

Iowa Department on Aging

Title IIIB Legal Assistance Program

Activity Report
for
SFY 2009

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 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
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
1700 1st Avenue, 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 10th 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. 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 2009

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) 2009. (July 1, 2008 to June 30, 2009). 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 11 Title IIIB legal services providers contracted with by Iowa's 13 Area Agencies on Aging in SFY '09. 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 3,006 clients while providing 8,237 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 2009, the four (4) primary case types handled statewide were:

Medicaid	15%
Wills/Estates	14%
Collection	14%
Miscellaneous*	13%

*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 56% of the types of cases brought to the attention of the legal providers. A complete listing of individual case type totals and as a percentage of the total clients is included in this report on pages 19-20.

The legal providers served 53% (or 1,547) of clients through counsel and advice. Another 27% (or 794 clients) were handled with brief service. See Figure 6 entitled “Cases by Type and Level of Service” on page 21 for a complete listing.

IV. Community Education

A total of 57 sessions were presented through community education efforts and a total of 785 individuals were served. Topics discussed at the community education forums were: general elder law issues, advance directives including durable powers of attorney for health care and living wills, financial powers of attorney, conservatorship, debt collection rights, Medicaid eligibility, economic stimulus filings, end of life planning, consumer law, identity theft, grandparents rights, and elder abuse.

V. Minority Groups Served

Of the total clients receiving legal assistance through the Title IIIB program, 233 were minorities. This represents 8% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native:	15
Asian/Pacific Islander:	09
Black/African American:	173
Hispanic:	31
Other:	05

VI. Economically and Socially Needy

In SFY 09, 32%, or 956 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 1,232 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 2009. 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	1,822
75+	1,184
Hours of service	8,237

Unmet Need for Legal Assistance

As Identified by the Unmet Needs Report

170 clients
needing 557 hours of assistance

As Identified by Title IIIB Legal Providers

497 clients
needing 1,482 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 170 older Iowans had legal assistance needs which would have totaled 557 hours of service that were not met. The Title IIIB legal providers reported that 497 clients were in need of legal assistance which would have resulted in 1,482 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 667 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 667 individuals needed 2,039 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, foreclosures, property tax credits, end of life planning, substitute decision makers, 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.

- An 85 year-old man contacted the legal provider after being threatened twice with physical violence by his adult son who had been living with him. The son did not pay rent and the room he stayed in was filthy. The man wanted his son removed from the home. With the assistance of the provider, the client was able to assert his rights and have the son removed from his home.

- The legal provider was contacted by a 61 year-old woman who was residing at a homeless shelter after a collection agency had garnished her bank account and she could no longer access her funds. The woman's only source of income was social security. The attorney for the legal provider filed legal papers to contest the garnishment and show that the funds taken were exempt. These documents were sent to the collection agency with a letter explaining the client's financial position. Because of this intervention, the woman was able to access her funds and move into an apartment.

- An 88 year-old man contacted the legal provider when his caregiver moved him from her home and placed him into a nursing home and refused to give him his personal belongings. The caregiver had been the attorney-in-fact under a power of attorney and representative payee in the past, but these had been revoked. The caregiver had the social security card, check book and clothing. The attorney for the legal provider contacted the caregiver and demanded that the client's property be returned. The caregiver complied. Due to the efforts of the legal provider, the client once again had access to his personal belongings and money so he could pay his bills.

- The legal provider was contacted by a 77 year-old man after having a dispute with his landlord over a new contract for his subsidized apartment. The landlord insisted that the tenant's veteran's benefits for aid and attendance should be included as income or the tenant would be evicted. The legal provider contacted the landlord and was able to negotiate a fair recalculation of the client's income. The man signed the new rental contract and was able to remain in his home.

- A 65 year-old woman was terminated from her job and denied unemployment benefits. This woman had worked for the company for over 8 years and was being accused of misconduct for using a company computer. She claimed the computer was password protected and there was no way she could have used it. With the assistance of the legal provider, she requested an appeal and hearing of the decision to deny her benefits. Due to this legal representation, she received a favorable decision at the hearing and received her unemployment benefits.

- The legal provider was contacted by a 78 year-old woman after she received notice from her landlord that she and her husband could no longer live in separate apartments under HUD regulations. The woman was living separately from her husband because of his verbal abuse and demands were endangering her fragile health. The landlord unlawfully demanded that she file for divorce or legal separation. The attorney pointed out to the landlord that he was in violation of the law as a public housing entity cannot condition housing assistance on a person's marital status. The landlord eventually agreed and the woman was allowed the housing assistance. The attorney was successful in keeping the client in her home.

- An elderly rural man was brought to the hospital with health issues and appeared to be a victim of physical abuse and financial exploitation. The legal provider was contacted by the hospital social worker to discuss reporting abuse, powers of attorney, restraining orders and other protection issues. After medical treatment, he was cognizant and the attorney prepared new powers of attorney at his request. The client moved in with his brother and they both eventually moved to a care facility, where they share a room. Because of the legal provider's assistance, this man now feels safe and has a power of attorney that meets his needs.

- The legal provider was contacted by an elderly woman as she had been denied services under the Medicaid elderly waiver. The legal provider filed an appeal for the client and worked with the hospital to obtain an evaluation which better reflected the level of care actually needed. With this evaluation, the legal provider was successful in showing that the client did meet the waiver criteria and was allowed to remain in her home, with services provided.

