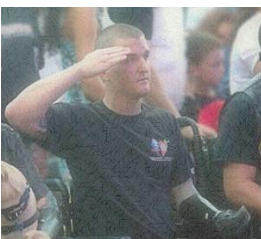


Clients received timely legal advice as they faced family law, housing or consumer-related or other crises in their lives.

10,452



3,662

Veterans or their families, including 822 servicemembers deployed since 9/11, sought legal advice or representation. 55% of the post 9/11 deployed families live at or below 125% of poverty.

1,218

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.

213

Adults received steady monthly income from Social Security or SSI disability benefits, putting over \$2 million into the Kansas economy.

People viewed the resources on the website at [www.kansaslegalservices.org](http://www.kansaslegalservices.org).

118,658

385

Persons received training to improve employability, as part of the KLS Employment Training programs' services.

Families met their child's special needs, due to successful Children's disability and Medicare benefit claims funded by the Department for Children and Families.

54

Clients served in the medical – legal partnership clinics of Kansas Legal Services including Children's Mercy Hospital Clinic, the Community Health Ministry (Wamego), Konza Prairie (Junction City), and the Medical – Legal Partnership of Southwest Kansas.

638

2,590

Hours were contributed by 36 law school volunteers to advance the legal needs of KLS clients, preparing them to continue to give back during their careers on a pro bono basis.

38,864

Applicants for KLS services, including 27,844 handled by Central Intake.



1,006

Self-represented persons had questions answered by the Live Help feature on the KLS website [www.kansaslegalservices.org](http://www.kansaslegalservices.org).

Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website, a part of 28 sets of forms available.

52

Attorneys and paralegals provide high quality, effective legal advocacy for low income Kansans.

# Kansas Legal Services, Inc. 2013 Annual Report

Marilyn Harp • Executive Director

8,622

Attorneys who represent children in Kansas Courts as Guardians ad Litem, received skill enhancing training from the Children's Advocacy Resource Center of KLS.

1,260

Parents received child support orders benefiting 2,345 children in divorce and paternity cases, represented by KLS staff.

330

Kansas families got a financial start from a bankruptcy filed by K offices.

70



Cases were mediated, involving employment, insurance or family issues.

284



# Message from the Executive Director

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A new resource reminded us of the role that Legal Services organizations can play in resolving many community issues. The Kresge Foundation and the Public Welfare Foundation joined together to speak to other major funders, encouraging them to support Legal Service projects. Their report, titled *Natural Allies: Philanthropy and Civil Legal Aid*, states: "For decades, legal aid groups have been a driving force that makes change real in millions of lives." It is great to have this recognition from such prominent groups. Read the full document through a link on our homepage, [www.kansaslegalservices.org](http://www.kansaslegalservices.org).

This recognition allows us to reflect on the major community issues we worked on in 2013.

*Teen Pregnancy – Kansas ranks 35<sup>th</sup> in the nation in its rate of teen pregnancy (50<sup>th</sup> being the state with the highest rate) with 35 of every 1,000 Kansas children born to mothers ages 15 – 19.*

Because many of these children are born to parents who are not in a long-term relationship and most likely in poverty, KLS has increased public resources for child support and parenting time. These resources bring stability to the child and family.

In addition, our Medical - Legal Partnership (MLP) projects, funded by the Sunflower Foundation, encourage referrals of teen parents from low income medical clinics to us for legal assistance. Poverty continues to be a predictor of poor health outcomes for parents and children. The MLPs strive to reverse this trend.

*Kansas continues to have a high rate of children in foster care, ranking 40<sup>th</sup> in the U.S., with over 5,000 in state care at any time.*



The Children's Advocacy Resource Center works with foster care families, relatives and guardians to provide long-term stability for these children.

*Kansas has the second highest rate of military re-deployment in the U.S. and 4 of the 10 top needs of returning servicemembers and their families are legal needs.*

Working together with the Kansas Bar Association and its member volunteers, KLS provided legal advice to over 1,000 servicemembers deployed since 9/11. A majority of these troops, now active or former National Guard members, are earning below the Federal poverty level.

Our Employment Training program continues to deliver on its commitment to find housing and employment for long-term homeless Kansans, including Veterans.

A partnership with Salvation Army works to remove legal barriers to housing and jobs for Homeless Veterans statewide. If you know a Homeless Veteran, put them in touch with services by sharing this resource: call 877-4AID-VET (877-484-3838).

