

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

Fiscal Year: 2012-2013

Quarter: 2

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte

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

None Provided or Stated for this Quarter.

Optional Information on
Collaboration with Other
Advocacy Groups

None Provided or Stated for this Quarter.

PSA: 2

Provider: Legal Services of Northern California

Counties: Shasta, Siskiyou, Lassen, Trinity and Modoc

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

None Stated this quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this quarter

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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Quarter: 2

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

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Quarter: 2

Provider: Legal Services of Northern California

Counties: Yolo

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

The client, a disabled older adult, has resided at the same apartment complex for the past 11 years. While she was vacuuming last fall, she noticed significant water damage to the carpet and mold on the furniture. She immediately reported the discovery to the apartment manager and it was discovered that her apartment needed substantial work due to water damage to the ceiling and walls. She complained about the needed work many times. She then received a letter that appeared to end her lease at the end of the one year term. The neighbors intervened on her behalf and reached a resolution that would result in repairs being made while the client stayed with neighbors and then the client would move back in. On the day the client was to vacate, the owner told the neighbor that nothing was certain and indicated it was unlikely that the client would be permitted to move back in. The client thereafter refused to vacate because of her concern that the landlord/owner would not permit her to remain as previously promised. The client contacted LSNC after receiving an unlawful detainer lawsuit. LSNC represented the client and requested a jury trial. After the jury entered the courtroom, the attorney for the landlord/owner requested a meeting to discuss settlement. The parties entered into a settlement that requires that the landlord/owner make repairs to the apartment and enter into an 18 month lease with the client.

The client is a disabled older adult who received a written notice from her apartment complex stating she could not have pets. The client has emotional support animals that alleviate her disability. LSNC attorneys assisted the client in requesting a reasonable accommodation from the apartment complex and obtaining the necessary medical evidence to support her request for the accommodation. The manager granted the request and the client is able to maintain her housing while keeping her emotional support animals.

The client, a 77 year old, lost her home of 20+ years through foreclosure. The same day the home was sold, she received a call from a company claiming they would guarantee she could remain in the home if she paid them a significant monthly payment. She was advised specifically not to answer any lawsuit paperwork attempting to evict her and not to pay any agencies money except the "rescue" agency. She received a subsequent email confirming the phone call that asked her to sign an agreement with the company. She contacted LSNC for advice concerning what she recognized to be a scam. LSNC assisted the client with complaints to governmental agencies concerning the company's fraudulent conduct and ensured that the company did not have any confidential information concerning the client to protect her identity and resources.

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 former West Sacramento Senior Center on the 4th Thursday of the month; and the Yolo Family Resource Center in Knights Landing on the 3rd Thursday of the month. LSNC holds office hours at the Broderick Christian Center in West Sacramento on the 1st and 3rd Thursdays of the month, targeting the Russian community, homeless individuals and older adults at risk of homelessness. LSNC also holds office hours at RISE's Winters'

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site on the 3rd Wednesday of the month. In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, DESS, and other advocates for older adults.

LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and the YHAA Collaboration Subcommittee with other Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Employment and Social Services, Veteran's Services, and representatives from the three Senior Centers.

Legal Representation: 128.30
 Legal Advice / Assistance: 93.0
 Community Education: 11 (3 activities)
 Special Outreach: 6.6 hours (1 activity)
 Total Hours: 238.90

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba Counties

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

Optional Information on Collaboration with Other Advocacy Groups

Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sierra

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

Optional Information on Collaboration with Other Advocacy Groups

PSA: 5

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Provider: Legal Aid of the North Bay

Counties: Marin

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

A 71-year-old older adult was being evicted from her senior living apartment for some alleged wrongdoing that did not occur. After our staff heard her story, we reached out to a pro bono attorney and after explaining the case, convinced him to represent her at a settlement conference held before the eviction trial. At the settlement conference, Legal Aid of Marin was successful in securing her housing and removing the eviction notice. Thus, our client was able to stay in her unit. The client was extremely grateful since she had nowhere to go if evicted.

