

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**PSA: 1**

**Provider: Legal Services of Northern California**

**Counties: Humboldt, Del Norte**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 2**

**Provider: Legal Services of Northern California**

**Counties: Shasta, Siskiyou, Modoc, Trinity and Lassen**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 3**

**Provider: Legal Services of Northern California**

**Counties: Butte, Colusa, Glenn, Plumas, Tehama**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 4**

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**Provider: Sacramento Senior Legal Services**

**Counties: Sacramento**

Optional Success  
Story(ies)/Case Summary(ies)

A 66-year-old woman with bipolar disorder was told by her doctor to find an animal to keep her company, believing this would help her. The woman acquired five cats and was threatened with eviction. She was unwilling to give up her cats because she had become emotionally attached to the animals. Our mediation department was able to help the woman remain in her home and resolve the issue with the landlord.

Two sisters owned a mobile home. One sister passed away and the remaining sister needed help adding a third sister to the title. The third sister would not be able to afford the expenses of owning the mobile home on her own. Our advocate was able to discuss the tax ramifications of the different options and help the remaining sister make an informed decision on whether to add the third sister to the title.

A renter called complaining of a landlord's intrusive entrance into a shared common space. The landlord did not live in the home, but rented rooms in it to separate renters. The landlord entered the unit without written notice to show one of the rooms to a potential renter. The landlord entered our client's room without prior consent or written notice. The client was informed of his right to have a written notice from the landlord and the specific reasons why a landlord may enter a unit.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Allie and Xong are hard at work with numerous other organizations planning another Senior Connect event, scheduled for Oct. 21.

David has been busy communicating with the Legal Aid Association of California, the Department of Aging, the State Bar, a sociologist and others to get our Model Approaches project started. It aims to make major progress over the next three years to improve statewide coordination of senior legal services.

Housing advocate staff are working closely with some private outside attorneys on large foreclosure cases.

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**Provider: Legal Service of Northern California**

**Counties: Yolo**

Optional Success  
Story(ies)/Case Summary(ies)

The client, a mentally disabled 86 year old woman, lived in a federally subsidized senior apartment that she has rented for the past 21 years. Her carpet had never been cleaned or replaced during her entire tenancy. She has numerous emotional support animals, including fish, birds, and cats. Management informed her she would need to give away all but one animal, for which she would need to pay a substantial deposit. Management also proposed terminating her tenancy because the client did not want to pay for, nor could she afford new carpet. LSNC intervened and asserted the client's fair housing rights, claiming the client is entitled to keep emotional support animals. LSNC also asserted the tenant's right to have the carpet replaced after such a lengthy tenancy. Management paid for her move to another unit while her flooring was cleaned and the carpet was replaced. The client was able to keep her pets on the conditions that her caretaker clean up after them.

Client, a disabled senior, resided in a rental room. He repeatedly requested his landlord abate numerous dangerous conditions within the rental. Code Enforcement tagged the property with a Notice to Abate requiring the owner to correct the uninhabitable conditions, yet the owner still failed to take any action. The owner then sought to evict the client based on his refusal to continue to pay rent to live in substandard housing. Legal Services intervened and obtained a settlement payment from the owner that the client was able to use to secure new, clean living quarters.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC staff held office hours at Rural Innovations in Social Economics (RISE), a non profit agency serving low income persons in Esparto, on the first and third Wednesday of the month. LSNC staff also held office hours the second Thursday of the month in Knights Landing at the Yolo Family Resource Center. In addition, LSNC collaborated with local elder law attorneys to hold a legal clinic for low income seniors and individuals at the West Sacramento Senior Center on the second Monday of the month.

**Provider: Yuba Sutter Legal Center**

**Counties: Yuba and Sutter**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

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Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sierra

Optional Success  
Story(ies)/Case Summary(ies)

July 2009

- MLRO office staff continue to work with law enforcement and Adult Protective Services on a number of financial elder abuse cases. Legal Services provided assistance in revoking powers of attorney and creating Advanced Health Care Directives for several vulnerable seniors.
- Successfully defended an elderly disabled tenant on an Unlawful Detainer proceeding.