2013 put Access to Justice on trial in Kansas! After the Legislature completed a major overhaul of the Court's budget, the Judicial Branch needed to determine how much of the limited funds it would earmark for Access to Justice efforts pursued by Kansas Legal Services. Despite having to make difficult choices, the Supreme Court was guided by the understanding that funding must be provided to allow low income persons access to our Courts.

When money was tight, the Court acted upon the words in the Judicial Center Hall of Justice: *WITHIN THESE WALLS THE BALANCE OF JUSTICE WEIGHS EQUAL.*

A handwritten signature in black ink that reads "Marilyn Harp". The signature is written in a cursive, flowing style.

Marilyn Harp  
Executive Director

P.S. Please take the time to read the cover of this report. KLS accomplished a lot in 2013, and we are proud to wear our accomplishments on our sleeve!

## OVERVIEW – KANSAS LEGAL SERVICES

As we begin our nation's celebration of the 50<sup>th</sup> anniversary of the U.S. War on Poverty, we proudly claim our heritage as part of that War. As one of the programs born from these efforts, we seek to eliminate the burdens of poverty on low income Kansans. Kansas Legal Services now has eleven legal services field offices and two mediation offices located across the state. Kansas Legal Services (KLS) works with the Kansas Bar Association and its members to supplement staff resources by involving private attorneys in legal work on behalf of low income Kansans.

### GOALS

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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.

### LEGAL SERVICES PROGRAMS

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#### 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 by providing service to self-represented 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. Many online resources and the "Live Help" service on the website are supported through this funding as well.

#### 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 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 assists many low income Kansans with domestic law matters.

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 were continued in 2013. 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's Grants Office to assist victims of domestic violence. KLS offices in Emporia, Hays, Hutchinson, Kansas City, Pittsburg, Salina and Topeka were awarded VOCA funds in 2013 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 835 foster children, foster parents and other concerned individuals who called with questions about the foster care system in 2013.

## 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. KLS has committed resources to ensuring that applicants get public benefits for which they are entitled. Supplemental Security Income, Unemployment Insurance, Medicare Extra Help and other programs make a tremendous difference for low income families. KLS staff work to ensure that low income Kansans have necessary income, health care, food and shelter.

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 the Department for Children and Families. Obtaining SSI cash and medical benefits for children often makes home placement possible.

## E L D E R L A W

KLS cooperates with the Kansas Department for Aging and Disability Services 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.

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.

### **1-888-353-5337 - Kansas Elder Law Hotline**

**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 seniors and workers serving them are educated about elders' rights and protections under the law.

## 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 upon referral 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 E D I C A L - L E G A L P A R T N E R S H I P S

Since 2008, the Medical-Legal Partnership program has grown, touching all borders of the state of Kansas. Partnerships with health centers (Federally Qualified Health Centers) in rural communities are in place at Wamego Community Health Ministry Clinic, Konza Prairie Community Health Center (Junction City), Area Mental Health and the United Methodist Mexican-American Community Care Center (Southwest Kansas). Each of these partnerships has occurred due to the financial support of the Sunflower Foundation, a leader in seeing the possibilities of integrated services in improving health outcomes.

During 2013 the Medical-Legal Partnership also served Kansas patients of Children's Mercy Hospital West (Kansas City, Kansas), funded by the Health Care Foundation of Greater Kansas City. A number of partners work together to provide services across professional disciplines, focusing on the health and social benefits of these services to the people served.

## C O O P E R A T I V E P R O G R A M S W I T H T H E P R I V A T E B A R

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 for general legal, family law, consumer and housing issues and for victims of domestic violence, sexual assault and stalking. Kansas lawyers can support KLS by enrolling their client trust account in the IOLTA program through the Kansas Bar Association.
- 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 with the KBA and assists those with incomes slightly above poverty level 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.
- The **Elder Law Hotline** operates through a partnership of KLS staff and private attorney volunteers. Kansas seniors can receive legal information and advice with a single phone call.
- The **Serving Our Troops** hotline provides legal advice for post 9/11 deployed Veterans. Volunteer attorneys handle these call

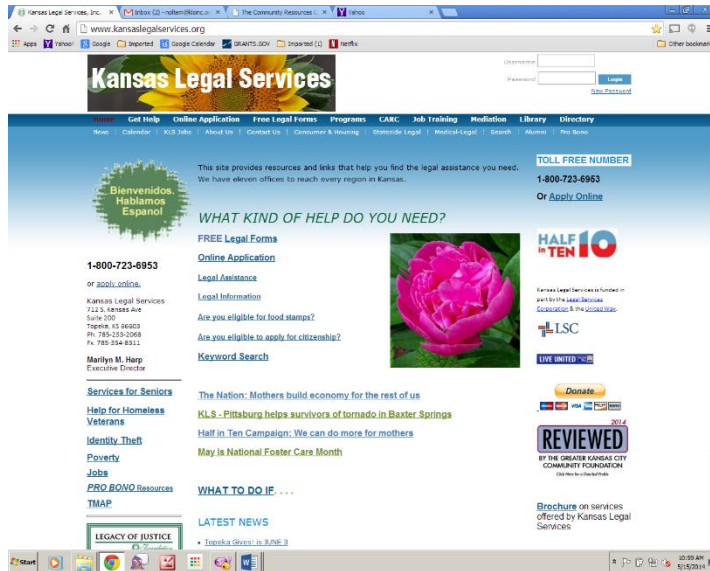


## TOOLS FOR KLS STAFF, THE PUBLIC AND SELF - REPRESENTED LITIGANTS

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Research shows that 75 percent of low income persons have access to the internet. This may be through resources in public libraries, at work or from family members. These people will use resources available to them to learn more about their legal problems and resolve problems when guided about how to do this.

The KLS website has continued to grow in size and popularity. In 2013, 118,658 unique visitors visited the website, compared to 95,211 in 2012. That's an increase of 25 percent in one year.



Courts routinely encounter self-represented litigants. In urban areas, more than 50 percent of family law cases have one or both parties representing themselves. KLS does not have enough resources to provide legal representation for all low income Kansans who need to appear in court. Participants in civil litigation have no Constitutional right to Court-appointed counsel.

**[www.kansaslegalservices.org](http://www.kansaslegalservices.org)**

A partnership between Kansas Legal Services, the Supreme Court's Access to Justice Committee and the Kansas Judicial Council has created new solutions for self-represented litigants. Volunteer attorneys working with the Judicial Council created a set of divorce forms. KLS transformed these forms into an interactive interview, allowing users to answer a series of questions which result in completed paperwork for each stage in the divorce process or other legal matter. Warnings advise users to hire an attorney if they can afford one. KLS provides a review of those papers through limited scope representation. All this enables the self-represented litigant to be more successful and frees up time of court personnel in the process.

A great many people used these programs in 2013. The KLS website had 19,104 visitors create documents for use in Kansas courts in 2013. Most documents were related to divorce proceedings. Another 13,356 people applied for legal services online in 2013. Forms to modify child support are heavily used. KLS made available forms for filing a defense to come civil collection suits in 2013, filling a need of many low income persons.

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*KLS continues to offer online application as well as a live application process. Online applications may be made at [www.kansaslegalservices.org](http://www.kansaslegalservices.org).*

*Application operators are available 7:45 - 5:45, Monday through Friday at [800-723-6953](tel:8007236953).*

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These free forms will not put Kansas Legal Services out of business. Each client's situation is unique, requiring those with knowledge of the law to guide the litigant. The website provides resources for self-represented litigants that haven't existed before. The free legal forms provide a resource for some of the people KLS must turn away when demand exceeds the availability of services.



## Kansas Bar Association Recognizes Pro Bono Service

During the 2013 Annual Meeting, the Kansas Bar Association recognized attorneys for their service to low income Kansans.



Joni Franklin (left), Franklin Law Office in Wichita, was recognized with the PRO BONO AWARD by KBA President Lee Smithyman. Joni has helped many persons in obtaining Protection Orders, ending the continued threats of domestic violence encountered by families.

Lee Smithyman also presented certificates acknowledging pro bono service to: Elizabeth K. Bell, Carl R. Clark, Shaye L. Downing, David P. Eron, Douglas M. Greenwald, Heart of America Stand Down, Don Peterson, and John D. Tongier.

In 2013,

- 2,106** Hours of legal services were provided at no cost to 1,035 clients from private attorneys, through KLS pro bono or low bono programs.
- 2,590** Hours were contributed by **36** law school volunteers to advance the legal needs of KLS clients, preparing them to continue to give back during their careers on a pro bono basis.



Law school interns won the pro bono race!

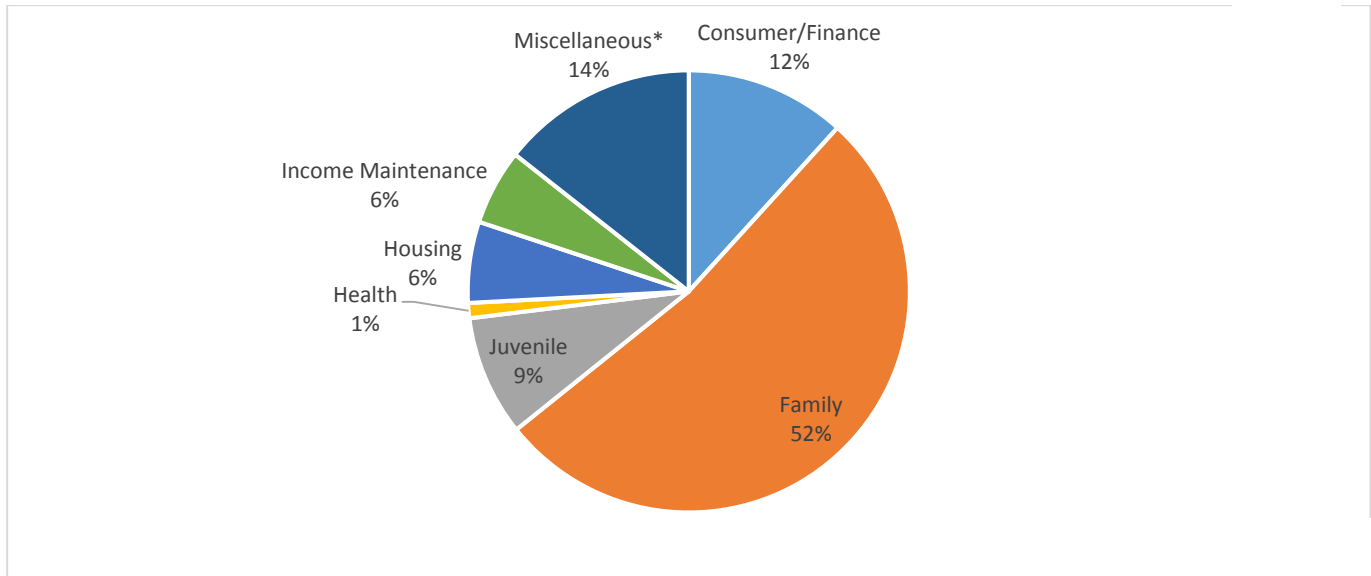
## CASE TOTALS

	2013	2012	2011	2010	2009	2008	2007
<b>Consumer/Finance</b>							
Advice & Brief Service	2,037	2,209	2,251	2,024	1,853	1,676	1,437
Representation	173	194	205	174	380	329	259
Other Service	957	1,052	1,280	533	687	1,228	1,072
Mediation	3	3	6	8	16	26	13
<b>Total</b>	<b>3,170</b>	<b>3,458</b>	<b>3,742</b>	<b>2,739</b>	<b>2,936</b>	<b>3,259</b>	<b>2,781</b>
<b>Family</b>							
Advice & Brief Service	5,610	5,664	5,496	5,320	4,050	4,832	5,424
Representation	3,410	4,076	4,119	4,098	4,565	4,122	4,268
Other Service	5,022	6,103	4,546	3,400	4,059	4,420	5,029
Mediation	133	162	143	703	132	179	171
<b>Total</b>	<b>14,175</b>	<b>16,005</b>	<b>14,304</b>	<b>13,521</b>	<b>12,806</b>	<b>13,553</b>	<b>14,892</b>
<b>Juvenile</b>							
Advice & Brief Service	248	284	298	274	184	186	45
Representation	1,680	2,015	1,976	1,939	2,032	1,805	1,988
Other Service	448	461	442	383	404	130	173
Mediation	3	9	10	41	23	130	244
<b>Total</b>	<b>2,379</b>	<b>2,769</b>	<b>2,726</b>	<b>2,637</b>	<b>2,643</b>	<b>2,251</b>	<b>2,450</b>
<b>Health</b>							
Advice & Brief Service	250	261	230	253	221	251	305
Representation	5	10	3	3	41	85	120
Other Service	44	60	56	64	71	2	12
Mediation	0	0	0	0	0	0	0
<b>Total</b>	<b>299</b>	<b>331</b>	<b>289</b>	<b>320</b>	<b>333</b>	<b>338</b>	<b>437</b>
<b>Housing</b>							
Advice & Brief Service	1,376	1,605	1,294	1,417	837	721	900
Representation	62	49	48	29	169	160	44
Other Service	162	203	207	299	365	149	78
Mediation	2	5	3	1	3	6	6
<b>Total</b>	<b>1,602</b>	<b>1,862</b>	<b>1,552</b>	<b>1,746</b>	<b>1,374</b>	<b>1,036</b>	<b>1,028</b>
<b>Disability/Income Maintenance</b>							
Advice & Brief Service	492	543	663	532	231	182	486
Representation	843	1,268	2,283	1,945	1,949	2,575	2,562
Other Service	157	236	353	572	841	819	429
Mediation	0	0	0	0	0	0	0
<b>Total</b>	<b>1,492</b>	<b>2,047</b>	<b>3,299</b>	<b>3,049</b>	<b>3,021</b>	<b>3,576</b>	<b>3,477</b>
<b>Miscellaneous*</b>							
Advice & Brief Service	2,368	2,425	1,995	1,914	1,210	1,145	1,633
Representation	786	1,211	1,443	1,833	2,769	2,373	1,714
Other Service	584	656	152	536	537	244	404
Mediation	143	480	437	176	157	478	559
<b>Total</b>	<b>3,881</b>	<b>4,772</b>	<b>4,027</b>	<b>4,459</b>	<b>4,673</b>	<b>4,240</b>	<b>4,310</b>
<b>TOTAL CASES</b>	<b>26,998</b>	<b>31,244</b>	<b>29,939</b>	<b>28,471</b>	<b>27,786</b>	<b>28,253</b>	<b>29,375</b>

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



