

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

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**PSA: 1**

**Provider: Legal Services of Northern California**

**Counties: Humboldt and Del Norte**

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

Waiting for response from this email: Good Morning Jamie,  
  
We received your 2nd quarter California Legal Services report January 12, 2011 via an email from Christina Fritschi.  
  
I have two areas that I need your assistance with as described here:  
  
1)At the bottom of Page 2, please provide the "TOTAL Estimated CASE WORK HOURS SPENT (Include preparation time)"  
  
2)Your scanned document indicates pages 1 of 4, 2 of 4, and 3 of 4 but I do not see page 4 of 4 which would be the sections that I have pasted below: Please let me know if they were intentionally excluded in the January 12th email because they were blank. Or, if they were accidentally excluded, please email that information to us and I will include it in our database.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Provided page missing

**PSA: 2**

**Provider: Legal Services of Northern California**

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

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 3**

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**Provider: Legal Services of Northern California**

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

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

None Provided

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Provided

**PSA: 4**

**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

**Provider: Sacramento Senior Legal Services**

**Counties: Sacramento**

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

A disabled 65-year-old Sacramento tenant gave proper 30 day notice to his landlord that he planned to move. He was in the process when the landlord illegally changed the locks and charged for alleged damages before the tenant had a chance to remove all his possessions and clean up. A SSLS advocate intervened and forced the landlord to honor the tenant's rights, allowing him to pack and move according to his pace, and to avoid a negative credit report.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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Quarter: 2

Provider: Legal Services of Northern California

Counties: Yolo

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

Client, a 61 year old male, received a notice stating that the property he was renting was foreclosed upon and he must vacate. Client had a lease through the end of November and paid his rent to the old owner. He tried negotiating with the real estate company and attorney involved with the foreclosure but they would not return his phone calls. He did not have the money to move because he paid rent to the wrong landlord. Client was then served with an unlawful detainer action due to unpaid rent to the new landlord. One of our attorneys contacted the attorney and was able to negotiate a settlement for client to vacate the premises in exchange for them dismissing the unlawful detainer action in order to preserve his credit and ability to obtain sustainable housing. In addition, the client was approved for our local Homeless Prevention & Rapid Re-housing Program and was able to move into a new unit that he really likes. The client, a 67 year old woman who has been homeless for 18 months, sought assistance in clearing up her credit record to obtain subsidized housing. She had applied for subsidized housing only to be denied due to a previous eviction. LSNC staff appealed the denial. LSNC also contacted the judgment creditor and negotiated a settlement of the previous eviction that included a set aside of the judgment in exchange for a lump sum settlement payment. Once the judgment was lifted, the client became eligible for subsidized housing and the appeal resulted in the client securing housing just before the holidays.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC staff held office hours at the following locations: Rural Innovations in Social Economics (RISE), a non profit agency serving low income persons in Esparto, on the 1<sup>st</sup> Thursday of the month; the West Sacramento Senior Center on the 2<sup>nd</sup> Monday of the month; and the Yolo Family Resource Center in Knights Landing on the 3<sup>rd</sup> Thursday of the month and at the Winters Healthcare Foundation in Winters on the 4<sup>th</sup> Thursday of the month. LSNC also conducted outreach about LSNC's services to low income seniors at Lincoln Gardens Senior Apartments on 12/30/10.  
Legal Representation: 23.8  
Legal Advice / Assistance: 218.85  
Community Education: 9.4  
Special Outreach: 1.5  
Total Hours: 253.55

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Provider: Legal Services of Northern California

Counties: Placer, Nevada, and Sierra

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

November 2010: LSNC successfully disputed inappropriate rent charges and late fees for an elderly visually impaired client in low-income housing. LSNC demanded and received a refund of the inappropriate rent charges and late fees and was able to educate a new manager about tenant's rights in subsidized housing. Management agreed to a reasonable accommodation for the client's visual impairment as well with regard to his rent notices.  
LSNC assisted an elderly client with researching and drafting her appeal brief after the California Unemployment Insurance Board denied her application for Unemployment Benefits.  
Her appeal was successful and she was awarded full benefits