My client Ms. X, age 60, is a Brazilian immigrant with very limited English. Despite her very low income from working as a caregiver, she has a stellar credit history. She was served with a lawsuit alleging she owed a credit card company \$17,000. The client was terrified and feared financial ruin, deportation and 'ail. I explained her rights to her in Portuguese and investigated the allegations. I confirmed that my client had never had a credit card with that company and did not have any unpaid debts. I discovered that the true defendant, despite having a very similar name, was not my client. I negotiated with plaintiff's counsel, provided them with evidence that they were suing the wrong person, and they agreed to dismiss the case against my client. She was quite relieved. □

Our client was cited by the Town of Corte Madera for creating a public nuisance under the Town's new Public Nuisance Ordinance. Mr. X was told that he had to clean up his property by Dec. 20. The many Notices he received from the Town stated that his Property is unsightly and unkempt, including a blue tarp on the roof, excessive collection of outdoor storage of paper, boxes, containers and debris in the driveway, along the side yard and visible from adjoining property, resulting in a public nuisance to the adjoining neighbors.

Mr. X is 68-years old and living on \$870 per month in social security disability benefits and approximately \$300 per month in wages from a part time job. His monthly expenses, including his mortgage, food and utilities total \$1,565.50 per month. He suffers from anxiety and obsessive compulsive disorder. He also requires a hernia operation and is awaiting services from the County of Marin. Mr. X is extremely low-income, elderly and disabled. fact, the Town Corte Madera decides to conduct the abatement and lien the Property, he will be unable to pay, because Mr. X is judgment and collection proof.

Legal Aid of Marin is working with social workers to assist Mr. X. We have already contacted agencies to explore assisting him in cleaning up his property and with his personal issues. In reading the Town's file regarding Mr. X's Property we were struck by the insensitivity of the neighbors who have complained about this situation. It seems that not one offered to help Mr. X in any manner to assist him in cleaning up his Property. However, Legal Aid of Marin will try to help Mr. X. On November 30, 2012, we sent a letter to the Town invoking the "special consideration" section of the Town's Public Nuisance Ordinance and asking for additional time for Mr. X to clean up his Property due to his age, disability and low-income status. We will also be representing Mr. X at the Dec. 4 hearing before the Town Council. We are looking for organizations who will help Mr. X clean up his property for a low fee or for free.

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Optional Information on
Collaboration with Other
Advocacy Groups

None Stated for this quarter

PSA: 6

Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco, CA

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

October Client: Spanish speaking senior came to our clinic with an eviction notice based on Ellis Act (remove the unit from the rent market). The client was also having several health issues and needed extra care. With our help the client was able to send a letter to the landlord and Rent Board explaining that he is older than 60 years of age and thus belongs to a protected class under the SF Rent Ordinance. Specifically, the law provides for a 12 month notice in cases of eviction based on Ellis Act eviction cases. We filed a complaint before the Rent Board for Wrongful Eviction and as soon as the landlord received notice of our filing he proceeded to dismiss the notice of eviction. Now our client has 12 months to find a more suitable place that fits his special needs without having to rush.

November Client: A senior resident came to our La Raza Senior Law Clinic to report that his application for public housing was denied due to a pending bill with AT&T, now managed by a collection agency. We contacted the collection agency and offer to settle the case for a lesser amount. The offer was eventually accepted and an installment payment agreement was executed by both parties. With the settlement agreement in place, our client successfully re-applied for public housing and was placed in a waiting list for quick placement.

Optional Information on
Collaboration with Other
Advocacy Groups

We had a very active Fall 2012. We provided presentations and Q&A sessions on public benefits, housing, consumer fraud and estate planning for a diverse group of seniors including Hispanics, Chinese and Afro-Americans.

We continue 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, but keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it. We just drafted an article on the Need to Include all the Tenants in the Lease Agreement to avoid evictions in case of death of only signing head of the family.

Finally, we still collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee.

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Provider: Asian Pacific Islander Legal Outreach

Counties: San Francisco

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

Client Story:

"I was surprised to get a call from a collection agency saying that I owed them \$7,000 from a credit card debt. But I never had a credit card before. I didn't even know what that was. When API Legal Outreach helped me get a credit report, I was so sad to see five accounts opened in my name by my son without my knowledge. API Legal Outreach helped me file credit card fraud reports and take care of the problem. When I felt depressed about what my son had done, API Legal Outreach referred me to other social services to receive counseling and support. "

Client Story:

Client is a 66-year-old woman originally from Cambodia. She speaks very limited English. Client was petitioned by her mother to come to the U.S. and immigrated to the U.S. at the end of 2007. Her mother, sister, and brother-in-law signed the affidavit of support. She was referred to our agency by San Francisco General Hospital to assist her with obtaining public benefits. API Legal Outreach helped her with the initial application to CAPI which was denied because of sponsor deeming (sponsor's income was being attributed to her). API Legal Outreach was able to obtain letters from her mother and sister stating that they were not currently supporting her, but not from the ex-brother-in-law, who refused to help. API Legal Outreach filed an appeal and submitted a brief arguing that she meets the indigence exception to sponsor deeming. We had a hearing in front of an administrative law judge and received the decision yesterday stating that her claim has been granted! Client was on the verge of homelessness (she cried at every meeting because she was so afraid of how she would be able to support herself!) and is very happy with the news.

