From the Director

Thank you for reviewing Idaho Legal Aid Services’ 2009 annual report. It provides a snapshot of how Idaho Legal Aid Services served the legal needs of over 4,300 clients in Idaho over the last year. We are Idaho’s only statewide non-profit law firm that exists to serve the legal needs of low-income Idahoans. In 2009 we helped clients overcome difficult legal problems such as escaping domestic violence and sexual assault, raising abused or abandoned grandchildren, fighting wrongful foreclosures and securing long term care due to failing health.

While Idaho Legal Aid Services can’t serve all those who seek our help (we serve roughly one in five poor Idahoans who needs civil legal assistance), we strive to serve more clients with what we have. Examples include toll-free legal hotlines, online interactive legal forms, a website with extensive legal content, and modern case management and legal research software. As we have adopted better ways to serve clients we have also cut administrative and “back-end” costs. For example, we decreased our 2009 library costs by 33% from their 2005 level and office supplies and postage were decreased by 22% over that time.

“Your support is critical if we are to meet the growing civil legal needs of those who are less fortunate in Idaho.”

Your support is critical if we are to meet the growing civil legal needs of those who are less fortunate in Idaho. Population growth and the recession have increased demand for our services. Idaho Legal Aid Services has responded by working to expand our funding base and a sustained effort to obtain funding from the state of Idaho. In 2009, Idaho was one of only two states that did not fund their legal services provider. Our task is to demonstrate that providing Idaho’s citizens access to the third branch of government not only protects the legitimacy of government but pays financial dividends. For example, we estimate that our 2009 family law practice obligated abusers to pay $1,300,000 in child support, day care, and medical insurance costs for their children, alleviating the state from paying some of those costs. That’s a win for our clients, the judiciary, and the taxpayers.
Mission

Our mission is to provide equal access to justice for low income people through quality advocacy and education. What that means is we help Idahoans navigate legal challenges. Many people who contact us only need information such as a legal brochure. Others have legal needs that can be met by completing automated legal forms through our website. Some legal problems can be resolved through a call to one of our advice line attorneys. Only persons with the most complex and difficult legal problems engage one of our attorneys for extended representation. In 2009, we provided the following legal services:

2009 Case Distribution

- **Consumer** - 12% (523)
- **Family** - 29% (1265)
- **Health** - 12% (523)
- **Housing** - 22% (960)
- **Government Benefits** - 9% (393)
- **Other** - 16% (698)
Typical Cases

Family

Our family law practice is focused on (1) helping domestic violence, sexual assault and stalking victims leave violent relationships, (2) establishing guardians for abused, neglected and abandoned children, and (3) obtaining guardianships and conservatorships over people who have lost the ability to manage their lives. Typical cases include divorce and custody with spousal and/or child abuse, protection orders, child support, modifications, guardianships and conservatorships.

Housing

Common cases include wrongful evictions and foreclosures, cases concerning public and subsidized housing programs, manufactured housing issues, housing discrimination, and housing preservation.

Government Benefits

The majority of cases involve Social Security Disability Insurance and Supplemental Security Income, County Assistance, Food Stamps, and Aid to the Aged Blind and Disabled (AABD).

Health

Medicaid cases predominate followed by Medicare and other health issues.

Consumer

This diverse area includes consumer rip-offs and scams, identity theft, predatory lending, public utilities, and fair debt collection practices.

Other Cases

Idaho Legal Aid Services staff are involved in many other legal issues including advanced directives, wills, wage claims, juvenile, employment, and education, as well as migrant farmworker and Native American issues.
Client Demographics

- White - 83%
- Hispanic - 9%
- Native American - 5%
- Black - 1%
- Asian/Pacific Islander - 1%
- Other - 1%

2009 Legal Outreach Presentations

Idaho Legal Aid Services attorneys and outreach workers conduct outreach to venues across Idaho. Presentations in 2009 included teen dating violence, domestic violence, fair housing issues, senior legal issues and the free interactive court forms on the ILAS website. Over 5,000 Idahoans attended these presentations.

