

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

Fiscal Year: 2011-2012

Quarter: 1

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 2

Provider: Legal Services of Northern California

Counties: Shasta, Siskiyou, Lassen, Modoc, Trinity

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehama

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 4

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Fiscal Year: 2011-2012

Quarter: 1

Provider: Legal Services of Northern California

Counties: Placer, Nevada, Sierra

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

July 2011
Advocates continue working with our partners in the Homeless Prevention and Rapid Rehousing program to assist seniors facing loss of housing. Partners in Placer County include the Salvation Army, KidsFirst and the Sierra Aids Foundation.

A MLRO advocate attended the Placer Collaborative Network (PCN) update on the Placer Access to HealthCare Project (PATH). The PCN has been working in cooperation with Valley Vision, Sutter Roseville Hospital, Sutter Auburn Faith Hospital, Kaiser Permanente Community Services and area health and human service organizations during the past year to identify and address access to health care issues for Placer County.

August 2011
Nothing reported.

September
The Mother Lode Regional Office participated in a third Veterans resource event.

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba Counties

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

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Provider: Legal Services of Northern California

Counties: Yolo

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

Client, age 84, who lives in a mobile home park, was served with a 7 -day notice for his caregiver to leave otherwise they would initiate eviction proceedings. We negotiated with the owners of the mobile home park and were able to reach a settlement that the caregiver would sign a behavior contract. We drafted the agreement and all parties signed. Client is very happy that his caregiver is able to stay with him.

Client, 68, was served with an eviction lawsuit. She is low-income and could not afford to have an eviction on her record because of her financial need for subsidized housing. We negotiated with opposing counsel to allow client time to vacate the unit, and have the eviction lawsuit dismissed in exchange for the landlord-retaining client's security deposit. Client was able to find a new apartment that she really likes and can afford.

Optional Information on
 Collaboration with Other
 Advocacy Groups

LSNC staff held office hours at the following locations: Rural Innovations in Social Economics (RISE), a nonprofit agency serving low income persons in Esparto, on the 1st Thursday of the month; the West Sacramento Senior Center on the 2nd Thursday of the month; and the Yolo Family Resource Center in Knights Landing on the 3rd Thursday of the month. LSNC also attended the Senior Resource Fair held at the Davis Branch of the Yolo County Library on August 28, 2011. In addition, LSNC participates in monthly meetings of the Yolo County Health Aging Collaboration with other Yolo County senior providers, including the Food Bank, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Employment and Social Services, and representatives from the three Senior Centers.

Provider: Sacramento Senior Legal Services

Counties: Sacramento

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

None Stated

Optional Information on
 Collaboration with Other
 Advocacy Groups

None Stated

PSA: 5

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Provider: Legal Aid of the North Bay

Counties: Marin

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

11E-1101270

91-year-old client was referred to Legal Aid of Marin by the Marin County Adult Protect Services. Shortly after the referral, LAM spoke to APS and then immediately set up an appointment with the client in a care facility where she was recovering from a fall (unrelated to the abuse). She was a victim of elder abuse by her son who had moved home, scared off her caregiver, and forced her to give him money. LAM drove to the care facility and conducted an in depth interview with the client. Based on this information, LAM drafted a supplemental declaration to the Request for Restraining Order (which had been previously filed by APS). Because of her injury, client could not appear in court. LAM appeared on the client's behalf and based on the Request and Supplemental Declaration, the Court granted three year Elder Abuse Restraining Order. The son is prohibited from coming within 100 yards of the client. LAM mailed the order to the appropriate police agencies and also provided a copy to the client's daughter and hospital. LAM hand delivered a copy of the order to Client and explained that he was not to enter Client's home or come within 100 yards of Client. Client was very grateful. APS also appreciated the quick response.

11E-1101187

Client, a 75 year old woman, had her driver's license taken away by the police at her home (she had not been driving at the time) based on an alleged suspension in 2009. LAM agreed to write a letter to DMV and provide advice. A summer intern wrote the letter. LAM advised Client to follow-up with a personal visit to DMV and reference the letter. LAM also suggested she bring information from her doctors that she was okay to drive. Client informed LAM that DMV returned her driving privileges to her, and client "appreciated" our assistance.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 6

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Provider: Asian Law Caucus

Counties: San Francisco

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

We advocated on a case where a client living with a mental disability was facing eviction. We were able to arrange for a settlement agreement with the landlord to have her rent waived, move-out compensation, the eviction case dismissed, and a written letter from the landlord stating that our client was a good tenant.

Another case highlight involves finalizing move-out settlement for last remaining tenants in property to be demolished to make way for new California Pacific Medical Center on Van Ness and Geary. We worked closely with another community organization, the Chinatown Community Development Center. The relocation compensation was remarkably high.