API Legal Outreach will be assisting her with the naturalization process when she becomes eligible in a few months.

Optional Information on
Collaboration with Other
Advocacy Groups

Preventing Elder Abuse

Elder abuse continues to be a vastly underreported and misunderstood issue within the API and general community. Elder abuse is the hidden tragedy in conflict with its tradition of respect for elders. Abuse later in life is a particularly delicate topic since the abuser is frequently a spouse, adult child, or other family member. By coming forward as a victim of elder abuse, the victim is a potentially severing the relationship with their abuser or brining stigma and shame up on the family. The elderly victim is often dependent on the abuser for financial assistance as well as housing. Many API cultures place value on self-sacrifice for group stability and thus it is believed that API seniors are the least likely to seek help in cases physical, emotional, and financial abuse.

This year, the SF District Attorney has called upon our office to be part of their collaborative efforts to

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outreach to the community because of our language and cultural competency skills and along with our legal services.

Provider: Asian Law Caucus

Counties: San Francisco

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

A monolingual Chinese family of four began renting an Outer Sunset 3-br house in 2006. They are very low income and rely on housing benefits (Sec. 8 Housing Choice Voucher). The daughter has mental health issues that result in her screaming periodically at night, and the mother is diagnosed with depression. The home was perfect for them, because the neighbors didn't complain, and the space was large enough to allow them to manage the disabilities.

After the son moved out last year, the SF Housing Authority (SFHA) decided to decrease their benefits to an amount that would befit a 2-br unit. This would have forced the family to move out and relocate to an apartment. SFHA denied their request to keep their benefits intact based on a very limited reading of their rights under fair housing law. Moreover, SFHA rejected their request for a fair hearing.

We intervened and argued that the family made a valid reasonable accommodation request that was supported by medical records, and that they were entitled to a fair hearing. SFHA eventually relented and provided them a fair hearing, which led to a favorable decision. The family was able to remain in place.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

Provider: Legal Assistance to the Elderly

Counties: San Francisco

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

Client is a 65 year old African-American man who has been renting a room in a house in the Ingleside for the last nine years. His landlord recently lost the house to foreclosure. The large bank, which now owns the house, is in the process of evicting the former owner and is trying to evict client at the same time. Client is not named in the unlawful detainer action and was not served. We delayed the eviction and are attempting to reach a settlement with the bank.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to work with Asian Law Caucus, La Raza Centro Legal and Asian Pacific Islander Legal Outreach to produce a publication called the "Senior Rights Bulletin". The Bulletin is published twice a year and 10,000 copies of each edition are circulated to individuals and service providers. The most recent edition, Winter 2013, includes articles on a "purification" scam targeting Chinese seniors, an article on tenant's rights and an article on how to avoid being a victim of financial exploitation.

PSA: 7

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Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 8

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Quarter: 2

Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

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

Ms. C is a divorced senior living on her pension and Social Security retirement benefits. Because her pension is a government pension, her Social Security benefits are reduced. As a result, her total monthly income is about \$850, which is barely enough to pay her rent and not much else. Ms. C tried to apply for CalFresh (food stamps) because she did not have enough money to buy food, but was told by the CalFresh worker that she couldn't use her PO box as an address. Ms. C had experienced serious domestic violence by her ex-husband and has used a PO box address for her Social Security and other benefits for fear that her ex would find her and threaten her as he did in the past. When Ms. C saw Legal Aid about her Social Security benefits, she mentioned that she was denied CalFresh. The Legal Aid attorney informed her that there are exceptions for domestic violence concerns to the rule about using one's home address as a condition of receiving CalFresh. The attorney assisted Ms. C in appealing the CalFresh denial. As a result, the County Human Services Agency agreed to reopen her application and, after Legal Aid helped Ms. C provide the necessary verification, approved benefits back to the date of her original application. She now receives an additional \$90 a month to help her buy groceries.