August 2009

- We represented a disabled senior who was threatened with eviction from a subsidized affordable seniors apartment complex in Placer County. Our client felt that he was being retaliated against because he was the President of the Tenants Association (TA). Among other things, the TA had taken a strong stand against a former resident manager, who many felt was abusive in her conduct toward many of the elderly tenants. The initial termination notice was issued on 12/23/08. The matter was contested for 8 months. After a four day trial involving over 60 exhibits and fourteen witnesses, on 8/28/09 the court ruled in favor of our client and dismissed the eviction case.

September 2009

MLRO provided information and updates on consumer debt issues to rural seniors at Loyalton Senior Center

Optional Information on  
Collaboration with Other  
Advocacy Groups

The Mother Lode Regional Office sponsors free legal clinics at two Senior Centers in Placer County monthly. We meet with individual seniors on request at the Truckee Family Resource Center and at the Loyalton Senior Center.

PSA: 5

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**Provider: Legal Aid of the North Bay**

**Counties: Marin**

Optional Success  
Story(ies)/Case Summary(ies)

This was written by one of our summer law interns: "On July 20, 2009, Neal Simon, our Social Work Supervisor, called Legal Aid of Marin from Marin General Hospital where he was with Mr. F and Mr. F's social worker, R. In a phone intake which I conducted with R, she explained that Mr. F, had End-Stage Liver Disease and only a few days to live. Though Mr. F had few personal belongings, he strongly desired to create a written will before he passed, so that he could bequeath his t-shirts, a guitar, and other items to particular individuals.

The next day, July 21, I received a phone call from R, thanking Legal Aid of Marin for its great work in expediently meeting Mr. F's needs. A pro bono attorney specializing in wills, whom Nancy Murphy had contacted from Legal Aid of Marin's pro bono roster, had arrived at the hospital that day and in a quick and clear manner, worked with Mr. F to create a will with which he was happy.

This case stood out to me as an excellent example of the value of Legal Aid of Marin's work in the lives of individuals who might not otherwise have access to legal services and assistance in navigating the justice system. A Legal Aid of Marin receptionist, social worker, legal intern, supervising attorney, pro bono manager, and pro bono attorney combined efforts to provide quick and complete service, where it was immediately needed to allow a client to exercise a core legal and social right of our society."

x-x-x-x

Our client an 87-year old woman, contracted with a reverse mortgage construction company to refinance her home equity loan and replace her aging roof. The reverse mortgage construction company then hired a subcontractor to perform the actual roofing work. After significant delays, and well into the rainy season, the roofing company began the work of replacing our client's roof. On December 20, 2006, several workers removed the existing roof and quit the site promptly at 5:00 p.m., leaving the home exposed to the elements. As forecast, it rained overnight and in the morning our elderly client awoke to find herself sleeping in a cold and soaking wet bed, her home flooded, and her personal belongings ruined. The reverse mortgage company called the roofing company back out to secure the roof. Although a roof was subsequently installed, it remained defective. Legal Aid of Marin asked the firm of Manatt Phelps & Phillips to assist and they filed suit against both companies for breach of contract, negligence, emotional distress, unfair business practices, and elder financial abuse. The case settled in late June, 2009 in our client's favor and she should be able to secure a new roof, new floors and other restoration for most of the interior of her house.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 6**

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Provider: Asian Pacific Islander Legal Outreach

Counties: San Francisco

Optional Success  
Story(ies)/Case Summary(ies)

Senior Natz: Xiao (real name not used) is a Chinese national who originally came to the U.S., in order to live with her family and to create a new life. She received a green card as a result of her son's petition and has lived in the U.S. for over 20 years. It had always been her dream to become a U.S. citizen, but because she worked two or three jobs for the last 20 years to support her family, she never learned to speak, read, and write English with fluency. So, she never applied for citizenship.

In 2009, Xiao had a heart attack and was hospitalized for several months. At that point, she decided that it was now or never, and she decided to try to fulfill her dream of becoming a U.S. citizen. Her first application was denied. Although she was eligible for a language waiver, her memory was too poor to allow her to pass the History and Civics test. API Legal Outreach worked closely with her doctor and her advocate at Self Help for the Elderly to file a disability waiver that would allow her to be naturalized without taking a History or Civics test. On the day of her interview, Xiao was bedridden as a result of another recent heart attack, but chose to go to the interview against her doctor's wishes. Her son took her by wheelchair to her interview. On that day, through the advocacy of her attorney, her application for citizenship was approved and she was sworn in as a U.S. citizen.