Optional Information on
Collaboration with Other
Advocacy Groups

We hosted an Minimum Continuing Legal Education (MCLE) training on providing access to services for individuals with physical and mental disabilities. The training was provided by Disability Rights Education and Defense Fund. Attendees included La Raza Centro Legal, ACLU, Lawyers Committee for Civil Rights, and Legal Assistance to the Elderly. The training was held on Sept 27 at Asian Law Caucus' office.

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Provider: Asian Pacific Legal Outreach

Counties: San Francisco

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

Ms. Y was born in Wakayama, Japan and came to the U.S. when she was still in 20s. Before immigrating to this country, she had visited her cousins in California several times. Emiko did not feel alienated and ready to acculturate even though she did not understand English well.

Ms. Y married to a U.S. citizen soon after coming to the U.S. and soon after that, she had a son who is now 37 years of age, living in Visalia, California. As she used to work as a hair-stylist in her home country, Ms. Y started working again at a hair salon in Japan town, San Francisco. She has many customers having worked for many years, and also has many friends. Currently she works for Assisted Living as housekeeper and hair-stylist for the residents, saying, "Most seniors love to look good even though they don't go out. It's important to look and feel good about themselves."

Encouraged by one of her friends one day, Ms. Y started thinking of becoming a U.S. citizen having lived as a permanent resident for almost four decades. One day she was sharing her thought of becoming naturalized with one of her regular customers, Jennifer. Jennifer referred Ms. Y to a Japanese speaking legal staff at API Legal Outreach as she can get legal assistance in Japanese.

Soon after that, Ms. Y applied for naturalization represented by an immigration attorney of API Legal Outreach without attorney fees. She was very organized and confident with the whole process. Ms. Y was not uneasy or nervous about having an interview for naturalization, knowing that she was eligible for language waiver to have an interview with a translator at the interview, Ms. Y passed the interview. It took her just four months to become naturalized.

On July 23, 2011, Ms. Y attended an oath ceremony to become naturalized. Ms. Y is very calm in general, but she unexpectedly felt so deeply moved with such a 'sense of relief' having become naturalized right after the oath ceremony. She says in a joyful voice, "I am now a U.S. citizen just like my son! I want to vote with my voice as a member of the society." While she was a permanent resident, she subconsciously felt like 'living in this country temporarily (not in terms of period of residence as she had no plan to live in Japan) without having her voice counted, having her home country far back in Japan.' So happy is Ms. Y now that her decision was right without doubt!

Optional Information on
Collaboration with Other
Advocacy Groups

Due to the severe cuts in funding for senior services, many of the resources in the community reduced or eliminated their services causing a ripple effect among the elders looking for legal or social services. Some lawmakers and politicians unfairly blamed safety net programs for the state's budget problems causing the most vulnerable populations like seniors to live in fear of homelessness and hunger. API was faced with an increase in clients seeking help with retaining public benefits as the state of California cut In-Home Support Services (IHSS) to low-income disabled recipients. Along with our partners on the local and state levels, API continued to fight to protect our elders.

Many Bay Area seniors rely on government benefits and Social Security retirement in order to make ends meet. Following the passage of the 1996 Personal Responsibility and Work Reauthorization Act ("welfare reform"), immigrant seniors, unlike their U.S. citizen counterparts, no longer qualify for SSI benefits solely based upon their age. Now, immigrant seniors- who have worked for years in low-paying

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positions in restaurant, garment, or other sweatshop industries-must prove that they suffer from a permanent disability that bars them from engaging in any gainful activity in the national economy regardless of their advanced age.
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Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco

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

July Client: Spanish speaking client came to our clinic to report that her ID was stolen by someone else. She reported receiving several letters from credit card companies and collection agencies asking to settle debts she never incurred. With our help, we were able to file a police report on the issue and file an ID alert with the three major credit report agencies in order to block any suspicious transaction made or attempted to be made under her name. The alert will be in place for 3 years. After our services, the client reported that the phone calls and letters from collection agencies ceased completely.

August Client: A Spanish-speaking only senior resident came to our La Raza Senior Law Clinic seeking help with a SSI benefits case. We learned that her benefits were suspended due to an overpayment in the amount of \$17,337.69 based on the existence of a savings account share with her son. We found out that the only intention of her son was to have as a beneficiary of the monies in case something happened to him. After several meetings in both offices of San Francisco, we filed a request to have the benefits reinstated by providing the necessary documentation to support our position. The Social Security Administration finally accepted the request and reinstated the benefits as of September 2011.

