

KANSAS LEGAL SERVICES, INC.

2010 ANNUAL REPORT

KANSAS LEGAL SERVICES
712 S. KANSAS AVE., SUITE 200
TOPEKA, KS 66603

www.kansaslegalservices.org

MARILYN HARP, EXECUTIVE DIRECTOR

1-800-723-6953

MESSAGE FROM MARILYN HARP, EXECUTIVE DIRECTOR

If 2010 had a theme, it would be overload – *but in a good way*. The numbers of eligible clients continued to grow. We served 21,755 clients with representation or advice in 2010, up 6 percent from 2009 with no significant increase in staff. The economic challenges certainly led to a portion of this increase. However, even in good times, KLS has only been able to serve about 60 percent of the eligible clients who contact us. We needed to find ways to provide meaningful service to eligible clients we could not help by full representation in Court. In 2010, we made substantial progress in doing just that. As 2010 ended, we had a number of forms in place on the Free Legal Forms page of the KLS website.

www.kansaslegalservices.org/FreeLegalForms

On that page, a low income person can find:

Petition for Divorce	Poverty Affidavit	Expungement of Criminal Conviction
Reply for Divorce	Parenting Plan	Motion for Interested Party Status in a Child's case
Divorce Decree	Adult Name Change	
Child Support Worksheet		

Each form is prepared through answering a set of online questions in an interactive interview. Better than being given a set of forms to fill out, this process allows us to put forward timely answers to a person's questions. Better than the forms available at a charge online or in office supply stores, this process creates forms that are Kansas appropriate. But, we aren't done with just providing the forms. During 2011, we are adding a Live Help component where users can ask for information needed when they are working on these forms. We are also developing an Assisted *Pro Se* program, where the papers can be reviewed by an attorney before they are filed in Court.

The online forms have been extremely popular, with over 11,000 users generating 4,600 documents for filing in Kansas courts. These forms aren't for everyone and don't ever take the place of an attorney for individual representation. They are just the current, best solution for the large numbers of people who need access to the Court system and find that representing themselves is the best available solution.



One of our employment training programs, the Topeka-Moving Ahead Program (T-MAP), celebrated a milestone in 2010 when the 50th class graduated from that program in November. This milestone represented much for the graduates of the program, who number 367 since 2003. It also represents the success of the staff who work with chronically homeless, disabled individuals and provide them a life-changing opportunity. In as little as 13 weeks, we see attitude transformations as they prepare resumes and think of a life other than one on the

street, and physical transformations as they begin work and take pride in their accomplishments. We were pleased to have Derrith Watchman-Moore, Region 7 Administrator for the Department of Housing and Urban Development, share her own life map with us, as the graduation speaker.

We greet 2011 with the confidence that we will continue to

- help low and moderate income Kansans access the Justice system
- provide a pathway out of poverty through employment training for others

We look forward to your joining us as a partner on that path!

Marilyn Harp

OVERVIEW – KANSAS LEGAL SERVICES

PROGRAM HISTORY

During the 1920s, the American Bar Association acknowledged the need for special assistance to the poor by creating a committee on legal aid. Early legal services supporters recognized that the pledge of “equal justice under the law” cannot be realized as long as people with limited resources do not have access to the justice system. Legal aid societies were formed in Topeka, Wichita and Kansas City by lawyers and community members concerned about the poor. From the 1960s until 1974, the three Kansas legal aid societies, with the support of local bar associations, operated under the authority of the Office of Economic Opportunity Office of Legal Services. The courts became a key battleground in the War on Poverty and Legal Services lawyers were the advocates and defenders of the poor throughout America. Along with Head Start and the Community Action Program, Legal Services is one of the enduring programs from that era.

Authority for the legal services program was transferred from the Community Services Administration (successor to the Office of Economic Opportunity) to the newly formed Legal Services Corporation during 1975. Through all of these changes in administrative authority and funding, the Kansas legal aid societies continued to provide free legal services to the poor in Kansas.

In 1977, the Kansas City, Topeka and Wichita legal aid societies merged to form Kansas Legal Services, Inc. Kansas was the second state in the nation to become a single, statewide entity. Building on this strength, Kansas Legal Services now has thirteen legal services field offices and two mediation offices located across the state, and maintains an extensive retainer contract system with cooperating members of the Kansas Bar Association.

GOALS

Kansas Legal Services has progressively focused its efforts on special needs individuals, such as victims of domestic violence, the homeless, children in foster care, the elderly, farmers, those with disabling conditions, individuals seeking access to health care, those seeking mediation services and persons who need basic life skills and employment training

One mission of Kansas Legal Services is to provide equal access to justice for persons not able to pay for legal and other essential services. Kansas Legal Services is also a vehicle for keeping many low income people from falling permanently into the category of chronically poor. It serves as a conduit by which many low income people successfully get back on their feet and become self-sustaining.

CIVIL LEGAL ASSISTANCE

Civil legal assistance is advice and representation in cases that are not punishable by imprisonment. They involve suits over money, property and other individual rights. Such cases might include consumer, finance, education, employment, family, health, housing, juvenile issues, income assistance, Indian/Tribal law and individual rights.

HOW DO KANSANS QUALIFY?

- Must have a problem that has a legal remedy
- Must have a legal problem that can be resolved through the Kansas courts
- Must be eligible for free or reduced fee legal assistance (call for details)
- Must call **1-800-723-6953** to apply or apply online at www.kansaslegalservices.org

TYPES OF CASES KLS DOES NOT HANDLE:

- Criminal cases*
- Traffic cases*
- Accident claims
- Personal injury or wrongful death suits
- Representation of prisoners

* Criminal and traffic cases may be handled by court appointment or government contract.