Optional Information on  
Collaboration with Other  
Advocacy Groups

California Budget Cuts to IHSS and other Services

Due to California's budget shortfalls there were funding cuts made to many nonprofit service providers within the state, county and city departments. One such cut was to the In-Home Supportive Services, (IHSS).

It is estimated by the California Department of Social Services that over 136,000 people would be affected by these IHSS cuts. These cuts will hurt our low income elders and disabled clients who need the personal and/or domestic services provided to them through IHSS. These cuts were to go into effect on November 1, 2009. However lawsuits had been filed to stop cuts to these social service programs and on October 19, 2009 Judge Claudia Wilken ordered a stay to block the state of California from implementing these cuts to 1. IHSS eligibility based on functional index scores and 2. Reduction in domestic services based on functional index rankings.

Although this is a victory for the time being, the state of California is appealing this decision. This may just delay future cuts to the IHSS program. Meantime, API Legal Outreach has been a part of senior network services as one of the legal resources providing technical assistance and direct legal assistance in Asian Pacific Islander languages. We will be monitoring the progress of the various lawsuits challenging the cuts to social services. Staff has been trained, alerted and provided outreach training to relevant information through the API Elder Abuse Task Force meetings.

In the meantime recipients of IHSS should keep an eye out for notices or forms sent to them from the state, city or county in the event a notice regarding a reduction or termination of services is sent out.

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There are a number of agencies helping IHSS recipients file appeals if necessary.

**Provider: Legal Assistance to the Elderly**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client is a 79 year old Caucasian woman, with an income of under \$12,000 per year, who has lived by herself in a rent controlled basement apartment in the Richmond District of San Francisco for over seven years. The owner of the unit is 13 years her senior and the owner's son recently began to manage the property. He refused to accept her rent check, cut off her cable television and verbally told her that she would have to move. Our office assisted her in filing a petition with the San Francisco Rent Board, alleging an illegal eviction and a reduction in services. With our help, the client prevailed in an administrative hearing and as a result her landlord accepted her rent check and restored her cable.

Optional Information on  
Collaboration with Other  
Advocacy Groups

We continue to collaborate with Asian Law Caucus, Asian Pacific Islander Legal Outreach and La Raza Centro Legal in publishing a multi-lingual newsletter focusing on issues related to the rights of seniors. Due to funding cuts, this newsletter is being published semi-annually, rather than quarterly. Approximately 10,000 copies of each newsletter are being distributed.

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Provider: La Raza Centro Legal, Inc.

Counties: San Francisco

Optional Success  
Story(ies)/Case Summary(ies)

Case Summary: A July 2009

Senior attended La Raza Clinic because she received a penalty for almost \$10,000 from the Social Security Administration (SSA) as well as her Supplemental Social Security Income (SSI) eliminated. We discovered this bill came about due to an SSI overpayment. Apparently Senior Client was receiving Supplemental Social Security when she did not qualify and now SSA was going to reduce her payments by \$50 per month.

In 2006, Senior Client retired from her job and applied for her pension with SSA as well as SSI. She presumed she was eligible for SSI because most people she knew were receiving SSI; however, when Senior Client retired she had a big savings and should have not qualified for SSI. As she received her pensions and SSI, her bank funds quickly dwindled.

Senior Client now lives on a very meager income; inclusively this penalty and elimination of SSI put her in a worse economical situation. We assisted client with filing the appropriate paperwork with SSA, wrote a letter explaining her story and situation as well as helped her collect evidence for her case and attended hearings with Senior Client at the SSA office.

In the end Senior Client's waiver of the overpayment was not granted, however, we were able to have her SSI reinstated and managed to have SSA collect \$15 dollar a month payment. Senior Client was very satisfied with the outcome of the situation.

Case Summary: B August 2009

Senior Client visited La Raza Clinic concerning an ambiguous bill from Blue Cross-Blue Shield. Senior Client was forced to retire due to a medical condition that affected her work. Through her job she qualified and received medical care, however after retiring she also qualified for Medicare and now Medical.

In November 2008, she received a notice that her benefits were being eliminated; the letter stated that beginning February 2009 she would be responsible for paying her Part-D premium of \$28.90. She received her first bill and was shocked when she noticed the bill was for, \$497 dollars. There was no explanation for the extra \$467 dollars added to her bill. Furthermore, Senior-Client was confused because she had never signed up for a plan with Blue Cross Blue Shield so she ignored the bills and they started to accumulate.