Optional Information on  
Collaboration with Other  
Advocacy Groups

October 2010: Advocates staffed an information table at the 12th Annual Veterans Stand Down in Nevada County on October 8th and 9th. The majority of the veterans were seniors living in rural areas of Nevada and Placer Staff continues to participate in multi-disciplinary financial elder and dependent adult teams in several Staff continue to participate in the Homeless Prevention and Rapid Re-housing Programs in Placer and Nevada Counties, which assists seniors, and other tenants who may be at risk of losing their rental housing.  
November 2010: Participated in the WCLPLSNC Health Task Force meeting regarding eminent changes in health care regulations in 2011 enrollment and 2011.  
Staff continues to participate in multi-disciplinary financial elder and dependent adult teams in several counties.  
Staff continues to participate in the Homeless Prevention and Rapid Re-housing Programs in Placer and Nevada Counties, which assists seniors and other tenants who may be at risk of losing their rental housing.  
December 2010:  
Advocates participated in the Legal Aid Association of California Travel Training covering current many issues of concern to low income seniors.  
Staff continues to participate in multi-disciplinary financial elder and dependent adult teams in several counties. Staff continues to participate in the Homeless Prevention and Rapid Re-housing Programs in Placer and Nevada Counties, which assists seniors and other tenants who may be at risk of losing their rental housing.

PSA: 5

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

**Counties: Marin**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 6**

**Provider: Legal Assistance to the Elderly**

**Counties: San Francisco**

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

Client is an 86 year old white woman, who lives in a rent controlled unit in the Marina district. She failed to pay her rent, for reasons which are unclear, and her landlord brought an unlawful detainer action against her. She failed to respond and a default judgment was entered. She was brought to our offices by Adult Protective Services less than a week prior to her eviction by the sheriff. We contacted her landlord's attorney, got him to take the eviction off calendar and are in the process of negotiating a settlement which will allow her to remain indefinitely.

Optional Information on  
Collaboration with Other  
Advocacy Groups

We continue to work with Asian Pacific Islander Legal Outreach, Asian Law Caucus and La Raza Centro Legal to produce, translate and distribute the San Francisco Senior Rights Bulletin. The Bulletin is published twice a year and each edition reaches approximately 10,000 seniors.

**Provider: Asian Law Caucus**

**Counties: San Francisco -- Revised**

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

One recent success story involved a Chinese artist/painter who was renting out section of landlord's 3-story SF home for the past two years. After a falling out between the parties, landlord's attorney demanded tenant to immediately vacate on the eve of the winter holidays, right before tenant's two children were visiting as part of her custody arrangement. Landlord's attorney also threatened to call police to evict tenant without judicial process pursuant to a state statute regarding lodgers that may have been applicable. Landlord's attorney had also threatened to file UD and separate action for various damages. We assisted in negotiating a settlement agreement just ten days before Christmas that allowed for a move-out deadline by the end of Jan 2011, rent forgiveness and relocation payments with a total value of \$15,000.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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**Provider: Asian Pacific Islander Legal Outreach**

**Counties: San Francisco**

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

Ms. S is an elderly Filipina woman who has lived in United States for over 40 years, and took care and raised her two children. After her husband passed away and she was left alone, Ms. S lost all of her hearing. Ms. S could not afford to get a hearing-aid and did not want to be a burden on her family. As such, she sought assistance from our office. With the help of API Legal Outreach, Ms. S was able to get naturalized and subsequently qualified for SSI and Medi-cal benefits. This afforded her a hearing device and Ms. S is now able to hear.

Optional Information on  
Collaboration with Other  
Advocacy Groups

This quarter, we were able secure additional funding to provide limited housing legal service work in the South of Market (SOMA )of San Francisco.

In 2005, the Rincon Hill Area Plan was approved for rezoning of the area to residential development. SOMA residents and community workers organized to demand mitigation for the negative impacts of luxury condominium developments in the Rincon Hill Planning Area. In response, The SF Board of Supervisors approved an amendment to the Planning Code establishing the SOMA Community Stabilization Fund (Fund). This legislation imposes a SOMA community stabilization impact fee of \$14 per square foot on residential development in the Rincon Hill to provide community stabilization benefits including affordable housing economic development and community cohesion. As a result of this fund, API Legal Outreach was awarded a small grant for 2010-11 to provide limited legal housing services.