September Client: A disabled senior resident came to our La Raza Senior Law Clinic distressed because the landlord of the apartment building complex where she lives had mown down the garden she tended outside in the yard and had uprooted many of her plants. She was also afraid that she would lose all access to it. Per our suggestions, she requested her doctor to provide a certificate explaining that she has both a physical and a mental disability and that her gardening activities on the patch serves important therapeutic purposes for her. We wrote a letter to the managers citing the Americans with Disabilities Act and California Civil Law requesting a reasonable accommodation for her needs. A few days later, we were informed that the apartment managers had not only agreed to give her consistent access to the garden patch but had bought her also two buckets of compost as an apology for damaging the garden before.

Optional Information on
Collaboration with Other
Advocacy Groups

During this past quarter we were able to set a full calendar of presentations for seniors around the city. With the new simultaneous translation equipment we did two presentations in both English and Spanish and we used the complete set i.e., the set for simultaneous interpretation, portable screen, laptop and projector.

We have a new Lutheran Volunteer in our staff that is bringing a lot of energy and good will to better serve the seniors of our community.

We keep participating actively at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues. Likewise, we continue to collaborate with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version.

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Finally, we collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee. Our goal is to provide our input in sensitive and crucial legal issues of interest for seniors.

Provider: Legal Assistance to the Elderly

Counties: San Francisco

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

Client is a 96 year old white male who is legally blind and lives in the Tenderloin. His case was brought to our attention days prior to his scheduled eviction by a social worker after he failed to respond to an unlawful detainer action for non-payment of rent. Our Housing Attorney stopped the eviction, reopened the case and convinced the court to set aside its decision. We believe that with proper support services the client will be able to remain indefinitely in his home of 30 years.

Optional Information on
Collaboration with Other
Advocacy Groups

Three members of our legal staff recently provided an informal training to a small group of graduate students who are interning at Adult Protective Service in San Francisco. The training focused on two of our priority legal areas; tenant representation and elder abuse prevention. The goal of the training was to assist the interns in spotting and responding to legal issues they are likely to encounter.

PSA: 7

Provider: Contra Costa Legal Services

Counties: Contra Costa

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 8

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Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

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

When Mrs. H came to Legal Aid, we discovered that SSA was reducing her SSI benefits because they thought she was receiving free food and/or shelter. Mrs. H lived with her daughter, paid her fair share of the rent and bought all of her own food because she is diabetic and has a special diet. After Legal Aid helped Mrs. H appeal, SSA restored her benefits to the full amount and agreed to pay Mrs. H \$2690 in back benefits. Mrs. H was also having a hard time with her vision and could not afford glasses. We wrote a referral letter to the LensCrafters OneSight program, which agreed to provide Mrs. H with a free vision test and free prescription glasses.

Mrs. T, an elderly woman, came to Legal Aid because she was terrified of her son and daughter-in-law, who were living at her house. Her son is heavily involved in marijuana and has been in trouble for selling it illegally. He has often bragged about how much cash he carries around from drug sales and he started carrying a gun to protect himself. Mrs. T is very scared of the gun. Mrs. T's son and daughter-in-law have a history of physical abuse and they are both verbally and emotionally abusive to Mrs. T. Mrs. T also discovered that her son had hacked into her computer and had been accessing her financial records. Legal Aid found a pro bono attorney who helped Mrs. T get a temporary restraining order against the couple and get them out of her house. The attorney is currently in the process of asking the court to extend the protection to three years.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 9

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Provider: Legal Assistance for Seniors

Counties: Alameda

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

"Ms. G" came to Legal Assistance for Seniors seeking assistance in petitioning for guardianship of two young girls that had recently come under her care. The girls' mother has substance addiction issues and had been unable to provide for her daughters for some time. Once their mother lost her housing, she asked Ms. G, a crossing guard at the girls' grade school to take care of the girls. Ms. G generously took them into her small apartment. Because she is not related to the children, and did not have legal guardianship of them, she was unable to apply for any benefits for the children, including public housing adequate for the three of them. The children's mother was relieved that her girls had a place to live and someone to love and care for them, so signed a court form stating her consent to the guardianship petition. Ms. G went to the court hearing two months later hoping to be appointed the girls' guardian.

Since Ms. G is not related to the children, a social worker from DCFS did an investigation and wrote a report for her case. Shortly before the hearing the social worker told her that the children's mother has Native American ancestry and the tribe would have to be notified, but did not identify which tribe. At the court hearing, Ms. G was told that she needed to fill out a ten page Notice of Child Custody Proceeding for Indian Child form for each minor and send them by certified mail to the U.S. Dept. of the Interior, the CA Bureau of Indian Affairs, the tribe or tribes and the parents of the children, then file it with the court. She would also need to write a declaration with proof that all had received it and note their response or explain why it couldn't be accomplished. In addition, her case would be continued for two months. Ms. G was devastated since she had been using her limited funds to financially support the girls and she was concerned about securing health insurance for them.