2009 Education/Community Service

- Legal education brochures distributed: 13,378
- Legal education materials posted on website (page views): 35,839
- Referrals to attorneys, social service agencies, and others: 11,577
- Hours attorney staff spent on private bar involvement: 536
In 2009, Idaho Legal Aid Services attorneys represented 888 clients with 1,808 children to end domestic violence, sexual assault and/or stalking in their lives. Common cases included protection order, divorce, custody, modification, contempt, and parental termination proceedings. Idaho Legal Aid Services’ 2009 family law practice obligated abusers to pay almost $1,300,000 in child support, day care, and medical insurance costs annually for their children.

ILAS fights family violence with grants from the Idaho Coalition Against Sexual and Domestic Violence (Legal Assistance to Victims and Rural Domestic Violence and Child Victimization Enforcement Grant Program funds), Idaho Council on Domestic Violence and Victim Assistance, Idaho State Police (STOP Violence Against Women grants), regional United Way agencies, donations to the Idaho Partners Against Domestic Violence campaign, Idaho Law Foundation IOLTA program, and funds from businesses such as Glanbia Foods.

Domestic Violence Legal Advice Line

When someone has been abused they often don’t know what to do or where to turn. Many have been told by an abuser that he or she will take the kids and the victim will never see them again. Many have had no prior experience with the judicial system and feel overwhelmed. Since its inception in 1999, the attorney-staffed Domestic Violence Legal Advice line has been a free resource for low income victims of domestic violence, sexual assault and stalking in Idaho. The Advice Line is particularly suited to serving Idaho’s large rural population. Callers receive immediate help with their legal questions and referrals to domestic violence shelters and other resources. The experienced Advice Line attorneys routinely answer questions like, “How do I get a protection order?” or “What can I do if my spouse kidnaps my child?” The Domestic Violence Legal Advice Line is staffed by an attorney Monday through Friday from 9:30 am until 3:30 pm Mountain Time. Idaho Legal Aid Services would like to thank the Idaho Council on Domestic Violence and Victim Assistance for its continued financial support for the Domestic Violence Legal Advice Line.
Helping Kids

Children are our future. Abused, neglected and abandoned children deserve a chance at a happy and productive life. In 2009, Idaho Legal Aid Services represented 101 clients in guardianship and/or conservatorship cases to protect vulnerable children. Many were obtained on behalf of grandparents who have stepped forward to raise their grandchildren. Idaho Legal Aid Services would like to acknowledge the financial support of Idaho’s Area Agencies on Aging, the Whittenberger Foundation, Casey Family Foundation, and the Dell Direct Giving Campaign.

Helping Seniors

As our society has aged the legal needs of Idaho seniors has grown. Our services to seniors includes legal assistance with long term care needs, guardianships and conservatorships, and the Senior Legal Hotline.

Long Term Care

A large part of Idaho Legal Aid Services’ senior practice is dedicated to helping clients in failing health who need financial help to move into a nursing home or assisted living facility. Most senior clients are referred by the Idaho Department of Health and Welfare or service providers to obtain advice and legal documents needed to qualify for Medicaid. In 2009, Idaho Legal Aid Services attorneys assisted 457 seniors to obtain Medicaid long term care. This practice is largely funded by Idaho’s six Area Agencies on Aging (the Area Agency on Aging of North Idaho, College of Southern Idaho Office On Aging, Community Action Partnership, Eastern Idaho Community Action Partnership, SAGE Community Resources and the Southeast Idaho Council of Governments).
Guardianship and Conservatorship

In 2009, Idaho Legal Aid Services represented 229 clients in guardianship and/or conservatorship cases concerning incapacitated adults. Most of these cases involved incapacitated seniors, many with Alzheimer’s or dementia. We would like to thank Idaho’s Area Agencies on Aging for funding this practice.

Idaho Senior Legal Hotline

Idaho is a rural state. For rural low-income seniors accessing an attorney can be extremely difficult. Following the success of the Domestic Violence Legal Advice Hotline, Idaho Legal Aid Services created the Senior Legal Hotline to serve seniors who might otherwise not have access to an attorney. The Senior Legal Hotline is made possible by the Idaho Commission on Aging and its use of funds from the U.S. Department of Health and Human Services, Administration on Aging. The Senior Legal Hotline is open to all low-income seniors in Idaho.