WHAT ABOUT VICTIMS OF CRIME?

The Victims' Rights Program of the Kansas Attorney General's Office (1-800-828-9745) has many helpful resources.

Victims of sexual or domestic violence can call 1-800-799-7233 or visit the website of the Kansas Coalition Against Sexual and Domestic Violence (www.kcsdv.org).

Those with needs outside KLS services (criminal and traffic) may want to ask the District Court to appoint an attorney.



WHAT IF SOMEONE DOESN'T QUALIFY FOR KLS SERVICES?

Individuals who wish to have an attorney may call the Kansas Bar Association's Lawyer Referral Service (1-800-928-3111). Staff of the Lawyer Referral Service will provide names and contact information of area attorneys who can be hired for representation.

LEGAL SERVICES PROGRAM

COOPERATIVE PROGRAMS WITH THE PRIVATE BAR

Kansas Legal Services, Inc. continues to operate cooperative programs with the Kansas Bar Association (KBA) and local bar associations in the state. Current programs for increasing and improving the availability of legal services to low income Kansans include:

- **Interest on Lawyer Trust Accounts (IOLTA) Program** allows KLS to provide advice and representation in housing, consumer issues, domestic violence and as matching funds for the Kansas Human Rights Commission Voluntary Mediation Project.
- The **Reduced Fee Plan** provides legal services to people living on lower incomes who might not otherwise be able to hire lawyers or qualify for free services. The program was designed by the KBA and assists clients with routine legal matters at reduced fees.
- **Pro bono** panels have been organized in cooperation with many city and county bar organizations throughout the state to extend free services to low income Kansans who may not qualify for services through KLS.
- The **Lawyer Referral Service** is administered by KLS for the KBA and is operated from our Central Intake. Lawyer Referral matches individuals throughout the state with participating KBA attorneys in their area.
- **Private Bar Retainer Contracts** are used by KLS to supplement staff service statewide. Private Bar Contracts are essential to expanding service availability and controlling costs, especially in sparsely populated rural counties.

The **Elder Law Hotline** operates through a partnership of KLS staff and private attorney volunteers. With a single phone call, Kansas seniors can receive legal information and advice.

ACCESS TO JUSTICE

Administered by the Office of Judicial Administration and overseen by the Supreme Court of Kansas, the Access to Justice Fund is designed to improve access to legal assistance for low income Kansans who need advice, representation or mediation services. The program is also intended to assist the Kansas courts in providing service to *pro se* litigants. KLS was awarded Access to Justice funds for the first time in 1996. Access to Justice funding has made it possible to create a statewide Access to Justice Advice Line and to greatly expand the ability of Kansas Legal Services to provide advice and representation in family law matters, the area of need that is historically the most underserved. The Access to Justice program allows Kansas court personnel to directly refer low income individuals to KLS offices statewide.

FAMILY LAW

Through Access to Justice, Legal Services Corporation, United Way, Interest on Lawyers Trust Accounts (IOLTA), Victims of Crime Act, Department of Justice and other funding, KLS represents thousands of low income persons—primarily women and children—each year in domestic law matters. The demand for legal assistance in

family law matters continues to far exceed the capacity of KLS to provide direct representation. Priority is placed on cases of spousal or child abuse and protection from abuse orders.

Access to Justice Funding (ATJ) has increased the number of family law clients KLS has been able to serve. Due in large part to ATJ funding, KLS is assisting more low income Kansans with domestic law matters than ever before in its 34-year history.

The **Guardian Ad Litem Support Center** (GALSC) is a statewide program that provides training, advice and other supportive services to guardians *ad litem*, those who represent children in court proceedings. KLS GALSC staff attorneys also provide direct advice and representation in child welfare cases.

Legal Assistance for Victims Grant Program funds from the U.S. Department of Justice's Office of Justice Programs continued in 2010. The statewide grant supports legal services for victims of domestic violence, dating violence, stalking or sexual assault.

Victims of Crime Act Grants (VOCA) are administered by the Governor of Kansas to assist victims of domestic violence. KLS offices in Emporia, Hays, Hutchinson, Kansas City, Pittsburg, Salina, and Topeka were awarded VOCA funds in 2010 to provide legal advice, representation and referrals to families fleeing abuse.

The **Foster Care Helpline**, part of the GALSC, is a toll-free hotline that provided accurate and timely information to more than 406 foster children, foster parents and other concerned individuals who called with questions about the foster care system in 2010.

PUBLIC BENEFITS AND DISABILITY LAW

The primary goal of KLS' public benefits advocacy is to assist low income individuals in accessing state and federal public benefits programs. By maximizing this access, KLS staff work to ensure that low income Kansans have necessary income, health care, food and shelter.

The **Disability Law Project** is funded through a contract with the Kansas Department of Social and Rehabilitation Services (SRS). The Adult Social Security Advocacy Project is designed to assist adults receiving General Assistance or Temporary Assistance to Families. KLS provides legal advice and representation to individuals receiving cash assistance to assist them in becoming eligible for federal Social Security Disability Insurance or Supplemental Security Income (SSI).

The **Children's Social Security Advocacy Project** seeks to obtain SSI for disabled children. The project is focused on children who are receiving services from SRS. Obtaining SSI cash and medical benefits for children often makes home placement possible.

ELDER LAW

KLS cooperates with the Kansas Department on Aging and the Area Agencies on Aging as an integral part of the state aging network. Older Americans Act funds are combined with Legal Services Corporation and other private funds to address this growing area of need.

