

Idaho Legal Aid Services, Inc.



Program Review



*40 Years of Providing
Legal Services to Low Income Idahoans*



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Director's Message

Idaho Legal Aid Services presents our 2008 Annual Report which celebrates 40 years of providing free high quality legal services to poor and vulnerable Idahoans. We are the primary low-income civil legal services provider in Idaho. Our attorneys help those with critical needs such as survivors of violence, the elderly, persons with disabilities, homeless veterans, Native Americans, Migrant Farmworkers and others.

While our purpose is to help individuals, our services benefit the state and local communities in many ways. For example, requiring abusers to pay for their children saves the state from paying out public assistance for those children. Helping responsible family members establish guardianships for incapacitated seniors shields them from financial exploitation and the need to turn to the state and counties for financial help. Enabling abused parents to get their children out of violent households makes it less likely they will grow up to abuse their own families and in turn reduces demands on local law enforcement, jails and the judicial system.

As we celebrate four decades of service to Idaho we cannot forget that many of those who need Idaho Legal Aid Services the most are turned away because we lack the staff to help them. While Idaho's population has grown for years, Idaho Legal Aid Services now has fewer staff to serve them. While the program has embraced new technologies such as hotlines and web based interactive forms to serve more clients, we cannot meet the huge demand for our services.

To remain effective and relevant to Idaho we must obtain funding from the state of Idaho. Forty-eight other states already fund their legal aid providers. Idaho Legal Aid Services' 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 the state financial dividends. For example, we estimate that our 2008 family law practice obligated abusers to pay in over a million dollars in child support, day care, and medical insurance costs for their children, alleviating the state from paying some of those costs.

Throughout this report you will see that each problem we resolve creates stronger, safer communities for all of us. We want to thank all of our supporters and friends for helping us to provide the highest quality services and maintain the high standards of professional and personal integrity which clients have come to expect from Idaho Legal Aid Services.



Nationwide map of State funding for Legal Services through Court Fees, Fines or Appropriations

History

On our fortieth year we pause to reflect on where Idaho Legal Aid Services has been and our vision for the future. Legal Aid in Idaho formally began in 1967 when programs were established in Lewiston and in Emmett. In 1974, the programs merged and expanded with Legal Services Corporation funding to offices in Lewiston, Caldwell and Boise. By 1976, offices were opened in Idaho Falls, Pocatello, Twin Falls and Coeur d'Alene. In 1978, an Indian Law Unit and Migrant Farmworkers Law Unit were added. During the 1970's and 1980's the program grew to 80 attorneys and staff through a variety of government funding sources. The program shrank along with our Federal funding in the 1980s. Adjusted for inflation, funding from the Legal Services Corporation, our primary funder, is about the same today as in 1980. As a result, we have about half of our previous staff to serve a much larger population.

Since 2000 Idaho Legal Aid Services has worked to re-cast the program to meet today's challenges and changing client needs. Two attorney staffed toll free hotlines which serve seniors and domestic violence victims have served more than 13,700 clients. An Idaho Legal Aid Services website was created and uploaded with hundreds of legal forms and brochures. As of 2008, over 41,000 interactive legal forms were assembled and thousands more brochures were downloaded by the public.

Idaho Legal Aid Services has also started to change the way in which we provide extended legal representation. In 2005 the program opened an office at the Nampa Family Justice Center, a client-centered "one stop" location for violence victims and their children to obtain critical services. Success of this model has led Idaho Legal Aid Services to pursue funds to open a similar office at Idaho's only other justice center, the Family Advocacy Center and Education Services (FACES) in Boise.

The program continues to undertake improvements at every level to enable Idaho legal Aid Services to better serve our clients. Our Board, energized by our 2005 Strategic Plan, is evaluating every aspect of client service to identify areas for improvement. Staff now utilize technologies such as an advanced client management system, electronic research, instant messaging, an online advocate form bank, and soon a Voice Over Internet Protocol phone system to serve more clients more efficiently.