Ada, a 61-year-old woman, called Legal Aid because her disability benefits were about to run out. Years ago Ada had received disability insurance, but eventually she had been able to return to work. Then several months ago, her health began to take a turn for the worse and she realized that she needed to apply for disability insurance again. She did and was granted six months of provisional benefits while the Social Security Administration processed her claim. However, her six months were about to expire and SSA hadn't made a determination about her disability. Ada was afraid that in the next 30 days she would have no income and be destitute. After numerous calls to Social Security and the Disability Determination Services, Legal Aid learned that Ada's disability determination had been completed, but her paperwork had been lost. Legal Aid was able to advocate for SSA to put through Ada's claim without the original paperwork and to get her paid without a gap in income.

Mr. and Mrs. Ray came to Legal Aid because their adult son was being abusive towards Mrs. Ray. The son was living with the parents, but had a drug addiction that was spiraling out of control. As his drug abuse intensified his behavior became more reckless and violent. As much as they loved their son, Mr. and Mrs. Ray needed an elder abuse restraining order so they could be safe again. Legal Aid agreed to help them file a restraining order and to represent them at the hearing. As the civil restraining order process was unfolding, the son was also jailed for criminal charges relating to one of the abusive incidents. Legal Aid was able to help the Rays understand what was happening with the criminal process while continuing to pursue the civil restraining order. Last month, the court granted the temporary restraining order, and we anticipate that a permanent restraining order will be granted at the upcoming hearing.

Optional Information on
Collaboration with Other
Advocacy Groups

The Senior Advocates attorney collaborated with Adult Protective Services on at least four cases during the reporting period, including the case described above involving Mr. and Mrs. Ray. She also participated in the Adult Abuse Prevention Collaborative and worked on the AAPC's outreach effort to raise awareness of adult abuse.

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PSA: 9

Provider: Legal Assistance for Seniors

Counties: Alameda

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

LAS represented a client, Mark, who was seeking to obtain an Elder Abuse Restraining Order against his daughter, Sharon. Mark and his wife were married for 49 years. His wife suffered a major stroke and was spending her last few days at home. Mark had been diagnosed with cancer and had been receiving chemotherapy for 9 months.

Sharon continued to ask for money from her parents. After her mother's stroke, the cost of her care significantly increased and Mark was not able to continue to give her money. After this, Sharon became more aggressive in asking for money and would not let up with the requests.

There were two instances where Sharon went to her parents' home asking for money and she physically assaulted Mark. The first involved a lot of verbal and emotional abuse which then lead to Mark being pushed down on his chair. The second incident also involved verbal and emotional abuse which leads into Sharon physically grabbing and pushing Mark down causing him bruises.

After LAS filed our restraining order request for Mark but before the court hearing, Mark's wife passed away. We made arrangements so that Sharon was able to attend the funeral. The next week, LAS represented Mark in a contested court hearing and obtained an Elder Abuse Restraining order for five years.

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 have also 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

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Quarter: 2

Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara County

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

None State this quarter.

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
For the 2nd Quarter of 2012-13, SALA provided on-site legal service intake appointments at 21 senior centers or sites in Santa Clara County. These sites included: 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), Eastside Senior 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 2nd Quarter of 2012-13, SALA attorneys also participated in the December meetings of the Housing Task Force and the Public Benefits Task Force.

Other Activities: SALA's Supervising Attorney also participated in meetings of the Fair Housing Consortium during the Quarter. SALA became a member of this Consortium in July 2012. SALA's Supervising Attorney and Directing Attorney also participated at meetings related to the Santa Clara County Senior Agenda.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

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 County & San Benito County

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

To be provided with the Fourth Quarter Report.

Optional Information on
Collaboration with Other
Advocacy Groups

To be provided with the Fourth Quarter Report.

PSA: 14

Provider: Central California Legal Services

Counties: Fresno & Madera

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

None State this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None State this Quarter

PSA: 15

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

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

1. Client request help to get Medi-Cal (2nd property with negative equity was at first considered a resource, making her ineligible). She was essentially bed-bound with no family support (or worse – daughter moved violent boyfriend into the house, and until we coached client how to resist, frequently took the only telephone when she left the home). We made 2 home visits, helped her complete Medi-Cal application, and got eligibility worker to make home visit to get further documents & answers. Client was so hopeless that without our follow-up it is unlikely she would have followed through, but she finally obtained Medi-Cal. (She needs more care than her daughter consistently provides and the roof of her residence is falling in. She was considering moving to a nursing home, but didn't feel she could explore that option until she had Medi-Cal.)