Senior Citizen Law Project (SCLP) provides services in a wide range of civil legal issues to persons age 60 and older. Its objective is to target the more vulnerable elderly population who are in the greatest social and economic need. Priorities include assuring that seniors obtain the cash and medical assistance essential to their well-being and stopping financial, physical or psychological abuse of elders. SCLP also has an extensive community education program through which elders and workers serving them are educated about elders' rights and protections under the law.

One point of access is the Elder Law Hotline, a program that links KLS staff and private attorneys to provide the broadest range possible of legal advice and information.

F A R M L A W

The **Farm Mediation Legal Counseling Program** is operated through a contract with Kansas State University. KLS provides legal assistance to Kansas farmers and ranchers through referrals from the Kansas Agricultural Mediation Service (KAMS). KLS farm specialist attorneys provide both advice and legal representation to KAMS clients in every county of the state. When legal assistance helps farmers retain their farms, the economies of local communities and the state benefit.

M I G R A N T L A W

The **Migrant Project** allows KLS to work with a variety of organizations on a Legal Services Corporation Migrant Project to improve outreach efforts to the migrant community. KLS provides wage claim, public benefits, education, work contract and domestic violence assistance to this community.

M E D I C A L - L E G A L P A R T N E R S H I P S

In January, 2008, Kansas Legal Services implemented the Family Health Care Legal Services Clinic in partnership with the University of Kansas Law School and the Southwest Boulevard Family Health Clinic in Kansas City, Kansas. The clinic serves patients living in some of the poorest areas of the community. The goal of the partnership is to improve the health and well-being of vulnerable individuals, children and families by integrating legal assistance into the medical setting.

In 2009, Kansas Legal Services implemented two more Medical-Legal Clinics. With funding from the Sunflower Foundation and in partnership with the Community Health Center of Southeast Kansas, the Southeast Kansas Medical-Legal Partnership began on June 1, 2009, in Pittsburg. In August, 2009, the Kansas-Focused Medical-Legal Clinic for Children was implemented in partnership with Children's Mercy Hospital in Kansas City, Kansas, funded by the greater Kansas City Health Care Foundation. At both sites, KLS staff provide legal assistance to persons using the health centers' services who are referred by a medical staff member.

The medical-legal partnerships rely on the collaboration between health care professionals and legal staff. Healthcare staff is trained to



screen clients for possible legal issues and refer clients to legal staff. Legal issues may be as simple as advice or more complex, such as representation.

In 2010, KLS started the North Central Kansas Medical Legal Partnership at the Wamego Community Health Ministry Clinic and the the Konza Prairie Community Health Center in Junction City, a project funded by the Sunflower Foundation. At another project, with the Healthcare Access Family clinic in Lawrence, KLS staff supervises law students from the University of Kansas Law School in a medical-legal partnership.

Plans were made in 2010 for KLS open the Southwest Kansas Medical-Legal Partnership in 2011. The project activities are focused on residents of Southwest Kansas who use either the United Methodist Mexican-American Ministry Health Clinics or Area Mental Health Centers. The clients of the health clinic will be predominantly Hispanic, many speaking Spanish as their primary language. This location was selected because it represents a very rural area, dependent on these providers as the only available health care resources. Both clinics must provide services beyond health care because of the needs of the population. The Sunflower Foundation will fund the project.

1-800-723-6953 – KANSAS LEGAL SERVICES CENTRAL INTAKE

Many people do not realize the importance of our Central Intake Application Department. Before any applicant can receive advice or representation, they must first contact Central Intake and discuss their legal need with an Intake Specialist. Without Central Intake and the dedicated people who work there, applicants would not have a “beginning” to their legal needs and resolution. Central Intake is the first representative of Kansas Legal Services and, as we all know, first impressions are very important.

Starting in mid-2010, an online application for services was added to the KLS website, which helped Central Intake reduce its call volume. Once the online applicant emails the application to Central Intake, the applicant is contacted by Central Intake within two business days.

Michele Hawley, Central Intake Manager, wrote: “Our Central Intake unit fields calls from several sources: Kansas Elder Law Hotline, Access To Justice Advice Line, Kansas Bar Association Lawyer Referral Service and requests for help through Kansas Legal Services field offices. The call center is an extremely stressful place to work with an average of about 4,200 calls being processed every month. We hold weekly meetings in an effort to keep staff motivated and informed within this very busy, fast-paced environment. Speakers from other community resources are utilized as one piece of this.”



KLS IS PROUD OF OUR *PRO BONO* PROGRAM

Through this program, hundreds of attorneys donated 1,695 hours to meet the needs of 528 clients. Law students donated over 3,200 hours to KLS to further meet the needs of low income people. During 2010, the Kansas Bar Association recognized Kansas lawyers who have joined us in this effort.

2010 Kansas Bar Association *Pro Bono* Award Kathleen Coode

Kathleen has been volunteering in the Kansas City, KS KLS office on a part time basis for years. She has worked on various types of cases, including domestic, landlord/tenant, elder law, bankruptcy and Social Security disability. She has accepted cases of clients that KLS would otherwise have had to turn away. She is a 1997 graduate of John Marshall Law School in Chicago.



2010 Kansas Bar Association *Pro Bono* Certificates

Kansas Legal Services also expresses appreciation to these volunteers who received Certificates of Appreciation for their *pro bono* work in 2010.