When Senior-Client decided to seek help from La Raza, her bill was nearing \$800 dollars. She was prepared with the necessary paperwork and wanted to be dis-enrolled from Medicare part-D as well as be pardoned from her unexplained bills. We spent some time contacting Medicare and Blue Cross in search for the correct process to assist her. During our investigations, we came across HICAP and set

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up an appointment for her to meet with a representative to assist her with her Medicare plan. After we learned the correct grievance process and the appeals center for Blue Cross-Blue Shield, we were told that people are only permitted to dis-enroll from their plans at certain specified times during the year and November is the next dis-enrollment date, despite protocol, we wrote an appeal letter containing all the necessary, relevant information. Shortly, thereafter we received a letter from Blue Cross Blue Shield stating the bill would be voided from the system and Senior-Client would no longer be enrolled in their program.

Case Summary: C September 2009

Senior-Client visited La Raza Clinic for assistance with a Para Transit appeal because she had been recently denied. Despite being elderly, she was also disabled, she suffers from Osteoarthritis. This type of arthritis is crippling it makes people feel numb and tingly. The symptoms can be so severe people suffering from osteoarthritis are sometimes unable to move. This disease makes it impossible for her to ride public transportation.

We assisted Senior Client with the appropriate appeal paperwork, wrote a letter on her behalf, obtained documents from her doctor, and prepared her for the hearing. In the end, her appeal was granted and Senior-Client no longer is faced with the anxiety and danger of riding public transportation.

Optional Information on  
Collaboration with Other  
Advocacy Groups

This first quarter of Fiscal Year 09-10, we continue to strive to make our Agency and Senior Law Unit more visible by attending community events which directly affect and assist the senior community as well as outreach to our seniors and provide workshops which would directly impact their lives. We also began participating in the IHSS Task force meetings during the last part of the quarter because we felt it was important for us to both be aware of the affects of the budget recently passed to IHSS as well as an opportunity to meet community members as well as providers.

Also, we continue to write and publish articles for the San Francisco Senior Rights Bulletin, however, due to the budget cuts, it has limited us to put out two bulletins this year. This past quarter, we had the opportunity to write an article on the IHSS appeal process. We continue to maintain a great relationship with the agencies in our DAAS partnership; Asian Law Caucus, Asian Pacific Islander Legal Outreach, and Legal Assistance to the Elderly. In addition, through the Legal Aid Association of California we have continued to take advantage of the weekly webinars on various legal issues which strengthens our knowledge as well as become a part of a group network where we have the opportunity to ask legal providers across the state for strategic suggestions and advice regarding situations we come cross with senior-clients.

Finally, we continue to be enthusiastic about attending the District Attorney Council/ Latino Partnership Collaborative meetings because it is a time to check-in with other providers in our district.

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**Provider: Asian Law Caucus**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

In October, we assisted Mr. Yao Fu Li in his citizenship application. Mr. Li suffered a serious stroke in June 2006, resulting in vascular dementia and significant loss of control over the left side of his body. Because of to his severe sickness, he experienced difficulty learning English as well as the civics/history questions needed to pass the citizenship test. As a result, we helped him with the citizenship process by obtaining a disability waiver for him. He is now a U.S. citizen.

Cases such as the above are a mere sample of the elderly citizens we continue to work with through our Immigration program. We will continue our outreach helping elderly citizens with the Naturalization process.

Optional Information on  
Collaboration with Other  
Advocacy Groups

ALC worked with the Golden Gate Regional Center (a state-funded resource center for people with developmental disabilities) to win approval of a disability waiver for a developmentally delayed young man. He was allowed to use an interpreter at his citizenship interview and was excused from the U.S. civics exam. He was sworn in as a U.S. citizen immediately after his interview.

**PSA: 7**

**Provider: Contra Costa Senior Legal Services**

**Counties: Contra Costa County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 8**

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Fiscal Year: 2009-2010

Quarter: 1

Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

Optional Success  
Story(ies)/Case Summary(ies)

ELDER ABUSE RESTRAINING ORDER - An elderly couple needed a restraining order against their grandson, who had been in prison for 6 years after being convicted of elder abuse against them. Their grandson had physically attacked each of them, broken into their home and stolen their car several times. When they got a letter from the prison notifying them of their grandson's upcoming release, they contacted Legal Aid for help. They were terrified that their grandson would come after them when he was released. We completed the Elder Abuse Restraining Order papers for them and represented them at the hearing. The judge issued a permanent Elder Abuse Restraining Order against their grandson.