Over 1,600 Idaho seniors received assistance with legal problems from the Senior Legal Hotline in 2009. Common legal questions concerned Medicaid and Medicare, consumer rip-offs, advance directives, wills, grandparents’ rights, Social Security, guardianships, and senior abuse. The Senior Legal Hotline is open Monday and Tuesday 9:00 am to noon and 1:00 pm to 3:00 pm, and Wednesday 1:00 pm to 3:00 pm, Mountain Time. Please call toll free: 1-866-345-0106 or if you reside in the Boise calling area: 345-0106. Spanish speakers may call toll free: 1-866-954-2591 or 454-2591 if in the Caldwell area.
Stabilizing Finances

Legal representation by Idaho Legal Aid Services attorneys brings millions of dollars of federal benefits into Idaho annually for disadvantaged clients. Those funds are spent in Idaho communities for food, rent and every day necessities. The majority of this practice is dedicated to helping seniors, persons with sight impairments or those with disabilities who are unable to work to obtain federal Supplemental Security Income (SSI) benefits. Idaho Legal Aid Services also represents clients with Social Security Disability Insurance claims where private attorney representation is not available. That program provides disability benefits to disabled workers. Idaho Legal Aid Services estimates that its 2009 Social Security practice brought over $4,300,000 in federal funds to Idaho clients.

Migrant Farmworker Law

Migrant farmworkers keep Idaho’s agricultural economy working. Idaho Legal Aid Services’ Migrant Farmworker Law Unit was created to protect this often vulnerable population. In 2009 the Migrant Unit closed 127 cases benefiting 487 people. Common cases included recovery of unpaid wages, violations of farmworker protection laws, denial of public benefits, housing evictions, consumer problems, and other legal matters.

The Migrant Unit dedicates much of its time to educating migrant farmworkers about their legal rights and responsibilities to prevent legal problems. Outreach workers based in Caldwell and Twin Falls provide outreach to farmworkers on labor laws such as the Idaho farm labor registration and bonding act, the Idaho wage claim law, the Idaho worker's compensation law, and the Federal migrant and seasonal agricultural worker protection act.
Housing Law

Housing cases are the second largest Idaho Legal Aid Services practice area. Historically, Idaho Legal Aid Services has focused on representing tenants facing improper evictions. In recent years Idaho has gained the dubious distinction of having one of the nation’s highest per capita foreclosure rates. Idaho Legal Aid Services is intervening in foreclosures which are being illegally or improperly pursued against homeowners doing everything they can to save their homes. Idaho’s aging and more diverse population has led to an increase in Fair Housing Act cases to protect Idahoans from housing discrimination based on their race, color, sex, religion, national origin, disability, and familial status. Idaho Legal Aid Services has also been involved in cases concerning the improper closure of manufactured housing parks which provide much of Idaho’s low income housing stock. In 2009, Idaho Legal Aid Services attorneys represented 956 families and individuals with 1,251 children in housing cases.

Indian Law

Idaho Legal Aid Services receives a grant from the Legal Services Corporation to provide legal assistance to Native Americans and the six Tribes located on the Fort Hall, Duck Valley, Nez Perce, Coeur d’Alene and Kootenai Indian Reservations. Indian Tribes are sovereign governments who have jurisdiction within the two million acres of reservation lands in Idaho and over tribal members pursuant to their treaties and trust relationship with the United States. Approximately half of Native Americans living on Reservation Land in Idaho live in poverty. Idaho Legal Aid Services’ Indian Law Unit provides legal assistance to Native Americans and Tribes in Idaho.