## CASE DISTRIBUTION



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

## CLIENT PROFILES IN 2013

GENDER	
Female	13,119
Male	<u>6,220</u>
<b>TOTAL</b>	<b>19,339</b>

AGE/ETHNICITY					
Ethnicity	Under 18	18-39	40-59	Age 60+	Total
Asian	8	93	57	29	187
Black	369	1,022	616	398	2,405
Hispanic	217	859	292	129	1,497
Native American*	33	144	71	34	282
Multi-Racial	26	192	50	15	283
White	1,629	6,285	3,258	3,228	14,400
Other	107	106	51	21	283
<b>Total</b>	<b>2,389</b>	<b>8,701</b>	<b>4,395</b>	<b>3,854</b>	<b>19,339</b>

\* Includes Alaskan Native, Native Hawaiian, Other Pacific Islander

## RECOGNIZING STAFF EXCELLENCE

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### 2013 Elizabeth Ferguson

#### Award Recipient: Lisa Potvin

In 2013, the Elizabeth Ferguson award was given to the GODDESS OF ALL DISABILITY, also known as Lisa Potvin, a paralegal in the Kansas Legal Services – Wichita office.

In nominating her for this award, the staff in Wichita noted that Lisa is

- Always at the homeless clinics
- Always at Open Door (homeless shelter) during the week
- Always willing to help our disability clients get other legal help with tickets, criminal matters, child support, and even just answering landlord/tenant questions

This is in addition to her “main” job of procuring Social Security benefits for disabled persons in a 12 county area. Lisa filed disability claims for 177 persons in 2013. With a success rate of nearly 50 percent, Lisa was able to obtain benefits that put over \$1.1 million into the Kansas economy. Added to the cash benefit are the medical benefits that her clients are able to access, leading to improved health outcomes.

Lisa would be the first to tell you that she doesn’t do this work alone. She is joined by others in the Wichita office, including the attorneys who take these cases to hearing before an Administrative Law Judge, when necessary.

One might well wonder why people need legal help to obtain government benefits to which they are legally entitled. The truth is they have to prove their entitlement to these benefits. The Social Security Administration has lawyers that review each claimant’s medical records. An Administrative Law Judge must be satisfied that those records meet the very specific standards of the federal law that outlines who is entitled to disability benefits. In 2013, the news media published reports of fraud in this program, setting the bar a little higher for all claimants.

Lisa guided the staff that worked to meet this challenge, encouraging the clients not to give up, to seek medical treatment and move forward with their claim if there is no type of work that they can perform. But she also encourages them to seek employment if they are possibly able to do so, rather than waiting for 2+ years to have an unfavorable outcome at the end.



## EMPLOYMENT TRAINING

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### 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 in obtaining employment and housing.
- Persons referred by Shawnee County Community Corrections to enhance their employability.

**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 5 employment training programs.

#### Number Served by Employment Training Division in 2013

Topeka Custom Computer Training	43
Topeka Moving Ahead Program (enrollees, alumni and S+C)	190
Topeka Job Success — Expecting Success	10
Great Bend Job Success	37
Great Bend Career Coaches	9
Dodge City Job Success	41
Shawnee County Community Corrections	55

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**Total Served in ETD in 2013      385**

**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 job readiness, assessments, case management, and job retention. 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.

**Expecting Success** is a job readiness program in Topeka started in 2009 through a contract with the Department for Children and Families. The program assists pregnant or post-partum participants in the following 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.

**Topeka Moving Ahead Program (TMAP)** was created in 2003 through a grant from the U.S. Department of Housing and Urban Development. The Topeka Moving Ahead Program (TMAP), 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. TMAP assists participants in developing their skills, obtaining employment and barrier resolution. The philosophy of TMAP 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 TMAP 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. TMAP's commitment to participants extends far beyond the thirteen-week curriculum. TMAP 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.

**Shawnee County Community Corrections Job Club's** goal is to learn marketable skills to get, and more importantly, maintain a job. Employment Training Specialists assist in teaching skills that will help a job become a career, including tools to use such as resumes, federal bonding program and the employer tax credit. Job Club also helps students work on correcting criminal thinking, finding a support system, talking about personal history and building positive futures.



## 2013 KANSAS LEGAL SERVICES ACCOMPLISHMENTS

In 2013, Kansas Legal Services provided life changing services in the following manner:

- 1,218** 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 U.S. Department of Justice
- 213** Adults received steady monthly income from Social Security or SSI disability benefits, putting over \$4 million in the Kansas economy
- 8,622** Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website, a part of 28 sets of forms available
- 3,662** Veterans or their families, including 822 service members deployed since 9/11, sought legal advice or representation. 55% of the Post 9/11 deployed families live at or below 125% of poverty
- 284** Cases were mediated, involving employment, insurance or family issues
- 683** Clients served in the medical legal partnership clinics of Kansas Legal Services, including the Children’s Mercy Hospital Clinic, the Community Health Ministry (Wamego), Konza Prairie (Junction City) and the Medical Legal Partnership in Southwest Kansas
- 70** Kansas families got a fresh financial start from a bankruptcy filed by KLS offices
- 330** Attorneys who represent children in Kansas courts as Guardians ad litem, received skill enhancing training from the Child Advocacy Resource Center of KLS
- 154** Families met their child’s special needs, due to successful Children’s disability and Medicare benefit claims, funded by the Kansas Department for Children and Families
- 55** Persons on parole participate in Job Club to improve employability, as part of the KLS Employment Training programs services to 385 job seekers
- 2,106** Hours of legal services provided at no cost to 1,035 clients from private attorneys, through KLS pro bono program or low bono program
- 1,260** Parents received child support orders benefiting 2,345 children in divorce and paternity cases, represented by KLS staff
- 52** Attorneys and paralegals provide high quality, effective legal advocacy for low income Kansans
- 118,658** People viewed the resources on the website at [www.kansaslegalservices.org](http://www.kansaslegalservices.org)
- 2,590** Hours were contributed by **36** law school volunteers to advance the legal needs of KLS clients, preparing them to continue to give back during their careers on a pro bono basis
- 10,452** Clients received timely legal advice as they faced family law, housing or consumer related or other crises in their lives
- 38,864** Applicants for KLS service, including 27,844 handled by Central Intake
- 1,006** Self-represented persons had questions answered by the Live Help feature on the KLS website
- 37<sup>th</sup>** State to allow retired and inactive attorneys, when partnered with a supervising program, to volunteer to assist low income persons

## 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 facilitate greater understanding between parties in dispute, and attempt 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 employment disputes, insurance disputes, employment, housing and public accommodations discrimination matters, special disputes 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

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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 (ATJ) Mediations** are funded by the Office of Judicial Administration under the direction of the Kansas Supreme Court. ATJ funding enables parties' access to KLS offices for mediation services at no cost to participants who qualify. Most ATJ mediations involve post-divorce custody and parenting time issues.
- **Human Rights Mediations** offer voluntary mediation to individuals involved in employment, housing and public accommodation discrimination claims filed with the Kansas Human Rights Commission.
- **Kansas Insurance Department (KID) Mediations** are provided to consumers and insurance companies who are in dispute over property and coverage claims in matters referred by the KID.
- **For Fee Mediations** are offered to parties in domestic matters when neither party is ATJ-eligible on a sliding fee basis, and is available to parties in some civil matters at a reasonable hourly rate.

# Get to know some of the clients that Kansas Legal Services helped in 2013

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## Marine Nearly Homeless

Ms. T is a Marine Veteran, disabled after her military service. In 2013, she was at risk of becoming permanently homeless. She first met with KLS staff during the Heart of America Stand Down. Her very inexpensive apartment had many housing code violations and was condemned. Her very limited income made it difficult to find another place to live. When rent payments fell behind, she was evicted from her home, leaving most of her property behind. Kansas law allows the landlord to hold all her property until the past rent is paid in full. Without her furniture, the task of starting over was much more difficult. Social Service agencies worked out an agreement with the landlord, paying all past due rent and arranging movers to get the property. On move out day, the landlord suddenly demanded more money before Ms. T got her property. Kansas Legal Services staff negotiated a new agreement with the landlord. KLS staff also helped the client move in a truck supplied by the client and our Project Director's car. This help allowed Ms. T to start over in a safe residence.

## Family Freed from Fear of Domestic Violence

Terry applied for help with a Protection from Abuse order because of physical abuse inflicted by her husband. While KLS assisted her with obtaining a PFA, Terry was served with notice of a divorce action. She was then served with notice of an eviction. Terry was faced with homelessness and supporting a special needs child. KLS assisted Terry with not only obtaining child support and maintenance, but also with obtaining federal benefits and affordable housing. Through this year of struggle and turmoil, Terry was able to finish her education, earn her professional degree and transition into a professional career and independence.

## Employment Training Success

Victoria came to Kansas Legal Service's TMAP (Employment Training) Program from the Women's Correctional Facility. The program taught her computer and planning skills, along with giving her the motivation to turn her life around. She gained meaningful employment as a Peer Mentor within a month after program graduation. She is now in permanent, rent assisted housing, and starts college in the fall to become an Alcohol and Drug Counselor. "I feel on top of the world, I feel like I've succeeded and accomplished something in life. It's a wonderful program, and they (TMAP) will help those who want to help themselves."

—Victoria, TMAP Class 75

## Lender Doesn't Follow Settlement Agreement

A Kansas family was stymied by the mortgage company's inaction on their home loan modification. The stonewalling of this application left the family unsure about their ability to keep their home. Despite the national media attention and a settlement agreement with states' Attorneys General, this family was unable to resolve the problem without the intervention of a Kansas Legal Services attorney. When the lender finally took action on the loan modification request, the family was eligible to reduce their mortgage payment by half, a payment level they could afford to sustain. This modified loan will allow them to continue to provide the stability of a familiar neighborhood and schools for their children.

## Payday Lender Makes Refund

The lender illegally removed money from her bank account and used other collection activity that left a disabled woman without funds for food. KLS was able to stop the collection actions and end the harassing phone calls that had occurred many times each day.



**FUNDING AND STAFF FIGURES**

Audited Financials

**YEAR ENDED DECEMBER 31, 2013**  
**WITH COMPARATIVE TOTALS 2010 - 2012**

	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Legal Services Corporation	\$2,267,659	\$2,246,389	\$2,632,274	\$2,770,779
Department of DCF – State of Kansas	127,100	215,784	690,398	899,789
Access to Justice	693,724	729,836	779,001	836,927
U.S. Department of HUD	199,890	188,621	190,641	190,957
IOLTA & Bar Sponsored	652,088	650,057	722,347	693,640
City/County Grants	679,390	750,012	1,085,834	1,111,902
Area Agencies on Aging	290,687	282,166	277,683	306,882
Custom Computer Training	90,281	110,542	110,938	112,328
Mediation Contracts & Fees	115,669	116,898	116,345	116,588
United Way	214,432	231,276	261,600	258,129
Office of the Governor & Dept. of Justice	329,844	380,720	289,058	477,526
Farm Counseling	22,195	35,808	31,898	32,870
Office of Judicial Administration - GALSC	140,000	150,000	150,162	150,100
Job Success	47,497	89,141	276,254	289,109
Foundation Grants	168,000	168,000	165,750	41,250
Court Awards	558,469	743,902	293,020	41,481
Cy Pres Awards	321,061	0	0	0
Interest Income	1,165	1,362	2,245	1,839
Medical-Legal Partnerships	190,598	296,832	351,959	216,000
Other Miscellaneous	263,098	242,438	205,991	303,350
<b>Total Revenues</b>	<b><u>\$7,372,847</u></b>	<b><u>\$7,629,784</u></b>	<b><u>\$8,633,398</u></b>	<b><u>\$8,851,446</u></b>

**STAFF TOTALS**

	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
<b>Full-time equivalent employees</b>	109	117	136	140

## EXPENSES

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### YEAR ENDED DECEMBER 31, 2013 WITH COMPARATIVE TOTALS FOR 2010 - 2012

	2013	2012	2011	2010
Salaries	\$4,597,924	\$5,070,209	\$5,607,142	\$5,482,893
Employee Benefits and Payroll Taxes	1,055,908	1,176,462	1,249,130	1,311,228
Rent, Parking, Utilities and Maintenance	599,653	641,772	665,743	707,995
Equipment Rental and Maintenance	73,481	71,676	79,344	89,105
Office Supplies, Printing and Postage	132,956	151,942	193,961	210,207
Telephone	117,001	88,468	118,523	105,501
Travel	72,269	100,220	108,281	95,885
Training	59,846	28,212	86,356	82,427
Library Upkeep	45,874	52,003	59,179	42,575
Insurance	37,469	41,387	43,892	49,258
Litigation Expenses	19,923	24,594	21,781	19,022
Audit, Consulting and Contract Services	105,789	139,593	239,622	244,068
Private Attorney Retainers	62,319	37,882	46,471	45,585
Kansas Bar Foundation Subgrant	35,077	42,316	46,505	57,501
Depreciation	52,783	33,701	44,494	59,044
Other	88,675	83,163	79,281	99,490
Total Expenses	<u>7,156,947</u>	<u>\$7,783,600</u>	<u>\$8,679,705</u>	<u>\$8,701,784</u>

## 2014 BOARD OF DIRECTORS

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Emporia Service Area  
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Client Representative  
Emporia Service Area  
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Manhattan Service Area  
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Attorney  
Hays Service Area  
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Attorney  
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School of Law  
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Attorney  
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Client Representative  
Hays Service Area  
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Kansas Bar Association  
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Wichita Service Area  
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Attorney  
Kansas Association of Justice  
Term: 2014 - 2017

Gabriela A. Vega  
Attorney  
Manhattan Service Area  
Term: 2014 - 2017

# KANSAS LEGAL SERVICES CONTACT INFORMATION

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## **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: Tim Woods

### **Emporia**

527 Commercial, Suite 201  
Emporia, KS 66801  
620-343-7520 telephone  
620-343-6898 fax  
Managing Attorney: Ty Wheeler

### **Hays**

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

### **Hutchinson**

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

### **Kansas City**

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

### **Manhattan**

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

### **Pittsburg**

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

### **Salina**

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

### **Seneca**

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

### **Topeka**

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

### **Wichita**

340 S. Broadway, 2<sup>nd</sup> Floor  
Wichita, KS 67202  
316-265-9681 telephone  
316-265-5902 fax  
Managing Attorney: Rhonda Sullivan



## EMPLOYMENT TRAINING

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*Director: Lea Vincent*

### **Topeka - Custom Computer Training**

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

### **Topeka - Expecting Success**

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

### **Topeka - TMAP**

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

## MEDIATION SERVICES

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*Director: Randy Hershey*

### **Topeka**

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

### **Wichita**

200 W. Douglas, Suite 600  
Wichita, KS 67202  
316-266-4986 telephone  
316-266-4979 fax