2. Client first sought help for unrelated matter, but since her ultra-low income (\$399/mo.) concerned our advocate, we pursued offering other help. Through our counseling and referrals to, and follow-up with the County's SSI Advocacy Unit and HICAP, client agreed to apply for and now receives SSI, plus improved prescription coverage. She also knows to call HICAP if she has questions about Medicare & health insurance.

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 & Referral staff and others continues as previously reported.

In addition, this quarter our advocate collaborated with other Senior Legal Service Providers throughout the state to sign a letter to the regional director of the Social Security Administration advocating for proper application of regulations. Improper application has resulted in many California elders, including clients of this office, losing SSI, having to repay or oppose imposition of wrongful overpayment claims, and pursue appeal of these and related matters. To-date the response to our letter from the Social Security Administration has been positive.

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

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

None Stated this Quarter

Optional Information on
 Collaboration with Other
 Advocacy Groups

None Stated this Quarter

PSA: 16

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Provider: California Indian Legal Services

Counties: Inyo & Mono

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 17

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

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

Until he recently passed away at 93, we were able to keep a senior citizen housed despite his disability related behaviors that threatened his independent living in his final years. Because of his obsessive compulsive disorder, our client wanted his clothes to be absolutely clean and free of germs when he washed them. This disorder caused him to feel threatened by anyone who visited him in the laundry room of the apartment complex. If he was in the laundry room alone, but approached by another tenant he would become angry and raise his cane to defend himself. This type of reaction resulted in his receiving a notice to quit (eviction notice). We avoided an unlawful detainer case by referring the gentleman to counseling to deal with the disorder and by instructing him to only enter the laundry room when his In Home Support Services worker was with him. Because of the proactive response to the eviction notice and the request for a reasonable accommodation of the obsessive/compulsive disorder, the landlord agreed to withdraw his notice to quit.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter.

PSA: 18

Provider: Grey Law of Ventura County Inc.

Counties: Ventura

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

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PSA: 19

Provider: Bet Tzedek Legal Services

Counties: Los Angeles - Second Revision

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 20

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Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

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

Case Story 11E-7005252

In 2011 a senior requested ICLS assistance because the opposing party refused to file the Satisfaction of Judgment. The client and his spouse had their wages and bank accounts garnished by two separate counties and had no doubt that the judgment had been satisfied. The advocate constructed a detailed breakdown and payment history from copies of paycheck stubs and documents the client provided and even though it was not accurate, the advocate was able to confirm that the judgment had been satisfied and possibly overpaid. The advocate made several contacts and attempts with both counties in locating the office that could provide the exact amounts. After extensive research, the advocate determined that the clients only recourse was to file a Motion with the court. The advocate prepared the Motion, Notice, Exhibits, Declarations, etc. for the client to file and serve the opposing party. A few weeks later the client contacted the advocate by phone and informed her that the hearing had been cancelled because the opposing party had just filed the Satisfaction of Judgment. The client was so relieved because he and his spouse had been trying to get this resolved since 2009.

Case Story 12E-7005581

A 66 year old widow, originally from Afghanistan, requested ICLS assistance regarding her SSI having been reduced from \$830 to \$517 a month because she had informed the Social Security Administration (SSA) that her daughter sometimes helped her out with about \$20 to \$40. SSA determined that the client was receiving unearned income of \$182.50 per month from her daughter and an additional \$130 as miscellaneous income. The client was very upset and stressed out because she could not live on \$517 and could not afford to pay an attorney. The advocate advised the client to request a hearing with an Administrative Law Judge (ALJ) and agreed to represent her at the hearing, informing the client that ICLS services were free. When the client went to SSA to request a hearing with an ALJ SSA instead gave the client a "Request A Reconsideration" form. The client then received a Notice of Action from SSSA informing her that after reviewing her file they had reconsidered and that she would begin receiving over \$700 the following month. The client no longer required our assistance but was very grateful for ICLS who took time to listen to her and for agreeing to represent her.