Tribes have their own legal codes, tribal courts, judges, traditions and customs. Idaho Legal Aid Services’ staff attorneys provide representation and assistance in a wide range of civil and criminal cases including enforcing their rights under federal law, protection of their trust lands, domestic relations, juvenile and child protection, wills and estates, public benefits and others. In 2009 the Indian Law Unit brought 122 cases for Native Americans benefiting 186 clients and family members. Idaho Legal Aid Services separately provides civil legal assistance and public defender services by contract with the Nez Perce Tribe.
Idaho Legal Aid Services and the Web

Thanks to grants from the Legal Services Corporation, Idaho Legal Aid Services has developed a website for client use. The site provides free access to legal information, pro se interactive court forms and other useful information. The site offers: 160 brochures and educational documents in different areas of the law including domestic violence, consumer, education, employment, family law, immigration, migrant farmworker, housing, individual rights, Native American issues, wills and probate, public benefits, and seniors.

The Interactive Forms Project

Idaho Legal Aid Services and the Idaho Supreme Court have partnered to develop “automated” legal forms for use by low income self-represented persons. This Legal Services Corporation funded project enables website visitors to complete legal forms by navigating through a “plain English” interview without ever seeing a legal form. The 36 form packets already automated include 31 English language and five Spanish language interviews for forms such as protection orders, small claims, durable powers of attorney, default divorces, claims of exemption, name changes and landlord-tenant problems (wrongful evictions and repairs). In 2009, more than 21,000 legal forms were assembled through the Interactive Forms Project. The free interactive court forms are available through the Idaho Legal Aid Services and Idaho Supreme Court websites at: www.idaholegalaid.org and www.courtselphelp.idaho.gov.
Funding Sources

- Canyon County Board of Guardians (Caldwell Office)
- Casey Family Foundation (Caldwell Office)
- Dell Foundation (Twin Falls Office)
- Eagle Crest Life Services (Coeur d’Alene Office)
- First District Bar Association (Coeur d’Alene Office)
- Second District Bar Association (Lewiston Office)
- Fourth District Bar Association (Boise Office)
- Glanbia Foods (Twin Falls Office)
- Idaho Council on Domestic Violence and Victim Assistance
- Idaho Law Foundation Interest on Lawyers Trust Accounts Grant Program
- Idaho State Bar, Family Law Section
- Law Firm of Racine, Olson, Nye, Budge & Bailey Chartered (Pocatello Office)
- Legal Services Corporation (LSC) Field Grant
- LSC Technology Initiatives Grant - Technology Video/Graphic Grant
- LSC Technology Initiatives Grant - Survey Grant
- LSC Technology Initiatives Grant - A2J Document Automation Grant
- Grants to Encourage Arrest Policies and Enforcement of Protection Orders Program through the City of Nampa
- National Foreclosure Mitigation Counseling Program Grant funds through the Idaho Housing and Finance Association
- Nez Perce Tribe civil services and public defender contract
- Older Americans Act funds through Area Agency on Aging of North Idaho (Coeur d’Alene Office)
- Older Americans Act funds through the College of Southern Idaho Office On Aging (Twin Falls Office)
- Older Americans Act funds through the Community Action Partnership (Lewiston Office)
- Older Americans Act funds through the Eastern Idaho Community Action Partnership (Idaho Falls Office)
- Older Americans Act funds through SAGE Community Resources (Boise and Caldwell Offices)
- Older Americans Act funds through the Southeast Idaho Council of Governments (Pocatello Office)
- Parents Reaching Out To Parents (Coeur d’Alene Office)
- ProBono Net
- STOP Violence Against Women Act Grant through the Idaho State Police for services at the Nampa Family Justice Center
- STOP American Recovery and Reinvestment Act Funds through the Idaho State Police for services at the FACES Justice Center
- Tri-State Distributors (Lewiston Office)
- Twin County United Way (Lewiston office)
- United Way of Idaho Falls and Bonneville County (Idaho Falls Office)
- United Way of Kootenai County (Coeur d’Alene Office)
- United Way of Treasure Valley (Boise and Caldwell Offices)
- United Way of Southeastern Idaho (Pocatello Office)
- U.S. Administration on Aging funds through subcontract with the Idaho Commission on Aging
- U.S. Department of Justice (DOJ) Legal Assistance for Victims grant through subcontract with Idaho Coalition Against Sexual and Domestic Violence
- U.S. DOJ Rural Domestic Violence and Child Victimization Enforcement grant through subcontract with Idaho Coalition Against Sexual and Domestic Violence
- U.S. DOJ Indian Estate Planning Project Funds through the Seattle University School of Law
- Whittenberger Foundation (Caldwell Office)
Idaho Partners Against Domestic Violence

The Idaho Partners Against Domestic Violence raises funds for Idaho Legal Aid Services, Inc., the Idaho Volunteer Lawyers Program, and the Idaho Coalition Against Sexual and Domestic Violence to serve victims of domestic violence and to prevent such violence. The 2009 campaign raised $92,000. The 2009 campaign was co-chaired by Idaho Supreme Court Justice Daniel Eismann, and attorneys Ron Rock and Teresa Baker. Idaho Legal Aid Services would like to thank the Co-Chairs and the other volunteer members of the Idaho Partners Against Domestic Violence Leadership Committee for their skill and dedication in promoting this vital campaign.

Individual Donations

Idaho Legal Aid Services expresses our sincere thanks to the individuals and organizations listed below that generously contributed time, items and/or funds to our organization in 2009.

Michael Andrewson
Nancy Austin
Patricia Azbill
Estate of Robert Barr by Alfonso Falco, Guardian
Carol Bearce
Kenton Beckstead
Laura Bennett
Viona Bennett
James Braswell
Steven Brignone
Renea Brown
Jo Bugline
Shirley Bunton
Elenor Burkhart
Linda Butterfield
James Campbell
Kathryn Cato
Lloyd Chavez
Reuben Cohen
Justin Cranney
Harriet Crosby
Patrick Denton
Kristi DePold
Phil & Katarina Holm-DiDio
Rockie & Barbara Egner
Coleen Erickson
First District Bar Association
Martin Flannes
Fourth District Bar Association
Wayne Fuller
Reyes Garcia
Cynthia Gross-Gilbert
Susan Graham Law Office
Larry Guenther
Beatrice Hendrix
Juan Carlos Hernandez
Leonard Herrick
Cheryl Hill
Suzie Hinman
Dale Holst
Jeff Howe
Charles Howland
HP Company Foundation, Employee Matching Program
Trevor Jack
Nedda Jastremsky
Andrew Johnson
Gloria Johnson
Gale Lacey
Megan Lacey
Enedina Lopez
Stacey Lucich
Maatian, Inc.
Robert Magette
Gary Magonigle
Meghan Mallea
Nevada Mattson
Dana McClellan
Courtney Meacham
Warren E Mount
Eugene Nichols
Todd Pingel
Harold Putnam
Vernon Quinn
Racine Olson Nye Budge & Bailey, Chartered
Brandon Ritchie
Randy Robinson
Hector & Maria Rojas
Gail Sahli
Charlotte Sanderson
Phyllis Savage
Catherine L Scales
Albert Smith
Sandra Solano
Cary Spoor c/o Michael Branstetter
Henry Tashjian
Jesse Thomas
Artemio Tinoco
Teale Towell
Tri-State Distributors
Tzo-Nah
Emylee Walker
Kenneth M. Watts
Ernest Weatherspoon
Fred Weil
David & Julie Weitz
Laura Mae White
Michael Witry
Shigeru Yokoyama
# Financial Information

## INCOME/RESOURCES 2009

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## ENDING BALANCE

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## Awards and Service Levels

### Awards:

**2009 Justice Achievement** - John Cross

Recognizing exceptional litigation and advocacy skills and demonstrated devotion, dedication, and commitment to improving the quality of life of our clients through litigation.

**2009 Keystone Award** - Mike Hinman and Howard Belodoff

Recognizing special abilities and skills which have created a strong and solid foundation within ILAS and enhanced the efficient and effective delivery of legal services to the client community.

**2009 Special Recognition Award** - Jim Campbell and Gale Lacey

For the generous contributions of time, talents, and efforts which have enabled ILAS to accomplish its mission of delivering high quality legal services.