SOMA is consider one of the most vulnerable to the displacement that includes low-income families, seniors, large Filipino population, LGBTQ residents and families, youth and disabled population with whom 88% are renters. As such, we hired a housing attorney to provide legal assistance and advice. In collaboration with another community based organization named Veteran's Equity Center, Bishop Housing Clinic, we are conducting monthly housing clinics and providing housing rights presentations to organizations servicing the South of Market communities. We are hoping to enter into this area in limited scope since there have been increased demands from the communities for API Legal Outreach to be involved. Since we just started about September 2010, we are still in the beginning stage.

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Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco, CA

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

October Client: A Spanish-speaking senior who suffers from various mental disabilities, came to La Raza Senior Law Clinic seeking assistance with a potential civil liability suit on behalf of GAP, Inc. While shopping at an Old Navy department store, the senior suffered from an anxiety attack and became disoriented; the senior was then accused of shoplifting and coerced into signing a letter which she did not understand nor was given the time to read. She was told that after signing the letter the matter would be resolved and no further action would be instated, but since the alleged incident, the senior has been receiving letters from Gap, Inc. and their attorneys requesting she pay \$400 in damages to settle all potential civil claims against her. After various correspondences with the Gap, Inc. attorney, including a final one addressed to the General Counsel, the company has decided to drop any further pursuit of payment and close the file on the matter.

November Client: A Spanish-speaking and low income senior came to La Raza Senior Law Clinic requesting assistance for her disability. The senior had applied for Supplemental Security Income (SSI) and had been denied despite working in the U.S. for over 16 years and her ailing problems with arthritis. She was denied disability because she did not meet the 40 credits requirement instituted by the Social Security Administration. After meeting with her and the Social Security administration, it was decided that all she needed to qualify was find the missing tax information needed to acquire the 3 credits that she fell short. We located the missing tax information and had her reapply for SSI; with her credits recalculated she will be able to qualify for disability.

December Client: A low income senior attended La Raza Senior Law Clinic seeking assistance with a civil complaint against a subtenant. The senior was the master tenant of the apartment and had rented out a room to an individual for \$400 a month. The senior is provided with some financial assistance by her daughter but has no other income and is dependent on the money that she receives from the subtenant. The subtenant had failed to pay the rent for the past three months and was engaging in various nuisances thus making living in the apartment unbearable. After several meetings with the senior, we decided to file an Unlawful Detainer Complaint asking for the payment of the past-due rent, we pursued a 3-day notice to rent or quit, and issued a Notice of Belief of Abandonment to the subtenant. Two weeks after issuing the Notice of Abandonment, the senior was able to clear out the room and put it back on the rental market. This helps with the housing shortage situation in San Francisco and it helps the senior with added income.

Optional Information on  
Collaboration with Other  
Advocacy Groups

This past quarter was very exciting. We finally hosted and brought a Senior University to La Raza clients, thanks to Senior Action Network. We had a turn out of 15 elders every Tuesday morning where different topics of interest were discussed and analyzed.

This past quarter we continued providing services to our clients at the same or better capacity as we added one more legal intern so we can assist elders in all the varied legal matters. We continue to have a great relationship with our collaborators, some of which are friends at Planning for the Elders, Senior

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Action Network, Social Security Office and look forward to strengthening our relationship with all Senior Legal Service Providers and Health Service Providers.

We welcomed our new Senior Law Attorney Coordinator, Carlos Osorio who was able to attend the Latino Partnership Collaborative meeting in December.

**PSA: 7**

**Provider: Contra Costa Senior 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**

**Provider: Legal Aid Society of San Mateo County**

**Counties: San Mateo**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

We have attended meetings for Commission on Aging and Adult Abuse Prevention Collaborative. 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)

None Stated

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. 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 also works with the Alameda County Ombudsman to serve clients in residential facilities. LAS has been awarded contracts by the State Bar of 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: Fair Housing Law Project**

**Counties: Santa Clara County**

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

FHLP recently closed two cases in which the elder victims' homes were in jeopardy.

The first case was filed in federal court for violations of the federal Truth in Lending Act. FHLP's elderly client refinanced his home and did not receive proper notice of his right to cancel the transaction. The loan was unaffordable for the client and he was at risk of defaulting on the loan and possibly losing his home of 40 years. The case resolved through a mediated settlement and the principal balance of his loan was reduced by \$114,000, his interest rate was reduced to 4.5% with a fixed monthly payment of \$2,000 a month and he received the statutory penalty in the amount of \$2500 for the TILA violation.