- An 83 year-old woman lived with her granddaughter, 2 adult great grandchildren and their boyfriends. The family had an argument and kicked the grandmother out of the house. She moved to a retirement facility. After being there a month, she started receiving credit card bills from many home repair companies that she did not take out. In addition, she received a past due notice on a student loan for one of her great granddaughters. She was sure she had not co-signed on this loan. The legal provider advised the client, prepared a new financial power of attorney form, filed a waiver of the student loan, reported this as fraud to the credit card companies and the police and prepared a standby conservatorship petition naming a trustworthy relative as conservator, should this be necessary. In addition to preparing the legal documents, this legal provider is working with the local multi-disciplinary team to further protect her client.
- A 72 year-old woman contacted the legal provider when her landlord refused to renew a lease for her apartment. Section 8 housing told the landlord that he owed the client money for overpayment of rent. The landlord tried to get the client to sign a paper falsely stating that the landlord paid the client the overpayment. The client moved out of the apartment and requested that her security deposit be returned. The landlord refused to return her deposit as he stated appliances had been taken. Armed with the advice and information supplied by the legal provider, the client sued the landlord in small claims court. The client was able to prove ownership of the appliances by bringing receipts and owner's manuals to the hearing. The judge ruled in favor of the client and ordered the landlord to repay the client the overpayment of rent plus interest and return the deposit.
- A mortgage foreclosure was filed against an elderly client who was disabled. The client contacted the legal provider and together they developed a foreclosure workout agreement with the mortgage company, with the payments being reduced several hundred dollars per month. Due to the efforts of the legal provider, the client was able to keep her home.
- An elderly client had been charged a high Medicare premium based on unusual income in the prior year. The legal provider appealed the decision and the administrative law judge agreed that the premium was set too high. The client was reimbursed almost \$1,000 for the period in question.

- An elderly woman had been duped by a man into marrying her, after lying to her about his financial holdings, intention to attend her church, the fact that he was an alcoholic, and other matters. This woman contacted the legal provider after she lost her Medicaid coverage. Through dissolution of marriage, the client was able to retrieve her possessions, regain her medical benefits, her former name and her dignity.

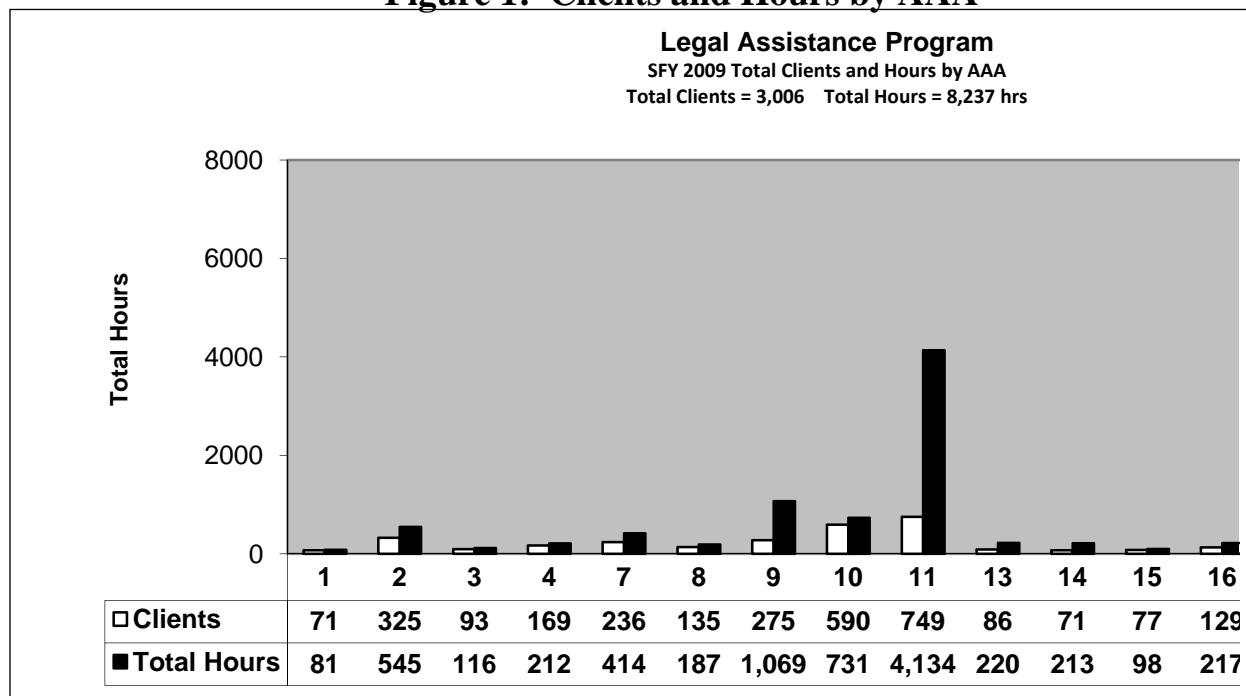
- A 92 year-old woman needed Medicaid services in order to continue to live in her home. She was told that her income was too high for Medicaid assistance and then contacted the legal provider for assistance. The attorney for the legal provider informed the client about a Miller trust and drafted such trust documents, which allowed the client to be eligible for Medicaid. She now has in-home services on a regular basis and continues to live in her home where she enjoys the company of her beloved pets and tending to her garden.

- An elderly couple took out a second mortgage on their home to help their son purchase a business. The son was suppose to make payments, but did not. The son's business failed, the daughter-in-law did not want to communicate with the parents and began alienating them from the son. The couple fears losing their home as they cannot make the payments on the second mortgage. The legal provider reviewed the mortgage documents and searched for a repayment agreement. Unfortunately, the son did not sign a repayment agreement and the attorney is now attempting to assist this couple by communicating with the son and daughter-in-law and putting together a case to prove this was a loan and not a gift.

- A 75 year-old woman, who was terminally ill, contacted the legal provider for assistance in end of life care planning. The woman wanted her son to be able to pay her bills, but he had no access to her bank account. The attorney drafted the necessary legal documents, including a will and a financial power of attorney, and then drove to the client's home so she could sign the papers. The client expressed that she now had peace of mind that her son could handle her financial affairs and that her property would pass according to her wishes.