### Service Levels:

- 15 years – Margie Droulard
- 25 years – Carl Follevaag
- 30 years – Rod Gere
Staff

Boise
Rod Gere - Managing Attorney
Zoe Ann Olson - Attorney
Sunrise Ayers - Attorney
Ritchie Eppink - Attorney
Linda Johnston - Secretary
Gale Lacey - Secretary
Adia Wright - Secretary

Caldwell and Nampa Family Justice Center
Andy Thomas - Managing Attorney
Erik Johnson - Migrant Unit Director
John Cross – Attorney (Nampa Family Justice Center)
Mike Witry – Attorney (Nampa Family Justice Center)
Morgen Reynolds – Attorney (Nampa Family Justice Center)
Delia Gonzalez-Munson - Outreach Worker
Margaret Vega - Secretary
Marta Santos - Secretary

Coeur d’Alene
Alan Wasserman - Managing Attorney
Carl Follevaag - Attorney
Chuck Sheroke - Attorney
Erma Williams - Secretary
Sherry Darnton - Secretary

Idaho Falls
Mike Hinman - Managing Attorney
Jessica Cahoon - Attorney
Tracey Johnson - Secretary
Amy Taylor - Secretary

Lewiston
Jeannine Ferguson - Managing Attorney
Jessica Moser – Attorney
Dana Johnson - Attorney
Lisa Tenny - Secretary
Nancy Randall - Secretary

Pocatello
Angela Jensen - Managing Attorney
Fred Zundel - Sr. Attorney
Jeannie Fogerson – Secretary
Julie Angus - Secretary

Twin Falls
Mike McCarthy - Managing Attorney
Karen McCarthy - Attorney
Laura O’Connell - Attorney
Tina Young - Secretary
Carmen Macias - Outreach Worker
Delilah Granillo - Secretary

Administration
Ernesto G. Sanchez - Executive Director
Howard Belodoff - Associate Director/Indian Unit Director
Jim Cook - Deputy Director
Bev Allen - Executive Assistant
Mary Zimmerman - Administrator
Steven Rapp - Technology Project Developer
Gale Lacey - Accounting Assistant
Board

Sixth District Bar Association
Mary Huneycutt, Pocatello, President

Fourth District Bar Association
Susan Graham, Boise, Vice President

Crisis Center of Magic Valley
Connie Henage, Twin Falls, Secretary

First District Bar Association
Mike Wytchak, Coeur d’Alene

The Women’s Center
April Ice, Post Falls

Second District Bar Association
Charles Graham, Moscow

Second District Bar Association
Karin Seubert, Lewiston

YWCA-Lewiston/Clarkston
Cathy Beck, Lewiston

West. Id Community Action
Billie Jensen, Payette

Third District Bar Association
Kim Brooks, Nampa

Fourth District Bar Association
Laurie Reynoldson, Boise

Idaho State Bar Association
Lora Breen, Boise

Women’s & Children’s Alliance
Eva Lopez, Boise

Fifth District Bar Association
Seth Platts, Twin Falls

Fifth District Bar Association
Brooke Baldwin, Twin Falls

Family Services Alliance
Denise Atwood, Pocatello

Seventh District Bar Association
Steve Brown, Idaho Falls

Seventh District Bar Association
Boyd Peterson, Firth

Eastern Idaho Head Start
Aimee Zimmer, Rexburg

Offices

Boise Office
310 N. 5th Street
Boise, ID 83702
(208) 345-0106

Caldwell Office
1104 Blaine Street
Caldwell, ID 83605
(208) 454-2591

Coeur d’Alene Office
410 Sherman Avenue, No. 303
Coeur d’Alene, ID 83814
(208) 667-9559

Idaho Falls Office
482 Constitution Way, Ste. 101
Idaho Falls, ID 83402
(208) 524-3660

Lewiston Office
633 Main Street, Ste. 103
Lewiston, ID 83501
(208) 743-1556

Pocatello Office
150 S. Arthur, No. 203
Pocatello, ID 83204
(208) 233-0079

Twin Falls Office
475 Polk, Ste. 4
Twin Falls, ID 83301
(208) 734-7024

Administrative Office
310 N. 5th Street
Boise, ID 83702
(208) 336-8980

Visit us on the web at:
http://www.idaholegalaid.org