The second case was a referral from the Santa Clara County District Attorney's Elder Fraud Unit. FHLP's elderly client and his wife were victimized by their grandson who stole title to their home and took out a mortgage in the amount of \$426,000. The DA's office prosecuted the grandson and his wife for grand theft and FHLP negotiated a settlement with the lender that allows the clients to remain in their home for the remainder of their lives. FHLP's clients received title back to their home.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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**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

For the Second Quarter of 2010-11, 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), Lola Williams Senior Center (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. The Lola Williams Senior Program in San Jose ceased operations after October 2010 and the City of San Jose relocated the senior programming from that site to the newly opened Seven Trees Community Center in November 2010. SALA began providing on-site legal service appointments at Seven Trees Community Center in December 2010.

For the Second Quarter of 2010-11, SALA attorneys also participated in the October and November meetings of the Elder Abuse Task Force or Santa Clara County as well as the Legal Services Retreat sponsored by the Santa Clara County Bar Association (SCCBA) Legal Services Committee. As noted above, SALA staff also prepared and made an MCLE presentation to participants at the SCCBA Legal Services Retreat on dealing with elderly clients in the free legal services setting.

**PSA: 11**

**Provider: Council for the Spanish Speaking**

**Counties: San Joaquin**

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

In the month of October 2010, two of our clients were successful in carrying out their small claims suits. One client sued for damage to personal property, and received a judgment against defendant in the amount of \$600.00. Our other client sued for reimbursement of her \$200.00 security deposit and was paid by defendant before going to court. SLS assisted both clients in completing complaint, gathering and organizing their evidence. Both clients are pleased with the service they received.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 12**

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**Provider: Catholic Charities**

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

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 13**

**Provider: Senior Citizens Legal Services**

**Counties: Santa Cruz and San Benito**

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

This section will be completed as part of the 4th Quarter/Annual Report.

Optional Information on  
Collaboration with Other  
Advocacy Groups

This section will be completed as part of the 4th Quarter/Annual Report.

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

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

With help of volunteer mediators at community mediation center (where our advocate volunteers) a mediated resolution was reached for a client in a long-standing neighbor dispute. The issues included (but were not limited to) religious freedom, cultural misunderstanding, interference with enjoyment, alleged CC&R violations, alleged gang threats and other intimidation, property destruction, etc. Before our office got involved law enforcement and animal control had been called; the opposing party repeatedly threatened a civil lawsuit until shortly before mediation. However through mediation the entire matter was resolved, and the parties agreed to return to mediation if conflict arises again. Mediation ended with the parties hugging, and the neighbors are now living peacefully next to each other.

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.

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

**Counties: Kings**

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

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 16**

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Quarter: 2

Provider: California Indian Legal Services

Counties: Inyo and Mono

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

2nd Quarter Activity:

Case #1: A 71-year-old client requested assistance in qualifying her 88-year-old spouse for Medi-Cal long-term care benefits who has been in a nursing home since September 2010. Upon careful review of the client's income and assets, the client was advised on the Medi-Cal eligibility requirements and treatment of assets including additional information on the rules under Medi-Cal for "spending down" assets to below the Community Spousal Resource Allowance (CSRA) for 2010 which is \$109,760 or seek a private attorney's assistance to file for a court order to expand the CSRA. It was further determined that the Medicare Catastrophic Care Act ("MCCA) was applicable to this client's case and we provided all the necessary information on the MCCA to the client. The client made the required modifications pursuant to current laws and the Medi-Cal rules and successfully was able to qualify the institutionalized spouse for long-term Medi-Cal benefits retroactively to September 1, 2010.

Case #2: An 80 year old client who lives on a fixed income requested assistance in investigating the facts to what he believed was an unfair utility increase by the mobile home park manager. Upon review of the client's documents, the rent bills substantiated a 300% increase to his utility cost beginning in August 2010 (from \$25 up to \$75 per month.) The client believed it was due to new management at the mobile home park because the increase followed a discussion the client had with the new manager. After review of the mobile home residency law, any increase in utilities must be noticed in writing to the resident at least 90 days prior to any increase in rates being implemented. We then arranged a meeting with one of our Advocates, the new mobile home park manager and the client. At this meeting, it was determined that the former manager had been giving discounts to the client without approval of the mobile home park owner. The new manager confirmed this by showing the computer program process and the utility rates were configured for the resident/client. The current utility rent was confirmed as accurate and that the client was in fact receiving the CARE discount as required by law. The client was satisfied with the results of the meeting and the new mobile home park manager was grateful that this issue was clarified and a mutual understanding between the client and management of the mobile home park.