Lynda A Cleveland
Christine M Graham
Karl G Johnson
Keven M P O'Grady
Shea E Stevens

Drew D Frackowiak
Douglas M Greenwald
Timothy J Knopp
Stephanie M Smith
Shawn Tracy

These lawyers uphold the highest tradition of the legal profession, using their skills on behalf of others and bringing to reality equal access to the Justice system.

Kansas Legal Services Donors

KLS wishes to recognize the 94 donors to who contributed \$14,000 to support Kansas Legal Services efforts in 2010.

CASE TOTALS

	2010	2009	2008	2007	2006	2005	2004
Advice and Representation							
Consumer/Finance							
Advice & Brief Service	2,024	1,853	1,676	1,437	1,772	2,166	2,551
Representation	174	380	329	259	410	523	632
Other Service	533	687	1,228	1,072	1,597	2,417	996
Mediation	8	16	26	13	16	12	13
Total	2,739	2,936	3,259	2,781	3,795	5,118	4,192
Family							
Advice & Brief Service	5,320	4,050	4,832	5,424	5,136	6,300	8,086
Representation	4,098	4,565	4,122	4,268	4,239	4,454	4,474
Other Service	3,400	4,059	4,420	5,029	6,524	6,895	174
Mediation	703	132	179	171	234	198	208
Total	13,521	12,806	13,553	14,892	16,133	17,847	12,942
Juvenile							
Advice & Brief Service	274	184	186	45	28	28	102
Representation	1,939	2,032	1,805	1,988	2,364	2,007	2,054
Other Service	383	404	130	173	236	271	293
Mediation	41	23	130	244	212	152	163
Total	2,637	2,643	2,251	2,450	2,840	2,458	2,612
Health							
Advice & Brief Service	253	221	251	305	415	457	594
Representation	3	41	85	120	147	131	96
Other Service	64	71	2	12	20	24	31
Mediation	0	0	0	0	0	0	0
Total	320	333	338	437	582	612	721
Housing							
Advice & Brief Service	1,417	837	721	900	1,161	1,262	1,495
Representation	29	169	160	44	47	49	73
Other Service	299	365	149	78	94	140	274
Mediation	1	3	6	6	12	15	4
Total	1,746	1,374	1,036	1,028	1,314	1,466	1,846
Disability/Income Maintenance							
Advice & Brief Service	532	231	182	486	556	593	691
Representation	1,945	1,949	2,575	2,562	2,748	2,111	1,632
Other Service	572	841	819	429	179	378	24
Mediation	0	0	0	0	0	0	0
Total	3,049	3,021	3,576	3,477	3,483	3,082	2,347
Miscellaneous*							
Advice & Brief Service	1,914	1,210	1,145	1,633	1,914	1,849	1,919
Representation	1,833	2,769	2,373	1,714	1,673	1,832	1,417
Other Service	536	537	244	404	600	350	49
Mediation	176	157	478	559	626	775	707
Total	4,459	4,673	4,240	4,310	4,813	4,806	4,092
TOTAL CASES	28,471	27,786	28,253	29,375	32,960	35,389	28,752

*includes education, employment, individual rights, Indian/Tribal law, wills, criminal/juvenile defense

CLIENT PROFILES IN 2010

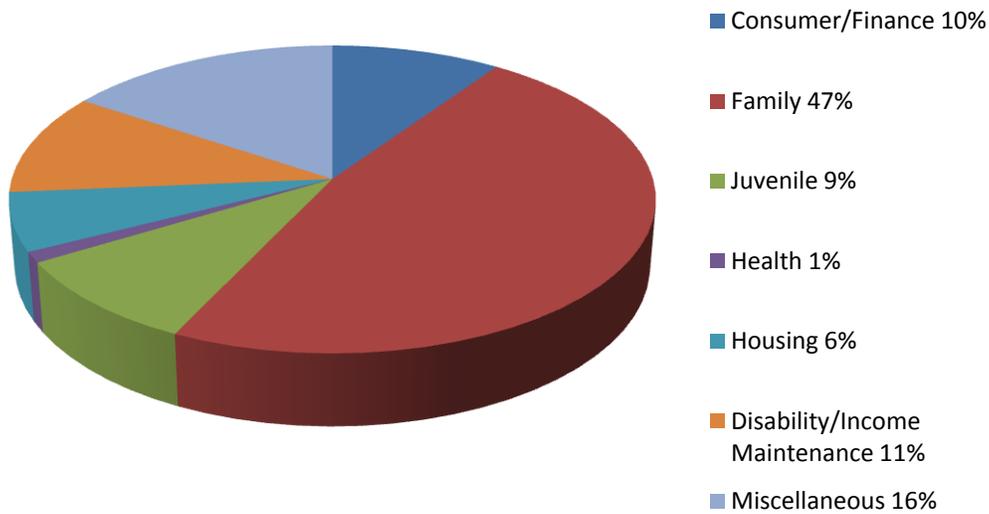
ETHNICITY	
Asian	185
Black	2,513
Hispanic	1,995
Native American	277
White	16,675
Other Ethnic Group	<u>725</u>
TOTAL	22,369*

GENDER	
Female	14,493
Male	<u>7,876</u>
TOTAL	22,369

* Total clients for whom demographic information was available.