How Idaho Legal Aid Services Helps Idahoans

"With no where else to go ILAS treated me respectfully and as a person of worth. Too many times when I have run out of options and have no assets I get treated sub-human. But not with ILAS. And they get results."

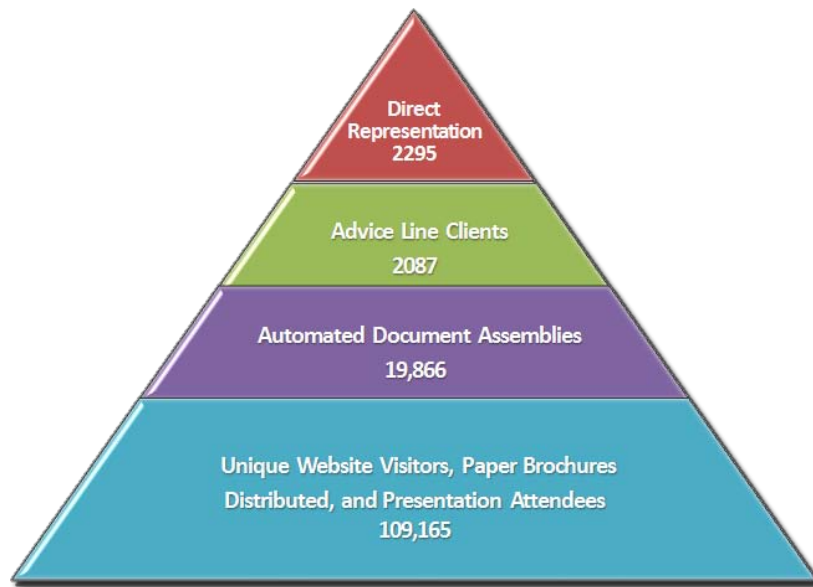
Tracy – Idaho Falls

Mission – Idaho Legal Aid Services is a nonprofit statewide law firm dedicated to providing equal access to justice for low income people through quality advocacy and education.

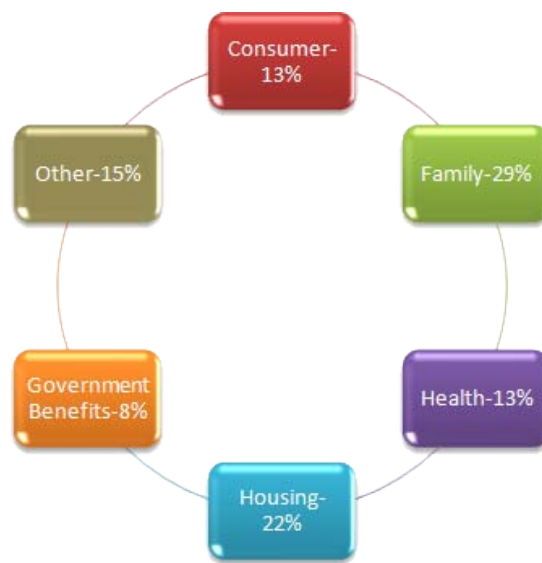
Client Service

Idaho Legal Aid Services has streamlined client service to maximize the number of persons we can help. Many persons who contact us need only legal information such as a legal brochure. Others can be helped by completing automated legal forms through our website. Some persons need only to talk about their legal problem with 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 2008, we provided the following services:

Idaho Legal Aid Services 2008 services to Idahoans



2008 Case Distribution



Ending Violence and Protecting Children

Idaho Legal Aid Services pursues a statewide strategy to combat family violence because of the serious implications it has for survivors, their children and our society. In 2008, Idaho Legal Aid Services attorneys represented 955 clients with 1,767 children to end domestic violence in their lives. Idaho Legal Aid Services 2008 family law practice obligated abusers to pay approximately \$1,300,000 in child support, day care, and medical insurance costs for their children.

“I needed your services more than ever and had no money. My daughter needed to be protected from her father’s drugs and alcohol problem. Thanks to you I got sole legal custody. Words can’t say how grateful that is. Thank you!!”

