



IDAHO LEGAL AID  
SERVICES

# 2024 Annual Report



# Dear Friends and Supporters,

It is my great honor to write to you as the new Executive Director of Idaho Legal Aid Services. This past year was a pivotal one, filled with achievements, milestones, and challenges that have impacted both our organization and the people we serve. As we look forward to 2025 and beyond, I am encouraged by the ripple effect Idaho Legal Aid's work continues to have on individuals, families, and entire communities throughout Idaho.

In 2024, we bid a fond farewell to our long-standing Executive Director, Jim Cook. For over 11 years, Jim led ILAS with visionary leadership, guiding our growth and championing innovative approaches. Prior to his time as ED, Jim devoted 14 years to ILAS as a Staff Attorney and Deputy Director. His commitment to justice helped set the stage for all that we have accomplished and all that remains possible.

I stepped into this role with immense gratitude for Jim's impact and a profound sense of responsibility to carry that work forward. Together with our dedicated staff, I am committed to building on our foundation of excellence and driving us into a future where even more Idahoans have access to life-changing legal assistance.

**From Challenges to Change** is the guiding theme for this year's Annual Report. It reflects the transformative journey many of our clients undertake. Whether they are facing eviction, domestic violence, public health benefit denials, or individual rights barriers – the legal support we provide sparks a ripple of positive change that reaches both individuals and entire communities. This ripple effect is at the heart of our mission. Each resolved case restores hope and stability to our clients, while also contributing to a stronger, healthier society for all.

None of this work would be possible without our donors, volunteers, and partners. Your financial support and unwavering belief in our mission fuels every success story we celebrate. Thank you for standing beside us to ensure equal access to justice remains a reality for all Idahoans – regardless of income, background, or circumstance.

On behalf of everyone at Idaho Legal Aid Services, I invite you to explore the pages of our Annual Report and discover the impact of this support. You will find stories of resilience, innovation, and achievement. If you are already a supporter, we extend our heartfelt thanks. If you are learning about us for the first time, we hope these stories demonstrate the profound change you can help create through your generosity. Let's stand together as we transform challenges into change, one case, one client, and one community at a time.