The LAS guardianship advocate acted immediately to prepare a Petition for Appointment of Temporary Guardian with all related documents and persuaded the clerk to calendar a hearing for the temporary guardianship on that very same day. The judge granted Ms. G's temporary petition and she walked out of the courthouse with the Order and Letters of Temporary Guardianship. The LAS guardianship advocate followed up by assisting Ms. G with all Indian Child Welfare Act requirements. Full guardianship of the girls was granted at the next hearing. The girls are very happy living with Ms. G and she is providing them with a loving and stable home.

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 collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS has also been awarded contracts by the State Bar of

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California and 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

Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara

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

None Stated

Optional Information on
 Collaboration with Other
 Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
 For the 1st Quarter of 2011-12, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees (San Jose), Eastside Senior Center (San Jose), Mayfair Community Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (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.

Participation on Local Task Forces
 For the 1st Quarter of 2011-12, SALA attorneys also participated in the July, August and September meetings of the Elder Abuse Task Force of Santa Clara County.

Other Activities: As noted above, SALA attorneys prepared and presented a training to Santa Clara County Superior Court Self-Help Center staff members on elder abuse restraining orders.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

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

None Stated

Optional Information on
 Collaboration with Other
 Advocacy Groups

None Stated

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PSA: 12

Provider: Catholic Charities

Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu

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

None

Optional Information on
Collaboration with Other
Advocacy Groups

None

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz, San Benito

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 14

Provider: Central California Legal Services

Counties: Fresno and Madera

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 15

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Provider: Central California Legal Services, Inc. Counties: Kings

Optional Success Story(ies)/Case Summary(ies) None Stated

Optional Information on Collaboration with Other Advocacy Groups None Stated

Provider: Sarah Shena, Tulare Co. Senior Legal Servic Counties: Tulare

Optional Success Story(ies)/Case Summary(ies) 87 yr.-old Client suspected she and her mortgage company had both bought property insurance for the same time period. She also wanted help understanding (or eliminating) her escrow account. Our advocate, through a series of inquiries, determined there had been no double insurance, but client a) was entitled to a homeowner's exemption she was not getting, and so could lower her property tax bill; and b) was eligible for a significant reduction in flood insurance premiums immediately (contrary to what her insurance agent claimed). After our advocate pursued the information and cited FEMA regulations to the insurance agent, Client received flood insurance refund of over \$1,000. Previously this client had been a victim of unscrupulous lending practices, resulting in the loss of all her savings, and bringing her hours away from losing her home (before Senior Legal Hotline vigorously pursued justice from the lender). The flood insurance refund of over \$1,000 was an enormous amount of money for her.

Optional Information on Collaboration with Other Advocacy Groups Collaboration with United Way of Tulare County, HICAP, Sequoia Community Mediation Center, Self-Help Resource Center, Information & Assistance staff and others continues as previously reported.

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Provider: California Indian Legal Services

Counties: Inyo & Mono

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

1st Quarter Activity:

Meeting Program Priorities: As directed by the local Inyo Mono Area Agency on Aging our senior legal services places a priority on providing Durable Power of Attorney forms, both/either financial and health care versions. During this quarter we completed seven (7) Power of Attorney cases. We are also providing self education materials and samples of these important documents to our senior clients.

Case #1 : A 71 year-old client contacted our office with an Unlawful Detainer summons and complaint scheduled for hearing with the court the following week. The client is a caretaker for a disabled adult child and also had her own physical limitations due to age. Upon review of the client's case it was determined that the client had been a tenant for over four years and the Landlord was not in compliance with California law in regards to proper notice and procedure for an eviction. The eviction notice served on the client did not comply with current California law which requires a minimum of 60 days notice to the tenant when terminating tenancy. Further, the landlord continued to accept rent payments from the client after the inter alia 30 day notice served on the client. This demonstrated that the 30 day notice was invalid under California law. After an unsuccessful attempt to request that the landlord withdraw their request, we advocated to the court to dismiss the suit. The Court ruled in favor of our client and the case was dismissed. Our successful representation of this client stopped a wrongful eviction of a senior and her disabled adult child. This also provided the additional time needed for the client to relocate her family to another residence.