Peggy - Boise

“In this situation there was the safety and future of a child at stake, but I had no resources to help him. Without ILAS I never would have been able to pursue this. Thank you.”

Mickey - Coeur d’Alene

Domestic Violence Legal Advice Line

Idaho Legal Aid Services maintains an attorney-staffed Domestic Violence Legal Advice Line. The Advice Line format is particularly useful in a large state like Idaho where the nearest Idaho Legal Aid Services office may be a three hour drive away. Low income callers receive immediate help with their legal questions and referrals to domestic violence shelters and other resources. The Domestic Violence Legal Advice Line can be reached toll free at: (877) 500-2980 and is open from Monday-Friday* 8:30 a.m. - 2:30 p.m. (Pacific Time).

**Excluding holidays and other office closures.*

Idaho Senior Legal Hotline

The statewide Senior Legal Hotline, a project funded through the Idaho Commission on Aging with funds from the U.S. Administration on Aging since 2006, has been one of Idaho Legal Aid Services’ most successful projects. In 2008, the Senior Hotline Attorneys served 1,774 clients age 60 or older on a wide variety of legal issues including: wills and advance directives, landlord/tenant disputes, guardianships and conservatorships, evictions, Medicaid, senior exploitation, Medicare and consumer problems.

The Senior Legal Hotline attorney provides legal advice, limited legal research, opinion letters, legal brochures and referrals to Idaho Legal Aid Services/Idaho Volunteer Lawyers Program attorneys for extended representation as well as to the private bar. The Senior Legal Hotline can be reached toll free at (866) 345-0106 or Español (866) 954-2591, Monday-Friday,* 9:00 a.m. - 12:00 noon and 1:00 p.m. - 4:00 p.m. (Mountain Time). Seniors age 60 and over qualify for assistance, regardless of income.

**Excluding holidays and other office closures*

“[The Senior Legal Hotline] really helped when I was confused and did not understand what was needed to care for my Mom.”

Kathleen - Boise

Guardianships and Conservatorships

In 2008, Idaho Legal Aid Services represented 304 clients in guardianship and/or conservatorship cases. Most of these cases involved incapacitated seniors, many with Alzheimer's or dementia, or vulnerable children. Many of the guardianships over children were obtained on behalf of seniors who have been forced to raise their grandchildren.

"Your service was a God-send as I am 76 years old and received professional help by an attorney that knew what to do. My sincere thanks to you all and God bless!"

Mary - Lewiston

Long Term Care

A large part of Idaho Legal Aid Services' senior practice is dedicated to clients in failing health who need financial help to move into a nursing home or assisted living facility. Most of these clients are referred by the Idaho Department of Health and Welfare or service providers to obtain legal advice and legal documents needed to qualify for Medicaid such as Miller Trusts and Marriage Settlement Agreements. In 2008, Idaho Legal Aid Services attorneys assisted 487 seniors to obtain Medicaid long term care.

"It was wonderful to have a place to turn to at a very trying time and with all the problems that occurred when my husband needed medical assistance. I really appreciated ILAS for helping me with this." *Anonymous - Pocatello*

Housing

Helping clients with housing problems has been a long-term Idaho Legal Aid Services priority. Many of these cases involved wrongful evictions, closing of manufactured home parks, public housing and violations of the Fair Housing Act. In 2008, Idaho Legal Aid Services attorneys represented 966 clients in housing cases which benefited 2,147 persons.

Stabilizing Finances

Legal representation by Idaho Legal Aid Services attorneys annually brings millions of federal dollars into Idaho for disadvantaged clients. Those funds are spent in Idaho communities for food, rent and every day necessities. For example, the federal Supplemental Security Income (SSI) program provides a monthly check for needy aged, blind, or disabled persons unable to work. Idaho Legal Aid Services estimates that its 2008 SSI legal practice will bring over \$2,000,000 of federal funds into Idaho for program clients. A second federal program, Social Security Disability Insurance, provides disability benefits to disabled workers who have paid in enough money to the Social Security fund over enough quarters to have insured status. Idaho Legal Aid Services estimates that its 2008 Social Security disability benefits practice will bring over \$500,000 of federal funds into Idaho for program clients.