Case Story 12E-7005939

The client, a disabled man, was originally denied SSI, was determined to be eligible by an Administrative Law Judge (ALJ) and was awarded retroactive SSI of over \$12,000. SSI notified the client that his retroactive SSI and future SSI payments would be reduced because he received financial assistance from his parents. The client requested ICLS assistance and was advised to request a "Reconsideration" which was denied. The financial assistance the client received was a loan from his parents in order to pay his mortgage payment during the time he had no income. The client stated that there was no written agreement, only a verbal agreement in which the client could pay back what he could afford when he could afford it. The advocate accompanied the client to the SSA office to "Request a Hearing with an ALJ" and will be representing the client at his hearing.

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

Fiscal Year: 2012-2013

Quarter: 2

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 21

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

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

Case Story #1: 12E-2010224

Client was facing a reduction in his food stamps and had until the next day (which was a Saturday) to file an appeal if he wanted to stop the reduction. The advocate called the client and explained that if he wanted to stop the reduction (and possibly incur) an overpayment, he must request a hearing prior to the action taking place (which meant that the hearing request must be that day). The client stated that he had requested a hearing in person and had a stamped copy. The advocate explained due process rights to the client as far as notice and hearing.

The client also stated that he pays \$600 for rent. The advocate told the client about the Housing Authorities housing programs in which the client would pay only 30% of their income to rent an apartment. The client was very excited about this information and wanted to know how to apply for this housing and what were the program criteria. The advocate explained how to apply and what the general criteria and guidelines were. (A CalWorks recipient automatic qualifies meaning they have established low income.) The advocate also sent the client a list of properties from the Housing Authority.

The client stated that his food stamps were reduced because his rent was reduced but then the rent was raised because they had to put him in a different unit. The client stated that he had spoken with his worker and she said that if he gets a letter from his landlord she will correct it. The advocate advised the client to not withdraw from the hearing until the matter has been corrected and he has written confirmation of the correction otherwise he would lose his appeal rights.

Case Story #2: 12E-2009057

Client is on the "Working Disabled" Medi-Cal program. He was notified that he was being terminated from the program and also terminated from the Specified Low Income Medicare Beneficiary program. The notice was defective. The client did not know why his Medi-Cal benefits were terminated. The client had continued to report all his income from working and there was no change in his earnings. The advocate requested a hearing, reviewed the client file and met with the county. Pursuant to the MPP's, the client met all the criteria for continued eligibility in the "Working Disabled" program. The County agreed and agreed to rescind the notice terminating the client and to reinstate benefits back to September 2012. If there are any other changes a new notice will be sent (ex: premium due). Advocate spoke with the client in mid December and explained that his benefits were restored and backdated. The client was very happy.

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Legal Aid Society of Orange County

Counties: Orange

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

We recently assisted two seniors, a husband and wife, seeking a limited conservatorship over their son, age 30, who is disabled. The son receives SSI benefits and was diagnosed with developmental disabilities at age one. The conservatorship was recently granted.

Many of our clients receive SSI benefits. We recently were contacted by a senior, who is Vietnamese, and who was notified that his SSI benefits were terminated and that he had incurred an overpayment that he must repay. After meeting with the client at his local Social Security office, his SSI benefits were reinstated and his overpayment was waived.

Optional Information on
Collaboration with Other
Advocacy Groups

During this past quarter, one of our attorneys was a guest on a local radio show, Where There's A Will There's A Way. The show, which targets seniors as its audience, reached an estimated 450 listeners.

PSA: 23

Provider: Elder Law & Advocacy

Counties: San Diego

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: 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

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Bet Tzedek Legal Services

Counties: Los Angeles City

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 26

Provider: Senior Law Project, Inc.

Counties: Lake and Mendocino

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 27

Provider: COUNCIL ON AGING

Counties: SONOMA

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 28

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Legal Services of Northern California

Counties: Solano County

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 this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 29

Provider: Senior Legal Services

Counties: El Dorado

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter

PSA: 30

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Dor v' Dor Senior Advocacy Network

Counties: Stanislaus

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

In February, 2012, we had a trial involving an elderly woman who thought she had a life estate in her home but the man she sold it to tried to evict her. We won the case and also the right for her to live there until she died.
On October 1, we were successful in obtaining a restraining order against the new owner of the home. Approximately a month later, the owner filed an appeal from the February trial. We have had conference calls with the 5th District Appellate Court Judge and believe we have settled that appeal. We will provide further information as we work out a resolution to the case.