Case #2: An 83 year-old SSI recipient living in a non-medical residential care facility for the elderly (RCFE) over the last 6 years was notified there would be an additional charge of \$850 per month for his continued stay in the RCFE. The relative (niece) caregiver informed us that the RCFE requested the increase in rent due to the client's personal care needs. Otherwise they recommended that the client would be better suited for a nursing home. Through our research and advocacy we informed the RCFE that it is not permissible to increase the client's rent because he is an SSI recipient and it is his sole source of income. The RCFE can only suggest the family contribute, if needed. This also comforted the client and his family that he could not be evicted from the RCFE for not paying the additional rent increase proposed. The RCFE also has to continue to allow the client to reside in the RCFE while he received physical therapy pursuant to his physician's orders. The client was able to remain in his current residence at the RCFE without incurring additional costs and receive the necessary physical therapy to improve his health condition.

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Case #3: A senior client contacted our office and submitted a "memo of costs" issued by his former landlord for over \$6,000 in alleged repairs to the apartment the client had recently been evicted from. Through our research and advocacy we were able to confirm and inform the client that the "memo of costs" was not property nor had it been filed with the court and the client had no legal responsibility to pay the \$6,000 claimed in this document. The client was relieved to have this debt resolved.

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Optional Information on
Collaboration with Other
Advocacy Groups

During this quarter the IMSLP retained an active role on the local area agency on aging Advisory Council to continue to advocate for continued services in the local senior community and county services by attending bi-monthly meetings or as needed to continue the support of these vital senior services. We continue to offer support and assistance to the Area Agency on Aging through this very important council membership.

PSA: 17

Provider: Central Coast Commission For Senior Citizens Counties: Santa Barbara and San Luis Obispo

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 18

Provider: Grey Law

Counties: Ventura

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

Worked in conjunction with the FBI on an elder abuse scam. Made a formal relationship with the LTC Ombudsmen and am set to provide 2 training sessions for them starting in November.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 19

Provider: Bet Tzedek Legal Services

Counties: Los Angeles

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

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PSA: 20

Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

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

Case Story 11E-7005711:

Client is a 72-year-old senior. Only income is \$875/month from Social Security. Client currently residing in a rehab facility undergoing chemotherapy and requested ICLS services. Client not sure how much time she has left and wants to put her affairs in order. Advocate met with client at Upland Rehab Center for intake. Client had previously requested ICLS services about a year ago but was unable to execute the AHCD and POA that had been prepared for her due to cancer medication doctor had her on.

Now client wants to make sure that all her affairs are in order. She divorced in 1974, never remarried or had any children. Her good friends, a married couple, have always been there for her and in order to show her appreciation she wants to leave them what little she has in her Will. They have been handling as much as they can for her, but in order to assist her she needs to have a Power of Attorney appointing them as her Attorneys-in-Fact. I advised client about the three documents she should have, a Will, AHCD & POA, and that I could prepare them for her. Client was so relieved that she would be able to put her affairs in order and not have to worry about how much it would cost and how she would pay for it. Client was so grateful and thankful for ICLS for accommodating her at no charge.

Client Story 11E-7002881:

Senior case to outreach program for assistance with her credit card debt that she is no longer able to make payments on. Advocate met with client and agreed to assist in negotiating an agreement for a reduced monthly payment and reduction in amount owed if possible. Negotiations resulted in an agreement that reduced the monthly amount.

Client Story 11E-7000004:

Client is a senior who lost her daughter to cancer last year. Daughter left behind two boys. Client took the boys in to live with her in her mobile home. Unfortunately home was located in a "senior's only" mobile home park. All residents must be over the age of 49 with at least one person living in the mobile home over the age of 55 years old. The mobile home gave notices to our client to move out because she was in breach of her lease agreement. Client could not move within the 60 days she was given. After the 60-day notice was over the mobile home park started an eviction action against her. Advocate was able to negotiate a settlement of the case where the eviction was dismissed. Client eventually moved out and did not have to pay any feeds or costs associated with the eviction or her space rent for the period of 7 months. She had to leave the mobile home park but she now has a clean slate.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 21

California Legal Services (Title III B)
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Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

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

Case Story #1: 11E-3002481:

Client was hospitalized at Riverside Regional Medical Center for cancer treatment. Once stabilized he was released from the hospital. The hospital has a program where the hospital would pay the first month's rent for a patient to rent a room in a house. Client moved into a home on Streeter St. in Riverside. Also in that house were our other ICLS clients who suffered from Stage 3 & Stage 4 cancer. All recipients of Riverside Regional Medical Center placement Program and all battling illness and cancer. All fighting for their next breath. In March 2011 the City of Riverside notified our clients that they had a project (Streeter House Project) for improvement & expansion that required bulldozing the house the clients were living in. The city wanted to treat our 3 clients as though they lived in a group home and notified all three clients that they would be relocated to a different home together. The city had sent their relocation representative to befriend our clients and he interacted with them for a month. This representative, reported back to the City that our 3 clients ate and prepared their meals together, 2 of them did not pay rent and that they were a group home. The City representative also stated that our client 11E-3002481 would give his food stamps to the property manager who would then buy food and prepare it at his own home and then bring the already prepared meals to the 3 clients who would then sit and eat the prepared meals together. The City wanted to relocate our 3 clients to another home together and pay them as a group home. The City stated that since 2 clients did not pay rent their allocation would be drastically reduced because the provisions did not allow for the city to provide a windfall (10.04.16.03-49 CFR 24.402(b)(2)(i)). Clients did not want to move together – they did not consider themselves a group home. They each in turn moved into the home with the first month's rent paid by the hospital and then subsequent monthly rent becoming their responsibility. Client 11E-3002481 was on food stamps which required him to establish he was a separate HH to qualify on his own.

ICLS met with the city, provided requested research as to why clients were separate HH's. Negotiations went on for 3 months. At one point code enforcement, 3 police officers and the city attorney went to clients home. Clients told advocate that they felt like small ants being crushed by giant shoes when they needed all their energy to concentrate on fighting their medical impairments, not the City.

The City finally agreed to treat the 3 clients as separate households and pay them close to ninety thousand dollars in relocation fees accordingly. The relocation fees settlement was structured. First clients would get moving fees, moving in deposits, etc. Next clients would be paid by having their rent and utilities paid in advance for 1 year. Once all 3 were in their new apartments they would receive another payment (approximately \$6,000 - \$8,000. The final and remaining payment would be issued 6 months after the past payment.

Clients state that they feel human again and are now able to try and concentrate on getting well. Two of the clients were also advised on the SSI Needs based program and requirements and that they needed to apply ASAP.

Case Story: 11E-2004929:

Client needed more IHSS hours to meet her in-home needs. She is 90 and was authorized only 45 hours/month. Met with client and the county and got her hours increased to 105.7 hrs. / month. Her IHSS worker comes Monday-Friday instead of only 3 days per week. Client very happy.

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Also helped client with an issue regarding a bill she received for IHSS hours stating that she had to pay her share of cost. Contacted ADDUS who provides client's in-home care worker and advised them client had full scope midi-cal and no share of cost. After investigating they agreed and zeroed out client's account.

Case Story: 11E-2006550:

Client applying for disability benefits. Client has a Title II claim so advocate could only provide advice until he receives turn downs from 2 attorneys. Advised him of the criteria needed to be found disabled. Showed him the listings and explained his impairment must meet a listing and if it does not then he must have a combination of impairments. Advised client that with his age, education, work background his impairments he should be found disabled. Advised client of the most important key points to get across at hearing whether he is represented or not. Gave client a diagnosis form for his doctor to fill out so SSA has a treating source to look to and not just the SSA doctors who state client is not disabled. Advised client once doctor fills out the form client needs to submit the diagnosis to ODAR. Lastly, I requested a hearing for the client via the internet.

Optional Information on Collaboration with Other Advocacy Groups

None Stated

PSA: 22

Provider: Legal Aid Society of Orange County

Counties: Orange

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

We recently assisted a 76 year old homeowner who is partially blind. Her only income is her Social Security benefits. She contacted us because a contractor had placed a lien against her home. Client stated the contractor had demanded payment of \$11K. The contractor had offered to arrange for a home loan for her to pay him. Shortly after meeting with the client, she was sued. In the lawsuit, the contractor sought payment of \$161K. The client contended she would never have agreed such an amount – instead she would have bought another home. Making things more complicated, the lawsuit was filed in a different county, making it difficult for the client to even file a response. We were able to help the client find a private attorney who, in addition to responding to the lawsuit, sued the contractor for Elder Abuse. It is likely that without our assistance a default judgment would have been entered against the client.

Optional Information on Collaboration with Other Advocacy Groups

In Orange County, as in other areas, elder abuse is a growing problem. In an effort to learn more about elder abuse and coordinate services with other programs, we have participated as a member of the Orange County Financial Abuse Specialist Team (F.A.S.T.). To further our efforts, we recently joined the Elder Abuse Forensic Center team, a program of the Geriatrics Department of the UCI College of Medicine and UCI Medical Center.