"You guys made it possible for me and my 2 year old daughter to have a life again. Thanks."

John - Idaho Falls

Migrant Farmworker Law

Idaho Legal Aid Services' Migrant Farmworker Law was created to protect this often vulnerable population. In 2008 the Migrant Unit closed 166 cases benefiting 6,399 people. Common cases concerned the recovery of unpaid wages, violations of farmworker protection laws, denial of public benefits, housing evictions, consumer problems, and other matters.

Indian Law

Native Americans comprise the lowest income group in Idaho. Almost a quarter of Native Americans in Idaho have incomes below the poverty level. Idaho Legal Aid Services' staff attorneys provided representation in 42 cases for Native Americans in 2008.

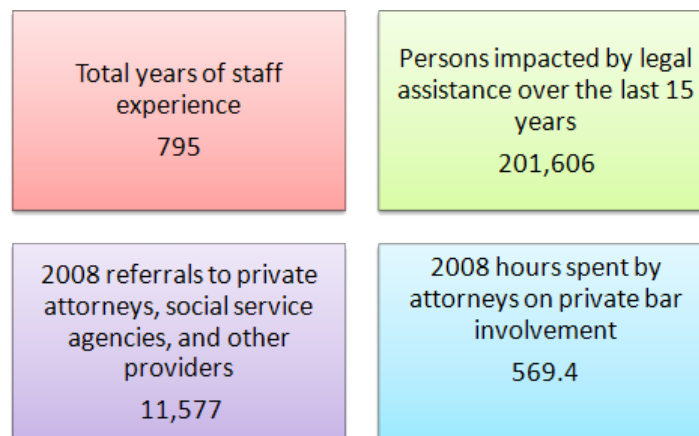
Idaholegalaid.org

Idaho Legal Aid Services' website provides free access to legal information, pro se interactive court forms and other useful information. In 2008, the idaholegalaid.org website had 3,510,499 page views from 352,132 visitors. The site offers: 160 brochures and educational documents in 14 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 forms such as those for protection orders, small claims, durable powers of attorney, default divorces, claims of exemption, name changes and landlord-tenant problems (wrongful evictions and repairs). In 2008, 19,866 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.courtselfhelp.idaho.gov.

Legal Aid Facts



2008 Financial Data

Income/Resources 2008

Balance Forward	\$ 606,593
Legal Services Corporation	1,587,063
Idaho Law Foundation	190,130
Indian Estate Planning	13,017
Area Agencies on Aging	147,518
STOP Crime Bill	39,000
United Way	72,528
Dept. of Veterans Affairs	522
U.S. Dept. of Justice	234,755
U.S. Health and Human Services	91,680
Interest	10,883
Other	11,293
IPADV and other Donations	125,982
Total Income/Resources	\$ 3,130,964

Expenses

Salaries	\$ 1,603,340
Employee Benefits	414,345
Contract Services	232,402
Occupancy	142,828
Office Expense	51,951
Travel and Outreach	27,735
Telephone	30,150
Library	21,812
Training	23,016
Insurance	11,946
Equipment Rental/Repair	35,005
Litigation Reimbursement	922
Data Processing	8,842
Audit	12,500
Depreciation	21,000
Other	14,916
Total Expenses	\$ 2,652,710
Fund Balance End of 2008	\$ 478,254

Supporters

Government and Foundations

- Casey Family Foundation
- Idaho Council Against Domestic Violence
- Idaho Law Foundation Interest on Lawyers Trust Account
- Legal Services Corporation (LSC) Field Grant
- LSC Technology Initiatives Grant Technology Video/Graphic Grant
- LSC Technology Initiatives Grant Survey Grant
- LSC Technology Initiatives Grant Website Template
- Older Americans Act funds through subcontract with Idaho's six Area Agencies on Aging
- Seagraves Foundation
- STOP Violence Against Women Act grant through Idaho State Police
- Twin County United Way (supports Lewiston Office)
- United Way of Treasure Valley (supports Boise and Caldwell Offices)
- United Way of Southeastern Idaho (supports Pocatello Office)
- United Way of Kootenai County (supports Coeur d'Alene Office)
- U.S. Administration on Aging funds through subcontract with 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
- Veterans Administration Per Diem Grant through El-Ada Community Action Partnership
- Walter & Leona Dufresne Fund in the Idaho Community Foundation