BILLS FROM MAIL ORDER COMPANY – A senior client started receiving bills from a mail order DVD company for movies that she had not purchased. The senior was living on a limited income, and the bill was too much for her to pay, especially since she had never ordered the movies. The client had tried unsuccessfully to solve this problem on her own and was worried the bill would affect her credit. We called the company with the client and explained the situation. The customer service rep agreed that the client shouldn't be responsible for the bill if the company had made a billing error. She told us how the client could dispute the charges. We wrote a pro per appeal letter for the client.

IHSS DISCONTINUANCE - A disabled, elderly client who had in-home supportive services benefits received a discontinuance notice from the program. In order to continue receiving benefits, the client needed to have a redetermination meeting. Her worker came to the client's home for the meeting on a Monday morning, but because the worker had only mailed the client a notice about the meeting the previous Friday afternoon, the client had not yet received it. Not realizing who was at her door, the client had her caregiver send the worker away. Instead of following up with the client to schedule a new appointment, the worker discontinued the client's benefits entirely. We filed a hearing request and were able to resolve the issue, which enabled the client to continue getting benefits again quickly and remain safely in her home.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Hope Nakamura is on the HICAP Advisory Board.  
We continue to receive referrals and calls for technical assistance from the Ombudsman program and AAS.

PSA: 9

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**Provider: Legal Assistance for Seniors**

**Counties: Alameda**

Optional Success  
Story(ies)/Case Summary(ies)

LAS assisted a 70 year-old client and her husband in obtaining a restraining order against their son. The couple had been supporting the adult son for the last 20 years and over time the son had become increasingly emotionally and verbally abusive to his mother. Our client had concerns that her son had mental illness and she encouraged him to seek help, but he refused treatment. Recently, his abusive outbursts became more frequent and vicious. Our client was becoming depressed and anxious and so her husband contacted Legal Assistance for Seniors for help.

In addition to representing the client in obtaining a restraining order against her son, LAS' staff attorney was able to provide the couple with contacts to social services agencies to help assist the son in seeking a diagnosis for his mental illness. The son was eventually diagnosed with a serious psychiatric disorder and he is now receiving the kind of care that his mother wanted to give him but couldn't provide. Our client and her husband are both living more peacefully and supporting the son without carrying the burden of his care.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Assistance for Seniors (LAS) has been awarded a contract by Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS has been awarded contracts by the cities of Fremont, Hayward, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

**PSA: 10**

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**Provider: Senior Adults Legal Assistance (SALA)**

**Counties: Santa Clara County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

For the First Quarter of 2009-10, SALA provided on-site legal service intake appointments at 23 senior centers or community sites in Santa Clara County. These sites included: Palo Alto Senior Center, Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (in San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in downtown San Jose), St. James Senior Center (in San Jose), Alma Senior Center (in San Jose), Lola Williams Senior Center (in San Jose), Eastside Senior Center (in San Jose), Hank Lopez Senior Center (in San Jose), Campbell Adult Center, Willows Senior Center in San Jose, Kirk Senior Center (in San Jose), Almaden Senior Center (in San Jose), Evergreen Senior Center (in San Jose), Southside Senior center (in San Jose), CRC Senior Center (in Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

For the First Quarter of 2009-10, SALA attorneys also participated in the July and September meetings of the Elder Abuse Task Force of Santa Clara County. SALA attorneys also continued to work collaboratively with APS in individual cases for clients that are victims of elder abuse. In September 2009 SALA Attorneys also participated in three Regional Visioning Workshops (in San Jose, Sunnyvale, and Morgan Hill) to identify the most important needs of our target clients. On September 25, SALA's Directing and Supervising Attorneys also met with attorneys at Cooley Godward in Palo Alto to discuss a possible pro bono collaboration whereby Cooley Godwards' attorneys might provide pro bono assistance with some of SALA's elder abuse cases.

**Provider: Fair Housing Law Project**

**Counties: Santa Clara County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

85 year old blind man with dementia was convinced to take out a refinance loan on his property. After filing a federal lawsuit on his behalf, FHLP was able to negotiate a \$225,000 principal pay-down of his mortgage and lowered his interest rate to a 5% fixed rate, plus \$40,000 in damages.

