Planning for the Future

Annual Report
2015 - 2016
Legal Assistance

LAS attorneys and advocates provide legal assistance to seniors, free of charge, with matters pertaining to elder abuse, guardianship of minor children, naturalization, health law (Medicare, Medi-Cal), and public benefits (Social Security, SSI, Cash Assistance Program for Immigrants). LAS also provides guidance to seniors who call with issues outside the scope of our legal practice through our extensive network of community partners.

Community Education

LAS/HICAP staff and volunteers educate seniors, people with disabilities, service providers and other community members on a variety of topics that include Medicare, Medi-Cal, long term care, health care reform, advance health care directives, public benefits, guardianship of minors, elder abuse prevention, immigration/naturalization and consumer and Medicare fraud.

HICAP

The Health Insurance Counseling and Advocacy Program (HICAP) helps seniors and people with disabilities receive unbiased Medicare and related health insurance counseling from highly trained staff and volunteer Counselors. Through individual counseling, Medicare eligible individuals receive information and guidance, which enables them to navigate complicated health insurance options and programs and to make informed decisions regarding their coverage.
The mission of Legal Assistance for Seniors is to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy. Our vision is that all seniors will be able to live in dignity and the greatest possible independence regardless of social or economic circumstances.

LAS is the only legal services agency in Alameda County dedicated to serving seniors, and the only one to make home visits to clients who are unable to travel due to health or economic circumstances. Our clients are overwhelmingly low-income and reflective of the wide racial and ethnic diversity of the communities we serve.
It has been a year of positive changes for LAS, as we moved our agency into our new spacious home by the Oakland Airport, launched a brand new website, and restarted the LAS bi-annual newsletter. We are excited about these changes and are proud to share them with the community. As we settle into our new home, LAS looks forward to building upon our enduring commitment to serving seniors and the senior community.

Over the past few years, there has been a steady increase in awareness and support for seniors and senior services, which is inspiring to be a part of. Planning and action are happening on many levels, from the Board of Supervisors, to Departments within Alameda County, to agencies increasing their capacity to help seniors, to policy work being done in Sacramento and beyond to address the varying and critical needs of seniors.

The increase in awareness and support has been the result of long term, consistent efforts by those who work with seniors, and the timing could not be better. As described briefly later on in this annual report, the number of seniors living in Alameda County and in the greater Bay Area is dramatically increasing. This growth in population will be coupled with increased demand and need for senior services. The work and planning that is done now is critical to creating a foundation and structure that can respond to the needs of seniors as they grow and change. With careful planning and thoughtful concern, I believe service providers
are doing the work that will allow us to rise to the challenges and meet the needs in ways that will allow seniors to thrive in our communities.

What does this all mean for LAS? As an agency, LAS has committed to in-depth and comprehensive strategic planning that will be a road map for the agency moving forward. We will outline the direction for the agency for several years into the future and it will be a living document that will change and evolve as the landscape shifts around us. It is an exciting process to say the least!

“LAS looks forward to building upon our enduring commitment to serve seniors”

Lastly, I do not want to forget to say thank you! If you are reading this, it is probably because you have been a supporter of LAS and the work we do. We are incredibly thankful for all of the support from our many donors and partners.

James Treggiari
Executive Director
The 2015-2016 fiscal year was a time of increasing stability for LAS. The most important factor has been the extraordinary support of our generous donors, which we hope and trust will continue as we face new opportunities and challenges. Close behind that is the tremendous leadership of our Executive Director, James Treggiari, as he settles in with a steady hand, and the vision to move us forward. He has a gifted and dedicated staff, for which we are continually grateful.

2016 was our 40th year, and we celebrated with a unique event on the USS Potomac, the presidential yacht used by President Franklin Roosevelt, moored in Oakland. It was a wonderfully warm evening, and we moved around above and below decks in a joyous mood. Three of the daughters of Doka Clausen, an LAS founder, were with us and one offered moving remarks about her mother and the birth of the organization.

All has not been smooth sailing however (pun intended). When our lease came up for renewal, our downtown Oakland location was no longer affordable. Unwilling to reduce services to vulnerable seniors in order to pay increasing rent, we moved, which is always tremendously disruptive. In this
case, we were very fortunate to find a beautiful location at 333 Hegenberger Road that is proving to be far superior to the old space.

“Demand for our services will double in the next few years.”

Now we have a new challenge, presented by the new Alameda County Aging Plan Report. The projected demographic changes are daunting; basically, demand for our services will approximately double in the next few years. But, as we all know, every challenge is also an opportunity. We have worked hard to strengthen our relationships with the county and with other senior service organizations as we all struggle to meet the increasing need for services.