Idaho Partners Against Domestic Violence

The Idaho Partners Against Domestic Violence raises funds for Idaho Legal Aid Services, Inc., Idaho Volunteer Lawyers Program and Idaho Coalition Against Sexual and Domestic Violence to serve victims of domestic violence and to prevent such violence. The 2008 campaign raised more than \$108,573 for victims of violence. The 2008 campaign was co-chaired by Idaho Supreme Court Justice Richard Eismann and Merlyn Clark of Hawley Troxell Ennis & Hawley, LLP. Idaho Legal Aid Services would like to thank Justice Trout, Mr. Clark, and the other volunteer members of the Idaho Partners Against Domestic Violence Leadership Committee for their skill and dedication in promoting this vital campaign.

SCLAID

The American Bar Association Standing Committee on Legal Aid and Indigent Defendants (SCLAID) held its spring 2008 meeting in Boise to meet with key leaders and learn about innovations and challenges affecting access to justice in Idaho. Members of the judiciary, bar and service providers participated in a business meeting and welcome reception to thank the ABA for coming to Idaho. SCLAID chose to meet in Idaho to learn about how the state's low-income service providers, such as Idaho Legal Aid Services, are coping with resource constraints and the overwhelming demand for services from poor clients. SCLAID members focused on Idaho Legal Aid Services' three year effort to represent more clients through a state appropriation and suggested new strategies to demonstrate the social and financial value of providing legal service to low income persons. The days activities were underwritten by the generous support many of Idaho's leading lawyers and law firms.

1968 - 2008




IDAHO
LEGAL AID
SERVICES

The first duty of society is justice.
~ Alexander Hamilton

Goicoechea Law Office, Chtd.
Hall, Farley, Oberrecht &
Blanton, PA
Hawley Troxell Ennis &
Hawley, LLP
Holland & Hart, LLP
Hon. Chas. F. McDevitt

Moffatt, Thomas, Barrett,
Rock & Fields, Chtd.
Nevin Benjamin McKay &
Bartlett, LLP
Perkins Coie, LLP
Racine, Olson, Nye, Budge &
Bailey, Chtd.
Stoel Rives, LLP



2008 Individual Donations of Time and/or Financial Support

Idaho Legal Aid Services expresses our sincere thanks to the individuals and organizations listed below that generously contributed time, items and/or financially to our organization in 2008.

Norman Allen	Suzie Hinman	Donna McCold
Mike Archibald	Connie Holden	Lukas O'Dowd
Janice Bace	Dale Holst	Megan O'Dowd
Mike Band	William Hopbell	Juana Ortiz
Jose Bautista	Jeff Howe	Elton Pierson
Phil Bevis	HP Company Foundation	Randy Robinson
Dona Boutuu	Dan Hyde	Ferrell Ryan
Loren & Ruth Call	Idaho Law	Joyce Shelky
Jerry Chudej	Foundation/Real Property	Sue Smith
Barbara Crook	Section	Sandra Solano
Irene Deeg	Tahja Jensen	Angeline Sorensen
Philip DiDio	Kendal (Ray) Johnson	Teale Toweill
Allyn Dingel, Jr.	Dana Johnson	Fred Weil
Texie Evans	Gloria Johnson	Lauramae White
Adrianna Freund	John Kucera	Michael Witry
Wayne Fuller	Gale Lacey	Ian Wynn
Susan Graham Law Office	Jasper & Deborah Licalzi	
Louanna Hemmer	Lukins & Annis	
James Henken	Robert Magette	