**PSA: 11**

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**Provider: Council for the Spanish Speaking**

**Counties: San Joaquin**

Optional Success  
Story(ies)/Case Summary(ies)

On August 4, SLS received a thank you note from a client in Manteca. The client came to SLS with a denied insurance claim. SLS recommended the client call the State Department of Insurance. Client was very pleased with the outcome and mailed a donation.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 12**

**Provider: Catholic Charities**

**Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu  
me**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 13**

**Provider: Senior Citizens Legal Services**

**Counties: Santa Cruz and San Benito County**

Optional Success  
Story(ies)/Case Summary(ies)

Will complete in the 4th Quarter report.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Will complete in the 4th Quarter report.

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**Provider: Central California Legal Services, Inc.**

**Counties: Fresno and Madera Counties**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 15**

**Provider: Central CA Legal Services, Inc.**

**Counties: Kings County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

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Provider: Sarah Shena

Counties: Tulare

Optional Success  
Story(ies)/Case Summary(ies)

7/7/2009 I was awarded Employee of the Year for the County of Tulare, at a packed Board of Supervisors' meeting. When accepting the award I asked for volunteers, which request got into the newspaper coverage, and our office got a new clerical volunteer as a result.  
8/10/09 I began using a mobile home park meeting room in Dinuba for meeting with clients, after the previous long-time Dinuba location became unavailable. This is based on a new relationship that seems valuable.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Sequoia Community Mediation Center: This quarter I represented a senior client in a landlord-tenant mediation at the center. I continue to serve on the governing committee of, and volunteer with, this organization. Because of my involvement, they continue to market their low-cost services to seniors and their families.

HICAP: I continue to collaborate with the local manager, advising her and her volunteers and staff as needed.

Public Guardian & Adult Protective Services: I am now located in the same office suite with these offices and they continue to call on me more frequently on issues re their senior clients.

United Way of Tulare County: I continue to serve as board president and to educate their management, staff and partner agencies about legal services for seniors, and the need to make their programs and educational materials more accessible for seniors with vision and hearing impairment.

Tulare County Mental Health: I opened a conversation with the Suicide Prevention team and began to educate them about how legal services can be an important component of suicide prevention for elders. Attended one of their planning sessions for Suicide Prevention Week.

Self-Help Law Collaborative: Though this new group (convened by the local Family Law Facilitator/Self-Help Law Resource Center) does not focus on seniors, my presence in it is good outreach, and networking. I will be teaming with another member to prepare, market and present clinics on Conservatorship Prevention.

Porterville Adult Day Services: This non-profit gives me office space monthly for seeing senior clients. I have been building a partnership with their Executive Director and met with her this quarter to coach her about how to describe the needs of senior when seeking funding.

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**Provider: Legal Services of Northern California**

**Counties: Inyo and Mono**

Optional Success  
Story(ies)/Case Summary(ies)

1st Quarter Activity:

Case #1: We were contacted by a client who has suffered with a serious mental disability since the late 1990's. The client received notices that her Social Security benefits had been overpaid for several years. The overpayment totaled \$11,000. Our client was concerned about this overpayment that she took a part-time job. Unbeknownst to the client that the income from her part-time employment would create an additional problem with her eligibility with SSA. SSA could consider her no longer disabled if she is employed. After we conducted a thorough review of the client's case, we were able to assist the client in stabilizing her income and maintaining her SSA benefits. We advocated for this client by filing an appeal with SSA to maintain that the client is still in fact disabled. While the appeal is still pending, our client is very grateful for the advocacy we were able to provide in helping to protect her only source income.