Priscilla Camp
Board President
SERVING OUR DIVERSE COMMUNITY

Our clients are overwhelmingly low-income, often have disabilities, and are reflective of the wide racial and linguistic diversity of Alameda County. To address economic, health, and disability issues, we offer services at sites throughout the county that are ADA compliant and easily accessible by public transportation, as well as make home visits to legal clients who are unable to travel. To accommodate different language needs, we make written materials and our educational presentations available in various languages. Our HICAP program has volunteers who speak Cantonese, Mandarin, Spanish, Hindi, and Punjabi and as needed for both our legal and HICAP work, we use a telephone interpreter service through Alameda County, which provides translators in 17 different languages.
With increasing rents in downtown Oakland and the growth of our team, LAS has moved to a new office space! We have signed a long term lease on a new suite in East Oakland, beginning January 2017.

This move saves the agency over $68,000 in rent over the first year and increases our office space by 1,390 square feet. LAS also gains an additional conference room, large enough to hold group meetings and classroom style trainings for up to 35 people.

All costs of the move are covered by our lease negotiation that provides several months of free rent. By July 2017, the costs of this move and all upgrades will be covered at no expense to LAS.

Legal Assistance for Seniors
333 Hegenberger Road, Suite 850
Oakland, CA 94621
Legal Assistance for Seniors (LAS) assisted a 66-year-old single woman who was the victim of abuse, in obtaining a civil restraining order against her adult son who had a long history of mental illness and violence.

Ms. P was referred to our office by Adult Protective Services. She needed urgent assistance with obtaining protection. Ms. P’s adult son was living and sleeping in a van that he had parked directly in front of the client’s front gate entrance leading to her home. Ms. P’s son reportedly had a diagnosis of paranoid schizophrenia with bipolar features and had a long-standing history of violence toward women. He had previously been arrested for domestic violence, physical abuse, assault, and mayhem – all crimes committed against women. Ms. P was afraid of the physical bodily harm her son was threatening and stated that she could actually visualize her son “punching” her in the face when he was violently lunging at her. Ms. P and her neighbors often had to call police for help due to her son’s violent behavior. After one of those calls, the son also reportedly threatened and lunged at police officers, prompting one officer to pull
his gun and ask for backup. However, the son was never arrested. Ms. P was then left without protection from her son, who due to his worsening mental illness and non-compliance with prescribed medication, had become unpredictably dangerous. Ms. P, who had a full-time job, had trouble sleeping and functioning due to her son’s upsetting behavior. After trying unsuccessfully to navigate the restraining order process herself, Ms. P called LAS feeling both very scared and discouraged.

LAS represented Ms. P at no cost in obtaining her civil restraining order. This included conducting a lengthy office visit, maintaining telephone contact (including calls during the weekend when Ms. P called LAS frightened because her son was violating the temporary restraining order), drafting and filing all paperwork, overseeing service of the papers, answering questions about the son’s connected criminal case and disposal of the son’s abandoned vehicles, and appearing at multiple court hearings. In the end, we secured for Ms. P a 3-year restraining order against her son, with the possibility of renewing the order if her son’s mental illness is not adequately under control in 3 years’ time.
The Health Insurance Counseling and Advocacy Program (HICAP) provides education and counseling to thousands of Medicare beneficiaries and pre-retirees each year. Highly trained volunteer Counselors meet individually with clients and also help us provide education and outreach throughout Alameda County.

During the Annual Enrollment Period of 2015, HICAP Counselors assisted a large number of vulnerable, Medicare beneficiaries whose Medicare Advantage plans were leaving Alameda County for 2016. Throughout the year, HICAP Counselors help clients navigate the “Medicare Maze,” apply for low income assistance programs, appeal denials of coverage or enrollment problems, and detect fraud and abuse in the Medicare world. Specially trained Counselors also provide assistance with long term care insurance questions and comparisons. HICAP serves people on Medicare of any age.
11,334 people reached at community events

37 volunteers

Individually counseled 4,379 clients

Counselors met with clients at 31 different locations throughout Alameda County

4 full time staff

5,238 hours donated
Our Community Education department weaves together the different services that LAS offers. On the legal side, staff attorneys and advocates train seniors on important topics such as:

- Consumer Fraud
- Elder Abuse
- Public Benefits
- Immigration
- Guardianships
- Health Law

The HICAP staff and volunteer Community Educators take their knowledge about the Medicare system and share it with the community at large. Presentation topics include:

- Welcome to Medicare
- Medicare & Low Income Assistance Programs
- Understanding Medicare Part D
- An Overview of Long Term Care Insurance
- How to Help Prevent Medicare Fraud & Abuse
- Know Your Medicare Rights
In May of each year LAS hosts an annual conference on elder abuse. The conference is designed to bring together members of those professions who must deal with the effects of physical, emotional, and financial abuse of elderly people and who have expressed a desire to work towards elder abuse prevention. This forum has provided valuable opportunities for learning, networking, alliance-forging, and exchanging best practices.