STATE TOTALS FOR THE LEGAL ASSISTANCE PROGRAM

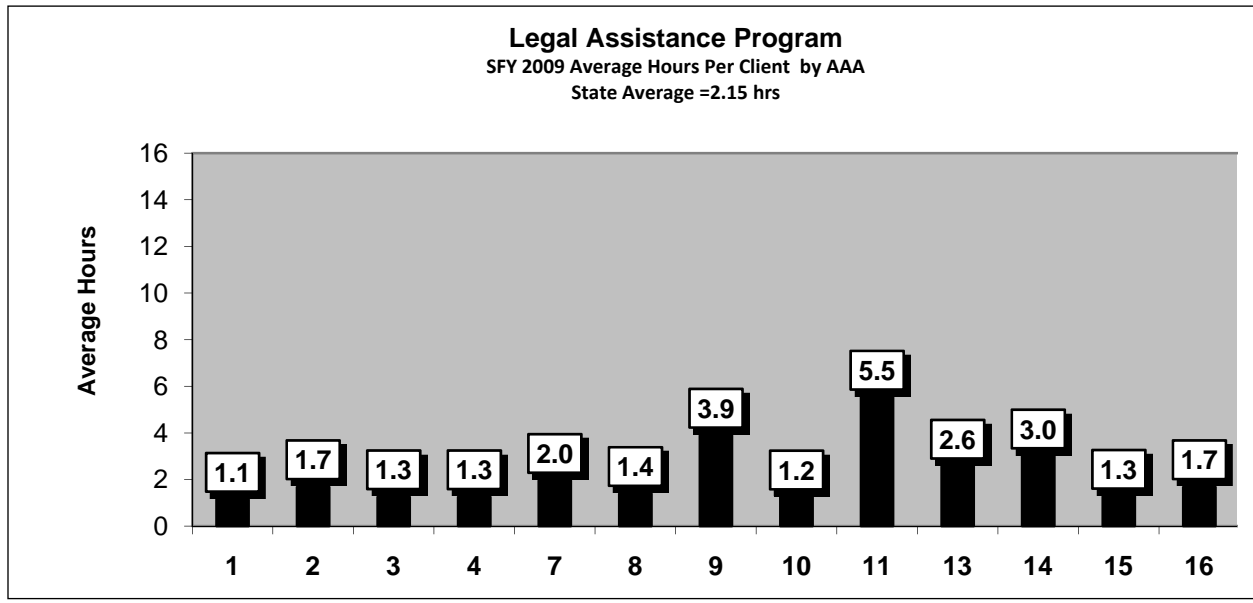
Figure 1: Clients and Hours by AAA



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	

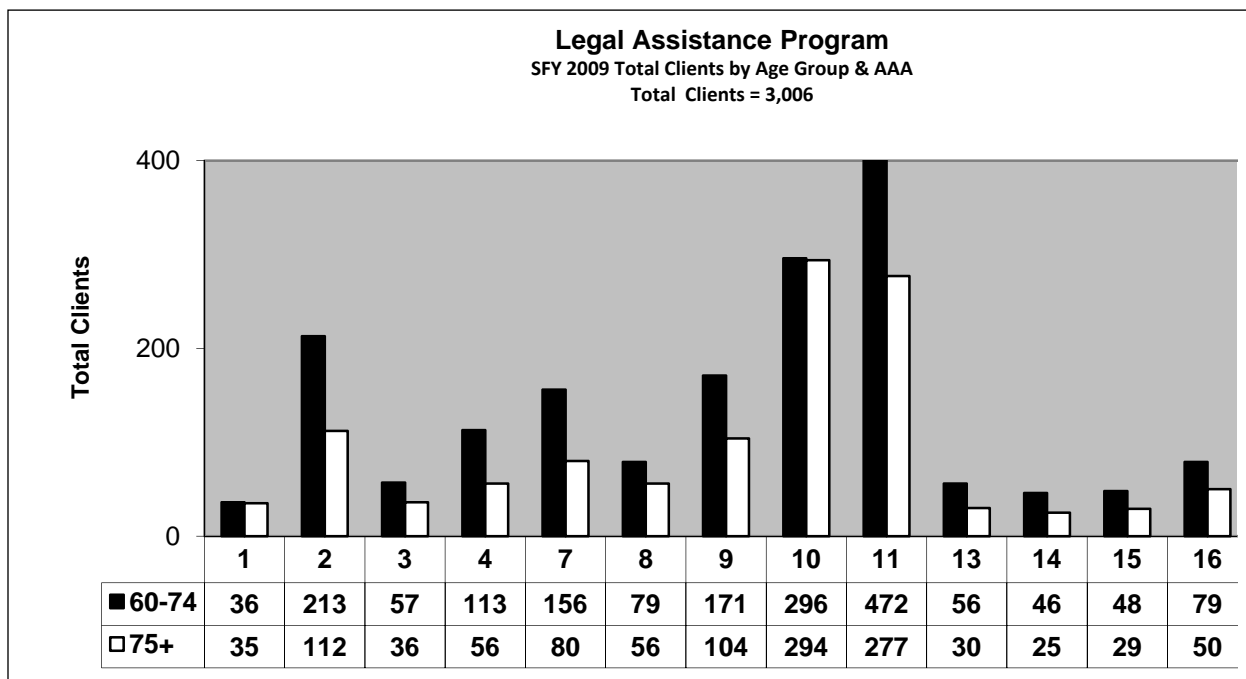
Figure 2: Average Hours per Client by AAA



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: 61% of Clients were in the 60-74 age group
39% of Clients were in the 75+ age group

