**Iowa Department of Elder Affairs**

**Title IIIB Legal Assistance Program**

**Activity Report**

**for**

**SFY 2005**

Prepared from data submitted by legal providers and

Area Agencies on Aging

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**February 2006**

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Introduction

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

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

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

Another piece of the legal assistance program is found in Title III and VII of the OAA. Under Title III, each state is required to assign personnel (one of which is to be known as legal assistance developer) to provide state leadership in developing legal assistance programs for older individuals throughout the state. (OAA §307(a) (13). Iowa’s Legal Assistance Developer is Deanna Clingan-Fischer, JD.

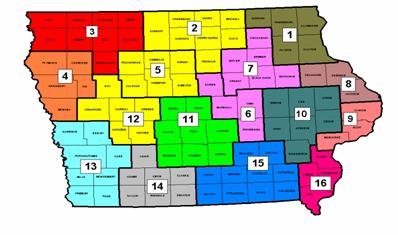
In Title VII, each state must provide a State Legal Assistance Developer and the services of other personnel sufficient to ensure:

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

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

**LEGAL SERVICES FUNDED UNDER TITLE IIIB OF THE**

**OLDER AMERICANS ACT**



**Area 1 & 8**

Iowa Legal Aid

799 Main Street, Suite 280

Dubuque, Iowa 52001

(563) 588-4653 or

1-800-942-4619

**Area 2, 5 & 12**

Iowa Legal Aid

600 1st St., NW, Suite 103

Mason City, Iowa 50401

(641) 423-4651 or

1-800-392-0021

**Area 3 & 4**

Iowa Legal Aid

520 Nebraska Street

Suite 337

Sioux City, Iowa 51101

(712) 277-8686 or

1-800-352-0017

**Area 6 & 7**

Iowa Legal Aid

607 Sycamore Street

Suite 708

PO Box 2673

Waterloo, Iowa 50704

(319) 235-7008 or

1-800-772-0039

**Area 9**

H.E.L.P. Legal Assistance

736 Federal Street

Suite 401

Davenport, Iowa 52803

(563) 322-6216

**Area 10**

Martha Quint

Attorney at Law

118 3rd Avenue, SE

Cedar Rapids, Iowa 52401

(319) 366-7675

**Area 11**

Drake University Legal Clinic

2400 University

Des Moines, Iowa 50311

(515) 271-3851

Iowa Legal Aid

1111 9th Street, Suite 230

Des Moines, Iowa 50314

(515) 280-3636 or

1-800-532-1503

**Area 13**

Iowa Legal Aid

532 1st Avenue, Suite 300

Council Bluffs, Iowa 51503

(712) 328-3982 or

1-800-432-9229

**Area 14**

Iowa Legal Aid

1111 9th Street, Suite 230

Des Moines, Iowa 50314

(515) 280-3636 or

1-800-532-1503

**Area 15**

Iowa Legal Aid

112 East 3rd Street

Ottumwa, Iowa 52501

(641) 683-3166 or

1-800-452-0007

**Area 16**

Iowa Legal Aid

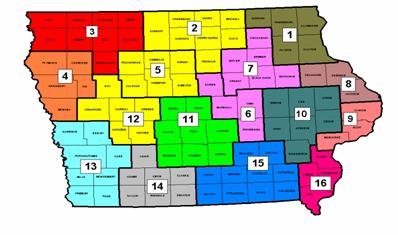
430 Iowa Avenue

Iowa City, Iowa 52240

(319) 351-6570 or

1-800-272-0008

**IOWA AREA AGENCIES ON AGING (AAA) NETWORK**



**Area 1**

Northland AAA

808 River Street

Decorah, Iowa 52101

(563) 382-2941 or

1-800-233-4603

**Area 2, 5 & 12**

Elderbridge AAA

22 N. Georgia, Suite 216

Mason City, Iowa 50401

(641) 424-0678 or

1-800-243-0678

**Area 3**

Northwest Aging Assoc.

2 Grand Avenue

Spencer, Iowa 51301

(712) 262-1775 or

1-800-242-5033

**Area 4**

Siouxland Aging Services, Inc.

2301 Pierce Street

Sioux City, Iowa 51104

(712) 279-6900 or

1-800-798-6916

**Area 6 & 7**

Hawkeye Valley AAA

2101 Kimball Avenue,

Suite 320

Waterloo, Iowa 50702

(319) 272-2244 or

1-800-779-8707

**Area 8**

Scenic Valley AAA

3505 Stoneman Road,

Suite 4

Dubuque, Iowa 52002

(563) 588-3970

**Area 9**

Generations AAA

935 E. 53rd Street

Davenport, Iowa 52807

(563) 324-9085 or

1-800-892-9085

**Area 10**

The Heritage Agency

6301 Kirkwood Blvd SW

PO Box 2068

Cedar Rapids, Iowa 52406

(319) 398-5559 or

1-800-332-5934

**Area 11**

Aging Resources of Central Iowa

5835 Grand Ave,

Suite 106

Des Moines, Iowa 50312

(515) 255-1310 or

1-800-747-5352

**Area 13**

Southwest 8 Senior Services, Inc.

300 W. Broadway,

Suite 240

Council Bluffs, Iowa 51501

(712) 328-2540 or

1-800-432-9209

**Area 14**

Area XIV AAA

215 E. Montgomery

Creston, Iowa 50801

(641) 782-4040

**Area 15**

Seneca AAA

117 N. Cooper Street, Suite 2

Ottumwa, Iowa 52501

(641) 682-2270 or

1-800-642-6522

**Area 16**

Southeast Iowa AAA, Inc.

509 Jefferson Street

Burlington, Iowa 52601

(319) 752-5433 or

1-800-292-1268

**Title IIIB Legal Services Report for**

**SFY 2005**

**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) 2005. (July 1, 2004 to June 30, 2005). 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 ’05. 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 3,117 clients while providing 12,059 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 2005, the four (4) primary case types handled statewide were:

Wills/Estates 15%

Medicaid 12%

Miscellaneous\* 12%

Collection 10%

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

Wills/Estates, Medicaid, Miscellaneous and Collection represent 49% 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 55% (or 1,703) of clients through counsel and advice. Another 20% (or 621 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 94 sessions were presented through community education efforts and a total of 2,654 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, Do-Not Call list, identity theft, debt collection, Medicare prescription drug program, shopping for credit, funeral rights, common legal misconceptions, Medicaid eligibility, earned income tax credit and refund loans, wills, and getting your legal affairs in order.

**V. Minority Groups Served**

Of the total clients receiving legal assistance through the Title IIIB program, 215 were minorities. This represents 7% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native: 11

Asian/Pacific Islander: 14

Black/African American: 150

Hispanic: 38

Other: 02

**VI. Economically and Socially Needy**

In SFY 05, 34%, or 1,046 of all older Iowan’s receiving legal assistance were in greatest economic need. This means that the need resulted from having an income level at or below the poverty level. The reports also showed that 42%, or 1,315 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 2005. 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.

**Age Group** **Legal Assistance** **Received**

60-74 1,866

75+ 1,241

Hours of service 12,059

Note: Some providers do not report an age group that equals the total number of clients served.

**Unmet Need for Legal Assistance**

**As Identified by the As Identified by**

**Unmet Needs Report Title IIIB Legal Providers**

144 clients 101 clients

needing 544 hours of assistance needing 438 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 144 older Iowans had legal assistance needs which would have totaled 544 hours of service that were not met. The Title IIIB legal providers reported that 101 clients were in need of legal assistance which would have resulted in 438 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 245 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 245 individuals needed 982 hours of legal assistance service.

**VIII. Emerging Issues and Unmet Need**

The Title IIIB legal providers identified the following emerging issues within the older Iowan population where assistance is needed: Financial abuse by family and friends of frail elderly, Self-neglect, At-risk elderly, Consumer debt, Inability to pay debts, Creditors, Collections, Bankruptcy, Advance directives, Miller trusts, Medicaid eligibility, Guardianships, Probate, Real estate, Income taxes, Pensions, and Disputes with neighbors.

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.

* The client lives in an apartment, but is homebound due to disability. The client has no will or health care advance directives, although she has serious health problems. Client had a hard time deciding on terms of the will and durable power of attorney for health care as she is estranged from some of her children. The attorney made two home visits and assisted the client to execute a will and advance directives. The attorney also discussed Medicaid eligibility as it relates to home and community based waiver services and nursing home care.
* An elderly woman contacted the legal provider as she was being stalked by her ex-husband. The client had left him three years prior and was divorced. He threatened to kill her on numerous occasions. She was terrified and not sure what to do. The legal provider assisted the client by obtaining a permanent protection order.
* The legal provider was contacted by the son of an elderly woman. The son suspected his mother was a victim of elder abuse by a financial power of attorney. The attorney referred the case to DHS and consulted with the client. The client did wish to revoke the financial power of attorney and appoint someone more trustworthy as attorney in fact. Because of the legal providers intervention, financial exploitation through the use of a financial power of attorney was ceased.
* The legal provider was contacted by a 74 year-old woman who was seeking assistance with creditors who were harassing her. The attorney advised her creditors that the client’s only source of income was Social Security and that they were causing the client great anxiety by contacting her. The creditors were directed to cease any contact with the client in the future and that future contact would be viewed as a violation of the Fair Debt Collection statute. The client received a Notice of Arbitration from one of the credit card companies. Because of the legal provider’s intervention, the client was able to have the debt written off as a hardship case.
* An 80 year-old woman contacted the legal provider because she was no longer able to properly care for her husband in their home. The client’s husband had dementia and was incapable of making decisions. The client was becoming frail, physically and emotionally, due to her responsibilities of caring for her husband. The client wondered what she could expect should her husband be placed in a nursing home. The attorney advised about Medicaid eligibility, spousal impoverishment, Miller trusts and placement.
* An elderly woman hired a private contractor to do some painting and home repair. The contractor took her money, began the work and then quit. Although he kept assuring the client he was going to finish the work, 10 months later the work still had not been completed. The client contacted the legal provider who in turn contacted the contractor and demanded he complete the work within a certain period of time or a small claims action would be filed against him for return of the client’s money. Because of the legal providers intervention, the contractor completed the agreed upon work to the client’s satisfaction.
* A 68 year-old man contacted the legal provider after he received a notice from his landlord that he was going to be evicted for nonpayment of rent. The client claimed he had paid the rent. The legal provider represented the client at a forcible entry and detainer action and was successful in getting the action dismissed because the rent due was not for the current month. As a result of the legal providers intervention, the client agreed to pay $50 extra each month until the arrears were paid off, and the landlord agreed to install a new toilet in the rental unit.
* An elderly grandmother contacted the legal provider for assistance in obtaining legal guardianship over her granddaughter. The mother was incarcerated and the grandmother wanted to take care of her granddaughter. The attorney represented the grandmother at the guardianship hearing and a temporary guardianship was granted. As a result of the legal provider’s representation, a grandmother was able to retain custody and provide assistance for her grandchild.
* The legal provider assisted a 64 year-old woman who was served with papers from the city in which she resided, requesting $500 for a false alarm. The client is blind and disabled. She is confined to a bed/wheelchair and has a home security system. To the client’s knowledge, the police had never come to her house as a result of the security system being tripped. The legal provider assisted the client by filing an answer and was successful in reaching a settlement in favor of the client.
* An elderly couple contacted the legal provider after they received a delinquency notice from the IRS. The couple had been given timeframes to file income tax for previous years and notified that failure to do so would mean a levy of a $22,625 plus a $15,000 penalty and interest. The majority of the tax was due to the sale of their home. The sale was reported as a “sale of other real estate”. After investigation, it was determined that the sale of the home was exempt. The clients’ only income was Social Security and a little pension and Veterans’ benefits. As a result of the legal provider’s assistance, it was determined that the clients’ did not owe taxes.
* A 71 year-old man was having trouble getting his wife on Medicaid. She had been staying in a nursing home and was being threatened with eviction because she was out of insurance benefits. The wife was denied Medicaid because the husband had failed to transfer the ownership interest held by his wife in a mutual fund before the DHS deadline. The client, however, had been ill during that period of time and was hospitalized. The legal provider represented the client at the administrative hearing and in the process of waiting for a decision, the facility began collection efforts. The client did eventually receive a favorable decision from DHS which approved his wife’s eligibility for Medicaid and the wife was able to remain in the nursing home.
* A 65 year-old woman contacted the legal provider wanting to revoke a power of attorney her son had over her because he was making withdrawals from her bank account without her permission. The client was advised to serve her son with the revocation. She was also advised to remove him as joint tenant on her bank account or close the account and open a new one for herself. The attorney also assisted her in drafting a new power of attorney document. Due to the legal provider’s advice, the client was able to stop the withdrawal of funds from her bank account and utilize those funds for her own basic needs.
* A 62 year-old man contacted the legal provider for assistance in appealing a food stamp decision. The legal provider researched food stamp medical deductions and overpayments and filed a written response on behalf of the client. The client received a favorable decision from DHS and his case was re-evaluated for eligibility.
* The legal provider assisted the client with a concern about his homeowner’s insurance. A part of the roof was damaged and the client obtained an estimate to fix the entire roof and was then upset that the insurance company would not pay. The legal provider explained the terms of the homeowner’s policy, including deductible provisions.

**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: 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **Legal Assistance Program**  **Individual Case Types by Number of Clients and as a Percentage**  **of the Total Clients**  **N= 3,075 Clients** | | | |
| **Case Type** | **Total Clients %** | **Case Type** | **Total Clients %** |
| **Wills/estates** | **470 15%** | **Medicare** | **27 1%** |
| **Medicaid** | **383 12%** | **Unemployment** | **26 1%** |
| **Other (Misc)** | **353 12%** | **Abuse** | **24 1%** |
| **Collection** | **303 10%** | **Other (Housing)** | **18 1%** |
| **Landlord/ten** | **155 5%** | **License** | **17 1%** |
| **Bankruptcy** | **155 5%** | **Loans** | **16 1%** |
| **Homeowners** | **145 5%** | **Utilities** | **16 0%** |
| **Other (Rights)** | **143 5%** | **Support** | **15 0%** |
| **Contracts** | **121 4%** | **Discrimination** | **14 0%** |
| **Other (Health)** | **100 3%** | **Unfair sales** | **11 0%** |
| **Other (Consumer)** | **85 3%** | **Veterans Benefits** | **09 0%** |
| **Guardianship** | **83 3%** | **Wage Claims** | **08 0%** |
| **Social Security** | **72 2%** | **Other (Employment)** | **08 0%** |
| **Other (Income)** | **49 2%** | **Visitation** | **05 0%** |
| **Mental Health** | **49 2%** | **Disabled** | **05 0%** |
| **Divorce** | **45 1%** | **Name change** | **04 0%** |
| **Rights** | **45 1%** | **Other-public** | **03 0%** |
| **SSI** | **31 1%** | **Food stamps** | **03 0%** |
| **Other (Family)** | **29 1%** | **Workers Comp** | **02 0%** |
| **Credit** | **28 1%** |  |  |

**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 residents 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 | License | 14 | 1 | 1 |  |  |  |  |  |  | 1 | 17 |
|  | Other (Misc) | 134 | 49 | 3 |  | 2 | 1 | 1 |  | 1 | 162 | 353 |
|  | Wills/estates | 164 | 223 | 5 | 2 | 21 |  |  |  |  | 55 | 470 |
| Miscellaneous Total |  | 312 | 273 | 9 | 2 | 23 | 1 | 1 |  | 1 | 218 | 840 |
| Consumer Finance | Bankruptcy | 129 | 11 | 8 |  | 1 |  | 1 |  | 2 | 3 | 155 |
|  | Collection | 167 | 70 | 3 | 2 | 2 | 15 | 8 | 1 | 12 | 23 | 303 |
|  | Contracts | 101 | 8 | 2 | 1 | 2 | 2 | 1 |  |  | 4 | 121 |
|  | Credit | 7 | 6 |  |  | 1 | 4 |  |  |  | 10 | 28 |
|  | Loans | 7 | 3 | 2 | 1 |  |  | 2 |  | 1 |  | 16 |
|  | Other (Consumer) | 49 | 7 | 1 |  | 1 |  |  |  |  | 27 | 85 |
|  | Unfair sales | 11 |  |  |  |  |  |  |  |  |  | 11 |
|  | Utilities | 14 | 1 |  |  | 1 |  |  |  |  |  | 16 |
| Consumer Finance Total |  | 485 | 106 | 16 | 4 | 8 | 21 | 12 | 1 | 15 | 67 | 735 |
| Health | Medicaid | 209 | 72 | 1 |  | 2 | 1 |  | 6 | 1 | 91 | 383 |
|  | Medicare | 24 |  |  |  | 1 | 1 |  | 1 |  |  | 27 |
|  | Other (Health) | 58 | 14 | 4 |  | 1 |  |  |  |  | 23 | 100 |
| Health Total |  | 291 | 86 | 5 |  | 4 | 2 |  | 7 | 1 | 114 | 510 |
| Individual Rights | Disabled | 3 |  |  |  |  |  |  |  |  | 2 | 5 |
|  | Mental Health | 44 | 1 |  |  | 1 |  |  |  |  | 3 | 49 |
|  | Other (Rights) | 62 | 65 | 3 | 1 | 2 |  |  |  |  | 10 | 143 |
| Individual Rights Total |  | 109 | 66 | 3 | 1 | 3 |  |  |  |  | 15 | 197 |
| Housing | Homeowners | 111 | 16 | 3 | 3 | 4 | 1 |  | 3 |  | 4 | 145 |
|  | Landlord/ten | 107 | 27 |  |  | 5 | 5 | 2 | 1 | 5 | 3 | 155 |
|  | Other (Housing) | 9 | 4 |  |  | 1 |  |  |  | 2 | 2 | 18 |
|  | Other-public | 1 |  |  |  |  |  |  |  | 1 | 1 | 3 |
|  | Rights | 34 | 5 |  |  | 2 | 2 | 1 |  | 1 |  | 45 |
| Housing Total |  | 262 | 52 | 3 | 3 | 12 | 8 | 3 | 4 | 9 | 10 | 366 |
| Income Maintenance | Food stamps | 3 |  |  |  |  |  |  |  |  |  | 3 |
|  | Other (Income) | 28 | 3 |  |  | 1 |  |  | 1 | 1 | 15 | 49 |
|  | Social Security | 47 | 9 |  | 2 |  |  |  | 3 |  | 11 | 72 |
|  | SSI | 21 | 3 |  |  |  |  |  | 4 |  | 3 | 31 |
|  | Unemployment | 15 | 3 |  |  |  |  | 1 | 4 | 1 | 2 | 26 |
|  | Veterans Benefits | 4 |  |  | 1 |  | 1 |  | 1 |  | 2 | 9 |
|  | Workers Comp | 2 |  |  |  |  |  |  |  |  |  | 2 |
| Income Maintenance Total |  | 120 | 18 |  | 3 | 1 | 1 | 1 | 13 | 2 | 33 | 192 |
| Family | Abuse | 1 | 2 | 1 | 1 | 1 |  |  |  | 4 | 14 | 24 |
|  | Divorce | 32 |  | 4 |  | 3 |  |  |  | 2 | 4 | 45 |
|  | Guardianship | 26 | 8 | 3 | 4 | 4 | 1 | 4 |  | 18 | 15 | 83 |
|  | Name change | 2 | 1 |  |  |  |  |  |  |  | 1 | 4 |
|  | Other (Family) | 24 | 4 | 1 |  |  |  |  |  |  |  | 29 |
|  | Support | 9 | 3 |  |  | 1 | 1 |  |  | 1 |  | 15 |
|  | Visitation | 4 |  |  |  | 1 |  |  |  |  |  | 5 |
| Family Total |  | 98 | 18 | 9 | 5 | 10 | 2 | 4 |  | 25 | 34 | 205 |
| Employment | Discrimination | 13 |  |  |  | 1 |  |  |  |  |  | 14 |
|  | Other (Employment) | 8 |  |  |  |  |  |  |  |  |  | 8 |
|  | Wage Claims | 5 | 2 | 1 |  |  |  |  |  |  |  | 8 |
| Employment Total |  | 26 | 2 | 1 |  | 1 |  |  |  |  |  | 30 |
| Grand Total |  | 1,703 | 621 | 46 | 18 | 62 | 35 | 21 | 25 | 53 | 491 | 3,075 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

**Unmet Needs for Legal Assistance**

**SFY 05**

**TOTALS BY AREA AGENCY ON AGING**

**SFY 2005**

**One unit of service = 1 hour**

**Northland Agency on Aging**

Units of Service 155

Unduplicated Clients Served 80

**Elderbridge Agency on Aging**

Units of Service 563

Unduplicated Clients Served 387

**Northwest Aging Association**

Units of Service 109

Unduplicated Clients Served 94

**Siouxland Aging Services, Inc.**

Units of Service 199

Unduplicated Clients Served 143

**Hawkeye Valley Area Agency on Aging**

Units of Service 270

Unduplicated Clients Served 177

**Scenic Valley Area Agency on Aging**

Units of Service 173

Unduplicated Clients Served 116

**Generations Area Agency on Aging**

Units of Service 1,054

Unduplicated Clients Served 292

**The Heritage Agency**

Units of Service 972

Unduplicated Clients Served 540

**Aging Resources of Central Iowa**

(data from two legal providers)

Units of Service 7,753

Unduplicated Clients Served 665

**Southwest 8 Senior Services, Inc.**

Units of Service 241

Unduplicated Clients Served 226

**Area XIV Agency on Aging**

Units of Service 224

Unduplicated Clients Served 121

**Seneca Area Agency on Aging**

Units of Service 128

Unduplicated Clients Served 129

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

Units of Service 218

Unduplicated Clients Served 147

**Statewide Totals**

Units of Service 12,059

Unduplicated Clients Served 3,117

**CONCLUSION:**

The Title IIIB Legal Assistance Program provides a valuable service to older Iowans in need of legal assistance and information. The program served 3,117 clients and provided 12,059 hours of service to persons 60 and older. Of the 3,117 clients served, 2,361 were in economic or social need, while 215 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 2,654 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 3,117 individuals were served, there were another 245 older Iowans with unmet needs for legal assistance. These 245 individuals needed 982 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