Volunteers

Idaho Legal Aid Services would like to spotlight just a few of the many volunteers who have worked tirelessly to assist us in our mission of providing legal services to the low income community:



Lauramae (Scottie) White – Lewiston Office

Scottie has lived in the Lewis-Clark Valley for 59 years. She has enjoyed doing many things during that time such as line dancing, making macramé chairs, gardening, walking her dog Cody and camping and traveling the country. Scottie has been with Idaho Legal Aid Services for 16 years. There are so many things that Scottie does in our office to assist with everything we do. She answers phones, greets clients, opens and closes files, and shreds files just to mention a few. She has won volunteer awards from the Retired Senior Volunteer Program for the hours that she has donated to our office. As of now, she has over ten thousand hours of volunteer time in our office. Scottie received a Special Recognition Award from Idaho Legal

Aid Services on September 10, 2001. She also received the Golden Rule Award from JC Penney in 2001, there were only five people chosen to receive this award.

Staff

Boise

Rod Gere - Managing Attorney
Zoe Ann Olson - Attorney
Sunrise Ayers - Attorney
Ritchie Eppink - Attorney (Nampa Justice Center)
Linda Johnston - Secretary
Gale Lacey - Secretary
Margie Droulard - Secretary

Caldwell

Andy Thomas - Managing Attorney
Erik Johnson - Managing Attorney, Migrant Unit Director
John Cross - Attorney (Nampa Family Justice Center)
Ritchie Eppink - Attorney (Nampa 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

Michael Hinman - Managing Attorney
Jessica L.K. Cahoon - Attorney
Tracey Johnson - Secretary
Amy Taylor – Secretary

Lewiston

Jeannine Ferguson - Managing Attorney
Selina Astra Davis - Attorney
Lisa Tenny - Secretary
Nancy Randall - Secretary

Pocatello Office

Angela Jensen - Managing Attorney
Fred Zundel - Attorney
Jeannie Fogerson - 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



Awards

2008 Justice Achievement

Fred Zundel

Angela Jensen

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

2008 Keystone Award

Bev Allen

Delia Gonzalez-Munson

Recognizing your 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.

2008 Special Recognition Award

Teresa Molitor

Sunrise Ayers

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

Board of Directors

Idaho Legal Aid Services is governed by a nineteen member Board of Directors, comprised of attorneys and clients. These board members are appointed by Bar Associations and client organizations. They serve as volunteers and give much of their time to oversee ILAS operations. We are fortunate to have these dedicated individuals providing guidance and direction for our program.

Sixth District Bar Assoc.

Mary Huneycutt, President

Third District Bar Assoc.

Dayo Onanubosi, Vice President

Crisis Center of Magic Valley

Connie Henage, Secretary

First District Bar Assoc.

Mike Wytychak

The Women's Center

April Ice

Second District Bar Assoc.

Charles Graham

Second District Bar Assoc.

Karin Seubert

YWCA-Lewiston/Clarkston

Cathy Beck

Third District Bar Assoc.

Nick Bokides

West. Id Community Action

KaDee Agin

Fourth District Bar Assoc.

Jacque Palmer

Idaho State Bar Assoc.

Lora Breen

Fourth District Bar Assoc.

Susan Graham

Women's & Children's Alliance

Eva Lopez

Fifth District Bar Assoc.

Seth Platts

SE Idaho Community Action

Mary Helen Weeks

Seventh District Bar Assoc.

Steve Brown

Seventh District Bar Assoc.

Boyd Peterson

Eastern Idaho Head Start

Laci Olson

Offices

Boise Office

310 N. 5th Street
Boise, ID 83701
(208) 345-0106

Caldwell Office

1104 Blaine Street
Caldwell, ID 83606
(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
Lewiston, ID 83501
(208) 743-1556

Pocatello Office

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

Twin Falls Office

475 Polk
Twin Falls, ID 83303
(208) 734-7024

Administration Office

310 N. 5th Street
Boise, ID 83701
(208) 336-8980