We recently obtained a permanent restraining order against a senior's daughter and granddaughter for elder financial abuse. We worked closely with a detective from Ceres Police Department and with the help of the "good" daughter, was able to make a great case for the DA's office who filed charges for Elder Financial Abuse by a Caretaker and other charges. The two women were arrested and have had a number of court hearings. We will update you as the criminal case continues. The Civil Restraining Order case is now over with the issuance of a 5 year restraining order.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to attend monthly SEAPA meetings.
We continue to facilitate a weekly Guardianship Clinic at the Family Partnership Center on Monday nights, assisting relatives in preparing guardianship forms.
We continue to work closely with APS on restraining order cases. APS has recently increased our contract and adding services for preparation of Conservatorships.
We continue to work closely with the Ombudsman office and assist where necessary when a resident of a care facility needs legal assistance.

PSA: 31

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

Fiscal Year: 2012-2013

Quarter: 2

Provider: Central California Legal Services

Counties: Merced

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

OCTOBER 2012

Case No. 12E-3003450: Attorney assisted 84 year old Spanish monolingual, low income, client with stopping elder abuse that was perpetuated on her by her grandson and granddaughter-in-law. The grandchildren were living in client's home, along with their four children and two dogs, against client's will for over one year. The grandchildren took financial advantage of the client, choosing not to work and not to contribute any money to the monthly household expenses. Client asked her grandchildren to move out of her home several times, but they simply ignored her. The grandchildren also pressured client into signing unfair contracts that were written in English, knowing the client does not read English. The grandchildren also asked to "borrow" money from the client on several occasions, which they did not repay. Attorney filed two elder abuse restraining orders against the grandchildren in the Superior Court. A temporary restraining order was entered against the grandchildren. On the date of the hearing on the permanent restraining order, attorney settled case by having parties enter into an agreement that forced the grandchildren to vacate themselves, their family, their pets and all of their belongings from the client's home by an agreed upon date. The settlement agreement was read on the record and all parties cooperated. Client is now relieved to have regained control over her home and her peace of mind.

NOVEMBER 2012

Case No. 11E-3003855. Client, 75 year old low income Spanish monolingual and rural man, sought attorney's assistance with requesting an alternate payment due date for his mortgage. Attorney negotiated possible dates with the lender, but client ultimately decided he would prefer to keep his current payment due date. Attorney also assisted client with completing a detailed and lengthy application in English to request a modification of his mortgage terms to reduce the monthly payments.

Case No. 12E-3005894. Client, 65 year old rural male sought attorney's assistance with evaluating whether he had a civil case against a contractor. Client entered into a contract to build a garage on his home. The contractor did not finish the job and left a mess behind at client's home. Client eventually cleaned up the mess and tried to complete the job himself. Meanwhile contractor filed a mechanic's lien against client to seek full payment on the contract. Advised client that he had a strong case for opposing the mechanic's lien, particularly since he was diligent about keeping all of his invoices, receipts and photographs of the work site. Client, who is high income, decided to seek the assistance of a private attorney to help him file a case.

DECEMBER 2012

Case No. 12E-3006574: Client, 78 year old, Spanish monolingual, low income and homebound woman sought attorney's assistance to prepare a Power of Attorney. Attorney held appointment at client's home, where they prepared and executed the Power of Attorney. Attorney also notarized form and advised

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

Fiscal Year: 2012-2013

Quarter: 2

client and client's daughter, who was present during the appointment and nominated as Power of Attorney, on her role and responsibilities as client's authorized representative.

Case No. 12E-3006568: Client, 81 year old, low income woman who lives alone and was recovering from a medical condition at Hylond Convalescent Hospital sought attorney's assistance to prepare a Power of Attorney. Attorney held appointment at Hylond Convalescent Hospital, where they prepared and executed a Power of Attorney. Attorney also notarized form and advised client and client's daughter, who was present during the appointment and nominated as Power of Attorney, on her role and responsibilities as client's authorized representative.

Case No. 12E-3005367, Client, 65 year old disabled woman, sought attorney's assistance to update her old will and to prepare an Advance Health Care Directive. Attorney advised client on her rights pertaining to both documents and drafted a will and Advance Health Care Directive for client at appointment, where both documents were also executed.

Optional Information on
Collaboration with Other
Advocacy Groups

N/A

PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

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

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 33

Provider: Greater Bakersfield Legal Assistance, Inc.

Counties: Kern

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

None Stated this Quarter

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated this Quarter