With Gratitude,

Sunrise Ayers  
Executive Director

## Contents



By The  
Numbers



Our  
Impact



Service  
Categories



Ripple  
Makers



Board of  
Directors

# 2024 By The Numbers

## Cases Handled

**3,661**

Total Cases

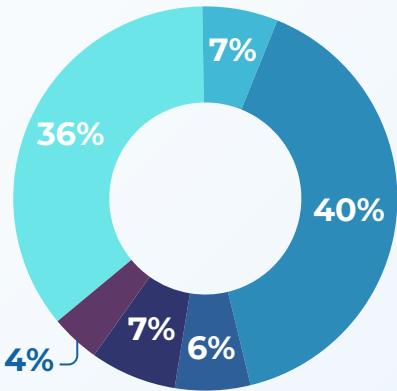
**141**

MFLU Cases

**86**

ILU Cases

## Client Services



Family Safety & Stability

Health & Essential Benefits

Safe & Stable Housing

Consumer Protection

Advocacy for Older Adults

Individual Rights

## Demographics

### Income

**66%**

Up to 125% FPL

**23%**

125% to 200% FPL

**11%**

Over 200% FPL

### Language

**13%**

Primary Language  
Other Than English

### Age

**2%**

Under 18

**65%**

18 to 59

**33%**

Over 60

### Gender

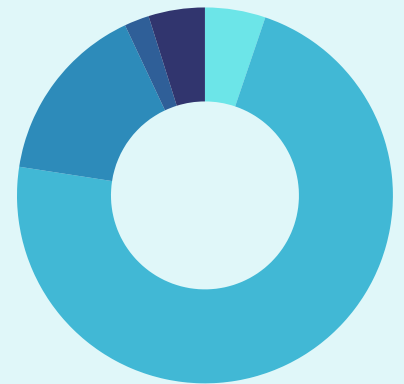
**25%**

Male

**74%**

Female

### Ethnicity



**72%** - White

**16%** - Hispanic

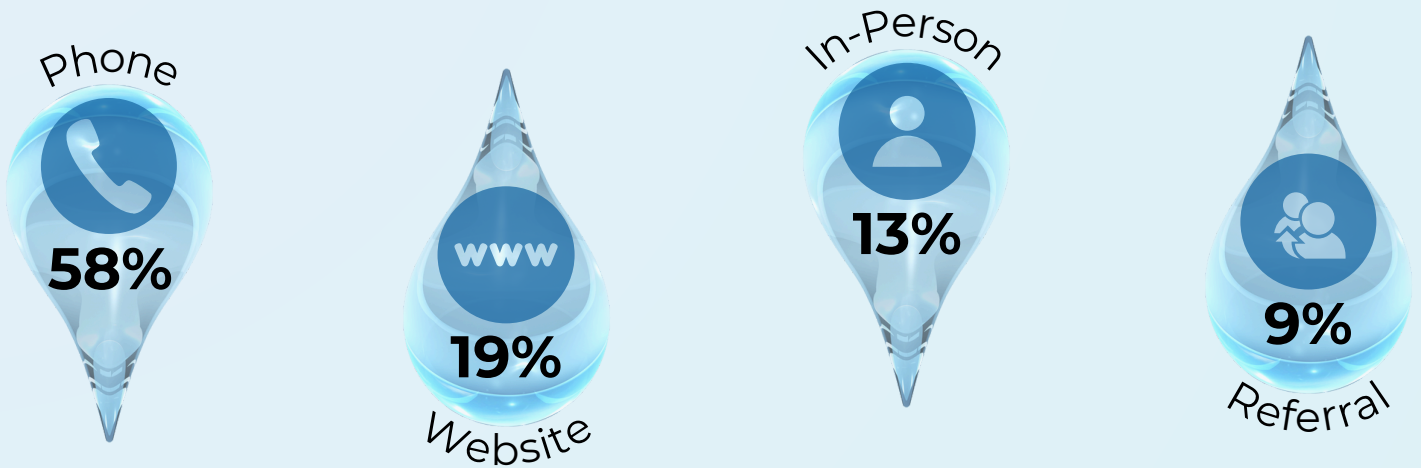
**5%** - American Indian

**4%** - Other

**2%** - Black

# Our Impact

## Intake Methods



## Outreach & Advocacy



## Services Snapshot





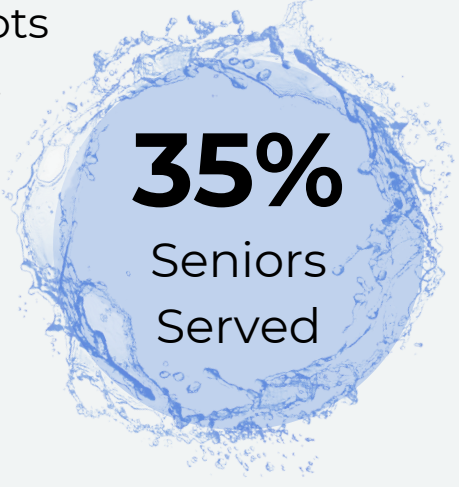
# Safe & Stable Housing

Every Idahoan deserves a roof over their head and the legal right to keep it. Our organization defends tenants from illegal evictions, combats housing discrimination, and enforces fair housing laws so families can put down roots and build lasting security.



**3.1**

Hourly Case  
Average



**35%**

Seniors  
Served



**1,315**

Households  
Protected

## Impact At A Glance

When a landlord issues an unlawful notice or unsafe living conditions arise, we are often the only line of defense in keeping families housed. In

2024, we helped more than **1,300 households** avoid eviction and compelled landlords to address serious hazards - ensuring our clients stayed warm, dry, and safe at home.

Clients With  
Income Below



**67%**

125% of Federal  
Poverty Levels

Percentage of  
Cases Resolved



**95%**

Within The  
Calendar Year

Number of  
Clients Served



**55%**

Living With  
A Disability

# Health & Essential Benefits

Health shouldn't hinge on confusing forms or bureaucratic errors. Our organization helps people secure vital benefits and overturn wrongful denials - work that protects wellness, stability, and dignity in communities across the state.



**250**

Benefit  
Cases Won



**52%**

Below Income  
Guidelines



**3.9**

Average  
Case Hours

## Impact At A Glance

No one should lose their health or housing because of red tape. In over **200 cases**, we helped Idahoans navigate complex systems like Medicaid, unemployment benefits, and Supplemental Security Income so they could keep their insurance benefits, maintain steady income, and focus on recovery.

Share of  
Clients Served



**63%**

That Were 60  
Years or Older

Amount of  
Clients That



**79%**

Are Living With  
A Disability

Percent of  
Cases Resolved



**95%**

Within The  
Calendar Year

# Family Safety & Stability

We stand with survivors of domestic violence and families in crisis, using the law to turn fear into safety. Our staff prioritize survivor voices and children's well-being by securing protection orders and safe arrangements when families need it most.

**6.3**

Hourly Case  
Average

**88%**

Women  
Served

**1,500**

Families  
Protected

## Impact At A Glance

Every day, families turn to us when home is no longer a safe place. In 2024, we helped more than **1,500 households** secure protection orders, navigate custody disputes, and reclaim a sense of safety. Our attorneys stood beside survivors in court, amplified their voices, and provided the legal foundation they needed to protect their children and start again.

Share Reporting  
As Survivors of

**92%**

Domestic  
Violence

Amount of Cases  
Closed

**93%**

Within The  
Calendar Year

Clients With  
Incomes Below

**74%**

125% of Federal  
Poverty Levels

# Consumer Protection

Everyday transactions shouldn't be legal minefields. Idaho Legal Aid Services protects Idahoans from predatory practices - recovering lost wages, challenging fraud, and defending the financial rights of those living paycheck to paycheck.



**96%**

Cases Closed  
in 2024



**2.5**

Average Case  
Hours



**238**

Consumers  
Shielded

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## Impact At A Glance

In an era of scams, fine-print traps, and rising costs, our work helped restore financial stability for over **200 Idaho households** in 2024. We challenged deceptive practices, recovered lost income, and safeguarded clients from exploitation. This advocacy protected not just paychecks - but peace of mind for those living on the edge.

Clients With  
Incomes Below



**47%**

125% of Federal  
Poverty Levels

Proportion of  
Clients That



**65%**

Live With  
A Disability

Percentage of  
Clients Served



**73%**

That Were 60  
Years or Older



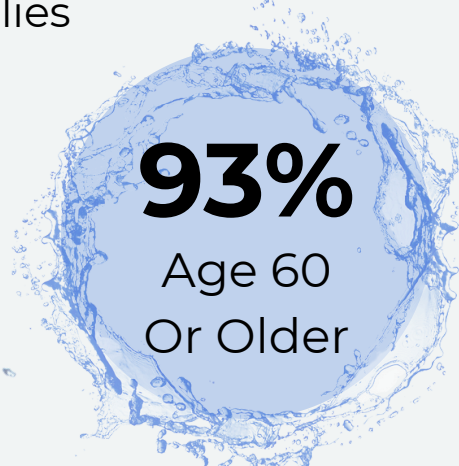
# Advocacy for Older Adults

Idaho's seniors deserve to age with peace of mind and dignity. We draft wills and powers of attorney, defend against unnecessary guardianships, and act as guardian ad litem only when protection is required - helping families safeguard loved ones.



**3.6**

Average  
Case Hours



**93%**

Age 60  
Or Older



**280**

Seniors  
Served

## Impact At A Glance

Aging shouldn't mean giving up control. In 2024, nearly **300 seniors** worked with Idaho Legal Aid Services to safeguard their wishes, finances, and independence through advance planning and legal protection. From powers of attorney to guardianships, we helped families navigate sensitive transitions with clarity and compassion.

Clients With  
Income Below



**44%**

125% of Federal  
Poverty Levels

Percentage of  
Cases Resolved



**96%**

Within The  
Calendar Year

Amount of  
Clients Served



**56%**

Living With  
A Disability

# Individual Rights

Civil rights are not optional. Whether confronting disability discrimination or workplace harassment, we represent clients whose fundamental rights are on the line. Our staff believes every Idahoan - regardless of circumstance, deserves fairness and dignity.



**180**

Rights Cases  
Resolved



**47%**

Women  
Served



**8.8**

Hourly Case  
Average

## Impact At A Glance

Fairness should not depend on income. In 2024, Idaho Legal Aid Services supported **180 Idahoans** facing job discrimination, wrongful record barriers, or civil-rights violations. This work opened doors to new employment, housing opportunities, and a true second chance for those who need it most.

Percentage of  
Cases Resolved



**71%**

Within The  
Calendar Year

Amount of  
Clients Served



**30%**

Age 60 Years  
Or Older

Clients Reporting  
Income Below



**84%**

125% of Federal  
Poverty Levels

# Ripple Makers in 2024

**W**hen Billie faced a challenging custody battle, her former partner unjustly cited her recent illness as proof she couldn't effectively parent.

Idaho Legal Aid Services represented Billie in court, powerfully demonstrating her consistent dedication and resilience as a parent. Winning primary custody provided her the stability she needed to not only thrive at work, but also pursue further education - significantly enhancing her family's prospects for a brighter future.

***"I'm thankful for you every day...I wish I had more than words to repay you."***

## **Ripple Starter Under \$249**

Amy Shumway  
Andrew Dickerson  
Anita Hurlburt  
Ashley Cetnar  
Brian Neuffer  
Bruce Thomas  
Catherine Renshaw  
Claire Tardiff  
Courtney Diehl  
D. James Manning  
David Leroy  
David Winmill  
Donald Gray  
Erin Coningsby  
Ernesto Sanchez  
Gary Hanes  
Geoffrey Heeren  
Glenn Posein

Jacqueline Fearnside  
Jenna Furman  
Jesse Lipson  
John Arkoosh  
Jon Evans  
Joseph Pirtle  
Joshua Bishop  
Justin Curtis  
Karl Casey  
Kathryn Sticklen  
Kira Dale  
Kurt Starman  
Louise Regelin  
Marie Callaway  
Mark Cox  
Matthew Taylor  
Meghan Carter  
Merlyn Clark  
Nancy Luebbert  
Nicholas O'Bryant

Nicole Hendersen  
Noah Bush  
Packer Elder Care Law  
Phillip Oberrecht  
Richard Petersen  
Sunrise Ayers  
Theodore Tollefson  
Thomas McCabe  
**Wave Maker  
\$250 to \$499**  
Alexandra Hodson  
April Oliver  
Boyd Peterson  
Farin Eddins  
Forrest Hunter  
Galen Carlson  
Howard Burnett  
Jack & Peggy McMahon  
Jacquelyn Bock  
James Arnold

# Ripple Makers in 2024

James Dale  
Jennifer Dockter  
Kara Heikkila  
L. Scott Wolfley  
Leon Smith  
M. Sean Breen  
Michael Metz  
Molly Miragas  
Nancy Baskin  
Natasha Taylor  
Ofelia Resendiz  
Rick Carnaroli  
Roger Burdick  
Scott Wayman  
Steven Verby  
Tom Arkoosh

## **Current Catalyst** **\$500 to \$999**

Alexandra Grande  
Bart Davis  
Clay Gill  
Colleen Zahn  
Comstock & Bush  
Cooper & Larsen  
David Ballard  
Debra Heise  
Dempsey Foster  
Gabriel Hamilton  
Hugh Mossman  
Jane Spencer  
Jim & Mary Jones  
Joel Horton  
John Butler

John Stegner  
Kenton & Allison Wood  
Kenworth Sales  
Lisa Nordstrom  
Newal Squyres  
Parsons Behle Latimer  
Patricia Young  
Patrick Miller  
Paul Clark  
Stephen Rice  
Stoel Rives  
Teague Donahey  
University of Idaho

## **Tide Turner** **\$1,000 to \$2,499**

Depoldaho  
Diane Minnich & Mike  
Stoddard  
Elam & Burke  
Gjording Fouser  
Heidi Fisher  
Idaho Association of  
Defense Counsel  
Melissa Kilmer  
Tristin Poorman

## **Surge Sustainer** **\$2,500 to \$4,999**

Kirton McConkie  
Satz Asbury Foundation

## **Confluence Circle** **\$5,000 And Above**

Duke Evett

Hawley Troxell  
Hepworth Holzer  
Holland & Hart  
Idaho Magistrate Judges  
Association  
Third District Bar  
Association



*Following a life-changing disability and subsequent domestic violence, Tammie turned to Idaho Legal Aid Services for assistance. Through patient, dedicated representation, Tammie secured vital Social Security benefits, sole custody, and a protective order. She emerged empowered, affirming that the abuse was never her fault, and reclaiming safety and financial independence.*





# Board of Directors

Idaho Legal Aid Services is guided by a Board of Directors composed of both attorneys and clients. Appointed by various bar associations and client organizations, these volunteer members generously contribute their time and expertise to oversee ILAS's operations. We are deeply grateful for their dedication, leadership, and commitment to our mission.

## Officers

### President

Brooke Redmond

### Vice President

Kinzo Mihara

### Secretary

Cathy Beck

## Members

Sean Walsh

*First District Bar Association*

Kathleen Centers

*Safe Passages*

Paul L. Clark

*Second District Bar Association*

Renae Hoff

*Third District Bar Association*

Haze Young

*Western Idaho Community Action Program*

William Mauk

*Fourth District Bar Association*

Lora Breen

*Idaho State Bar Association*

Anne Henderson

*Fourth District Bar Association*

Miriam Mbotha

*Women's and Children's Alliance*

Jennifer Dockter

*Fifth District Bar Association*

Adriana Arteaga

*Community Representative*

Mary Shea

*Sixth District Bar Association*

Amber Williams

*Community Representative*

Steve Brown

*Seventh District Bar Association*

Tracey Gorman

*Seventh District Bar Association*

Kourtney Crossley

*Eastern Idaho Head Start*



## Office Locations

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### **Boise**

1447 S. Tyrell Lane  
Boise, ID 83706

### **Nampa**

212 12th Ave Road  
Nampa, ID 83686

### **Coeur d'Alene**

610 W. Hubbard Ave., Suite 219  
Coeur d'Alene, ID 83814

### **Pocatello**

109 N. Arthur, Suite 302  
Pocatello, ID 83204

### **Idaho Falls**

482 Constitution Way, Suite 101  
Idaho Falls, ID 83402

### **Twin Falls**

496 Shoup Ave West, Suite G  
Twin Falls, ID 83301

### **Lewiston**

2230 3rd Ave North  
Lewiston, ID 83501

[www.idaholegalaid.org](http://www.idaholegalaid.org)

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**IDAHO LEGAL AID  
SERVICES**

— Advocacy. Education. Representation. —