Case # 3: A 63-year-old disabled client requested assistance in explaining a Medicare notice she recently received pertaining to the Low Income Subsidy (LIS) that subsidizes Medicare Part D. The notice state that the subsidy would terminate at the end of 2010. We met with the client and informed her of the Medicare rules and the LIS benefits that would be terminated at the end of 2010. We informed the client that she would become eligible on January 1, 2011 for the Medi-Cal 250% Working Disable benefits that would result in reducing her monthly share of cost to zero. The State would pay her Medicare Part B premiums and she would have very low co-payments on her prescriptions. We explained that since she had a part-time job and was under 65 years of age, she would qualify for this program. We advocated for the client and she was awarded the Medi-Cal 250% Working disable benefits at the cost of \$100.00 per month. If the client did not receive this benefit under Medi-Cal, she would have had to pay her Medicare Part B premiums out of pocket. The client was very grateful for the assistance we provider to her.

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Case #4: An 87 year old client benefitted from advocacy for reducing her Medi-Cal monthly share of costs in order to maintain her home. The client's granddaughter and caregiver contacted our office regarding the client's need for help to keep up her home expensed during her temporary stay in the nursing home for rehabilitation purposes. A meeting was arranged with the client at the local nursing home to discuss her legal issues and gather information in support of her request. It became clear that the client could not financially maintain utility services and other household expenses due to her current Medi-Cal monthly share of costs, which was consuming all but \$35 of her monthly income. However, under current Medi-Cal rules when a long-term care beneficiary has a treating doctor's statement indicating there is strong evidence that client will return home within 6 months the Medi-Cal agency can reduce the monthly share of costs for a housing allowance in the amount of \$200.00. The client's doctor provided the necessary written statement that allowed for the change in nursing home costs and the client was able to continue to maintain her home utilities until she returned to her home a few months later.

Optional Information on  
Collaboration with Other  
Advocacy Groups

IMSLP hosted a meeting in October 2010 for the Frail and Elderly Taskforce. Several social agency representatives attended this meeting to share and discuss current services as well as how the economic downturn has impacted their programs. Home Health agency, Inyo County Public Health, Adult Protective Services, Public Guardian, LTC Ombudsman, Senior Respite Care representatives along with the IMSLP representative shared pertinent events and trends within their own programs and further discussed ways keep the "safety net" tethered during this difficult economic downturn for the community seniors.

IMSLP retain 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

**PSA: 17**

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

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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**Provider: Grey Law of Ventura County**

**Counties: Ventura**

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

None Stated

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

**PSA: 20**

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Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

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

Client came to ICLS because in 2006 he received a letter from an attorney in Michigan stating he was entitled to receive \$125,000 due to a class action lawsuit. It took him four weeks to receive the letter. With the letter was a check for \$2,500, but he wasn't able to cash the check. Bank stated the check was not good. He wanted to know how he could obtain the \$125,000 the letter stated he was entitled to receive. ICLS explained to him that he was very lucky that he didn't receive the letter timely because this was a scam. ICLS explained that when he contacts the number in the letter, the contact tells him to cash the check, obtain money orders and send the money orders to them. The bank then discovers the check is no good and he must then return the money. Client was relieved to discover how fortunate he was that he did not cash the check.