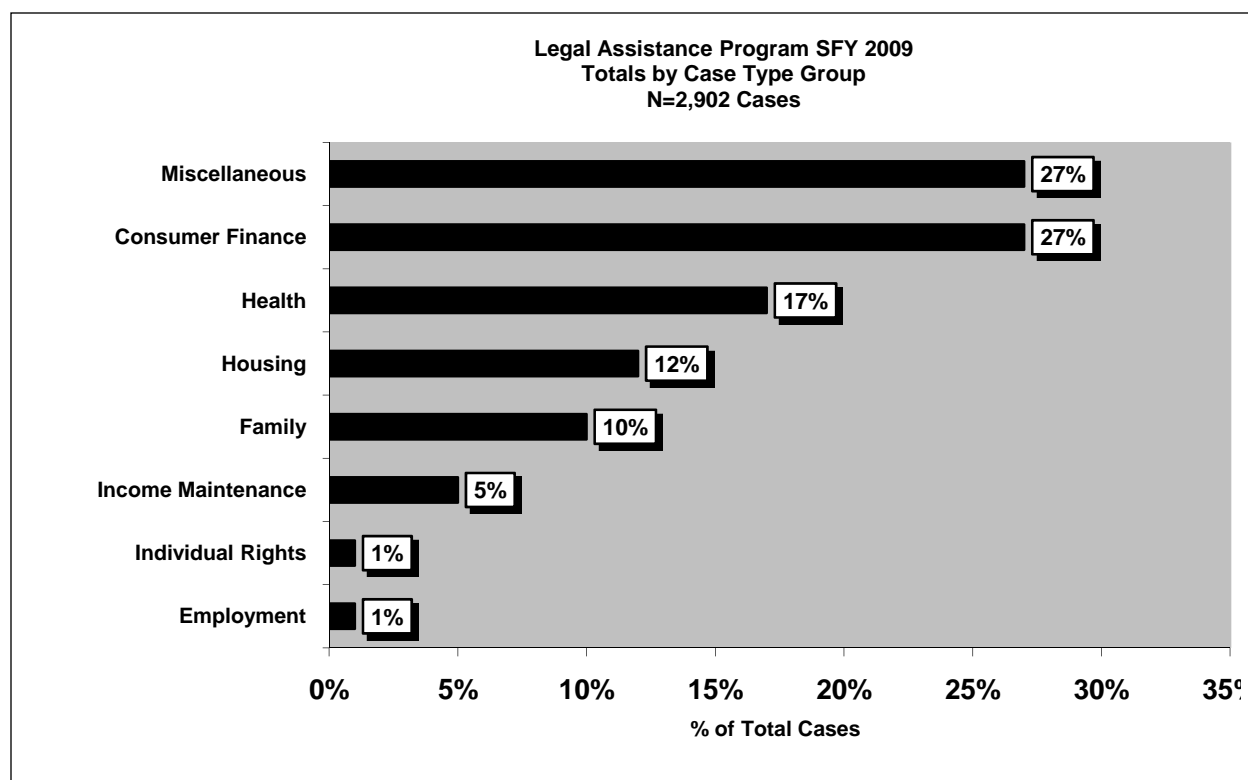
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3 Northwest Aging Association	13 Southwest 8 Senior Services
4 Siouxland	14 Area XIV
7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

Figure 4: Individual Case Type Totals and

as a Percentage of the Total Clients

Legal Assistance Program Individual Case Type Totals and as a Percentage of the Total Clients					
N= 2,902 Cases					
Case Type	Total Cases	%	Case Type	Total Cases	%
Medicaid	422	15%	Veterans Benefits	29	1%
Wills/estates	404	14%	Loans	25	1%
Collection	394	14%	Unemployment	25	1%
Other (Misc)	382	13%	Social Security	21	1%
Bankruptcy	135	5%	Unfair Sales	20	1%
Homeowners	133	4%	SSI	19	1%
Landlord/tenant	121	4%	Support	18	1%
Guardianship	100	3%	Other (Rights)	15	1%
Contracts	75	3%	Mental Health	11	1%
Other (Consumer)	68	2%	Visitation	11	1%
Abuse	64	2%	License	11	1%
Divorce	47	2%	Utilities	10	0%
Credit	45	1%	Disabled	9	0%
Other (Housing)	44	1%	Wage Claims	8	0%
Other (Health)	43	1%	Food Stamps	7	0%
Rights	42	1%	Discrimination	5	0%
Other (Family)	34	1%	Other-Public	5	0%
Other (Income)	34	1%	Name Change	4	0%
Other (Employment)	30	1%	Workers Comp	2	0%
Medicare	29	1%	Energy	1	0%