PSA: 23

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Provider: Elder Law & Advocacy

Counties: San Diego

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

The senior is an 89 year old woman which happened to be living alone. She paid her neighbor \$423 to fix her bedroom ceiling. The neighbor requested that the client pay for his licensing and materials. However, after the neighbor received the money, he performed no work. The attorney wrote a demand letter to the neighbor requesting the return of the senior's money. The senior called the attorney and informed the attorney that the neighbor had refunded all of her money.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

PSA: 24

Provider: Elder Law & Advocacy

Counties: Imperial

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

NOT APPLICABLE FOR THIS QUARTER.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

PSA: 25

Provider: Bet Tzedek Legal Services

Counties: Los Angeles City

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 26

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Provider: Senior Law Project, Inc.

Counties: Lake and Mendocino

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

In collaboration with Legal Services of Northern California, Senior Law Project represented a group of Ukiah mobile home park residents in challenging a proposed rent increase under the new Mobile home Rent Stabilization Ordinance. A settlement agreement was reached between the residents and park owner delaying the implementation the rent increase by 3 months and reducing the initial year rent increase from \$18.82 to \$7.12 for doublewides and \$7.03 for singlewides.

An SSI recipient was charged with a \$12,000 overpayment by the Ukiah Social Security Office. Although the recipient requested a face-to-face conference for reconsideration of that overpayment, that request was improperly ignored by the Social Security Office. As a result of advocacy by Senior Law Project, the decision denying reconsideration was cancelled and the requested conference was scheduled. At the conference, Senior Law Project presented proof that no overpayment in fact occurred. A fully favorable decision was issued cancelling the overpayment and restoring full benefits

Optional Information on
 Collaboration with Other
 Advocacy Groups

Senior Law Project continues to collaborate with IHSS Advisory Committees in both Lake and Mendocino Counties. The Senior Law Project attorney provided legal counsel to the Lake County IHSS Advisory Committee in connection with the recommendation by the Department of Social Services Director that the committee be disbanded. Senior Law Project asserted that although the state mandate that counties establish IHSS Advisory Committees had been removed by the Legislature, the requirement that public authorities maintain advisory committees remained in place.

In August, 2011, as a result of several years of collaborative effort by Senior Law Project, California Advocates of Nursing Home Reform and many other advocacy organizations, the California Community Care Licensing Agency issued new policies and procedures pertaining to evictions from residential care facilities for the elderly. We expect that those new policies and procedures will substantially reduce the likelihood of improper eviction actions by residential care facilities.

PSA: 27

Provider: COUNCIL ON AGING

Counties: SONOMA

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

1- 9/2011 Assisted elderly client with Administrative Law Judge hearing regarding overpayment of benefits. Fully favorable decision regarding demand for approximately \$20,000.
 2 - 9/2011 Assisted another elderly client to maintain benefits from Social Security.

Optional Information on
 Collaboration with Other
 Advocacy Groups

None Stated

PSA: 28

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Quarter: 1

Provider: Legal Services of Northern California

Counties: Solano

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

Continued collaboration with Ombudsman Services of Northern California and Senior Legal Hotline.
Continued participation with community groups including: FAST, Solano Senior Coalition, and Vallejo
Senior Roundtable.

Provider: LEGAL AID OF NAPA VALLEY

Counties: Napa

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 29

Provider: Senior Legal Services

Counties: El Dorado

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 30

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Provider: Law Office of Joyce M. Gandelman

Counties: Stanislaus

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

none stated

Optional Information on
Collaboration with Other
Advocacy Groups

We have met with Nick Horning of Project Sentinel to Collaborate on housing issues facing seniors in Mobile home parks. We discussed having meetings with owners/managers in troubled parks where we receive many complaints about management coming down hard on the residents.

PSA: 31

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Provider: Central California Legal Services

Counties: Merced

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

AUGUST 2011

Case No. 11E-3003689. Attorney assisted 81 year old Spanish-speaking only client with completing her first Will. Attorney also explained the importance of and assisted client with completing an Advance Health Care Directive and Power of Attorney. Client informed attorney that she would not have prepared any of these documents if it were not for the free legal services for seniors program; because she would not know what to do or where to go for help.

Case Nos. 11E-3002419 and 11E-3002423. Attorney was retained to assist husband and wife with completing estate planning documents. Due to husband's extreme illness, attorney made a home visit to the couple to complete their Wills, Advance Health Care Directives and Powers of Attorney. Clients were very grateful that attorney met with them in their home and helped them to execute these important documents all at once.

SEPTEMBER 2011

Case No. 11E-3004223. Attorney assisted 72 year old low income and disabled client, whose sister had been helping him take care of his finances for years, but did not know how to complete a Power of Attorney. Attorney assisted client with completing a Power of Attorney to appoint his sister as his agent. Attorney also prepared three cease and desist letters for client to put an end to harassment by his creditors.