AGE					
Ethnicity	Under 18	18-39	40 -59	60 and over	Total
Asian	17	106	37	25	185
Black	380	1,104	690	339	2,513
Hispanic	430	1,159	326	80	1,995
Native American	5	155	77	40	277
White	1,192	7,834	4,189	3,460	16,675
Other	<u>204</u>	<u>212</u>	<u>268</u>	<u>40</u>	<u>725</u>
TOTAL	2,228	10,570	5,587	3,984	22,369

CASE DISTRIBUTION



RECOGNIZING STAFF EXCELLENCE

2010 Recipient: Michele Hawley



Michele Hawley is a fabulous asset to KLS. In her role as Facilitator of Programs (a self determined title), Michele is in charge of presenting an *Excellent! First Impression* for KLS to callers to Kansas Legal Services. In a year's time, that means an *Excellent! First Impression* to over 30,000 people. Michele works with a staff of full and part time employees, who are not law trained and usually know nothing about KLS when they are first employed. She uses a supportive training system that gives people confidence in how to do a very difficult job. She teaches her staff about the eligibility rules for all the KLS programs – for Lawyer Referral, Lawyer Advice Line, the Elder Law Hotline, etc. It is said that the hardest thing we do at KLS is hire people who want to say “yes” to requests for service and put them in a position to say “no” all the time. Michele works with her staff to handle this difficult part of the job in a positive way for the callers and in a way that meets the job satisfaction needs of the staff.

Michele understands the value of inclusiveness that is conveyed when we have staff who can speak to clients in their first (native) language. She consistently pushes to find bilingual staff and currently has English/Spanish and English/Vietnamese speaking staff.

In addition, Michele has had to become the expert in telephone operations. Since the phone system is the primary tool for her staff's work, she has to know when to push what button in which machine to keep things operating smoothly.

Twice a year, Michele teaches the KLS Customer Treatment training. This 16 hour course is a requirement for all staff. It is something that models for staff the skills to make real a promise that “We may be the only legal option you can afford, but we try not to act like it.” As the “teacher”, Michele realizes that she must display those Positive Customer treatment skills every day in her work contacts with all staff, callers, and clients.

EMPLOYMENT TRAINING

Who is served by employment training programs?

Individuals enrolled in Kansas Legal Services' employment training programs are generally classified as "economically disadvantaged."

More specifically, this group includes:

- Those on TAF (cash assistance) who are required to be enrolled in job-related activities as prerequisite for cash assistance.
- Individuals with disabling mental or physical conditions.
- Low income individuals seeking to upgrade skills in order to obtain a higher-paying job.
- People whose employers wish to have them trained in a particular software application.
- Persons who are homeless and need assistance in overcoming persistent barriers to obtaining employment and housing.

HISTORY

Since 1995, Kansas Legal Services has provided employment and life-skills training to low income Kansans, helping them acquire and maintain family-supporting employment. KLS offers a variety of training services and works closely with clients in a one-on-one, supportive and nurturing environment to ensure that individual goals are met. KLS currently has employment training programs in six locations across the state.

• **Job Success** was created in 1999 by KLS. Job Success provides job readiness and life skills training to recipients of long-term cash assistance and other persons entering the workforce for the first time. The different workshops address barriers to employment, life skills, soft skills and job readiness. Classes are open entry/open exit allowing clients to take part in all workshops or only selected ones. Job Success classes are located in Topeka, Garden City, Dodge City, Liberal, Great Bend, and Pratt.

• **Expecting Success** is a job readiness program started in 2009 through a contract with SRS. The program assists pregnant or post-partum participants in the following twelve week curriculum: Nutrition Classes, Basic Math, Life Skills, Goal Setting, Organization/Prioritizing, Prenatal Information, Self-Esteem Building, Job Readiness, Assessments, and Pregnancy Prevention.

• **Custom Computer Training (CCT)** was created in 2001 in direct response to client needs for specialized computer training. Enhanced computer skills very often allow for advancement to better-paying and more stable employment. CCT offers training in small group settings. CCT provides wide-ranging services, from specialized one-one-one training in particular software applications to job readiness. Services include:

- Open entry/open exit enrollment
- Microsoft Office
- Introduction to Windows
- Introduction to the Internet
- Job Readiness
- Microsoft Office Specialist Testing Center



Number served by Employment Training Division in 2010

Topeka Custom Computer Training	38
Topeka Moving Ahead Program (enrollees and alumni)	179
Topeka Job Success--Expecting Success	57
Topeka Job Success, through Community Action	24
Great Bend/Pratt Job Success	203
Great Bend Career Coaches	5
Garden City Job Success	92
Dodge City Job Success	126
Liberal Job Success	157
<div style="text-align: right;">Total Served in ETD in 2010</div> <div style="text-align: right;">881</div>	

Topeka Moving Ahead Program (T-MAP) was created in 2003 through a grant from the U.S. Department of Housing and Urban Development. The Topeka Moving Ahead Program (T-MAP), a member of the Topeka-Shawnee County Continuum of Care, is a job readiness program that helps individuals and families break the cycle of homelessness through housing and employment. T-MAP assists participants in developing their skills, obtaining employment, and barrier resolution. The philosophy of T-MAP is to assist individuals with four major life transitions:

- From homelessness to personal and community support
- From addiction to recovery
- From hopelessness to an experience of self-efficacy
- From isolation to a career, economic self-sufficiency and a valued community role

Other services for T-MAP participants range from assistance in applying for public benefits, Social Security cards, and Kansas ID or driver's license (all of which may involve records search and legal rehabilitation), to finding a variety of solutions to barriers. Individual needs/referrals that need to be addressed are handled on a case-by-case basis. T-MAP's commitment to participants extends far beyond the thirteen-week curriculum. T-MAP has created a network of program alumni and staff who provide the caring and emotional support that is necessary to help each graduate successfully face their unique social and career needs.