Case #2: We assisted a recently widowed senior that had received a hospital bill for medical treatment of her now deceased spouse. Our client was not financially able to afford to pay this medical bill. An application was filed for charity care/discount care services based on the local medical provider's policy and programs. The application was initially denied. We advocated for our client's application to be approved. The medical agency recognized its error and reversed the agency's original decision denying the application. The application approval eliminated a \$20,000 debt for our client. Our client will no longer be burdened with this large debt during her time of grief.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 17**

**Provider: Central Coast Commission For Senior Citizens**

**Counties: Santa Barbara and San Luis Obispo Counties**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 18**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Grey Law of Ventura County**

**Counties: Ventura**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 19**

**Provider: Center for Health Care Rights**

**Counties: Los Angeles**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Provider: Bet Tzedek Legal Services**

**Counties: Los Angeles County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 20**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

**Provider: Inland Counties Legal Services Inc.**

**Counties: San Bernardino**

Optional Success  
Story(ies)/Case Summary(ies)

Client contacted ICLS for assistance regarding the damage and safety hazard that tree roots were causing to the patio area of her mobile home. Client had written the mobile home park owner (owner) and left several messages regarding the problem. The roots had begun to grow out from underneath, damaging both the flagstones and turf she had paid a lot of money to install. Both the owner and park management had completely ignored our client. None of her calls were being returned and no one had bothered to make any attempt to inspect or rectify the problem. ICLS wrote a letter on the client's behalf to the attention of the owner, advising him of his responsibilities as an owner and citing the Civil Code Mobile Home Residency Law. Client contacted us, stating that the owner had received our letter and was at her front door the following day to notify her that the trees would be removed the same day. Client called ICLS stating, "You guys are worth your weight in gold".

A frail senior citizen who recently resolved a four-year long lawsuit regarding title to her mobile home had also tried for more than three years to compel her daughter's long-term male companion to remove his vehicle from her carport. It was blocking all access to her storage sheds. After several notices from ICLS to the offending party, client was assisted by ICLS and the Rialto police department in having the vehicle towed and impounded, all to the expense of the adverse party.

ICLS assisted senior client with removing tenant from home. The tenant resided in client's backyard for 10 years and had accumulated a massive amount of trash. Code enforcement contacted client about the trash which covered his entire backyard. The tenant was removed and client was able to begin the process of removing the trash to comply with code enforcement requests.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 21**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

Fiscal Year: 2009-2010

Quarter: 1

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success  
Story(ies)/Case Summary(ies)

Mother is an SSI representative payee for her handicapped son. SSA alleged that her son had excess resources and terminated the son's SSI. Advocate contacted Social Security and got them to reinstate the son's SSI until we can go to a hearing on the subject. Son had been very verbally abusive to his elderly mother with whom he had been living. A TRO was granted and the son was removed from the home. We are now pending a hearing for the final outcome. Client said after son had been removed, it was the first time she had been able to sleep well in months. Client came into the office under a lot of distress. He was not sure how long he was going to be able to pay for his wife's care services. He said that he was forced to place his wife in a care facility because she required 24/7 care due to Alzheimer's disease. Client cried when he said that she was having trouble recognizing her own family. He paid the care facility \$5,200 for the first month. He had already applied for Medi-Cal for his wife, but was still waiting to hear from the Medi-Cal case worker. He received notice of action a couple weeks later, but was confused with the notice. He believed that he needed to expend down all of his assets. Client felt much better when he realized that he had the right to keep up to \$190,000 in liquid assets as long as his wife had no assets in her name for over \$2,000. Client's wife was found to be eligible for full Medi-Cal services under the LTC-ABD program from June 1, 2009, on.

Optional Information on  
Collaboration with Other  
Advocacy Groups

PSA: 22

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

Fiscal Year: 2009-2010

Quarter: 1

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Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success  
Story(ies)/Case Summary(ies)

We recently represented a client in an unemployment benefits case. The client had worked for about one year in the customer service department of a telecommunications company. The client left his employment because he felt his supervisor was intimidating, often yelling at the client and other employees, and he believed the company was involved in the practice of "slamming." Slamming involves the practice of placing charges on customer accounts for services the customer did not order. Client complained to management but there was no improvement in the work environment. The client then left his employment. He applied for unemployment benefits but was denied. Following a hearing, the ALJ found in favor of the client, reversing the earlier decision denying the client unemployment benefits.

Optional Information on  
Collaboration with Other  
Advocacy Groups

We recently worked with the Elder Law Clinic at Chapman Law School to assist an Orange County senior who had received notice that her housing subsidy was being terminated. If the client lost her subsidy, she would not be able to afford to stay in her apartment. Due to her limited income, the client would likely have great difficulty finding an apartment to rent in the area. Following an administrative appeal, the client was represented at the hearing by a law student, supervised by his professor. The Hearing Officer held in favor of the client, allowing her to keep her rent subsidy and remain in her apartment.

PSA: 23

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Elder Law & Advocacy**

**Counties: San Diego**

Optional Success  
Story(ies)/Case Summary(ies)

Our clients, a husband (86) and wife (85), came in because they had received a bill of over \$3,500 from an elevator repair service and their elevator was still not working. They explained to the Senior Legal Services Attorney that they had purchased the device 4 years earlier for \$3,000. It had worked for 2 years and then, once it was out of warranty, broke down. The manufacturer had recommended a local repair company and our clients had called them. The technicians that came out did find "problems" and repaired them at \$200 per hour. Unfortunately, nothing the technicians did actually caused the elevator to work. That did not stop the technicians from coming out time and again, repairing and replacing various parts. After a few months, our clients ended up a bill from the repair company of almost \$3,500, and a non-functioning elevator. They were desperate. They went to an elevator supplier and purchased a new system for \$4,000, installed. Of course, that did not stop the repair company from pursuing the \$3,500 bill to our clients. By the time they came to us, that company was threatening collections and potential legal action. Our Senior Legal Services Attorney met with the clients, went through their paperwork and story carefully, and then formulated a strong letter that outlined why it was unconscionable for the repair company to be threatening this elderly couple after billing them an astronomical amount to accomplish nothing. Included in the letter was reference to California law that protects seniors and outlines elevated damages that they may be entitled to if legal action is necessary. Within 2 weeks, our attorney received a letter from the repair company. They apologized profusely for how the entire issue had been handled and zeroed out our clients' account balance. The attorney immediately sent the clients a copy of the letter and called them to let them know of the very good outcome. Our clients were, quite understandably, elated.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 24**

**Provider: Elder Law & Advocacy**

**Counties: Imperial**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 25**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Bet Tzedek Legal Services**

**Counties: Los Angeles County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 26**

**Provider: Senior Law Project, Inc.**

**Counties: Lake and Mendocino Counties**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

Senior Law Project continues to collaborate with the Lake and Mendocino County Foreclosure Coalition in order to improve our response to persons at risk of foreclosure. The coalition is planning to present a series of community forums for persons at risk of or in foreclosure. Senior Law Project is in the process of negotiating a contract to provide legal support to HUD certified foreclosure prevention counselors at California Human Development Corporation.

Senior Law Project continues to collaborate with IHSS Advisory Committees in both Lake and Mendocino Counties. Senior Law Project will play an active role in assisting those committees to establish goals and priorities for the coming year.

Senior Law Project continues to collaborate with California Advocates for Nursing Home Reform and other advocacy organizations in connection with the issue of improper eviction from residential care facilities. The advocacy is focused on development of new regulations for Community Care Licensing applicable to RCFE evictions.

**PSA: 27**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Council on Aging Senior Legal Services      Counties: Sonoma**

Optional Success  
Story(ies)/Case Summary(ies)

90 year old female being scammed by a Jamaican company. Worked with COA Social and Financial Services to provide service to client. DPAF executed so family could aid in preventing further depletion of her funds and future scams. Advice provided how to avoid further access to seniors' funds and accounts.

Optional Information on  
Collaboration with Other  
Advocacy Groups

9/15/09: Observed Elder Protection Court in Martinez under direction of Judge Joyce Cram along with Sonoma County representatives for Elder issues (i.e. APS, AAA, Sonoma County Judiciary, DA & PD offices) to see how Elder Protection Court functions and to determine how the program would function in Sonoma County.

Added a new part time volunteer attorney to assist with client questions regarding consumer, real estate, and contract law. Offering services 2 hours per month.

**PSA: 28**

**Provider: Legal Services of Northern California      Counties: Solano County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

Continued collaboration with Ombudsman Service of Northern California and Senior Legal Hotline. Continued participation in FAST, Solano Senior Coalition, and Vallejo Senior Roundtable.

**Provider: Legal Aid of Napa Valley**

**Counties: Napa**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 29**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Senior Legal Services**

**Counties: El Dorado County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 30**

**Provider: California Rural Legal Assistance**

**Counties: Stanislaus**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 31**

**Provider: Central California Legal Services**

**Counties: Merced**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 32**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2009-2010**

**Quarter: 1**

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**Provider: Legal Services for Seniors**

**Counties: Monterey**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 33**

**Provider: Greater Bakersfield Legal Assistance, Inc.**

**Counties: Kern**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups