. This represents 9% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native:	05
Asian:	07
Black/African American:	208
Native Hawaiian/Other Pacific Islander	06
Hispanic:	35

## VI. Economically and Socially Needy

In SFY 07, 29%, or 812 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 40%, or 1,109 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 2007. 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	1,682
75+	1,110
Hours of service	10,765

## Unmet Need for Legal Assistance

### As Identified by the Unmet Needs Report

112 clients  
needing 361 hours of assistance

### As Identified by Title IIIB Legal Providers

402 clients  
needing 993 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 112 older Iowans had legal assistance needs which would have totaled 361 hours of service that were not met. The Title IIIB legal providers reported that 402 clients were in need of legal assistance which would have resulted in 993 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 514 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 514 individuals needed 1,354 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: Consumer debt and credit card issues, Collections, Involuntary discharges from facilities, Placement of a registered sex offender in care facilities, Miller trusts, Medicaid eligibility, income tax filings, and 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 began receiving harassing telephone calls from debt collectors. One creditor threatened to throw her in jail if she did not pay her bill. The client had been making payments until health problems made it impossible for her to work. The client became emotionally frail and distraught because of the threats being made. The legal provider advised the client generally how to deal with creditors and then wrote a letter to her various creditors requesting that they cease their contacts with the client. Because of this intervention, this client was no longer harassed by debt collectors.
- A 67 year-old man contacted the legal provider after learning that the care center where he lived was trying to evict him on the grounds that he was difficult to get along with. He had lived at the care center for 17 months and did not wish to move. A plan was developed to handle the difficulties but was not being followed. The legal provider represented the client at the involuntary discharge hearing seeking that the plan be followed and the client was able to remain in the home of his choice.
- The legal provider was contacted by an 85 year-old woman who had purchased cemetery stones the previous year but had never been delivered. The client had called the company several times but there was always an excuse as to why they were not ready. The legal provider sent the company a letter in an attempt to resolve the issue and shared information with the client on filing a small claims action. Because of the legal provider's intervention, the client finally received the cemetery stones she had purchased.
- The legal provider assisted an elderly man, acting as Guardian Ad Litem, in an involuntary conservatorship proceeding where there was self-neglect and abuse. The legal provider was able to review the situation and recommend changes to protect the elderly client. Due to the legal provider's involvement, the client was safe.

- A 62 year-old woman contacted the legal provider to request help in obtaining a restraining order against her boyfriend. Violence against her had escalated over recent months. Her daughter and grandchildren were living with her and she feared for their safety. She contacted the police who suggested the restraining order. The legal provider helped this woman file for a restraining order and represented her at the hearing. At the hearing, the legal provider worked to reach an agreement with the boyfriend.
  
- A disabled elderly man lived at a Section 8 housing complex. The complex attempted to evict this man, against his wishes. The legal provider was contacted and was able to negotiate with the landlord in order to prevent eviction and to work to resolve the concerns. Due to the legal provider's involvement, the client was able to continue living at his residence and has his needs being addressed.
  
- A widow called the legal provider as she had some estate planning concerns. She had questions about her will, powers of attorney and the deed to her house. Since her husband had died, she was concerned for her children and wanted to ensure that her disabled son was taken care of after her death. The legal provider drafted a new will, durable power of attorney for health care, general durable power of attorney for financial matters, and discussed a special needs trust and the probate process. Through this representation, the client was visibly much more at ease and knew her children would be able to care for her as needed, and they would be taken care of after her death.
  
- The legal provider was contacted by a 78 year-old woman who stated that the Social Security Administration was going to take all of her Social Security checks because of an overpayment. The Social Security Administration had been taking \$10 each month for the past few years to repay the overpayment. The client was advised to file an appeal of this decision. The legal provider then filed for reconsideration on behalf of the client and requested a waiver of the overpayment. After several months, The Social Security Administration decided to waive the overpayment, and the client was able to keep her benefits and not worry about paying for food or medicine.

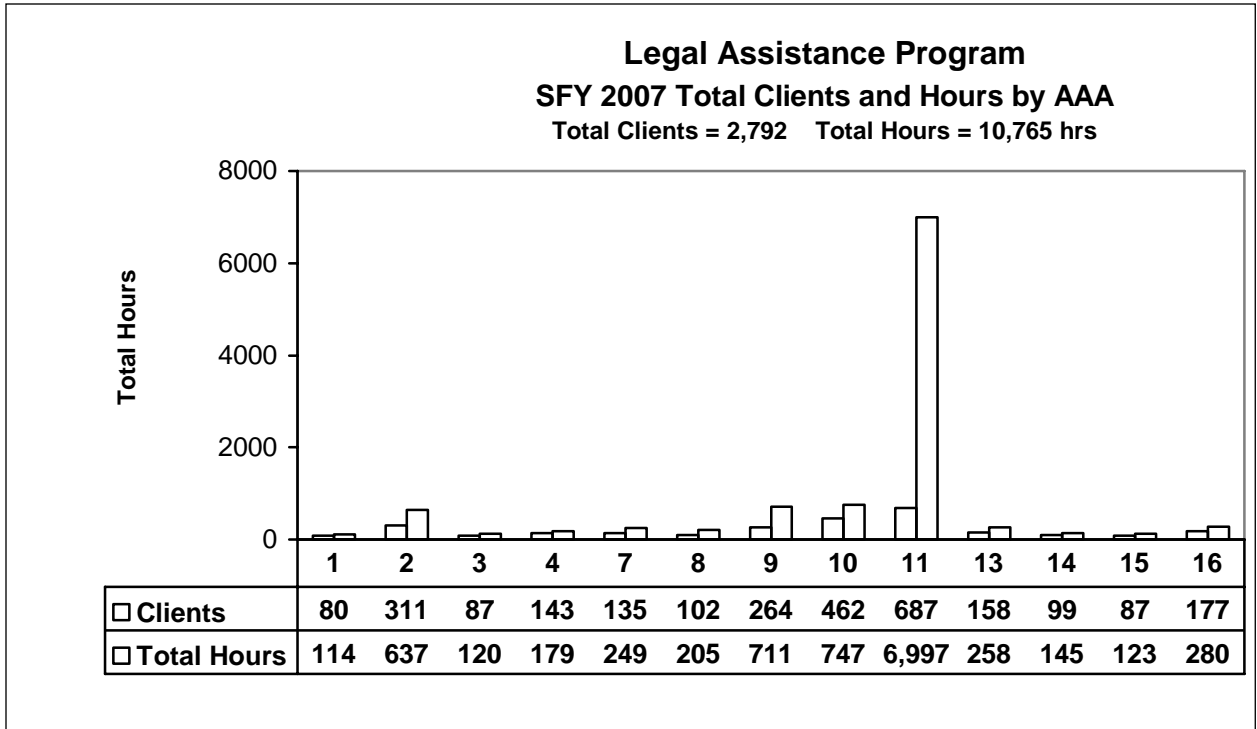
- A 90 year-old woman contacted the legal provider to revoke a power of attorney due to concerns with how the attorney-in-fact was handling the finances. The legal provider drafted a new document and relayed information to the client on reporting suspected adult abuse.
  
- An 81 year-old man was renting an efficiency apartment which was located on the back side of his landlord's house. He discovered, with the help of his son, that there was something suspicious about the way the electric meter was running to his apartment and the landlord's house. He called the utility company and they came out to look at the meter. The utility company representative told him that it appeared that the landlord was taking electric power from the tenant but could not tell for sure without shutting down the entire building. The man told the utility company to wait. When rent came due, the tenant confronted the landlord and refused to pay rent. He was then served with eviction papers by the sheriff and represented himself in court where he lost the case. He found a new place to live and delivered the keys to his ex-landlord at which time he was given an itemized list of expenses that the landlord claimed were owed. He refused to pay and was served with a small claims notice. At this point, the legal provider was contacted for help. The legal provider represented the client in court and was successful in negotiating an agreement with the landlord in which the landlord agreed to dismiss the case.
  
- A 74-year old man and his wife were having problems making ends meet. The man had read about possible assistance, especially paying for Medicare Part B premiums. The client's wife had \$18,000 in savings and they sometimes dipped into this to pay bills. The client's wondered what the money could be spent on and still qualify for some state assistance. The legal provider advised that the client's would be allowed \$6,000 for purposes of qualifying for the Qualified Medicare Beneficiary Program (QMB). Since the client's did not have a mortgage on the home, they were advised that they could use some of the money in savings to purchase pre-paid funeral packages. The client's were provided with information on financial assistance available to pay for some medical expenses and were advised about eligibility for the Low-Income Home Energy Assistance Program (LIHEAP) and Medicare Extra Assistance. Due to the legal provider's involvement, the client's were able to pay bills and still have funds for basic needs.

- A legal provider saved a client about \$39,000 in the process of resolving an elder abuse case. The client was an 83 year-old woman who had recently granted financial power of attorney to a niece. The niece began to steal the money—cashing the client’s certificates of deposit and even acquired a mortgage on the client’s home. The niece was charged with theft and filed bankruptcy. The legal provider was able to get the bank to remove the mortgage, saving the client \$39,000 and lifting her spirits.
  
- The legal provider was contacted by an 82 year-old woman who had hired a contractor to perform some home repairs. The client received financial assistance from the city to have the work done. The contractor who performed the work did a shoddy job and the financial assistance entity refused to pay the contractor. The contractor then sued the client for over \$25,000. The legal provider represented the client and was able to convince the contractor to dismiss the case. The contractor had also filed a lien against the home and was attempting to foreclose on the client’s home. The provider represented the client in this action as well and worked out a resolution. Due to the legal provider’s involvement, the client was able to stay in her home and have the work completed to meet her requirements.
  
- A 79 year-old man contacted the legal provider after his wife passed away. His wife had been on Title 19 and in a nursing home. The client received a letter which stated that he owed Estate Recovery over \$100,000. He understood that the state had a claim against him for half of the value of his home when he dies but wanted to try to preserve the home to leave to his kids and wanted to know options. The legal provider advised on the pros and cons of transferring his home and clarified that the state’s claim under estate recovery was only against his estate to the extent he has assets at the time of his death. The legal provider advised the client to complete an affidavit to get the home in his name alone and provided the forms and information on how to file.

**As is evident from the case stories above, older Iowans were given legal assistance which helped them prevent or resolve their legal problems. The legal providers also distributed a wide variety of self-help booklets, as well as made referrals, when appropriate, to the volunteer lawyer’s projects and/or other administrative agencies. Older Iowans were able to learn more about their legal rights and responsibilities through this effort.**

# STATE TOTALS FOR THE LEGAL ASSISTANCE PROGRAM

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

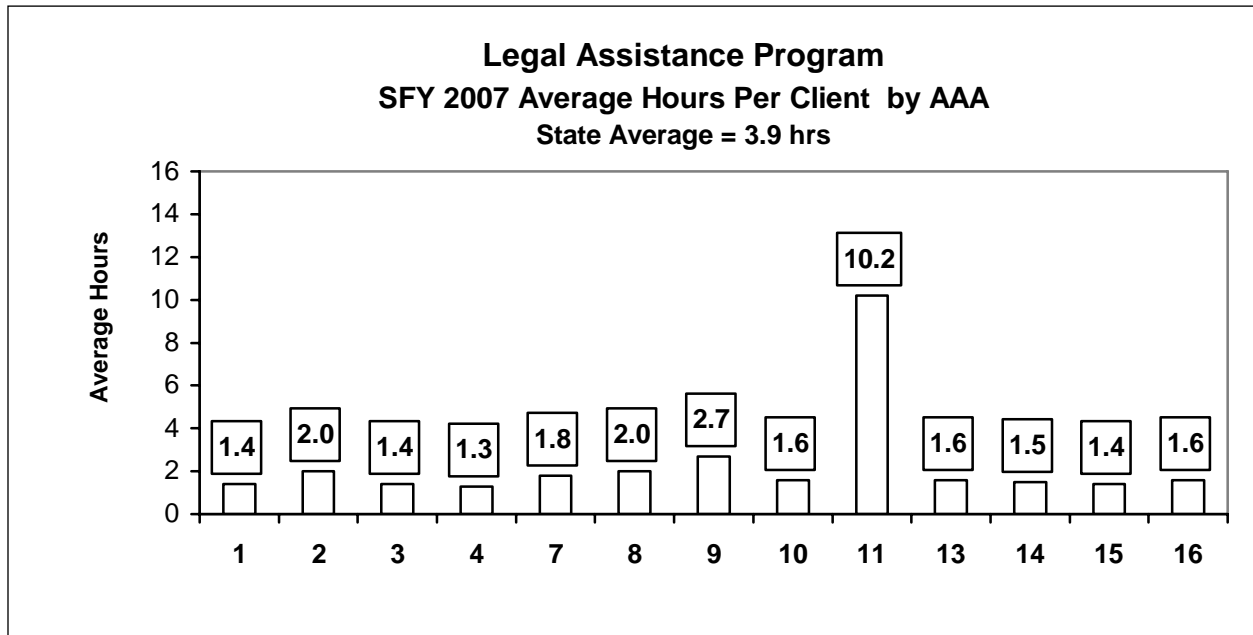


**Key:**

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



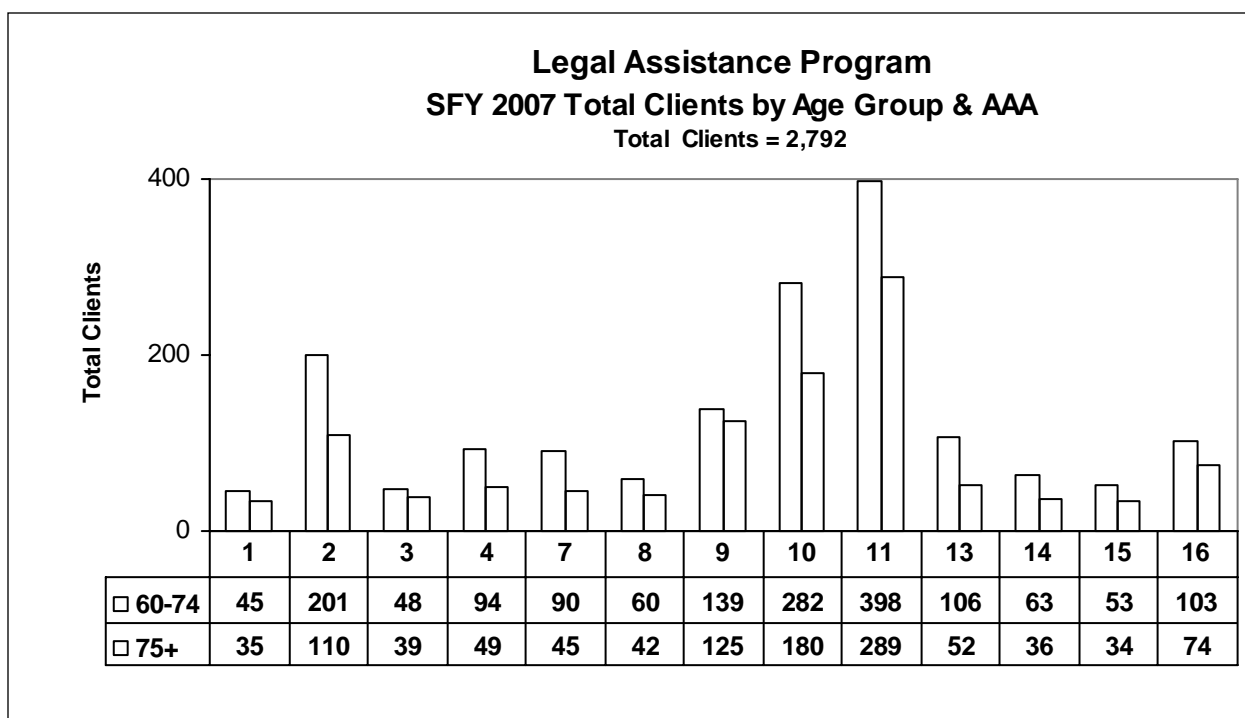
**Figure 2: Average Hours per Client by AAA**



**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: 60% of Clients were in the 60-74 age group  
 40% of Clients were in the 75+ age group

**Key:**

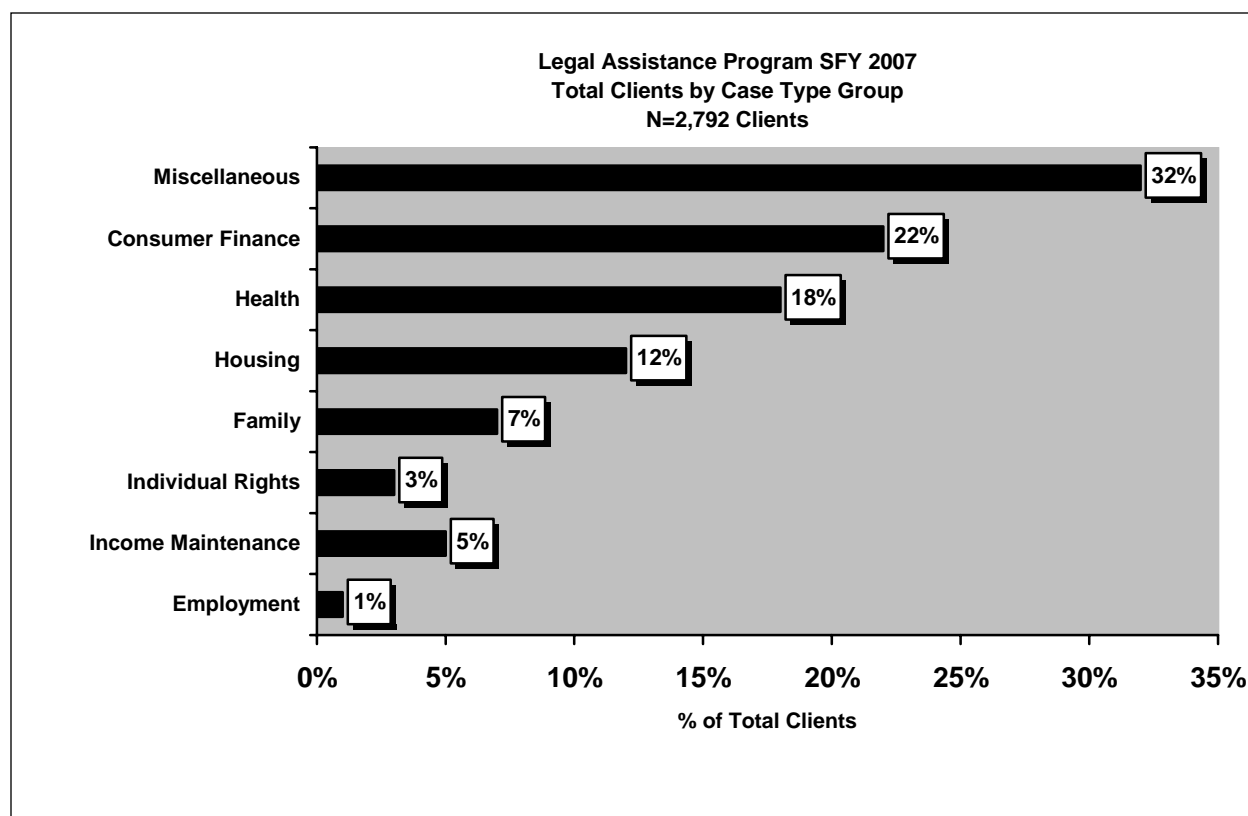
**Area Agencies on Aging**

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**

<b>Legal Assistance Program</b>					
<b>Individual Case Types by Number of Clients and as a Percentage of the Total Clients</b>					
<b>N= 2,792 Clients</b>					
<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>	<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>
<b>Wills/estates</b>	<b>586</b>	<b>21%</b>	<b>Visitation</b>	<b>15</b>	<b>1%</b>
<b>Medicaid</b>	<b>428</b>	<b>16%</b>	<b>Utilities</b>	<b>15</b>	<b>1%</b>
<b>Collection</b>	<b>374</b>	<b>14%</b>	<b>Support</b>	<b>13</b>	<b>1%</b>
<b>Other (Misc)</b>	<b>246</b>	<b>9%</b>	<b>Unfair Sales</b>	<b>13</b>	<b>1%</b>
<b>Homeowners</b>	<b>166</b>	<b>6%</b>	<b>Loans</b>	<b>11</b>	<b>0%</b>
<b>Landlord/tenant</b>	<b>127</b>	<b>5%</b>	<b>Abuse</b>	<b>10</b>	<b>0%</b>
<b>Guardianship</b>	<b>89</b>	<b>3%</b>	<b>Unemployment</b>	<b>09</b>	<b>0%</b>
<b>Other (Income)</b>	<b>76</b>	<b>3%</b>	<b>SSI</b>	<b>09</b>	<b>0%</b>
<b>Contracts</b>	<b>76</b>	<b>3%</b>	<b>Veterans Benefits</b>	<b>07</b>	<b>0%</b>
<b>Bankruptcy</b>	<b>68</b>	<b>2%</b>	<b>Disabled</b>	<b>07</b>	<b>0%</b>
<b>Other (Consumer)</b>	<b>59</b>	<b>2%</b>	<b>Discrimination</b>	<b>06</b>	<b>0%</b>
<b>Social Security</b>	<b>52</b>	<b>2%</b>	<b>Other-Public</b>	<b>05</b>	<b>0%</b>
<b>Medicare</b>	<b>42</b>	<b>2%</b>	<b>Wage Claims</b>	<b>04</b>	<b>0%</b>
<b>Rights</b>	<b>38</b>	<b>1%</b>	<b>Other (Employment)</b>	<b>04</b>	<b>0%</b>
<b>Other (Health)</b>	<b>34</b>	<b>1%</b>	<b>Name Change</b>	<b>04</b>	<b>0%</b>
<b>Divorce</b>	<b>33</b>	<b>1%</b>	<b>Workers Comp</b>	<b>04</b>	<b>0%</b>
<b>Other (Family)</b>	<b>29</b>	<b>1%</b>	<b>Food Stamps</b>	<b>04</b>	<b>0%</b>
<b>Mental Health</b>	<b>28</b>	<b>1%</b>	<b>Credit</b>	<b>04</b>	<b>0%</b>
<b>Other (Rights)</b>	<b>23</b>	<b>1%</b>	<b>Energy</b>	<b>02</b>	<b>0%</b>
<b>License</b>	<b>21</b>	<b>1%</b>	<b>Immigration</b>	<b>01</b>	<b>0%</b>
<b>Other (Housing)</b>	<b>20</b>	<b>1%</b>			

**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**

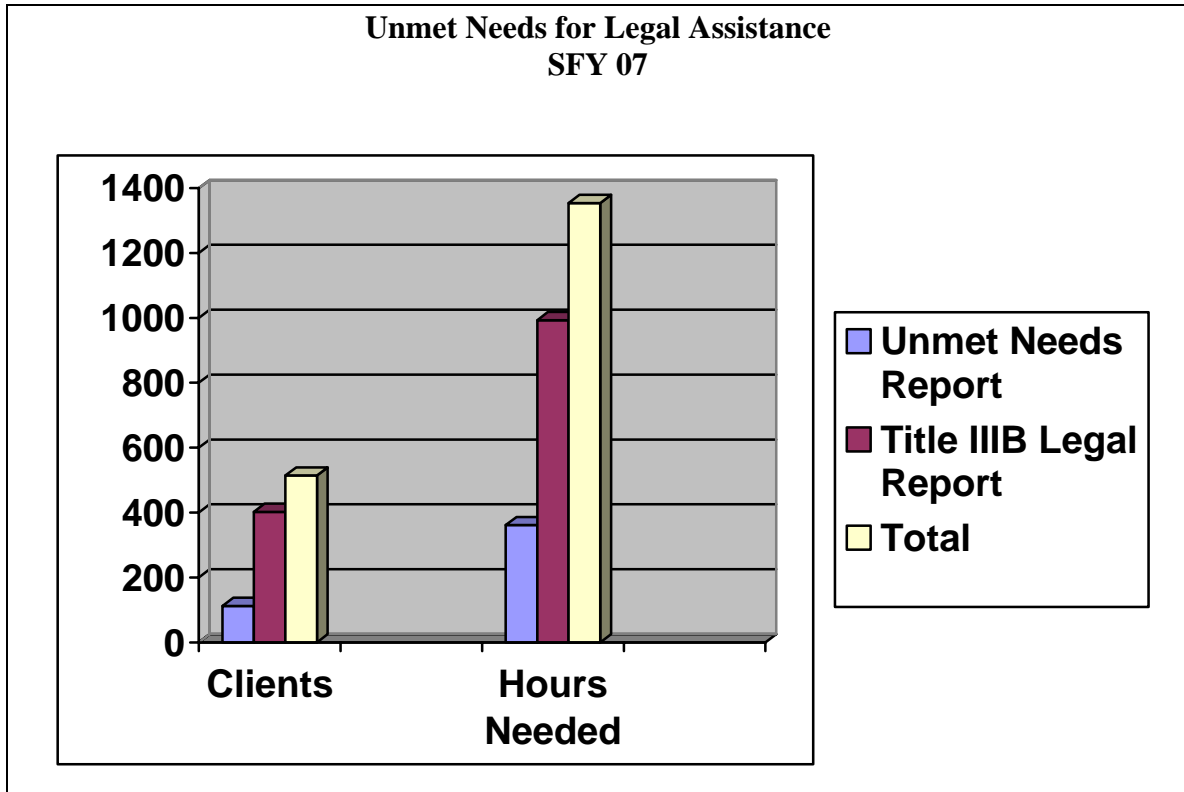
Discrimination and wage claims

**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	16	3	1		1						21
	Other (Misc)	106	37	4	1	6					92	246
	Wills/estates	174	329	12		17	1				53	586
	<b>Miscellaneous Total</b>	<b>296</b>	<b>369</b>	<b>17</b>	<b>1</b>	<b>24</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>145</b>	<b>853</b>
Consumer Finance	Bankruptcy	57	7	4								68
	Collection	204	134	3	2	3	2	4	1	10	11	374
	Contracts	62	3		3	5	2				1	76
	Credit	4										4
	Energy	1	1									2
	Loans	8	3									11
	Other (Consumer)	47	9			3						59
	Unfair sales	9	1		1		1	1				13
	Utilities	11	4									15
<b>Consumer Finance Total</b>	<b>403</b>	<b>162</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>10</b>	<b>12</b>	<b>622</b>	
Health	Medicaid	186	151	1	1	9	3		13	1	63	428
	Medicare	31	8			3						42
	Other (Health)	27	2	2		2					1	34
<b>Health Total</b>	<b>244</b>	<b>161</b>	<b>3</b>	<b>1</b>	<b>14</b>	<b>3</b>	<b>0</b>	<b>13</b>	<b>1</b>	<b>64</b>	<b>504</b>	
Individual Rights	Disabled	1	2			1	1		1		1	7
	Immigration	1										1
	Mental Health	22	2									24
	Other (Rights)	11	5		1	4					2	23
<b>Individual Rights Total</b>	<b>35</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>55</b>	
Housing	Homeowners	96	35	6		6	4	6	2	2	9	166
	Landlord/ten	78	26	1	2	6	1	1		5	7	127
	Other (Housing)	16	3								1	20
	Other-public	3	2									5
	Rights	28	6			1	1		1	1		38
<b>Housing Total</b>	<b>221</b>	<b>72</b>	<b>7</b>	<b>2</b>	<b>13</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>17</b>	<b>356</b>	
Income Maintenance	Food stamps	3	1									4
	Other (Income)	35	34			1					6	76
	Social Security	33	9	1		1		1	6		1	52
	SSI	5							3		1	9
	Unemployment	5			1				1		2	9
	Veterans Benefits	1	5			1						7
	Workers Comp	3		1								4
<b>Income Maintenance Total</b>	<b>85</b>	<b>49</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>161</b>	
Family	Abuse	1	1	3				1		3	1	10
	Divorce	26	1			2	1	1		1	1	33
	Guardianship	28	7		3	8		26		4	13	89
	Name change	3						1				4
	Other (Family)	12	7			3			1		6	29
	Support	9	3							1		13
	Visitation	13	1								1	15
<b>Family Total</b>	<b>92</b>	<b>20</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>29</b>	<b>1</b>	<b>9</b>	<b>22</b>	<b>193</b>	
Employment	Discrimination	5						1				6
	Other (Employment)	2									2	4
	Wage Claims	3						1				4
<b>Employment Total</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>	
<b>Grand Total</b>	<b>1386</b>	<b>842</b>	<b>39</b>	<b>15</b>	<b>83</b>	<b>17</b>	<b>44</b>	<b>29</b>	<b>28</b>	<b>275</b>	<b>2758</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 7: Unmet Need for the Legal Assistance Program  
As Identified through the  
Unmet Needs Report and the Title IIIB Legal Assistance Report**

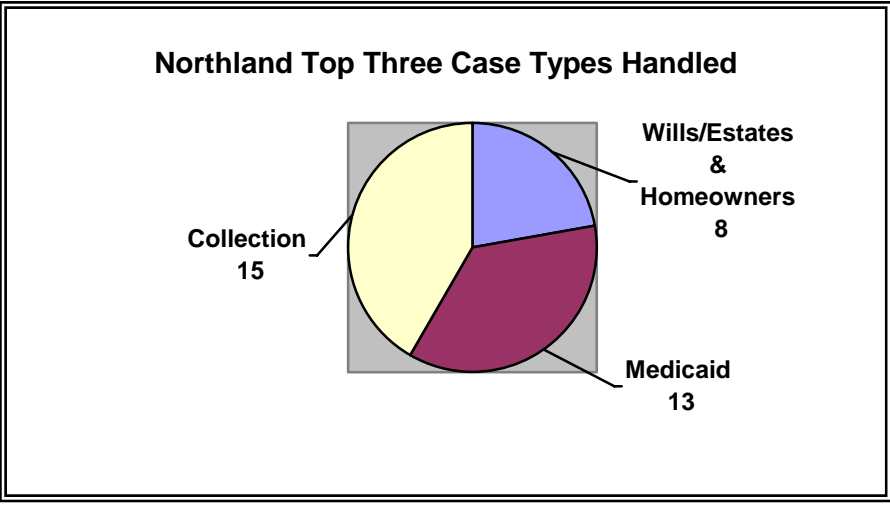


### TOTALS BY AREA AGENCY ON AGING SFY 2007

One unit of service = 1 hour

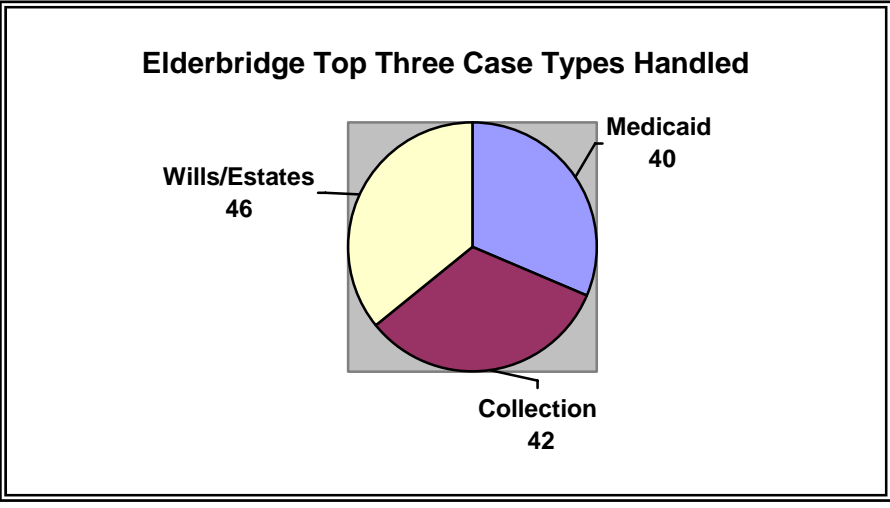
#### Northland Agency on Aging

Units of Service	114
Unduplicated Clients Served	80



#### Elderbridge Agency on Aging

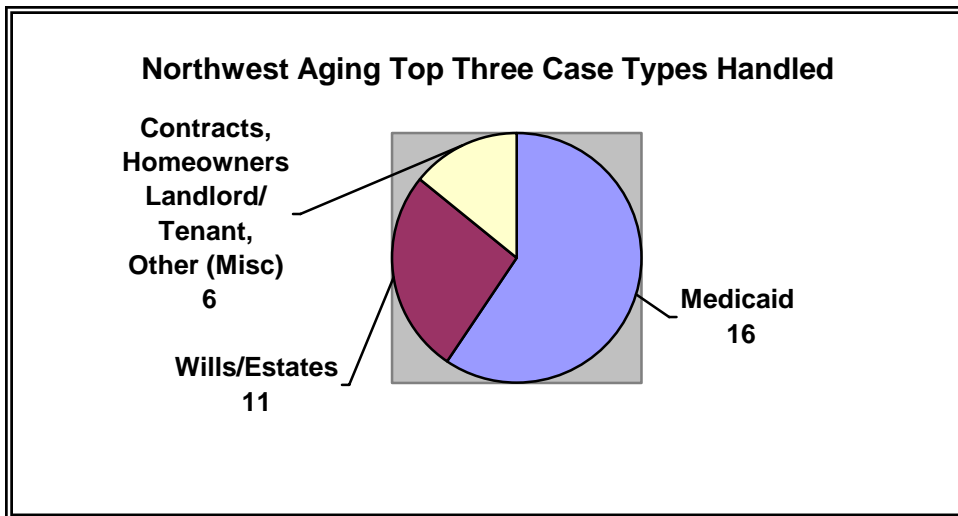
Units of Service	637
Unduplicated Clients Served	311



### Northwest Aging Association

Units of Service 120

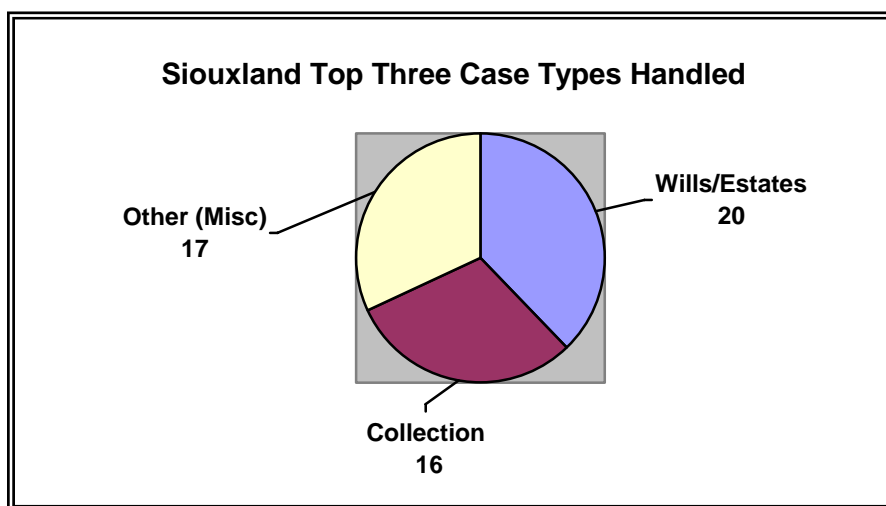
Unduplicated Clients Served 87



### Siouxland Aging Services, Inc.

Units of Service 179

Unduplicated Clients Served 143

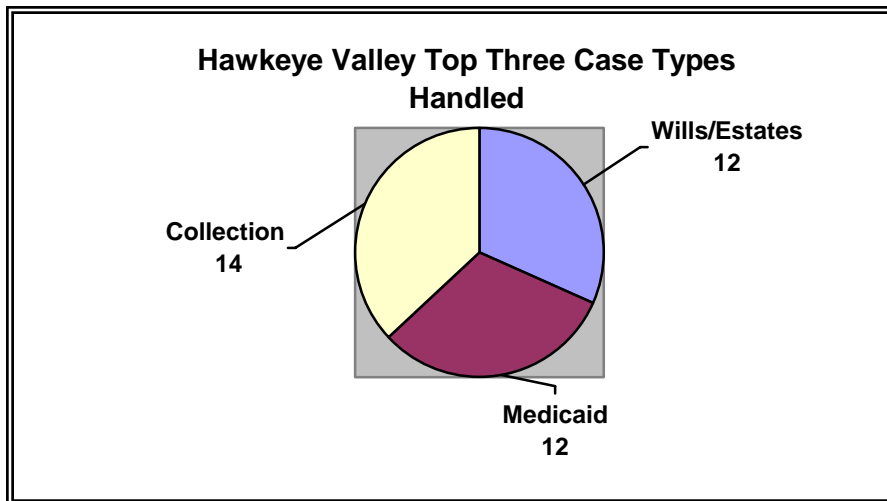




### Hawkeye Valley Area Agency on Aging

Units of Service 249

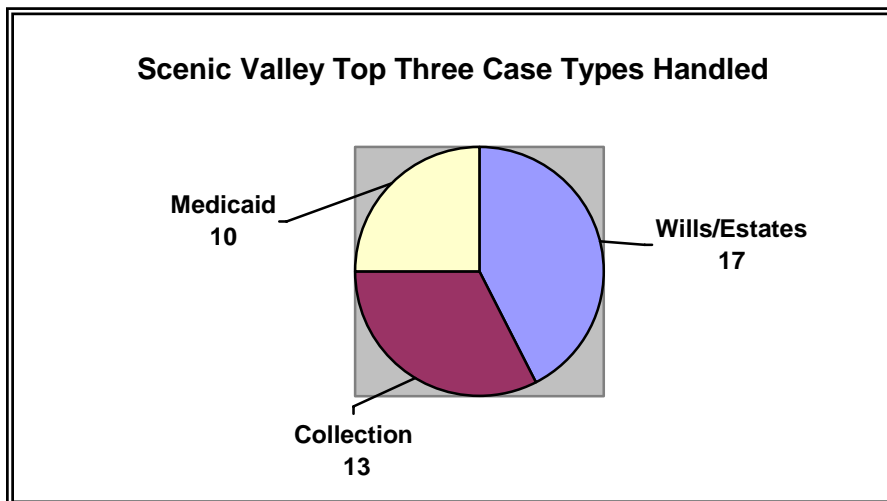
Unduplicated Clients Served 135



### Scenic Valley Area Agency on Aging

Units of Service 205

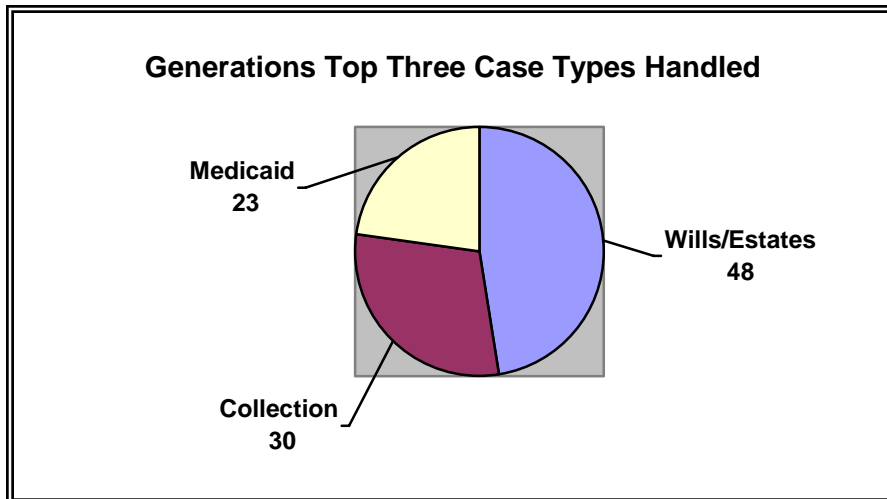
Unduplicated Clients Served 102



### Generations Area Agency on Aging

Units of Service 711

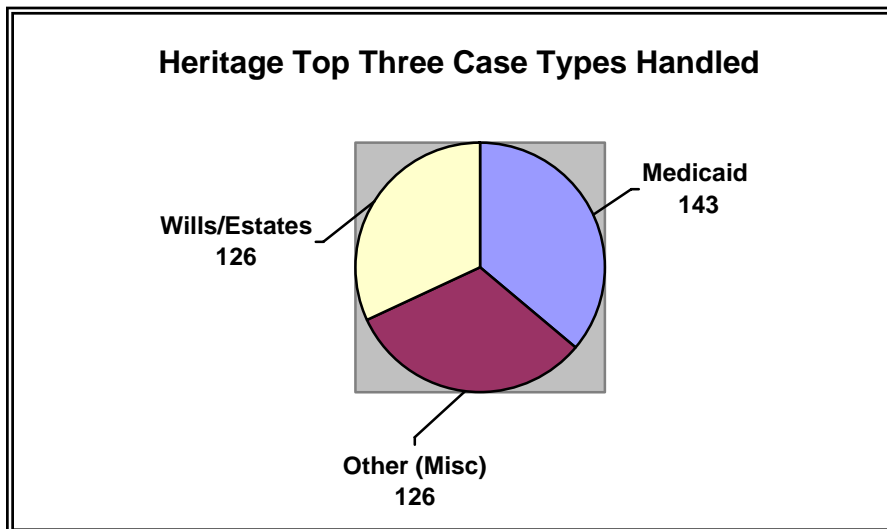
Unduplicated Clients Served 264



### The Heritage Agency

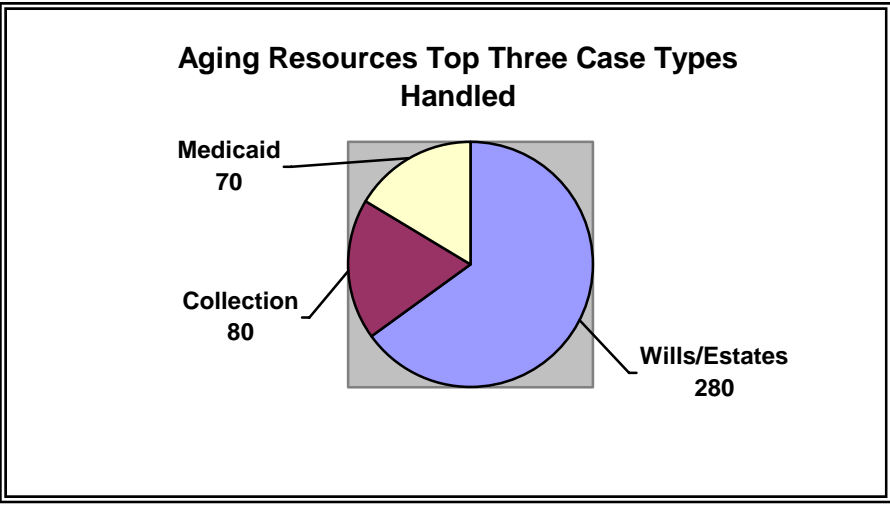
Units of Service 747

Unduplicated Clients Served 462



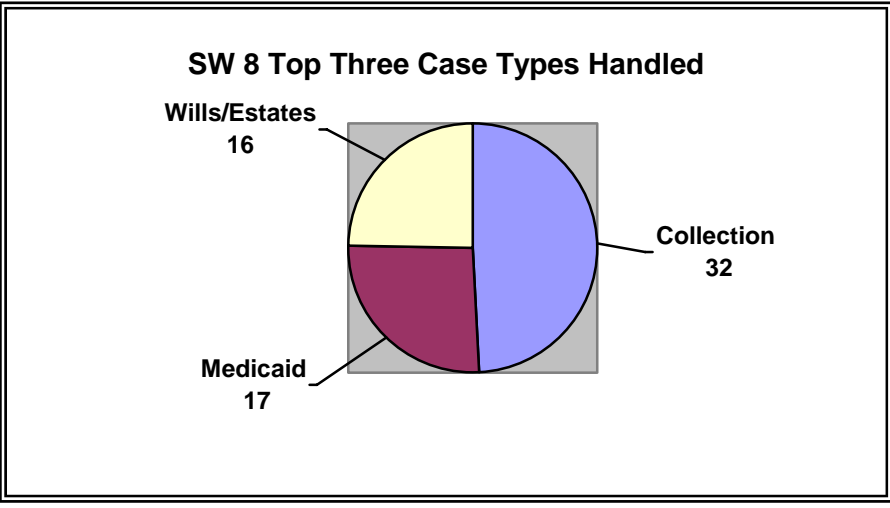
**Aging Resources of Central Iowa**  
(Data from two legal providers)

Units of Service	6,997
Unduplicated Clients Served	687



**Southwest 8 Senior Services, Inc.**

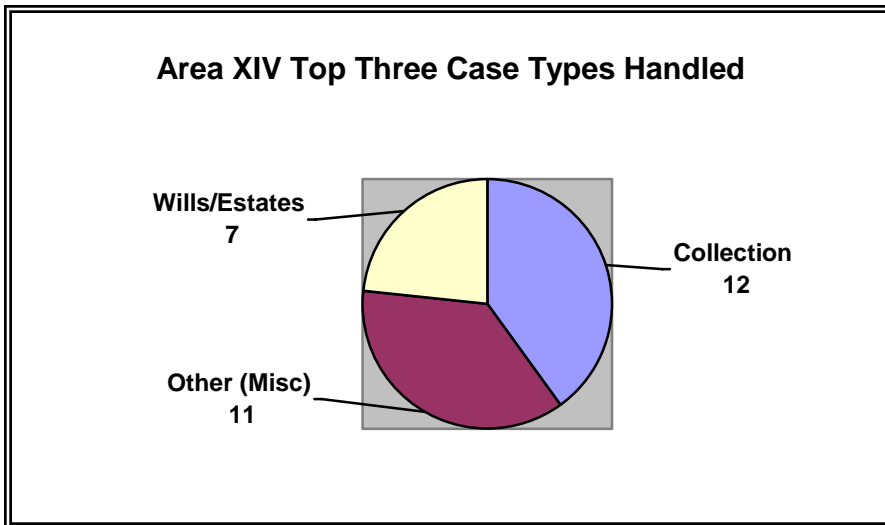
Units of Service	258
Unduplicated Clients Served	158



**Area XIV Agency on Aging**

Units of Service 145

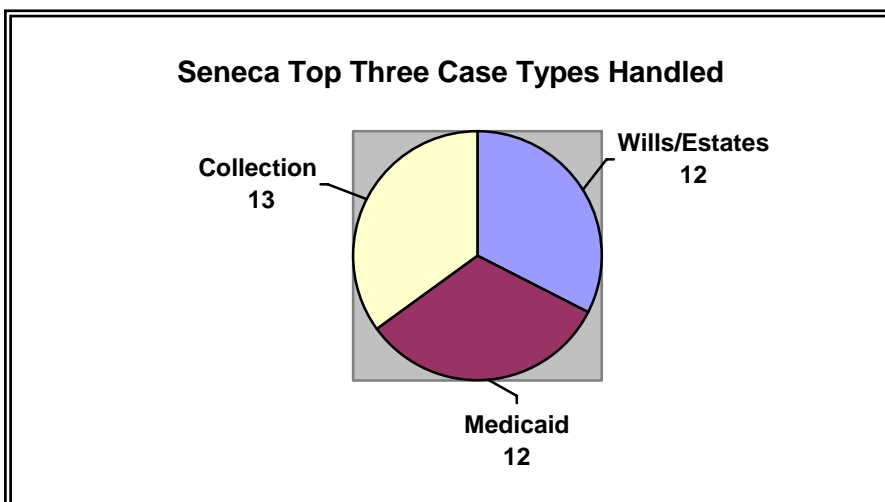
Unduplicated Clients Served 99



**Seneca Area Agency on Aging**

Units of Service 123

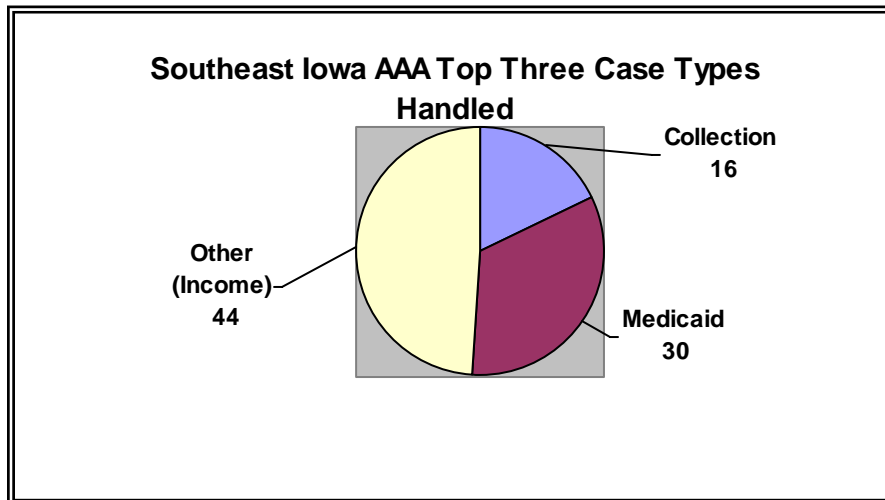
Unduplicated Clients Served 87



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

Units of Service 280

Unduplicated Clients Served 177



### Statewide Totals

Units of Service 10,765

Unduplicated Clients Served 2,792

**CONCLUSION:**

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 2,792 clients and provided 10,765 hours of service to persons 60 and older. Of the 2,792 clients served, 1,921 were in economic or social need, while 261 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 915 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 2,792 individuals were served, there were another 514 older Iowans with unmet needs for legal assistance. These 514 individuals needed 1,354 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