



# **Title IIIB Legal Assistance Program Activity Report SFY 2013**

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

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**December 30, 2013**

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## Introduction

The legal needs of older lowans 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 lowans 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 Paige Thorson, JD.

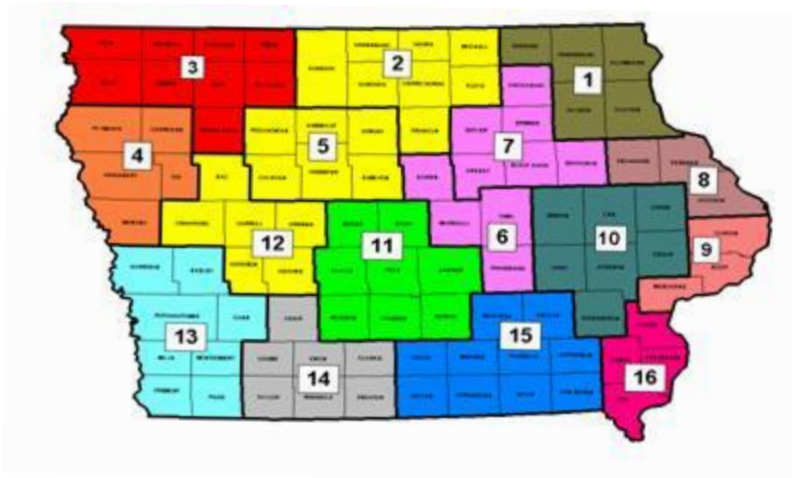
In Title VII, each state must provide a State Legal Services/Assistance Developer and the services of other personnel sufficient to ensure:

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

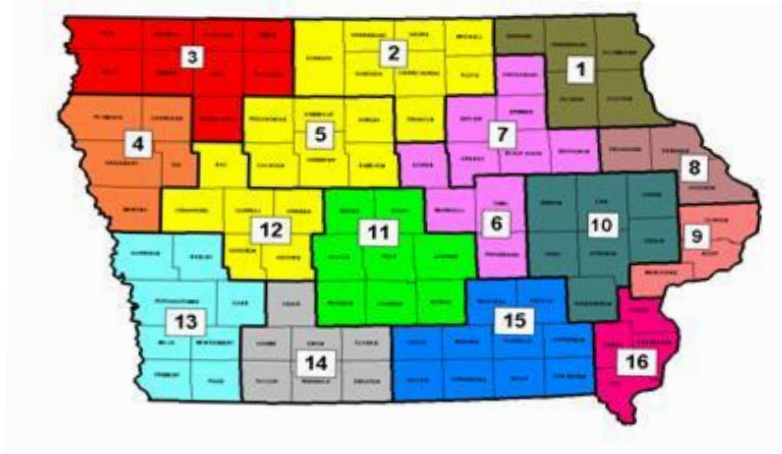
### **Area 15**

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, Ste 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, Ste. 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, Ste. 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 2013

## Summary

### 1. 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) 2013. (July 1, 2012 to June 30, 2013). 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.

### 2. Providers of Service

There were 10 Title IIIB legal services providers contracted with by Iowa's 13 Area Agencies on Aging in SFY '13. 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).

### 3. Units of Service, Clients and Total Cases

The Title IIIB legal assistance programs served 3,331 clients while providing 6,838 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 2013, the four (4) primary case types handled statewide were:

Medicaid	20%
Collection	10%
Powers of Attorney	10%
Wills/Estates	10%



Medicaid, Collection, Powers of Attorney and Wills/Estates represent 50% 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 page 18. (Figure 4)

72% (or 2,358) of cases were handled with counsel and advice, while another 17% (or 552) cases were handled with brief service. See Figure 6 entitled “Cases by Type and Level of Service” on pages 20-21 for a complete listing.

#### **4. Community Education**

A total of 86 sessions were presented through community education efforts and a total of 576 individuals were served. Topics discussed at the community education forums included:

- Identity theft
- Advance directives and end of life planning
- DNR Orders
- Protective orders
- Debt collection
- Housing
- Estate Planning
- Avoiding charity fraud
- Medicaid
- Foreclosure
- Reverse Mortgages
- Tax tips
- Custody
- Social Security

#### **5. Minority Groups Served**

Of the total clients receiving legal assistance through the Title IIIB program, 287 were minorities. This represents 9% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native	25
Asian/Pacific Islander	20
Black/African American	183
Native Hawaiian	1
Hispanic	42
Other	6

#### **6. Economically and Socially Needy**

In SFY 2013, 30%, or 993 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 36%, or 1,184 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.

## 7. Age Groups Served

The figures below show the breakdown of older Iowan's served by the Title IIIB Legal Assistance Program and the number of hours of service received by those Iowans.

<b>Age Group</b>	<b>Legal Assistance Received</b>
60-74	2,161
75+	1,159
Hours of service	6,838

## 8. Unmet Need for Legal Assistance

The Unmet Needs Report 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 come in contact with the Area Agencies on Aging (AAA) and service providers and not all elderly Iowans within the aging network.

The other category of unmet need is reported by the Title IIIB legal providers on their quarterly report forms to the AAA's and the Department on Aging. These reports reflect the number of older Iowans that contacted the legal provider for legal assistance.

<b>As Identified by the Unmet Needs Report</b>	<b>As Identified by Title IIIB Legal Providers</b>
28 clients needing 111 hours of assistance	279 clients needing 930 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 28 older Iowans had legal assistance needs which would have totaled 111 hours of service that were not met. The Title IIIB legal providers reported that 279 clients were in need of legal assistance which would have resulted in 930 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 307 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 307 individuals needed 1,041 hours of legal assistance service.

## 9. Emerging Issues

The Title IIIB legal providers identified many emerging issues within the older Iowan population where assistance is needed:

- Financial exploitation. Financial exploitation among elderly individuals is seen when friends and family members unduly influence an elderly individual into making gifts, misuse of benefits by a representative payee, and misuse of an elderly individual's funds by an agent under a durable power of attorney document. This is not an exhaustive list.

- Substitute Decision Making. Providers have cited to the lack of substitute decision making resources, including individuals to serve as a substitute decision maker and the lack of guidance for current guardians, resulting in over-extending authority.
- Medicaid applications. Consumers often complain about the lengthy process to apply for Medicaid in addition to the automatic denial of spousal impoverishment.
- Miller trusts. Providers cited to other states that have eliminated the Miller Trust, eliminating a costly and burdensome step in the process.
- Elderly waiver providers. There has been a reduction in elderly waiver providers to serve elderly individuals.
- SSI and inheritance. SSI clients may face a denial of benefits due to Iowa Code language which deems SSI clients as having received inheritance before the estate knows what they will receive and months before the actual distribution of funds.

## 10. 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.

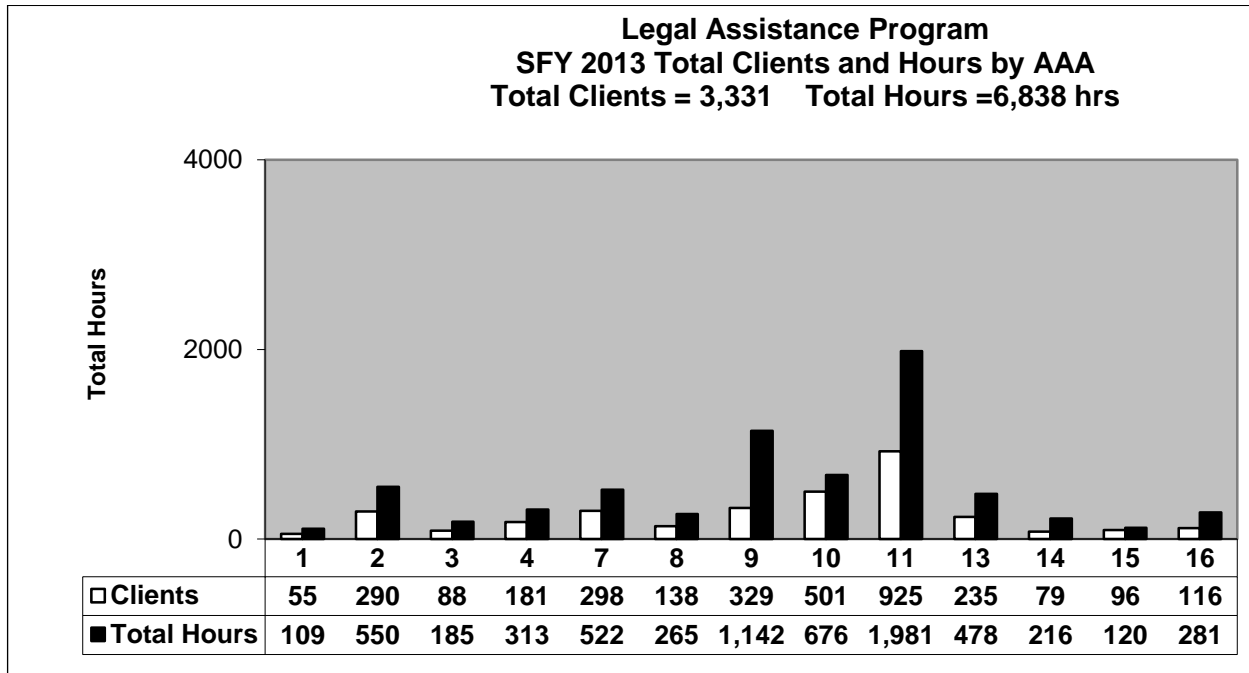
- The son of an 81-year-old man contacted Iowa Legal Aid when his father was being evicted from a nursing home. The client was private paying the nursing home expense, but ran out of money. The client was denied Medicaid assistance from the Department of Human Services. The client owned a home with a mortgage of \$55,000 with an assessed value of \$42,000. The client sent the Department of Human Services the information, but was still denied assistance. With the assistance of Iowa Legal Aid, the denial of Medicaid and the eviction were appealed and the client received the benefits he needed to stay in the nursing home.
- A sixty-six-year-old woman was denied subsidized housing because she did not have a photo ID, a copy of her birth certificate or her Social Security card. Iowa Legal Aid helped her obtain her birth certificate, social security card and a photo ID. After obtaining the documents, the client was approved for HUD subsidized housing, saving her \$4,764 a year. In a client survey completed after the case was finished, the client wrote: "I'm not good at making decisions, you made a path for me and I followed it. Thank you... it's going to take my rent from \$450 to \$53. I can buy a pair of shoes next month. The shoes I have now are 12 years old and they were used when I got them. You've lifted a weight from my brain and my shoulders."
- An 80-year-old man signed up for satellite service from door-to-door salesman. The client did not like the interface on the television and called the salesman to cancel. The client was told he could not cancel his contract without paying a \$500 penalty for early cancellation. Iowa Legal Aid reviewed the contract and wrote a letter to the satellite company informing them that under Iowa's Door-to-Door Sales Act, the company had a legal duty to provide the client a "notice of cancellation form" within three business days

of the sale. Since the satellite company did not comply with the Door-to-Door Sales Act, the contract was voidable and the client wanted the contract rescinded immediately. The satellite company cancelled the contract and refunded the client's money.

- A senior client contacted the Senior Citizens Law Project because he had invited his daughters to live with him, but they had invited others into the home, had run up the client's utility and telephone bills, and had placed the client in fear for his safety. With the assistance of an attorney from the Senior Citizens Law Project, the senior was able to have the daughters evicted from his home through a court proceeding. He has now been restored to the exclusive possession of his home and enjoys the peace and security it affords him.
- A Senior Citizens Law Project attorney represented an 83-year old client in obtaining a protective order against her son; the son had been physically abusive towards the client. The client felt very security in her home with the order in place and was able to resume her normal activities with this benefit.

## State Totals for the Legal Assistance Program

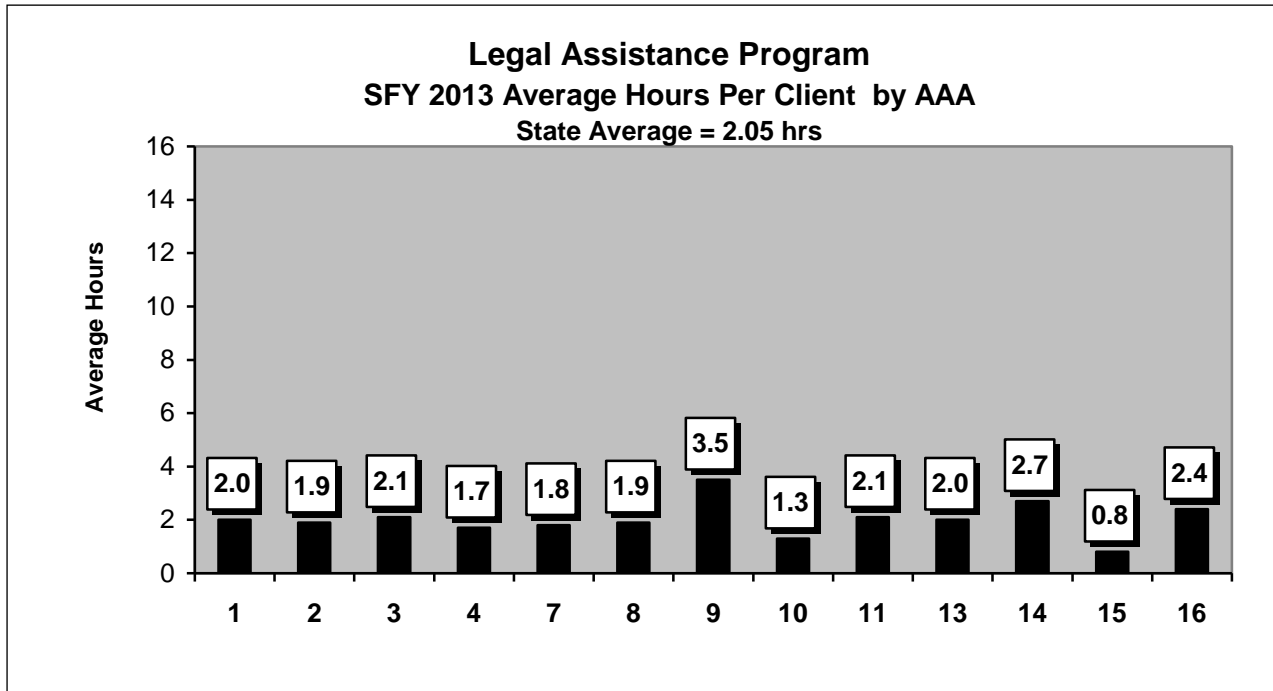
**Figure 1: Clients and Hours by AAA**



**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	

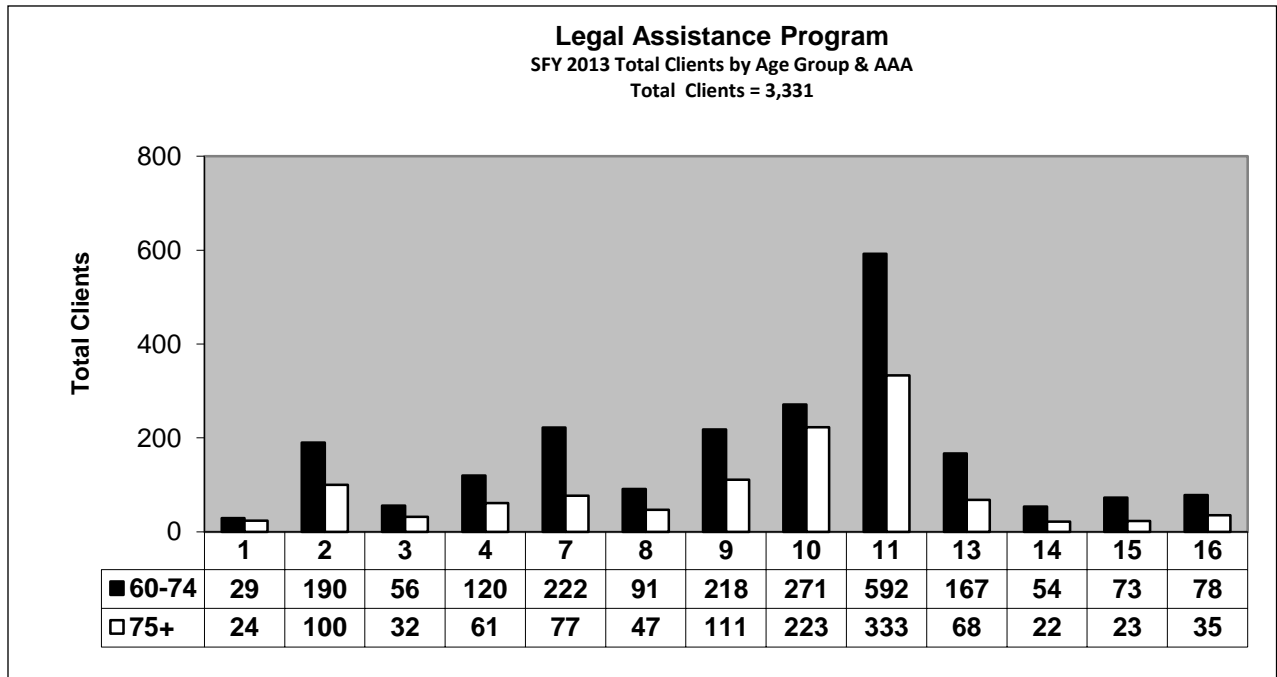
**Figure 2: Average Hours per Client by AAA**



**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: 65% of Clients were in the 60-74 age group  
35% of Clients were in the 75+ age group

**Key:**

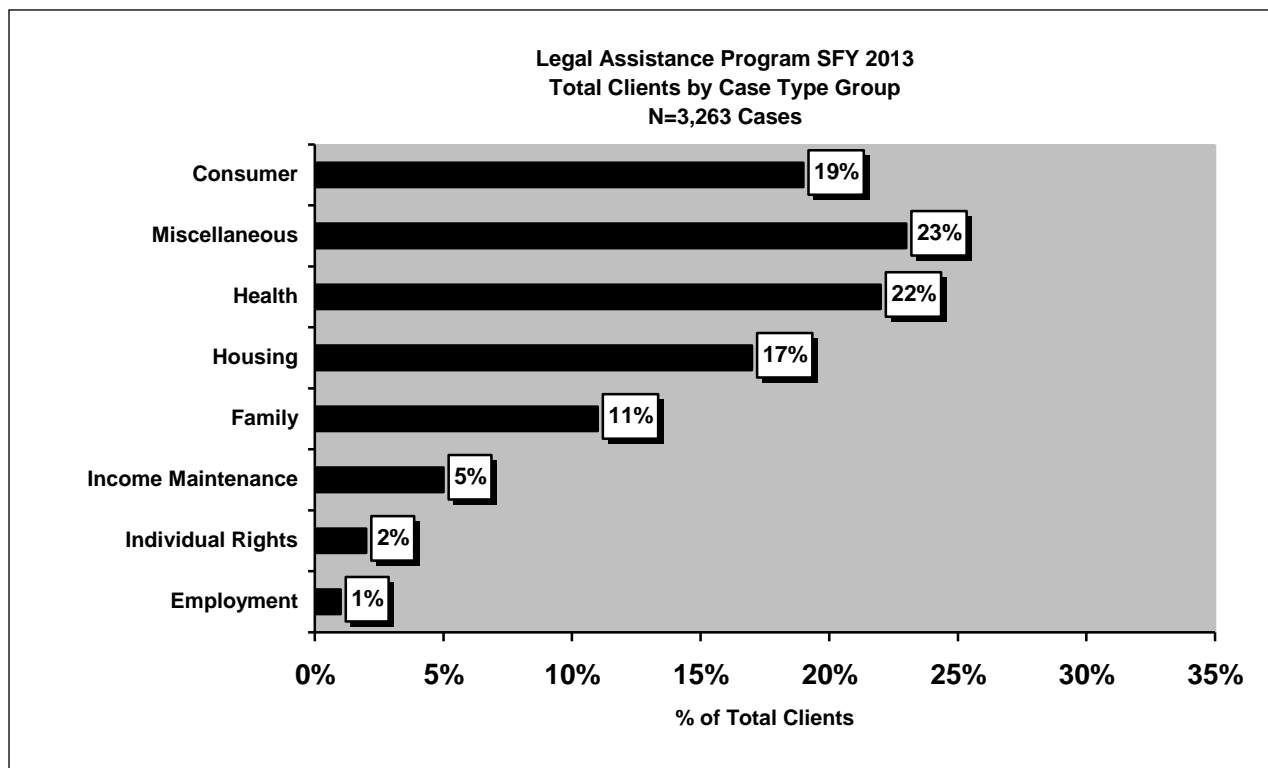
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7 Hawkeye Valley	15 Seneca
8 Scenic Valley	16 Southeast Iowa
9 Generations	

**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= 3,263 Cases</b>					
<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>	<b>Case Type</b>	<b>Total Clients</b>	<b>%</b>
Medicaid	667	20%	License	21	1%
Collection	341	10%	Utilities	20	1%
Wills/Estates	340	10%	Support	19	1%
Power of Attorney	379	10%	Taxes	18	1%
Landlord/tenant	250	8%	LTC Facilities	18	1%
Homeowners	134	4%	Visitation	17	1%
Guardianship	121	4%	Other (Employment)	15	0%
Bankruptcy	97	3%	Medicare	12	0%
Divorce	94	3%	Credit	12	0%
Contracts	82	3%	Loans	10	0%
Foreclosure	79	2%	Food Stamps	10	0%
Rights	60	2%	Private Insurance	8	0%
Abuse	47	2%	Disability	8	0%
Other (Consumer)	50	2%	State & Local	7	0%
Other (Misc)	41	1%	Unfair Sales	6	0%
Other (Income)	40	1%	Public Housing	5	0%
Veterans Benefits	37	1%	Mental Health	5	0%
Other (Rights)	37	1%	Name Change	4	0%
Other (Family)	36	1%	Discrimination	4	0%
Other (Housing)	34	1%	Civil Rights	2	0%
SSI	30	1%	Wage Claims	1	0%
Unemployment	27	1%	Pred. Lending	1	0%
Other (Health)	25	1%	Home Care	0	0%
Social Security	24	1%	Indian/Tribal	0	0%



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



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

**Consumer Finance**

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

**Miscellaneous**

Indian/Tribal, Licenses, Wills/Estates, Power of Attorney

**Health**

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

**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

**Income Maintenance**

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

**Individual Rights**

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

**Employment**

Discrimination, Taxes and Wage claims

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

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

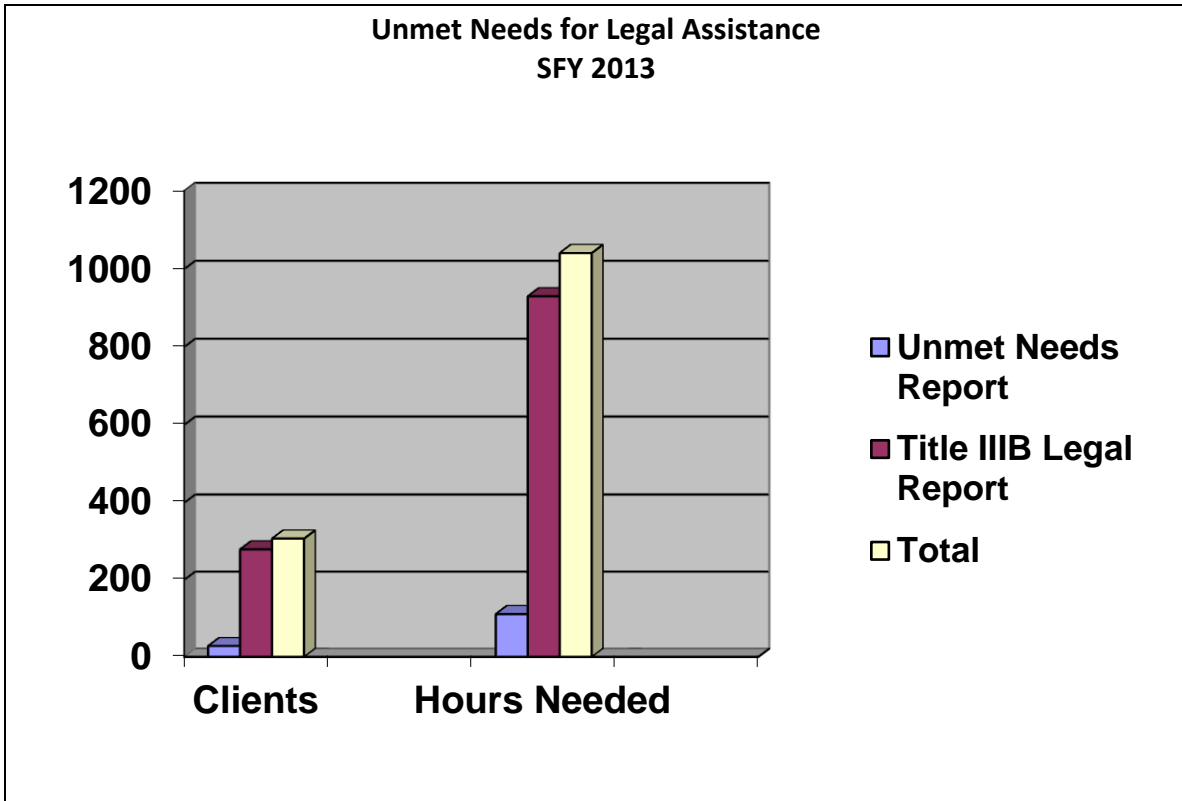
Case Group	Case Type	1	2	3	4	5	6	7	8	9	10	Total
Miscellaneous	Indian/Tribal											0
	License	20	1									21
	Other (Misc)	37	1								3	41
	POA	131	141	2	2						61	337
	Wills/estates	227	64								49	340
<b>Miscellaneous Total</b>		<b>415</b>	<b>207</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>113</b>	<b>739</b>
Consumer Finance	Bankruptcy	92	1	4								97
	Collection	275	36	3			2	3		1	21	341
	Contracts	75	3								4	82
	Credit	11	1									12
	Loans	9		1								10
	Other (Consumer)	46	3				1					50
	Pred. Lending	1										1
	Unfair sales	6										6
	Utilities	18	2									20
<b>Consumer Finance Total</b>		<b>533</b>	<b>46</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>25</b>	<b>619</b>
Health	Home Care											0
	LTC Facilities	17							1			18
	Medicaid	438	155					4	14		56	667
	Medicare	11	1									12
	Other (Health)	20	3				1				1	25
	Private Insurance	6	1	1								8
<b>Health Total</b>		<b>492</b>	<b>160</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>57</b>	<b>730</b>
Individual Rights	Civil Rights	2										2
	Disability	7		1								8
	Mental Health	5										5
	Other (Rights)	30	3								4	37
<b>Individual Rights Total</b>		<b>44</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>52</b>
Housing	Foreclosure	61	14								4	79
	Homeowners	114	9	3				1	1		6	134
	Landlord/ten	196	35	1			1	6		4	7	250
	Other (Housing)	24	6							2	2	34
	Public Housing	2						1		1	1	5
	Rights	47	7				1	1	2	1	1	60
<b>Housing Total</b>		<b>444</b>	<b>71</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>21</b>	<b>562</b>
Income Maintenance	Food stamps	8							2			10
	Other (Income)	35	3								2	40
	Social Security	21	2								1	24
	SSI	24	4								2	30
	State & Local	7										7
	Unemployment	23	1						3			27
	Veterans Benefits	26	4	6					1			37
<b>Income Maintenance Total</b>		<b>144</b>	<b>14</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>175</b>

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

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

Family	Abuse	21	21	8				2		5		57
	Divorce	85	2	4				1			2	94
	Guardianship	78	22	4						3	14	121
	Name change	4										4
	Other (Family)	32	1								3	36
	Support	16	1								2	19
	Visitation	17										17
Family Total		253	47	16	0	0	0	3	0	8	21	<b>348</b>
Employment	Discrimination	4										4
	Other (Employment)	14									1	15
	Taxes	15	3									18
	Wage Claims		1									1
Employment Total		33	4	0	0	0	0	0	0	0	1	<b>38</b>
Grand Total		2358	552	38	2	0	6	19	24	17	247	<b>3263</b>

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



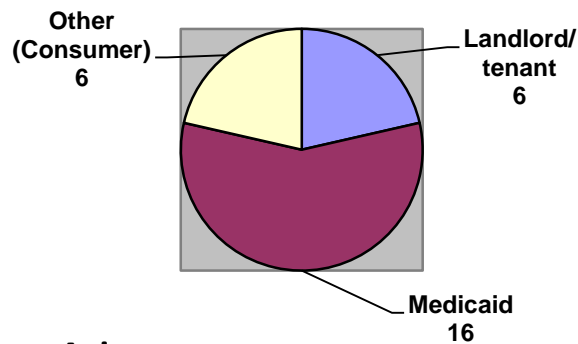
## Totals by Area Agency on Aging SFY 2013

One unit of service = 1 hour

### Northland Agency on Aging

Units of Service	109
Unduplicated Clients Served	55

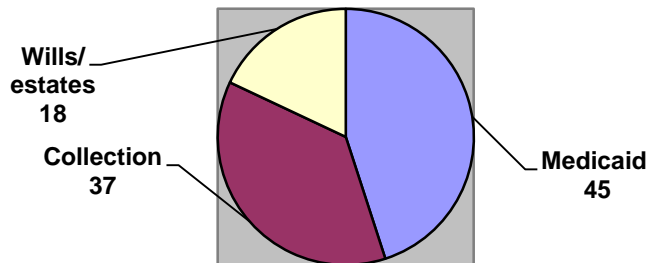
#### Northland Top Three Case Types Handled



### Elderbridge Agency on Aging

Units of Service	550
Unduplicated Clients Served	290

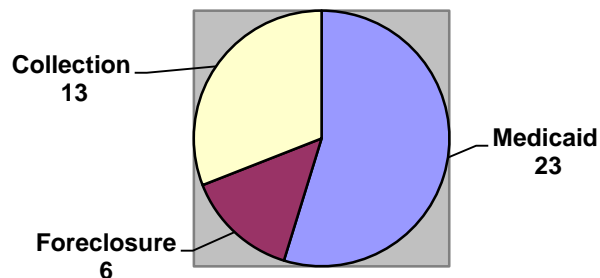
#### Elderbridge Top Three Case Types Handled



### Northwest Aging Association

Units of Service	185
Unduplicated Clients Served	88

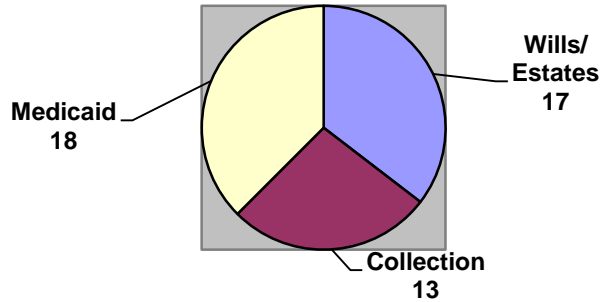
#### Northwest Aging Top Three Case Types Handled



**Siouxland Aging Services, Inc.**

Units of Service 313  
Unduplicated Clients Served 181

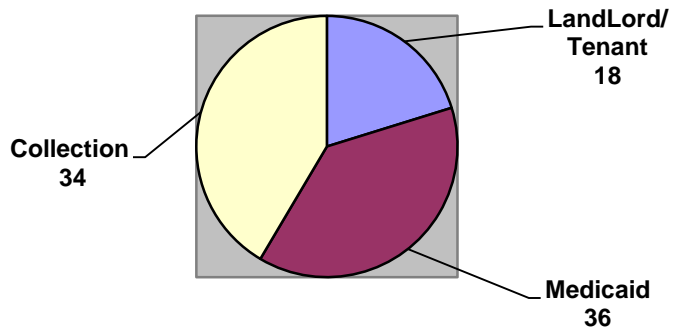
**Siouxland Top Three Case Types Handled**



**Hawkeye Valley Area Agency on Aging**

Units of Service 522  
Unduplicated Clients Served 298

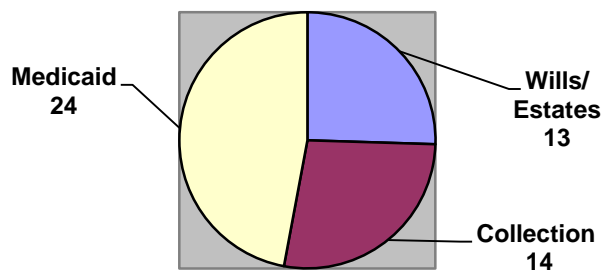
**Hawkeye Valley Top Three Case Types Handled**



**Scenic Valley Area Agency on Aging**

Units of Service 265  
Unduplicated Clients Served 138

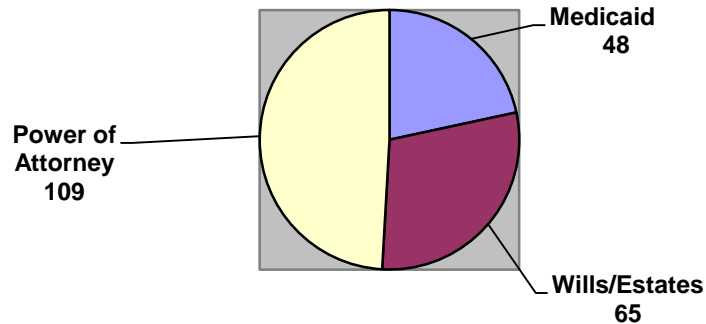
**Scenic Valley Top Three Case Types Handled**



### Generations Area Agency on Aging

Units of Service 1,142  
Unduplicated Clients Served 329

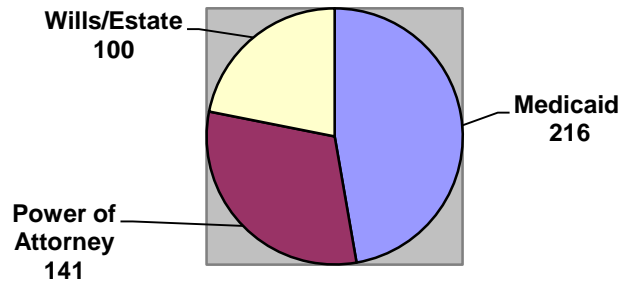
#### Generations Top Three Case Types Handled



### The Heritage Agency

Units of Service 676  
Unduplicated Clients Served 501

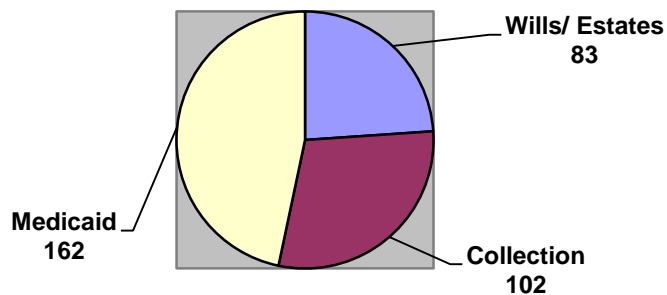
#### Heritage Top Three Case Types Handled



### Aging Resources of Central Iowa

Units of Service 1,981  
Unduplicated Clients Served 925

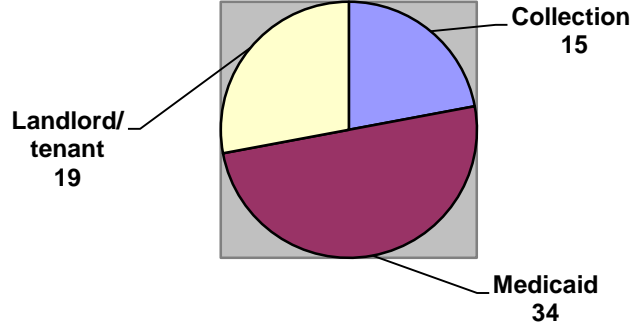
#### Aging Resources Top Three Case Types Handled



**Southwest 8 Senior Services, Inc.**

Units of Service 478  
Unduplicated Clients Served 235

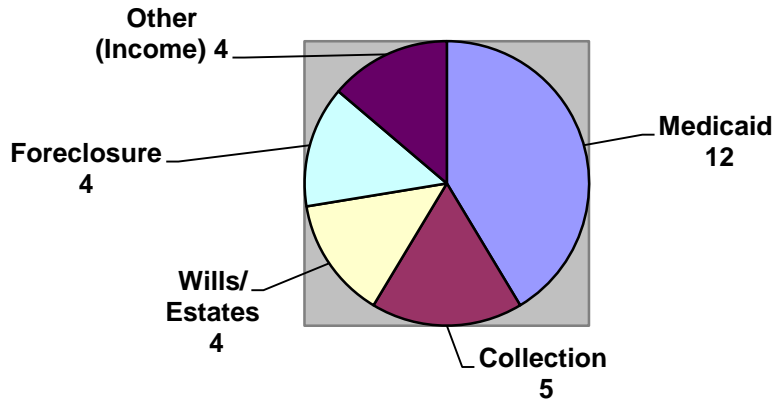
**SW 8 Top Three Case Types Handled**



**Area XIV Agency on Aging**

Units of Service 216  
Unduplicated Clients Served 79

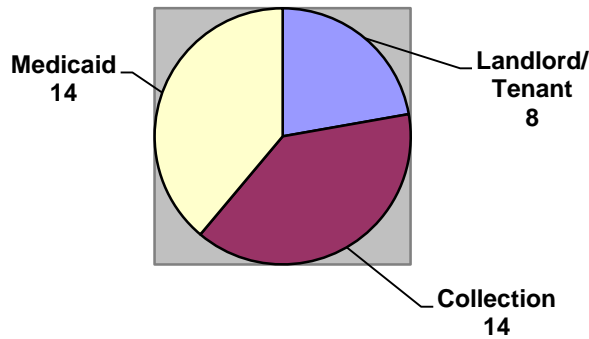
**Area XIV Top Three Case Types Handled**



**Seneca Area Agency on Aging**

Units of Service 120  
Unduplicated Clients Served 96

**Seneca Top Three Case Types Handled**

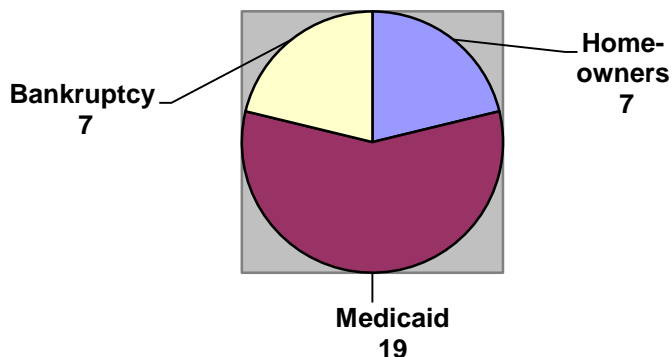




## Southeast Iowa Area Agency on Aging, Inc.

Units of Service	281
Unduplicated Clients Served	116

### Southeast Iowa AAA Top Three Case Types Handled



## Statewide Totals

Units of Service	6,838
Unduplicated Clients Served	3,331

## Conclusion

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 3,331 clients and provided 6,838 hours of service to persons 60 and older. Of the 3,331 clients served, 993 were in economic need and 1,184 were in social need, while 287 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 576 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 3,331 individuals were served, there were another 307 older Iowans with unmet needs for legal assistance. These 307 individuals needed 1,041 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.