Figure 5: Totals 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

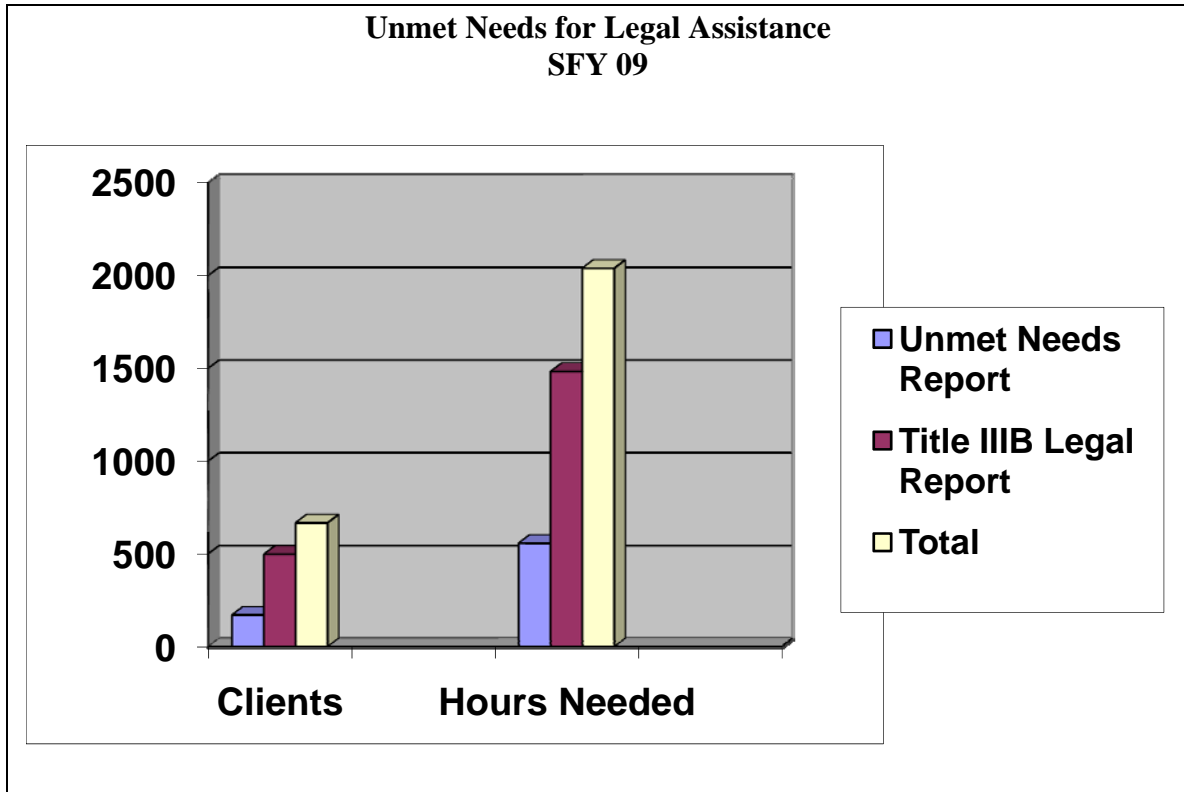
Discrimination and wage claims

Figure 6: Cases by 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	1								2	11
	Other (Misc)	126	138								118	382
	Wills/estates	129	194			15				2	64	404
Miscellaneous Total		263	333	0	0	15	0	0	0	2	184	797
Consumer Finance	Bankruptcy	113	9	6	1				1		5	135
	Collection	235	81	33	1		6	10	1	4	23	394
	Contracts	57	15							1	2	75
	Credit	40	5									45
	Energy	1										1
	Loans	18	7									25
	Other (Consumer)	30	14			2			1		21	68
	Unfair sales	17	2			1						20
	Utilities	7	3									10
Consumer Finance Total		518	136	39	2	3	6	10	3	5	51	773
Health	Medicaid	200	148		3	3	1		4		63	422
	Medicare	25	2						1		1	29
	Other (Health)	25	15						1		2	43
Health Total		250	165	0	3	3	1	0	6	0	66	494
Individual Rights	Disabled	4	5									9
	Immigration											0
	Mental Health	10	1									11
	Other (Rights)	14									1	15
Individual Rights Total		28	6	0	0	0	0	0	0	0	1	35
Housing	Homeowners	92	21	1		3			2		14	133
	Landlord/ten	84	26		1		1	1	2	2	4	121
	Other (Housing)	33	5					1		1	4	44
	Other-public	3	2									5
	Rights	32	7				1				2	42
Housing Total		244	61	1	1	3	2	2	4	3	24	345
Income Maintenance	Food stamps	6	1									7
	Other (Income)	20	4			1					9	34
	Social Security	17	2								2	21
	SSI	10	7					1	1			19
	Unemployment	16							6	1	2	25
	Veterans	11	16	1							1	29
	Benefits											2
Workers Comp	2										2	
Income Maintenance Total		82	30	1	0	1	0	1	7	1	14	137
Family	Abuse	14	19	13	1			2		3	12	64
	Divorce	37	1	1	1	1		1		4	1	47
	Guardianship	33	28	5	2	2				15	15	100
	Name change	3				1						4
	Other (Family)	22	7								5	34
	Support	15	3									18
	Visitation	5	2		1					1	2	11
Family Total		129	60	19	5	4	0	3	0	23	35	278
Employment	Discrimination	3	1								1	5
	Other (Employment)	24									6	30
	Wage Claims	6	2									8
Employment Total		33	3	0	0	0	0	0	0	0	7	43
Grand Total		1547	794	60	11	29	9	16	20	34	382	2,902

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**



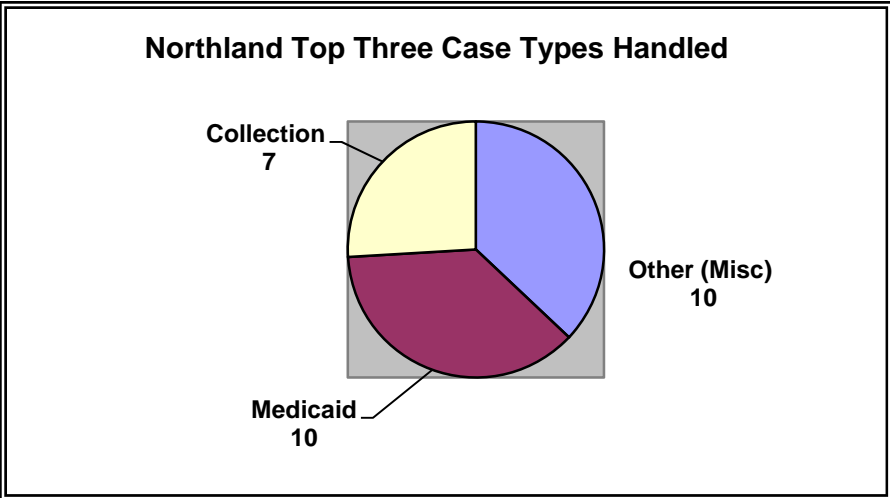
TOTALS BY AREA AGENCY ON AGING SFY 2009

One unit of service = 1 hour

Northland Agency on Aging

Units of Service 81

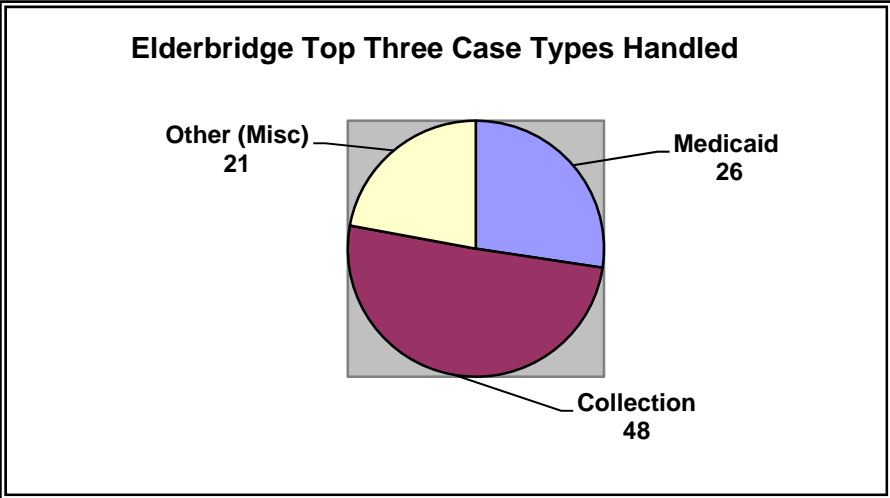
Unduplicated Clients Served 71



Elderbridge Agency on Aging

Units of Service 545

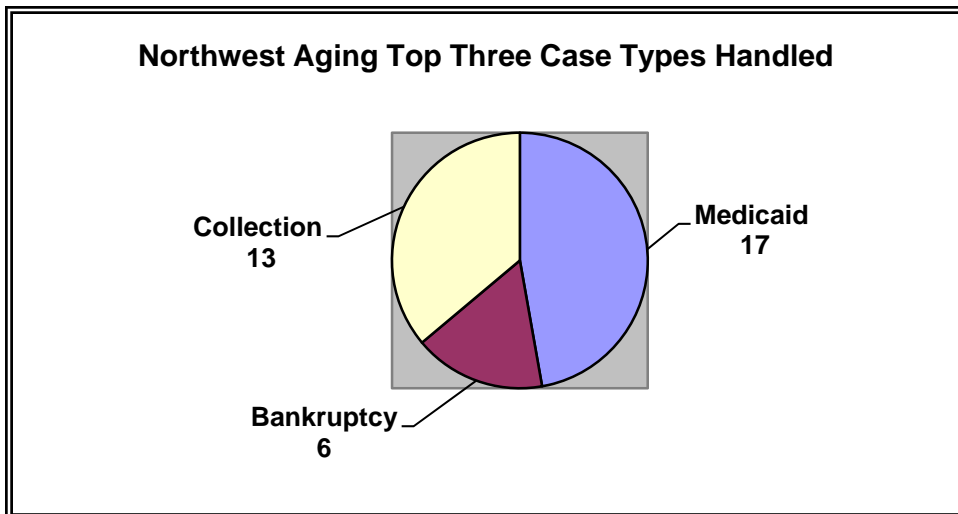
Unduplicated Clients Served 325



Northwest Aging Association

Units of Service 116

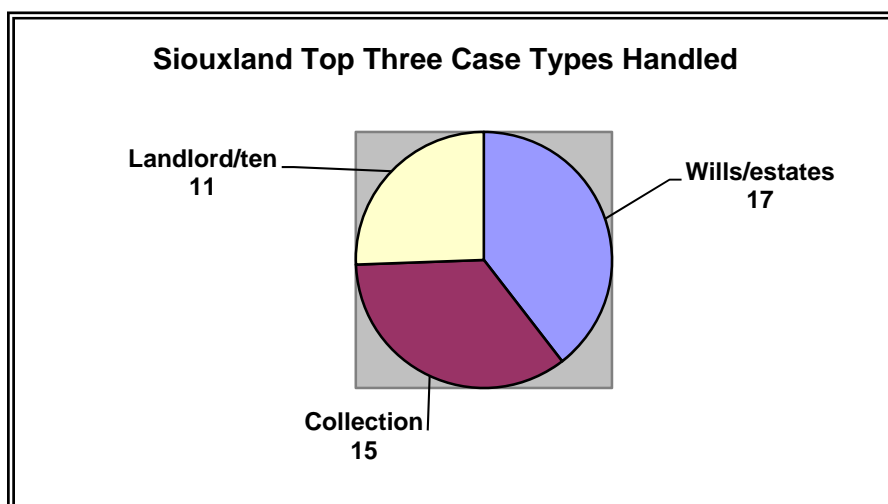
Unduplicated Clients Served 93



Siouxland Aging Services, Inc.

Units of Service 212

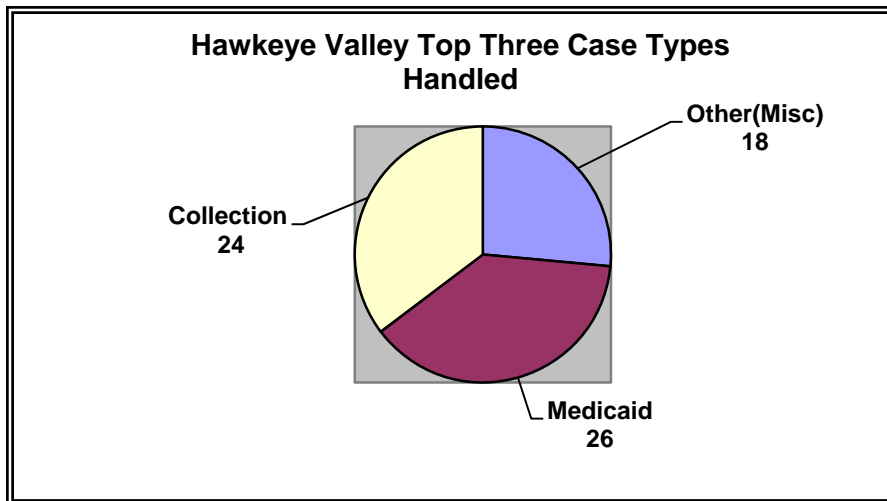
Unduplicated Clients Served 169



Hawkeye Valley Area Agency on Aging

Units of Service 414

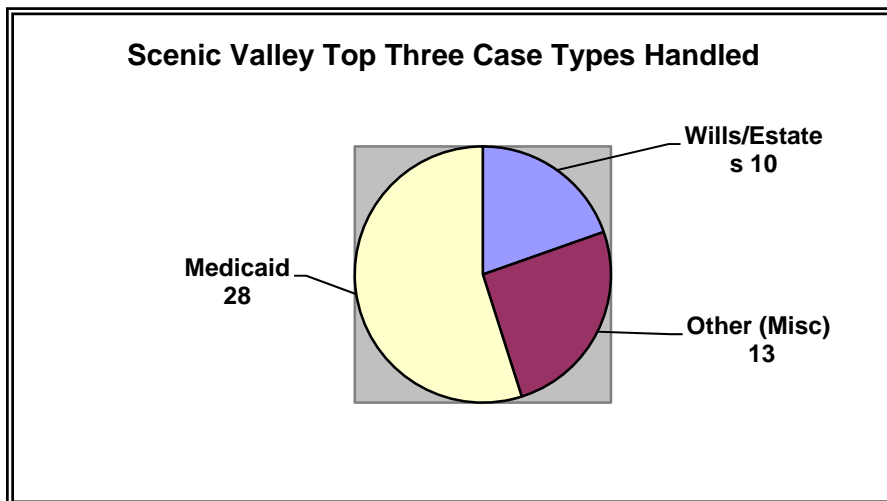
Unduplicated Clients Served 236



Scenic Valley Area Agency on Aging

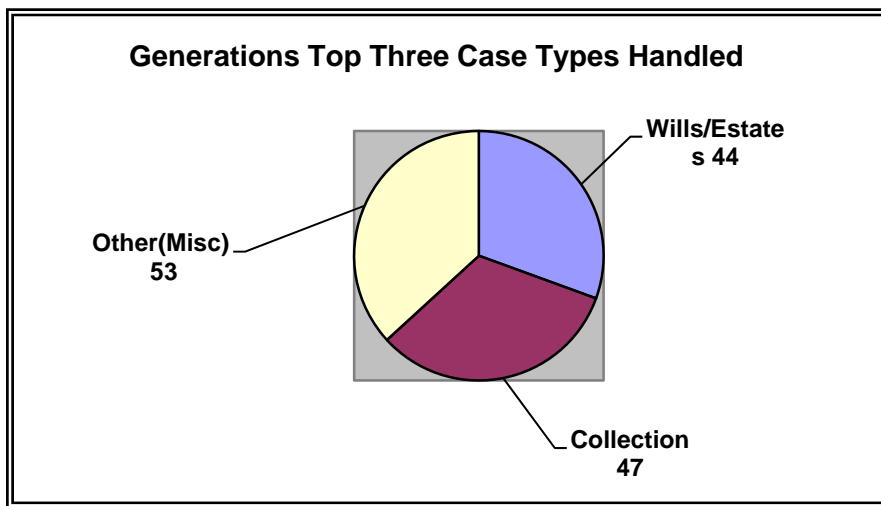
Units of Service 187

Unduplicated Clients Served 135



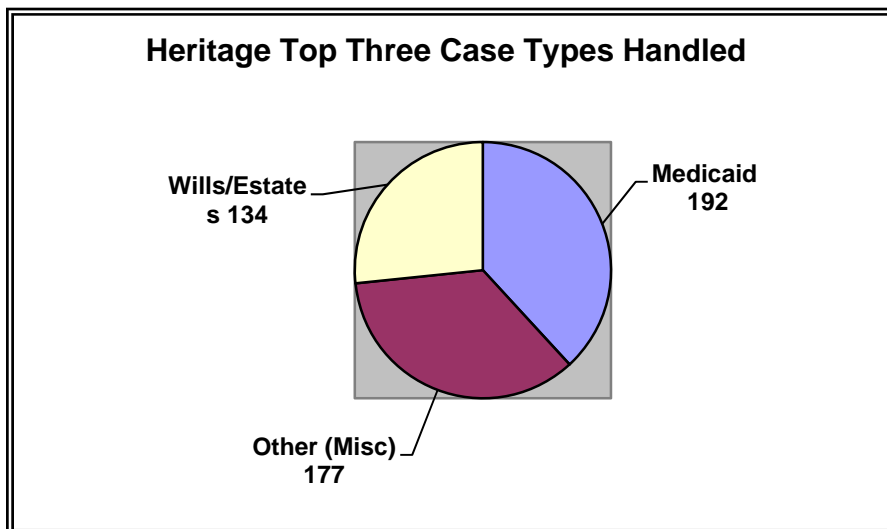
Generations Area Agency on Aging

Units of Service	1,069
Unduplicated Clients Served	275



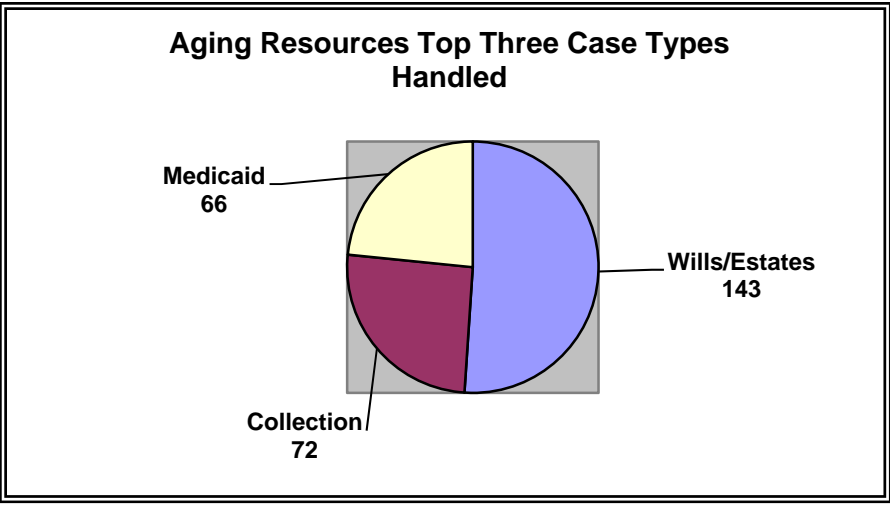
The Heritage Agency

Units of Service	731
Unduplicated Clients Served	590



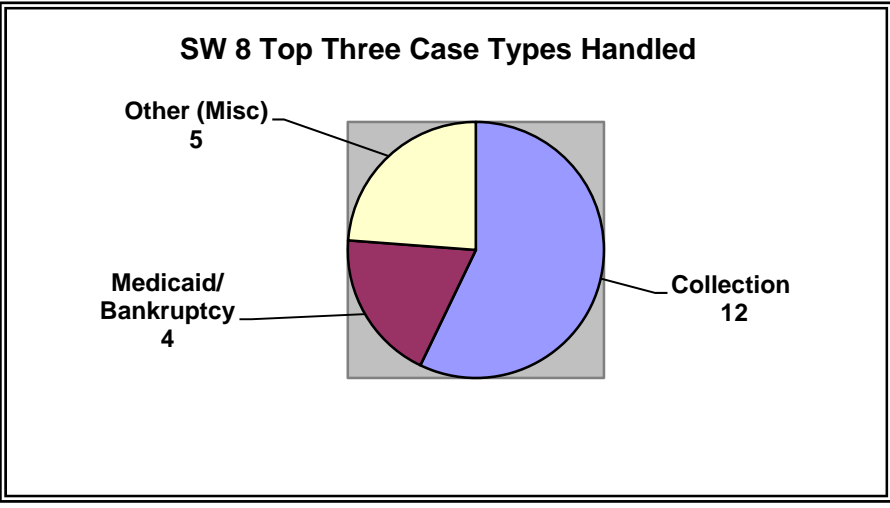
Aging Resources of Central Iowa
(Data from two legal providers)

Units of Service	4,134
Unduplicated Clients Served	749



Southwest 8 Senior Services, Inc.

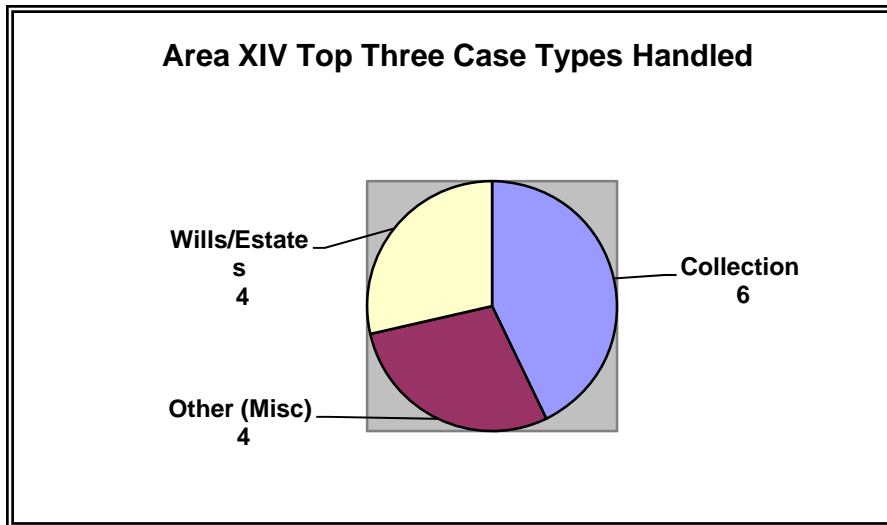
Units of Service	220
Unduplicated Clients Served	86



Area XIV Agency on Aging

Units of Service 213

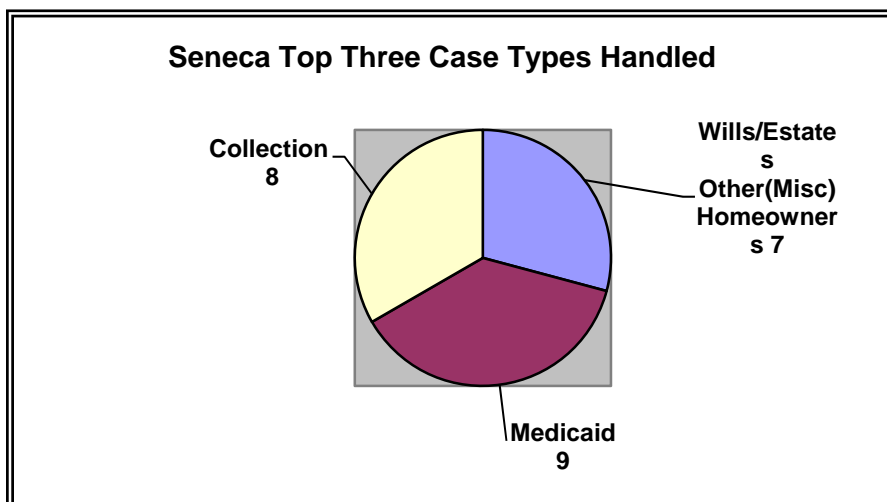
Unduplicated Clients Served 71



Seneca Area Agency on Aging

Units of Service 98

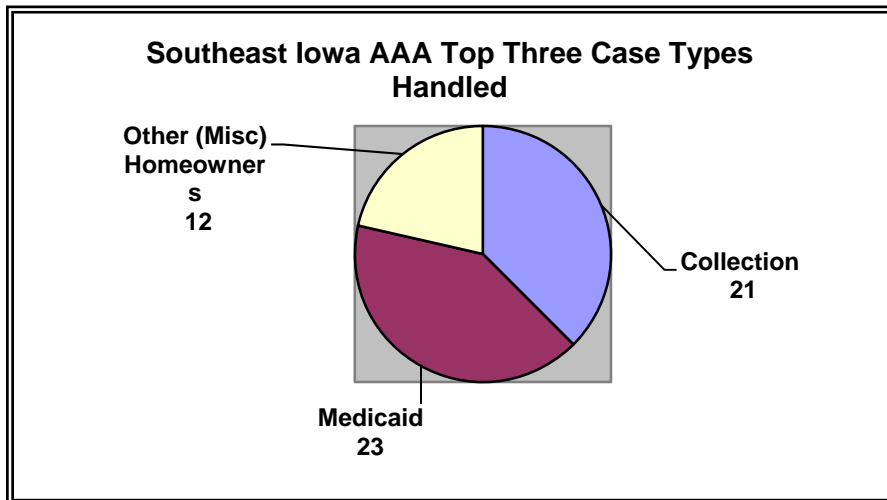
Unduplicated Clients Served 77



Southeast Iowa Area Agency on Aging, Inc.

Units of Service 217

Unduplicated Clients Served 129



Statewide Totals

Units of Service 8,237

Unduplicated Clients Served 3,006

CONCLUSION:

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 3,006 clients and provided 8,237 hours of service to persons 60 and older. Of the 3,006 clients served, 2,188 were in economic or social need, while 233 were minorities. Older Iowans most generally seek assistance from the legal program for issues such as Medicaid eligibility and information, wills/estates, debt collection concerns and miscellaneous issues. An additional 785 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 3,006 individuals were served, there were another 667 older Iowans with unmet needs for legal assistance. These 667 individuals needed 2,039 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