Client is a 68 year old woman whose husband passed away six months previous to her visit and her only income since his death was her Social Security which was being garnished by \$138.30, leaving her with only \$787 for the month. The garnishment was from an old student loan. She was advised of all her options including discharge of debt based on disability, economic hardship deferment, forbearance and negotiating for a lower monthly payment. She called the Dept. of the Treasury and they agreed to lower her payments to \$35 per month after she fills out the proper forms. ICLS advised her that she can always apply for the deferment or forbearance at a later time, but she should save that for emergencies, since both items have a limited time. She was happy with the \$100 per month savings and felt she could make ends meet while paying the \$35 payments and would save her deferment/forbearance for a time when she needed it.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

PSA: 21

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Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

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

Client gave a truck to his grandson who registered it in Arkansas. His grandson later moved to Alaska and bought a new car and gave the truck back to client. Our client tried to register as owner but DMV said Arkansas had the car in suspension. For two years, client has been trying to get the truck released by Arkansas. ICLS contacted the DMV in Arkansas and found that the truck was in suspension due to no odometer report. ICLS located the report form online and had grandson and client complete it and we submitted it to the DMV in Arkansas. They released the truck to client's grandson who released it to our client. Client is now listed as the legal owner and he no longer has to fear the truck will be impounded if driven. Client is very happy.

ICLS represented a 70 year old client at her EDD hearing. Client was overpaid unemployment benefits as a result of a computation error when the grant amount was initially determined. EDD had computed the grant amount based on wages from the Office on Aging which were supposed to be exempt. Therefore her original computation should have been less. ICLS gave the Administrative Law Judge the client's budget analysis and advised him that the client needs all her income to pay ordinary and necessary living expenses. Also informed him that to pay the overpayment back would cause a great hardship because the back payment would be taken from her current income that is needed to pay her ordinary and necessary living expenses. In addition, the client was without fault in causing the overpayment. The judge waived the overpayment. Client was relieved and happy.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

PSA: 22

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

**Provider: Legal Aid Society of Orange County**

**Counties: Orange**

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

We have seen a growing number of seniors who are being sued over credit card debt. We recently represented an 85 year old nursing home resident who had been sued in a collection case for over \$12K. She was sued under hospice care. We filed a motion to challenge validity of service of the Complaint. In negotiations, plaintiff's counsel agreed to dismiss the case. The client passed away several weeks later.

We also represented a senior who had been notified her housing subsidy would be terminated. At the administrative hearing, her landlord testified on her behalf. She received a favorable decision and will keep her subsidy.

Optional Information on  
Collaboration with Other  
Advocacy Groups

In November, we attended the Model Approaches Meeting in Los Angeles for Senior Legal Services Providers, sponsored by the California Department of Aging, the Legal Aid Association of California (LAAC) and Seniors in Sacramento.

We are again working with law students from UC Irvine to develop a Legal Clinic to assist low-income seniors with SSI issues.

**PSA: 23**

**Provider: Elder Law & Advocacy**

**Counties: San Diego**

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

Our 70 year old client came to us in a distraught state. She had been planning on going to Mexico on an organized tour as a vacation. She had given \$200 to an agency as a down payment for the trip. Unfortunately, before she was able to go on the trip, she fell ill. She called the agency and told them that she would not be able to go on the trip. The agency expressed regret and told our client that her deposit was not refundable. This concerned our client greatly as she is on a very limited fixed income. She came to see us to see if there was anything that could be done to get her money back. Our attorney listened to the client's story, read through the contract and relevant documents, and wrote a strongly worded letter to the travel agency. Within a week, our client received a full refund and an apology from the agency.

Optional Information on  
Collaboration with Other  
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

**PSA: 24**

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

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**Provider: Elder Law & Advocacy**

**Counties: Imperial County**

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

Client had difficulty getting assistance from her bank in Calexico, CA in an attempt to resolve this issue. Client deposited \$500 into her bank account in 2007. There was no further activity on her account for the next three years. Recently, she went to her bank to withdraw these funds and was told by the teller that the bank no longer had her money and that it had been transferred to the State of California.

At no time did she receive any notice from her bank that her funds were about to be transferred to the state. The bank was not helpful in assisting client on how to retrieve her funds from the state. The attorney located client's funds on the California State Controller's Office web site. The attorney downloaded the form (and instructions) the client needed to complete to get her funds returned to her. The attorney explained to the client how to complete this form and where to send the completed form. Client understood and was very grateful.

Optional Information on  
Collaboration with Other  
Advocacy Groups

NOT APPLICABLE FOR THE PERIOD OF 10/1/2010-12/31/2010.

**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**

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

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

**Counties: Lake and Mendocino Counties**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

Senior Law Project provided legal support to HUD certified foreclosure prevention counselors at California Human Development Corporation and received referrals of clients from that agency. That grant was completed on 12/31/10.  
Senior Law Project continues to collaborate with IHSS Advisory Committees in both Lake and Mendocino Counties.  
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. A final draft of those proposed regulations was presented in this reporting period

**PSA: 27**

**Provider: COUNCIL ON AGING**

**Counties: Sonoma**

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

Assisted female client, 72 years of age who lives alone, with application for SSI benefits to avoid homelessness. Directed client to resources in the community to assist with housing, rental deposits and food stamps.

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 28**

**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.

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

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**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 County**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

**PSA: 30**

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

**Provider: California Rural Legal Assistance**

**Counties: Stanislaus**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

11/3/2010 STOAAC approx 35 attendees Modesto  
The Services to Older Adults Advisory Commission is a networking meeting that involves staff from the AAA and the programs associated with the AAA. Also in attendance are staff members from assisted living and skilled nursing facilities, representatives from the local hospice organizations, and staff members from organizations that market to and serve senior citizens and their caregivers. Each organization is given the opportunity to state their purpose and current status, offering the various attendees information that will aid them in their particular mission.

11/5/2010 SEAPA Core approx 200 attendees Riverbank  
The Stanislaus Elder Abuse Prevention Alliance is comprised of staff and representatives from the Long Term Care Ombudsman Program, the AAA, law enforcement, the county prosecutor's office, and local clergy members. The senior Law Project staff attorney attends these meetings to maintain his contacts with these various organizations, thereby supporting the effort to prevent elder abuse in Stanislaus County. The Core meetings involve community members on the broad county level. Each month the SEAPA staff conducts elder abuse prevention forum meetings in the various towns throughout the county. Each community sponsors an annual fair for their particular area to convey information about resources to assist seniors and caregivers about the reality of elder abuse and how to prevent it.

12/1/2010 STOAAC approx 16 Mancini Hall, Modesto  
See description above.

Week of November 8, 2010 Attended the National Adult Protective Service Association annual conference: "Healing the Culture of Abuse"

**PSA: 31**

**Provider: Central California Legal Services**

**Counties: Merced**

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

None Stated

Optional Information on  
Collaboration with Other  
Advocacy Groups

None Stated

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

Fiscal Year: 2010-2011

Quarter: 2

PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

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

1) Consumer Law - LSS was able to defend a client against a credit card lawsuit. Our client had been the victim of a home robbery a few years ago while visiting in Yuma Arizona. A few months after he was robbed, our client's information was used to take out a credit card in our client's name. Of course, the card was charged to the maximum credit allowed in the first month and then never paid. Our client was sued for the debt and come to us after he had been unsuccessful in convincing the credit card company they had sued the victim of a crime and not an irresponsible credit card owner. LSS was able to negotiate with the credit card attorney and the lawsuit was dismissed before our client was required to appear in court.

2) Social Security Pension – A client came to us after her husband died. Both our client and her deceased husband were retired, they had been living on fixed incomes. Our client's SSA pension was drastically reduced when her husband died. After coming to us, one of our legal advocates was able to review her own work history, called SSA to discuss her earnings history and was able to increase our client's monthly pension on the client's own record, not just as a widow of her husband's earnings records.

Optional Information on  
Collaboration with Other  
Advocacy Groups

This past quarter, LSS has made a concerted effort to develop relationships with the other non-profit (and other agencies) in Monterey in order to work together to provide needed services without overlapping those services. It is critical each organization is able to help their target population while at the same time NOT setting ourselves up to compete for the same funding, thus harming all of us. In order to understand how LSS interacts with each advocacy group, the Executive Director, Attorney Kellie D. Morgantini met with almost every other senior advocacy group in the County (including Alliance n Again, Meals on Wheels, Family Resource Center and others) on a one on one basis to discuss how LSS does and can interact with those groups. LSS is a legal advocacy group that has to maintain client confidentiality at all costs, even among/between other advocacy groups who do not work under those same confidentiality requirements. Because of this, it is important for LSS to maintain good relationships with our advocacy partners to ensure our requirements for confidentiality are not looked upon as efforts to distance ourselves from other organization.

PSA: 33

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

**Fiscal Year: 2010-2011**

**Quarter: 2**

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

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

Optional Information on Collaboration with Other Advocacy Groups