

## LEGAL ASSISTANCE STANDARDIZED REPORTING FORM INSTRUCTIONS

*(FORMS ARE TO BE COMPLETED BY THE AAA LEGAL SERVICES PROVIDER)*

The goal in using a legal assistance report form is to develop a system that shows the types of legal problems older individuals are having, the population being served, the kinds of services being provided, the manner in which problems are being resolved and identify areas which are in need of policy change. Through this report, Iowa will obtain the information necessary to develop a strong and effective legal assistance network for older Iowans.

1. **Units of Service** -- Provision of one hour of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.
2. **Estimated Unduplicated Clients** -- Provide the number of individuals who received assistance from the legal assistance provider once a case is opened. This category is for number of individuals' served, not the number of cases per person. Please also provide data on minority status, age and whether the client is in greatest economic or social need. (See the Older Americans Act definitions below.)

**Greatest Economic Need** -- means the need resulting from an income level at or below the poverty level.

**Greatest Social Need** -- means that need caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social or geographical isolation caused by racial or ethnic status, that either: (i) restricts the ability of the individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently.

3. **Community Education Presentations** -- If the legal services provider receives funding to provide this service, please have the provider identify the number of presentations given, topics discussed and the estimated number of persons in attendance. Handouts from the presentation can be attached to this report. One contact equates to one presentation. Number of persons served equates to the estimated number of persons in attendance.
4. **Types of Cases Handled** -- Please identify the types of cases handled by the following legal problem codes.

### Consumer/Finance

- |    |  |
|----|--|
| 01 | Bankruptcy/Debtor Relief   |
| 02 | Collection Practices (includes repossession, garnishment)                        |
| 03 | Contracts/Warranties   |
| 04 | Credit Access (includes credit card issues)                                      |
| 05 | Predatory Lending (includes mortgages, payday loans, and car title loans)        |
| 06 | Loans/Installment Purchases  |
| 07 | Public Utilities   |
| 08 | Unfair & Deceptive Sale Practices (includes home repair and telemarketing scams) |
| 09 | Other Consumer Finance   |

### Employment

- |    |  |
|----|--|
| 21 | Job Discrimination or Age Discrimination                   |
| 22 | Wage Claims  |
| 24 | Taxes (includes property, income and property tax credits) |
| 29 | Other Employment Issues                                    |

### Family

- |    |                                   |
|----|-----------------------------------|
| 31 | Custody/Visitation (Grandparents) |
| 32 | Divorce/Separation/Annulment      |
| 33 | Guardianship/Conservatorship      |
| 34 | Name Change                       |

**Family Continued**

- 37 Spouse Abuse/Elder Abuse & Exploitation
- 38 Support
- 39 Other Family

**Health**

- 51 Medicaid, such as Spousal Impoverishment issues and Miller Trust
- 52 Medicare
- 54 Home and Community Based Care (includes waiver denial, caregiver issues)
- 55 Private Health Insurance
- 56 Long-term Care Facilities (includes Assisted Living or Nursing Facility concerns, discharges, admission contracts, quality of care, access and transfer issues)
- 59 Other Health

**Housing**

- 61 Federally Subsidized Housing Rights (includes Evictions, Rent Disputes)
- 62 Home Ownership/Real Property (includes Property Taxes)
- 63 Landlord/Tenant (other than Public Housing)
- 64 Other Public Housing
- 67 Foreclosure
- 69 Other Housing

**Income Maintenance**

- 72 Social Security
- 73 Food Stamps/Commodities
- 75 SSI
- 76 Unemployment
- 77 Veterans Benefits
- 78 State & Local Income Maintenance (includes General Relief)
- 79 Other Income Maintenance

**Individual Rights**

- 81 Immigration/Naturalization
- 82 Mental Health
- 84 Disability Rights
- 85 Civil Rights (includes Age Discrimination)
- 89 Other Individual Rights

**Miscellaneous**

- 92 Indian/Tribal Law
- 93 License (Auto or other)
- 95 Wills/Estates
- 96 Powers of Attorney/Advance Directives (includes general/financial Powers of Attorney, Durable Power of Attorney for Healthcare and Living Wills)
- 99 Other Miscellaneous

5. **Level of Service (Case Closing Category)** -- Use where a Case File has been opened.
- a. **Counsel and Advice** -- A case closed as the result of the provision of advice to the client to address a legal problem, e.g., the review of relevant information and counseling of the client on action(s) to take to address a legal problem. This differs from representation. **Representation**-if the client's problem requires more than advice and counsel and the legal assistance provider determines it is necessary to represent the person in order to achieve a solution to a legal problem. The case is not referred to another source but taken on by the legal assistance provider.
  - b. **Brief Services (other than Counsel and Advice)** -- A case closed as a result of an action taken at or within a few days or weeks of intake on behalf of an eligible client, e.g., the preparing of a short letter, the making of a telephone call, or the preparation of a routine legal document such as a simple will.
  - c. **Referred after Legal Assessment** -- A case closed in the course of providing assistance because the client is referred outside the program (e.g., to a social service agency, aging network or insurance counseling or tax assistance program) because information in the case indicates that the program should not handle the case, or that the client would be better served by a referral outside the program.
  - d. **Insufficient Merit to Proceed** -- A case closed after an applicant has been accepted as a client because new facts or circumstances arise or become apparent leading to the conclusion that there is an insufficient basis, in law or fact, to pursue the case.
  - e. **Client Withdrew or Did Not Return** -- A case closed because the client failed to return to the program during the course of representation and could not be contacted. This category also includes case closures where the client decides not to proceed with the case, e.g., a client in an eviction case decides to move out instead of proceeding with legal action.
  - f. **Negotiated Settlement without Litigation** -- A case closed through negotiation prior to the initiation of court or administrative action.
  - g. **Negotiated Settlement with Litigation** -- A case closed through negotiation during a court or administrative action, e.g., the resolution of a dispute after an action has been filed.
  - h. **Administrative Agency Decision** -- A case closed as a result of an action taken by an administrative agency or body, e.g., a welfare department or ALJ decision.
  - i. **Court Decision** -- A case closed as a result of an action by a court.
  - j. **Other** -- A closed case that does not fit any of the preceding case closure categories. Cases in which there is no opposing party but in which services provided are too extensive to fit into the brief service category, such as the preparation of a complex contract or complex durable power of attorney for health care may be closed in this category. Cases which fit two or more categories may not be closed in this category, but should be closed in the category which best reflect the level of service provided.
6. **Emerging Issues/Unmet Needs** -- Use this space to describe any activities, issues of concern, unmet needs identified, impact work, etc that is not listed anywhere else on the report form.

7. **Outcome Reporting (Narrative)** -- Please use this space to give a short summary of at least two cases the legal services provider has worked on during the report period. Cases reported can be either examples of typical cases taken or cases that have a special significance. This space can also be used to give updates on cases reported on previously.

This section should also include outcome reporting and other information on how any client benefited or improved his or her situation as a result of the legal assistance, either monetarily or through prevention. Examples of outcomes persons may receive through Title IIIB legal assistance are: Home, Economic Stability, Health Care, Family and/or Autonomy.

**Home** -- Maintained or improved the stability and quality of housing for client

**Economic Stability** -- Maintained or increased the income of the client or provided access to public benefits to the client.

**Health Care** -- Ensured that client received the care to which they are entitled.

**Family** -- Assisted client in maintaining chosen family relationships. Assisted victims of Elder Abuse in achieving safety.

**Autonomy** -- Assisted client to maintain independence, their rights and control of their life and/or finances.

In regard to outcome reporting, information provided can apply to any and all clients served. Information provided relating to outcomes is not limited to just the client summaries given in the narrative.

The narrative only needs to be completed two times a year, (January and July each year), but may be used each quarter to share successes or concerns over policy areas. Please do not use client's real names. For consistency sake, use the client's first name and first letter of their last name.

# QUARTERLY TITLE IIIB LEGAL ASSISTANCE REPORT FORM

**Reporting Period:** \_\_\_\_\_

Area Agency on Aging \_\_\_\_\_

Provider \_\_\_\_\_

Counties served by contract \_\_\_\_\_

1. **Units of Service** (1 unit = 1 hour of service) \_\_\_\_\_

2. **Number of Estimated, Unduplicated clients served** \_\_\_\_\_

- a. Total from line 2 who are minorities \_\_\_\_\_
  - i. American Indian/Alaskan Native \_\_\_\_\_
  - ii. Asian \_\_\_\_\_
  - iii. Black/African American \_\_\_\_\_
  - iv. Native Hawaiian/Other Pacific Islander \_\_\_\_\_
  - v. Hispanic \_\_\_\_\_
  - vi. Other \_\_\_\_\_
- b. Total of line 2 with greatest economic need \_\_\_\_\_
- c. Total of line 2 with greatest social need \_\_\_\_\_
- d. Age groups for unduplicated clients \_\_\_\_\_
  - i. 60-74 \_\_\_\_\_
  - ii. 75 + \_\_\_\_\_

**3. Community Education Presentations**

(Unit=1 session; # served=estimated number in attendance)

- a. Unit(s) of service: \_\_\_\_\_
- b. Number of persons served: \_\_\_\_\_
- c. Topics discussed: \_\_\_\_\_
- d. Service is not funded by AAA:

4. **Types of Cases Handled**-- Use the Legal Assistance Case Handled and Level of Service Form to complete this information

5. **Level of Service (Case Closing categories)**-- Use the Legal Assistance Case Handled and Level of Service Form to complete this information

**6. Emerging Issues/Unmet Needs:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. **Outcome Reporting (Narrative)**—To be completed two times a year, at a minimum, and when completed, please submit with the overall quarterly report forms.



## LEGAL ASSISTANCE CASE HANDLED AND LEVEL OF SERVICE FORM

Reporting Period: \_\_\_\_\_

Types of Cases Handled	Counsel and Advice	Brief Service	Referred	Insufficient Merit	Client Withdrew	Settled without Litigation	Settled with Litigation	Administrative Decision	Court Decision	Other	Total
Housing											
61 Rights											
62 Homeowners											
63 Landlord/Tenant											
64 Public Housing											
67 Foreclosure											
69 Other											
Income Maintenance											
72 Social Security											
73 Food stamps											
75 SSI											
76 Unemployment											
77 Veterans Benefits											
78 State & Local											
79 Other											
Individual Rights											
81 Immigration											
82 Mental Health											
84 Disability											
85 Civil Rights											
89 Other											
Miscellaneous											
92 Indian/Tribal											
93 License											
95 Wills/Estates											
96 POA											
99 Other											
<b>TOTAL</b>											

See form instructions for a more in depth discussion of types of cases handled and the legal problem codes as well as level of service.