For further information, go to http://www.lashicap.org or email conference@lashicap.org
LAS benefits from many long term funding sources, from the government and foundations, to dedicated individual supporters.

Our ongoing governmental support includes federal and state monies that are passed through the Alameda County Social Services Agency under the Older Americans Act. It also includes general funds from Alameda County, agencies including Adult Protective Services and the Department of Children & Family Services, as well as a new contract with the State of California Department of Social Services.

The State Bar of California provides LAS with three separate grants. Additionally, we have a contract with the County of Contra Costa Employment & Human Services. We enjoy continued support from the cities of Alameda, Fremont, Hayward, Livermore and Pleasanton. Through new and ongoing foundation contracts, we are able to support our guardianship, elder abuse and naturalization services.

Through collaboration with agencies such as Senior Services Coalition, Family Support Services of the Bay Area, Lincoln, and the Alameda County Superior Court, we are able to provide a broad range of services, keeping families intact and seniors in their homes.
2015 - 2016

In Numbers

<table>
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<th>ASSETS, LIABILITIES &amp; NET ASSETS</th>
<th>2015</th>
<th>2016</th>
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<tr>
<td>Assets</td>
<td>$399,884</td>
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<td>Net Assets</td>
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Expenses Breakdown

Legal Services - $776,762
HICAP - $327,193
Community Education - $142,327
General & Administrative - $221,421
Fundraising - $77,464
TOTAL: $1,545,167

Support & Revenue

67% | $1,051,333
   | Government Grants

6%  | $101,375
   | Foundation & Corporate Grants

5%  | $70,972
   | In-Kind Services

6%  | $94,282
   | Other

13% | $204,537
   | Program Service Fees

3%  | $53,750
   | Conference Sponsorships

TOTAL: $1,576,249
Although providing the statistics about the number of clients we serve in a year gives an overall snapshot of the services we provide, it does not describe the impact that our services have in seniors’ lives.

For many seniors on fixed incomes and with limited resources, our public benefits service can mean the difference between being able to stay in their home or being forced out of their home.

For our elder abuse clients, our services can mean the difference between living in fear and thriving in their community. For our guardianship clients, our services mean being able to take care of a child and giving that child the opportunity to feel loved and supported. For our immigration clients, citizenship is an opportunity to feel a part of the community that they are proud of and enjoy all of the rights and benefits that they deserve.

For our HICAP and health law clients, these services mean being able to access the health coverage and benefits that they need to remain healthy and financially stable. Through community education, seniors can move forward empowered by the knowledge and skills they need to live with independence and dignity.
THANK YOU TO ALL OF OUR DONORS

LAS relies on government grants and contracts, as well as the generosity of individuals, corporations and foundations to provide this important work.
Albert & Elaine Borchard Foundation
Amazon Smile Foundation
Anderson Yazdi Hwang Minton & Horn LLP
Bank of America Charitable Foundation
Bernard E. & Alba Witkin Charitable Foundation
Burnham Brown
California Health Advocates
California Tritechnical Inc
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Government

County of Alameda Social Services Agency
Adult and Aging Services
Children and Family Services

State of California Department of Social Services

County of Contra Costa
Employment and Human Services

The State Bar of California
Legal Services Trust Fund Program

The Cities of:
Alameda, Fremont, Hayward, Livermore, & Pleasanton
Andrew De Vries, MBA - Probate, Estate, Trust & Conservatorship Broker
Evans, Latham & Campisi, a Professional Law Corporation
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thank you

– inDiviDual DOnors –
# Thank You

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## Thank You

_In Barbara Loeb’s Memory_

During the year, we lost a dear friend and benefactress. We wish to thank all those who gave in memory of Barbara Loeb.
In Memoriam

Karen was a very bright light, and she was always so supportive of LAS and of me (any many, many others) personally. I miss her very much and am holding her family in my heart.

Priscilla Camp
Board President
Legal Assistance for Seniors
333 Hegenberger Road, Suite 850
Oakland, CA 94621

LEADING THE FIGHT for SENIORS’ RIGHTS