The 50th graduating class from T-MAP was celebrated in November, 2010. Over 350 students have graduated since 2003 and the celebration welcomed many of those graduates back to honor the program. Staff and students reminisced on lessons learned and successes experienced.

Front row L-R: Chris Bush, Employment Specialist;
 Lea Vincent, Director Employment Training; Derrith
 Watchman-Moore, HUD Region 7 Administrator;
 Deb Dolsky, Employment Specialist
 Back row L-R: Teresa Porter, HUD Regional Director
 (partially hidden); Kim Swinney, T-MAP Coordinator;
 Marilyn Harp, KLS Executive Director; Pam Hook,
 Employment Specialist.



SUCCESS STORY

Prior to T-MAP my life was unmanageable. I was serving my second prison sentence, I was in a horrible relationship, my family had given up on me, and I had reached a point where I didn't care anymore. Sitting in the county jail one day I overheard a fellow inmate talking about T-MAP. She was getting ready to go through the program and was excited so I asked her about it. She told me that they would help me become a member of society once again...a dream I had long given up on. I wanted so bad for a change to occur in my life, but I didn't know where to start. I thought about what I had heard for weeks. I finally went to my counselor and asked her about T-MAP. She gave me an informational pamphlet and helped me fill out the application for the program. When I finally heard that I had been accepted into the program I was excited and nervous all at the same time. I know my life was about to change...and it did.

I came to T-MAP with fears, like so many others do, of the unknown. I hadn't had a job in over a decade and the only life I knew was of crime and drugs. When I left prison and paroled to the Topeka Rescue Mission I promised myself I was leaving that life behind. I wanted a new life...but I was afraid no one would give me the chance to experience that "good" life that I wanted so bad. T-MAP opened my eyes to the possibility of a new beginning. Coming into a structured environment everyday with positive people gave me hope. I took advantage of every opportunity that was given to me and ran with it. I knew that with the support of the instructors I could be what I wanted to be.

I did my internship with Valeo and from there I was hired on as a Recovery Specialist. I am still employed with that agency and am now a Certified Peer Specialist. I am still in active recovery. I have a little over 2 years of sobriety. I am very active in the NA program as well as other groups within our community. I got out of that abusive relationship and got divorced with the help of Kansas Legal Services. I have since been in a long, healthy relationship with my current husband. And I owe most of this to T-MAP. Had my eyes never been opened to the possibility of leading a healthy, productive life within our community I may still be living on the streets repeating the same pattern I repeated for so many years.

Nicole (Miller) Fox
T-MAP Class 45



2010 KANSAS LEGAL SERVICES ACCOMPLISHMENTS

In 2010, Kansas Legal Services provided life changing services in the following manner:

- 1,675 Victims of domestic violence obtained a Final Protection from Abuse order, through the representation of a KLS advocate and funded by a variety of sources, including VOCA and the US Department of Justice
- 789 Adults received steady income from Social Security or SSI disability benefits, successfully concluding a case that KLS assisted with, funded by the Kansas Department of Social and Rehabilitation Services, putting \$6.7 million in the Kansas economy (back awards) and returning \$817,299 to the State of Kansas through benefit reimbursement
- 1,220 Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website, collaboration with Judicial Council and the Supreme Court, part of 11 sets of forms available
- 348 Cases were mediated, involving employment, insurance or family issues
- 488 Clients served in the medical legal partnership clinics of Kansas Legal Services, including the Southwest Boulevard Family Medical Legal clinic, the Southeast Kansas Medical/Legal Clinic the Children's Mercy Hospital clinic, the Community Health Ministry (Wamego) and the Medical Legal Partnership in Southwest Kansas.
- 126 Kansas families got a fresh financial start, from a bankruptcy filed by KLS offices
- 244 Attorneys who serve as Guardians *ad litem*, received skill enhancing training from the Child Advocacy Resource Center of KLS
- 275 Families met their child's special needs, due to successful Children's Social Security or SSI benefit claims, funded by the Kansas Department of Social and Rehabilitation Services
- 583 TANF Participants received job readiness skills to aid their return to work, through the Job Success Program
- 50th Graduation ceremony for T-MAP program invited 367 formerly homeless graduates together to celebrate
- 27 Victims of discrimination advised by KLS staff as part of US HUD settlement
- 2,893 Hours of legal services provided at no cost to 528 clients from private attorneys, through KLS pro bono program or the retainer program
- 70 KLS staff attorneys and paralegals focused their time and talents making Equal Access to Justice a reality for low income Kansans
- 1,353 Parents received child support orders benefiting 2,661 children in divorce and paternity cases filed by KLS staff
- 3,202 Hours were contributed by legal interns or volunteers to advance the legal needs of KLS clients, preparing them to continue to give back during their careers on a pro bono basis
- 10,162 Clients received timely legal advice as they faced family law, housing or consumer related or other crises in their lives
- 45,848 Applicants for KLS service, including 32,291 handled by Central Intake
- 2,114 Applicants completed the on line application form to make an initial request for service

MIDLAND MEDIATION AND SETTLEMENT SERVICES

What is mediation?

Mediation is a voluntary process in which a trained mediator facilitates communication and negotiation between parties in dispute. The goal of mediation is to reach an agreement that settles the dispute in a mutually satisfactory manner.

Mediations are conducted at a neutral location and in an informal and non-threatening environment. During the process, all participants have the opportunity to share their thoughts and feelings regarding the matter in dispute. With the mediator, all individuals collectively create an agenda, identify the issue in dispute, define each individual's interests and create an agreement.

What are the benefits of mediation?

Mediation is non-judgmental.

Mediators do not act as advocates, render any opinion or decide how the dispute should be resolved. The mediator does not assess fault or take sides.

Participants control the outcome.

Individuals involved in mediation create their own agreement. The mediator's role is to help develop a realistic, workable solution that takes everyone's thoughts and feelings into consideration.

Mediation is confidential.

Kansas law (with some exceptions) makes mediations confidential. All notes made by mediators are destroyed after an agreement is reached.

Mediation can resolve issues quickly.

Mediation can resolve disputes quickly, as opposed to the months or years it may take in traditional legal proceedings.

Mediation can preserve relationships.

Mediation can help build a positive framework for future interactions between individuals. Mediation also models problem solving, listening and negotiation skills that can benefit participants long-term.

Mediation gets results.

Depending on the type of dispute, between 40 and 80 percent of disputes taken to mediation result in agreement.

How do people access mediation services?

KLS provides mediation in a wide variety of cases including insurance disputes, special education, employment discrimination, public accommodations and domestic matters such as custody and visitation. Kansans received mediation assistance from KLS, which receives referrals from local district courts, the Kansas Human Rights Commission, the Kansas Insurance Department and others. KLS also offers fee-based mediations on a sliding scale.

Contact Randy Hershey, Director of Mediation, at 785-232-5348.

MEDIATION SERVICES PROGRAM OVERVIEW

The KLS mediation program has eight approved mediators providing civil rights, employment, domestic, truancy, permanency, offender-victim, juvenile, insurance and other mediation services throughout the state. Mediation services complement the work of KLS by providing a non-adversarial dispute resolution method for appropriate cases.

- **Access to Justice Mediations (ATJ)** are funded by the Office of Judicial Administration under the direction of the Kansas Supreme Court. ATJ funding enables court personnel to refer clients directly to KLS offices for mediation services at no cost to participants. Most ATJ mediations involve post-divorce custody issues.

- **Human Rights Mediations** offer voluntary mediation to individuals involved in employment, housing, racial and other profiling, and public accommodation filed with the Kansas Human Rights Commission. The Kansas Bar Foundation, with Interest on Lawyer's Trust Accounts funding, also provides support to this program.

- **Kansas Insurance Department Mediations** are provided to consumers and insurance companies who are in dispute over property and casualty claims in matters referred to the KID.

STORIES



In a domestic mediation in 2010, the parents were in the process of divorcing and they had two children. Some concern was raised prior to the mediation that the since Father was from an overseas country that he would attempt to take the children there. The parties reached agreement with the Mother as primary residential parent and Father has specific parenting time specific to his work schedule. Some circumstances specific to this particular situation were also included in the agreement.

In an employment mediation, the Complainant was in his late 50's and was working for Respondent who was terminated for cause. The Complainant had for the most of his career been a good employee but due to the violation received an automatic termination. The Complainant cited several other employees who had similar infractions who were either suspended for a period of time or received penalties appropriate to their infractions. The Respondent did not want to terminate the employee due to his work record but felt they had no choice. During mediation the Complainant presented his examples of similar employee infractions and how they were handled. The Respondent understood that their termination may have been a little severe for the situation and rehired the Complainant with a new hire date as a measure of providing some penalty to the situation and still keeping the employee. This avoided the cost of hiring someone else to do the job, allowed the employee to return to work and allowed the Respondent to revisit their policy manual to avoid similar incidences. Since the Complainant spoke very little English, his daughter served as an interpreter. After the mediation session she asked the Respondent if they would consider hiring her as an employee. The Respondent answered favorably, the Complainant's daughter submitted her application and the Respondent is holding onto it for a future opening.

FUNDING AND STAFF FIGURES

YEAR ENDED DECEMBER 31, 2010
WITH COMPARATIVE TOTALS 2007 - 2009

	2010	2009	2008	2007
Legal Services Corporation	\$2,770,779	\$2,568,003	\$2,315,741	\$2,299,552
Department of SRS – State of Kansas	899,789	605,321	1,355,414	1,065,280
Access to Justice	836,927	866,571	845,782	876,338
US Department of HUD	190,957	184,996	244,889	220,778
IOLTA & Bar Sponsored	693,640	833,905	827,341	850,234
City/County Grants	1,111,902	1,077,743	972,235	1,029,394
Area Agencies on Aging	306,882	275,991	331,641	310,747
Custom Computer Training	112,328	155,983	119,045	144,242
Mediation Contracts & Fees	116,588	129,842	165,158	182,284
United Way	258,129	267,953	275,477	260,309
WORKs	0	0	84,345	331,168
Office of the Governor & Department of Justice	477,526	426,008	511,594	456,131
Farm Counseling	32,870	89,979	66,909	82,279
Office of Judicial Administration - GALSC	150,100	150,000	150,000	150,000
Social Security Administration	0	2,529	45,763	62,302
Job Success	289,109	211,395	235,746	232,898
Foundation Grants	41,250	165,000	165,000	150,000
Court Awards	41,481	11,696	22,873	23,325
Interest Income	1,839	1,900	8,990	9,987
Medical-Legal Partnerships	216,000	142,360	0	0
Other Miscellaneous	303,350	220,079	236,082	393,608
Total Revenues	<u>\$8,851,446</u>	<u>\$8,387,256</u>	<u>\$8,980,026</u>	<u>\$9,131,856</u>

STAFF TOTALS

	2010	2009	2008	2007
Full-time equivalent employees	140	140	139	157

EXPENSES

YEAR ENDED DECEMBER 31, 2010
WITH COMPARATIVE TOTALS FOR 2007-2009

	2010	2009	2008	2007
Salaries	\$5,482,893	\$5,251,232	\$5,398,481	\$5,765,435
Employee Benefits and Payroll Taxes	1,311,228	1,208,505	1,197,250	1,167,658
Rent, Parking, Utilities and Maintenance	707,995	708,630	718,425	732,292
Equipment Rental and Maintenance	89,105	104,905	86,077	110,058
Office Supplies, Printing and Postage	210,207	199,734	238,159	243,788
Telephone	105,501	90,671	88,582	128,219
Travel	95,885	95,178	109,008	138,621
Training	82,427	89,002	74,162	112,061
Library Upkeep	42,575	58,234	43,674	47,601
Insurance	49,258	48,623	74,306	66,924
Litigation Expenses	19,022	26,812	32,284	31,657
Audit, Consulting and Contract Services	244,068	284,999	258,032	357,106
Private Attorney Retainers	45,585	37,929	65,326	70,024
Kansas Bar Foundation Subgrant	57,501	46,000	46,000	46,000
Depreciation	59,044	81,555	74,867	52,406
Other	99,490	83,335	83,471	132,259
Total Expenses	<u>\$8,701,784</u>	<u>\$8,333,788</u>	<u>\$8,589,105</u>	<u>\$9,202,266</u>

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Washburn University
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Term: 2009-2012

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Staff Representative
Term: 2010-2013

KANSAS LEGAL SERVICES CONTACT INFORMATION

ADMINISTRATIVE OFFICE

712 S. Kansas Ave., Suite 200
Topeka, KS 66603
785-233-2068 telephone
785-354-8311 fax
Executive Director: Marilyn Harp

Application Line 800-723-6953

Or apply for services online

<http://www.kansaslegalservices.org>

LEGAL ASSISTANCE OFFICES

Dodge City

100 Military Plaza, Suite 101
Dodge City, KS 67801
620-227-7349 telephone
620-227-8001 fax
Managing Attorney: Shirley Calvin

Kansas City

400 State Avenue, Suite 1015
Kansas City, KS 66101
913-621-0200 telephone
913-621-3817 fax
Managing Attorney: Leland Cox

Seneca

203 N. 8th St.
Seneca, KS 66538
785-336-6016 telephone
785-336-6429 fax
Managing Attorney: Paul Shipp

Emporia

527 Commercial, Suite 521
Emporia, KS 66801
620-343-7520 telephone
620-343-6898 fax
Managing Attorney: Ty Wheeler

Lawrence

708 W. 9th, Suite 106
Lawrence, KS 66044
785-838-3401 telephone
785-838-3404 fax
Managing Attorney: Bethany Roberts

Topeka

712 S. Kansas Ave., Suite 201
Topeka, KS 66603
785-354-8531 telephone
785-233-2096 fax
Managing Attorney: Bethany Roberts

Garden City

120 Grant
Garden City, KS 67846
620-275-0238 telephone
620-275-4999 fax
Managing Attorney: Shirley Calvin

Manhattan

104 S. 4th St., 2nd floor
Manhattan, KS 66502
785-537-2943 telephone
785-537-2927 fax
Managing Attorney: Paul Shipp

Wichita

200 N. Broadway, Suite 500
Wichita, KS 67202
316-265-9681 telephone
316-265-5902 fax
Managing Attorney: Rhonda Sullivan

Hays

2017 N. Vine
Hays, KS 67601
785-625-4514 telephone
785-623-4262 fax
Managing Attorney: Candace Bridgess

Pittsburg

408 N. Walnut
P.O. Box 1509
Pittsburg, KS 66762
620-232-1330 telephone
620-232-1344 fax
Project Director: Eric Rosenblad

Hutchinson

206 W. 1st St.
Hutchinson, KS 67501
620-694-2955 telephone
620-663-2519 fax
Managing Attorney: Candace Bridgess

Salina

1000 Westchester Dr.
Salina, KS 67401
785-825-8147 telephone
785-825-2250 fax
Managing Attorney: Candace Bridgess



EMPLOYMENT TRAINING

Director: Lea Vincent

Dodge City - Job Success

1509 Avenue P
Dodge City, KS 67801
620-338-8952 telephone
620-227-6498 fax

Liberal - Job Success

615 N Kansas
Liberal, KS 67901
620-624-2229 telephone
620-626-3702 fax

Topeka - T-MAP

712 S Kansas Ave., Ste 412
Topeka, KS 66603
785-270-5690 telephone
785-270-5698 fax

Garden City - Job Success

1710 Palace Drive
Garden City, KS 67846
620-271-9295 telephone
620-272-5830 fax

Topeka - Custom Computer Training

712 S Kansas Ave., Ste 414
Topeka, KS 66603
785-270-5629 telephone
785-354-8311 fax

Pratt - Job Success

Pratt SRS Office
400 South Main, Suite B
Pratt KS 67124
Phone: (620) 672-5955
Fax: (620) 672-9391

Great Bend - Job Success

1305 Patton Road
Great Bend, KS 67530
620-792-7390 telephone
620-792-5373 fax

Topeka - Job Success, Expecting Success

712 S Kansas Ave., Ste 410
Topeka, KS 66603
785-270-5614 telephone
785-354-8311 fax

MEDIATION SERVICES

Director: Randy Hershey

Topeka

712 S. Kansas Ave., Suite 400
Topeka, KS 66603
785-232-5348 telephone
785-233-5932 fax

Wichita

200 N. Broadway, Suite 450
Wichita, KS 67202
316-265-7697 telephone
316-290-8255 fax