Case No. 11E-3004647. Client, 70 years old, was terrified after receiving a notice in the mail from Medi-Cal that his recently deceased mother owed \$219,000 to the state of California. Attorney advised client that he did not personally owe the obligation. Client, however, was executor of mother's will and was willing to give the balance of her checking account to the state. Attorney advised client to send a check to Medi-Cal in the amount of the account balance, with a cover letter indicating that the enclosed amount was all that mother had left in her estate to pay on the obligation.

Case No. 11E-3004370. Attorney assisted 79 year old, low income and Spanish speaking only client, who sought to transfer title of his house to his niece. Attorney advised client of the pros and cons of transferring his home title, and client still desired to do so because he no longer wanted to own a home. Attorney prepared grant deed for client, client's deed was notarized at CCLS and client was given instructions for filing the deed at the Merced County Recorder's Office.

Case No. 11E-3003381. Client, 64 years old, low income and disabled, needed assistance reinstating his suspended driver license with DMV. Attorney investigated the case to determine cause of suspension, which resulted from client's accident three years ago. DMV imposed a three year suspension as a penalty for client's failure to prove he had insurance at the time of the accident. Attorney advised client on: the requirement of car insurance, DMV forms he needed to complete, DMV

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Optional Information on
Collaboration with Other
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fees he needed to pay, and to set an appointment with DMV as soon as possible to reinstate his license by 12/23/11, the scheduled end date of his suspension.

JULY 2011

Winton Free Legal Clinic

Winton, CA is an underserved town in Merced County with a population of just under 10,000 residents. On Saturday, July 9, 2011 the Merced office of CCLS, in partnership with the Merced County Public Defender, Winton LifeLine Community Center and the U.C. Merced Law Clinic organized a free legal clinic from 10:00 a.m. until 2:00 p.m. at Crookham Elementary school in Winton.

Several local advocacy organizations, including the sponsoring organizations, tabled the event to educate the community on services offered, including: California Rural Legal Assistance (CRLA), American Civil Liberties Union (ACLU), Valley Crisis Center, Castle Family Health Centers, Celebrate Recovery, the Winton Chamber of Commerce, the Winton Historical Society, and the University of California at Merced.

The Public Defender had volunteer attorneys provide direct services to attendees who needed assistance with finding and resolving outstanding traffic, warrants and other criminal matters.

Presentations were made throughout the day on important legal topics, including: juvenile court and the juvenile justice system in Merced County; landlord tenant law and the eviction process; gang intervention and prevention; senior law and how to prepare a will, advance health care directive and power of attorney; prevention of and resources for domestic violence; and frequently asked questions about the immigration application process.

The clinic also featured free hamburgers and refreshments, a child care area, and a raffle with dozens of prizes donated by participating organizations. Approximately 35 volunteers assisted with the clinic. The majority of the volunteers were U.C. Merced students and Winton LifeLine Community Center members.

After months of planning and collaboration to develop the Free Winton Legal Clinic, the event succeeded in its mission of providing legal information and basic services to the Winton community. The clinic also resulted in CCLS obtaining five new rural senior clients, who attorney is currently assisting under the Merced Seniors grant.

SEPTEMBER 2011

Attorney referred a depressed and suicidal client to the PEARLS program. PEARLS contacted client immediately thereafter. Attorney followed up with client a few weeks later and he said he is feeling much better now and like he is no longer alone. PEARLS will maintain regular contact with client, to make sure he is doing well.

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PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

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

Client's son had died approximately 16 years ago, leaving a 3 year old grandson (mother not interested or capable of taking care of the child). When son passed away, client had gone to Social Security Administration to apply for social security benefits for his grandson under son's earnings. SSA workers at that time informed client that grandson was not eligible for assistance. Client comes to us after 16 years when grandson is interested in attending college. Our advocate, knowing that grandson was eligible for SSA benefits at the time of father's death, appealed SSA's decision, was denied and subsequently appealed denial to Administrative Law Judge. At Admin Law hearing, judge agreed with our advocate that SSA had been mistaken when first denying grandson's eligibility and so awarded grandson 16 year's back payment of approximately \$35,000.00 in SSA benefits for surviving minor child of deceased wage earner. Grandson will be applying those funds to college account to pay for State college after finishing first two years at Community College.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Services for Seniors provides training to many other area non-profits providing service to senior citizens. LSS presents training on identification of elder abuse, domestic violence, identity theft and more to volunteers and employees of other agencies (such as Alliance on Aging Senior Peer volunteers, Ombudsman, Meals on Wheels drivers, HICAP counselors) and participates in the local Multi-Disciplinary Task Force to lend counsel and support to County agencies working in elder abuse concerns.

PSA: 33

Provider: Greater Bakersfield Legal Assistance, Inc.

Counties: Kern

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated