

2011 ANNUAL REPORT

The screenshot shows the homepage of the Kansas Legal Services website. At the top, there is a navigation menu with links for Home, Get Help, Online Application, Free Legal Forms, Programs, CARC, Job Training, Mediation, Library, and Directory. Below the menu is a header with a sunflower image and the text "Kansas Legal Services". The main content area features a central message: "This site provides resources and links that help you find the legal assistance you need. We have twelve offices to reach every region in Kansas." Below this is a section titled "WHAT KIND OF HELP DO YOU NEED?" with links for Keyword Search, Legal Information, Free Legal Forms, Legal Assistance, Online Application, and questions about food stamps and citizenship. To the right, there is a "UPCOMING EVENTS" section listing events like "Protect Yourself and Your Money!" and "Legal Outreach Event - Topeka". At the bottom, there are sections for "KANSAS NEWS" and "LATEST NEWS" with links to various articles. The footer includes contact information, a "PRO BONO Resources" link, and a "Sign the PLEDGE" button.

Username Password [Login](#) [New Password](#)

Kansas Legal Services

Home | Get Help | Online Application | Free Legal Forms | Programs | CARC | Job Training | Mediation | Library | Directory

News | Calendar | KLS Jobs | About Us | Contact Us | Consumer & Housing | Stateside Legal | Medical-Legal | Search | Pro Bono

1-800-723-6953
Or please [apply online](#).

Kansas Legal Services
712S. Kansas Ave
Suite 200
Topeka, KS 66603
Ph. 785-233-2068
Fk. 785-354-8311

Marilyn M. Harp
Executive Director

WHAT KIND OF HELP DO YOU NEED?

- [Keyword Search](#)
- [Legal Information](#)
- [Free Legal Forms](#)
- [Legal Assistance](#)
- [Online Application](#)
- [Are you eligible for food stamps?](#)
- [Are you eligible to apply for citizenship?](#)

I-CAN!™ E-FILE FOR TAX YEAR 2011
As of March 19, **154 Kansas Filers** have received **over \$254,000** in Federal refunds and over **\$92,000** in Earned Income Tax Credits (EITC) by using **I CAN! E-File**.
Electronic filing fee is \$4.99

FREE Kansas E-File for State Income Tax
File for Kansas Homestead Tax or Sales Tax Refund online.

KANSAS NEWS Check out news from across the state.

LATEST NEWS

- [Shriver Center Poverty Scorecard](#)
- [Overworked and Underpaid: More Working Families in Poverty](#)
- [KLS Staff Honored for Work](#)
- [KLS Medical - Legal Partnerships Lauded](#)
- [The Benefit Bank](#)

UPCOMING EVENTS

- [Mar 24, 2012
Protect Yourself and Your Money! - Johnson County](#)
- [Mar 30, 2012
Legal Outreach Event - Topeka](#)
- [May 05, 2012
5K Run/Walk to benefit KLS - Topeka](#)

TOLL FREE NUMBER
1-800-723-6953
OR
[Apply Online](#)

Funded in part by the [Legal Services Corporation](#) & the [United Way](#).

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www.kansaslegalservices.org

KANSAS LEGAL SERVICES

712 S. Kansas Ave., Ste. 200
Topeka, KS 66603

MESSAGE FROM MARILYN HARP, EXECUTIVE DIRECTOR

Talented, energetic staff and volunteers working with passion, on behalf of low income Kansans to reduce the burdens of poverty in their lives.

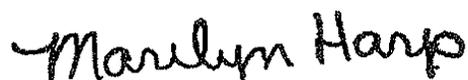
This is why I come to work every day. The goal of all my efforts is to meet the vision embodied in this statement. During 2011, we created a Strategic Plan for the next four years, designed to meet that statement as well. With input from Judges, community workers, clients and staff, we looked at many options. In the end, we renewed our goal to become poverty warriors in Kansas. We identified legal needs of low income people (see page 2) in Kansas and redoubled our efforts to meet those, through expanded resources and community and staff training. Read the Strategic Plan and consider how you can play a part in helping us reach our goals. The Plan can be found at www.kansaslegalservices.org on the "About Us" page.

Among the unique aspects of Kansas poverty, as published by the Half-in-Ten campaign (<http://halfinten.org/>) are: Kansas women earn 73.6¢ for every dollar a Kansas man earns, ranking Kansas as the 44th state in the nation (only 6 states are worse) on this predictor of poverty in families. Out of 100,000 Kansas children, 837 are in foster care, placing Kansas as the 43rd state in the nation on this predictor of future poverty. One of every 20 births in Kansas is to a teen mother, placing Kansas 33rd in the nation in the high rate of teen births.

Strategies are in place to address these needs, with many agencies doing their part. Kansas Legal Services works to address these barriers to success through legal advocacy with individual clients. In addition:

- For over ten years, our Children's Advocacy Resource Center has been working to improve the lives of Kansans who spend part of their childhood in foster care.
- Our Employment Training programs helped over 800 low income Kansans, mostly women, improve their job skills and gain employment.
- We make available free tax preparation software to allow low income Kansans to obtain Federal and Kansas Earned Income Tax Credit benefits without paying a tax preparer.
- We assisted 702 disabled Kansans in obtaining a stable income until they can return to work.
- We have trained our staff to help clients access a variety of need-based programs, including TAF, SNAP, Medicare Extra Help and SSI.
- Our staff, volunteers and online forms allow parents with children to obtain court orders for child support from absent parents, providing stability and security in their lives.
- Our mediation program resolves employment situations agreeably, allowing employees to overcome barriers and continue at high wage jobs.
- Our online forms allow low income Kansans to address identity theft which prevents fraudulent credit transactions that deny them access to credit and force them to borrow money at extremely high interest rates.

We accomplish these things through staff and volunteer resources. Our funders and those who make individual contributions are a part of this effort. We hope you will join us in 2012 as we find new ways to eliminate the barriers that keep too many Kansans living below the poverty line.



P.S. Don't let the computer screen on the cover fool you. We continue to provide a high level of direct services to our clients. We are exploring ways we can do more with technology. We are proud of those efforts and wanted to share them with you as well.

KANSAS LEGAL NEEDS ASSESSMENT 2011

The Legal Needs Assessment conducted by Kansas Legal Services in the late spring of 2011 found most families stating they felt they were “struggling to get by” and that the majority of households believed they had two or more legal needs that were not being addressed. The resources available to meet these needs are seriously limited. This study includes information collected from two resources:

- An online questionnaire was made available on the Kansas Legal Services website from early April until the second week in June, 2011. One questionnaire was designed for consumers and one for advocates – attorneys, judges, court personnel and social service providers. In the six weeks, approximately 400 consumer and approximately 300 court personnel/service providers’ surveys were collected.
- “Pen and paper” surveys were distributed to service providers and consumers across the state at KLS field offices and workforce centers and were mailed to a random selection of former KLS clients. Respondents were given the choice to complete the survey online or on paper.

The complete report may be found online on the “About Us” page at www.kansaslegalservices.org . The highlights of the findings are below:

Finding 1: Growing Incidence of Legal Need:

- Among eligible households, all reported at least one or more legal needs and at least one unmet legal need during the 36 months preceding the survey.
- Extremely poor respondents (household incomes under \$10,000/year) and poor (household incomes from \$10,000 - \$19,000/year) had more legal needs and unmet legal needs than all respondents.
- Family size made a difference in the number of needs and unmet needs: families with fewer members had more legal needs.
- Respondents who reported “protection from abuse or stalking” as one of their legal needs had more legal needs overall.

Finding 2: Those households that reported they had received help from KLS for a legal problem reported fewer overall legal needs.

Finding 3: Most respondents are interested in community education on legal issues.

Finding 4: Advocates believe family law issues involving domestic violence are by far the most important area in which Kansas Legal Services should focus its resources.

Finding 5. A significant number of advocates think the biggest barrier for consumers in accessing Kansas Legal Services is low awareness of KLS.

Finding 6. Most advocates think Kansas Legal Services is “doing a good job.”

Finding 7. Four out of five advocates/respondents think KLS should focus resources in legal education.

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 twelve 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 IF SOMEONE DOESN'T QUALIFY FOR KLS SERVICES?

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 and domestic violence. 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 **Lawyer Referral Service** is administered by KLS for the KBA and is operated from our Central Intake Call Center. Lawyer Referral matches individuals throughout the state with participating KBA attorneys in their area.
- 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.

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 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—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 35-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 were renewed in 2011. 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 2011 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 783 foster children, foster parents and other concerned individuals who called with questions about the foster care system in 2011.

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. Food Stamps, Unemployment Insurance, Medicare Extra Helps 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 SRS. Obtaining SSI cash and medical benefits for children often makes home placement possible.

Through a contract with SRS, KLS assists adults on Temporary Assistance to Families (TAF) obtain disability. Contract changes during 2011 resulted in KLS accepting other cases through an arrangement with adult applicants for Social Security and SSI, where KLS receives an attorney fee from a percentage of the benefits paid in successful cases.

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.

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 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 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.

From this beginning, the Medical-Legal Partnership program has grown to eight sites, touching all borders of the state of Kansas. Partnerships with health centers (Federally Qualified Health Centers) in rural communities are in place with Community Health Center of Southeast Kansas (Pittsburg), 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.



Medical-Legal Partnerships in urban areas have allowed KLS to integrate law students into service delivery. The Southwest Boulevard Family Legal Clinic is staffed by law students from the University of Kansas. Those students spend one year in a clinical setting, supervised by a KLS staff attorney. Patients are referred by medical students working in a clinical setting at the Southwest Boulevard Family Medical Clinic. Teaching future doctors and future lawyers the positive possibilities of working together is an added benefit of this program.

During 2011 the Medical-Legal Partnership also served Kansas patients of Children's Mercy Hospital West (Kansas City, Kansas) and from the University of Kansas Medical Center. 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.

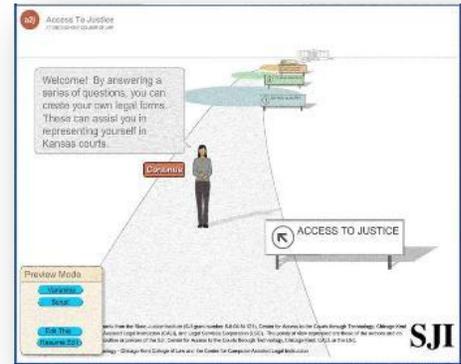
NEW TOOLS FOR KLS STAFF AND SELF-REPRESENTED LITIGANTS

www.kansaslegalservices.org

“Build it and they will come” could be the motto of the resources available on the KLS website.

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.

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.



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 us to provide information online about the divorce process and obtain needed information from the user. The information is placed into forms which the user prints (individual personalized versions of the Judicial Council forms) and then files the paperwork with the Court. Warnings advise users to hire an attorney if they can afford one. KLS provides a review of those papers under the new limited scope representation rules. 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 2011. The KLS website had 68,420 visitors and 9,282 visitors created documents for use in Kansas courts. Most documents were related to divorce proceedings. Another 8,300 people applied for legal services online. Forms to modify child support, added late in the year, received immediate use.



In March, an option for immediate assistance, “Live Help,” was added to the website. Live Help has staff support each weekday and an email system after hours. Nearly 400 people asked questions about forms through Live Help. Over 3,000 people downloaded a list of Kansas court forms available to the public from a variety of sources. This list collects the efforts of many court systems statewide and provides web addresses to users.

The computer will never replace an attorney – for those who can afford to pay or those who cannot afford to hire an attorney. These computer 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.



Kansas Legal Services Celebrates and Thanks *Pro Bono* Volunteers and Donors

Through the Kansas Legal Services *Pro Bono* Program, Kansas attorneys donated 4,841 hours of legal service to 1,175 clients who may have otherwise gone without legal representation due to the lack of adequate financial means to pay for a private attorney.



William Schmidt, volunteer attorney, with Outreach Clinic client

Something New In 2011 *PRO BONO* OUTREACH CLINICS

KLS joined with volunteer attorneys, including KBA Young Lawyers Section members, to serve clients in the Pittsburg, Kansas City, Wichita and Topeka areas in a new way. Attorneys were matched with low income clients in need of legal assistance at a community event. Clients received legal advice at the clinics. Many left the outreach clinics with completed documents such as a Power of Attorney for Health Care Decisions, a Transfer on Death Deed or a simple Will.

KLS wishes to express appreciation to Kansas attorneys who received the Kansas Bar Association Certificate of Appreciation for their *pro bono* work in 2011.

Paige Eichert Luanne Leeds
Emily Hartz Ann Soderberg
John Paul Washburn

It is through our volunteer attorneys that persons are able to obtain legal assistance. *Want to get involved?* Look at the special *pro bono* page at www.kansaslegalservices.org to learn about upcoming opportunities.



John Paul Washburn and Paige Eichert with Marilyn Harp, KLS Executive Director

KLS received donations from 94 Kansas attorneys in 2011. Nearly \$25,000 from these generous colleagues and friends allowed Kansas Legal Services to expand our legal services to nearly 100 additional clients. Thank you for your much needed support!

HELP WANTED!

Do you know a young lawyer searching for a job? Would they like to learn more about basic local practice?
Do you know a retiring attorney looking for a way to give back to their community?
Kansas Legal Services welcomes volunteer attorneys – both young and experienced – to volunteer in our 12 offices around Kansas.

LIVES CHANGED



KLS – Wichita staff was contacted to provide assistance to a citizen of Mexico whose ex-spouse wrongfully removed the child to the United States. The mother had been a victim of domestic violence while residing with the father in the United States. The father unfortunately removed the child from Mexico during his holiday parenting time. We filed a Hague Petition on the behalf of the client. After several days of trial, the Court ordered that the child be returned to Mexico and that the father seek the guidance of the Mexican Courts regarding custody and parenting time of the child. This should allow the mother to once again have contact with the minor child.

Staff of KLS – Hays represented a mother of two children in a divorce action against a husband with severe mental illness. The husband has been dealing with mental health problems and drug abuse for their entire relationship. When he was having a good day he was a wonderful father but when he had a bad day, he thought that people were out to kill him, including our client.

Our client finally had enough and decided it was time to leave the relationship in 2010, but still wasn't ready to file for divorce. Finally in the spring of 2011, she contacted Kansas Legal Services for assistance with her divorce.

At the temporary hearing the court ordered that the children live with our client but that the husband could have almost daily contact with the children. As the divorce progressed the husband began to tell our client he was thinking about killing law enforcement and that he had bought a gun.

Things came to a head at the beginning of the summer when the husband had the children during a visit and began sending threatening texts to our client. He then refused to return the children to her when his visitation was over. Our client contacted law enforcement and with their intervention, the event was resolved.

We assisted our client by helping her obtain sole legal custody and have the husband's visits with the children be supervised. Our client has her children in counseling so they can better understand what happened with their father. The husband is getting the help that he needs to stay on the medications in order to be able to parent his children.



CASE TOTALS

	2011	2010	2009	2008	2007	2006	2005
Consumer/Finance							
Advice & Brief Service	2,251	2,024	1,853	1,676	1,437	1,772	2,166
Representation	205	174	380	329	259	410	523
Other Service	1,280	533	687	1,228	1,072	1,597	2,417
Mediation	6	8	16	26	13	16	12
Total	3,742	2,739	2,936	3,259	2,781	3,795	5,118
Family							
Advice & Brief Service	5,496	5,320	4,050	4,832	5,424	5,136	6,300
Representation	4,119	4,098	4,565	4,122	4,268	4,239	4,454
Other Service	4,546	3,400	4,059	4,420	5,029	6,524	6,895
Mediation	143	703	132	179	171	234	198
Total	14,304	13,521	12,806	13,553	14,892	16,133	17,847
Juvenile							
Advice & Brief Service	298	274	184	186	45	28	28
Representation	1,976	1,939	2,032	1,805	1,988	2,364	2,007
Other Service	442	383	404	130	173	236	271
Mediation	10	41	23	130	244	212	152
Total	2,726	2,637	2,643	2,251	2,450	2,840	2,458
Health							
Advice & Brief Service	230	253	221	251	305	415	457
Representation	3	3	41	85	120	147	131
Other Service	56	64	71	2	12	20	24
Mediation	0	0	0	0	0	0	0
Total	289	320	333	338	437	582	612
Housing							
Advice & Brief Service	1,294	1,417	837	721	900	1,161	1,262
Representation	48	29	169	160	44	47	49
Other Service	207	299	365	149	78	94	140
Mediation	3	1	3	6	6	12	15
Total	1,552	1,746	1,374	1,036	1,028	1,314	1,466
Disability/Income Maintenance							
Advice & Brief Service	663	532	231	182	486	556	593
Representation	2,283	1,945	1,949	2,575	2,562	2,748	2,111
Other Service	353	572	841	819	429	179	378
Mediation	0	0	0	0	0	0	0
Total	3,299	3,049	3,021	3,576	3,477	3,483	3,082
Miscellaneous*							
Advice & Brief Service	1,995	1,914	1,210	1,145	1,633	1,914	1,849
Representation	1,443	1,833	2,769	2,373	1,714	1,673	1,832
Other Service	152	536	537	244	404	600	350
Mediation	437	176	157	478	559	626	775
Total	4,027	4,459	4,673	4,240	4,310	4,813	4,806
TOTAL CASES	29,939	28,471	27,786	28,253	29,375	32,960	35,389

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

CLIENT PROFILES IN 2011

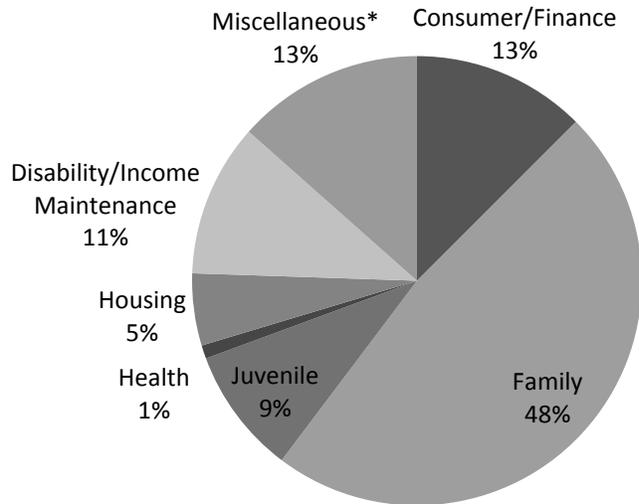
GENDER	
Female	14,786
Male	<u>8,106</u>
TOTAL	22,892

AGE/ETHNICITY					
Ethnicity	Under 18	18-39	40 -59	60 +	Total
Asian	28	90	55	24	197
Black	375	1,234	787	394	2,791
Hispanic	452	1,046	322	105	1,925
Native American*	11	162	85	39	298
Multi-racial	5	88	15	10	118
White	1,367	7,814	4,438	3,396	17,015
Other	<u>128</u>	<u>210</u>	<u>165</u>	<u>47</u>	<u>548</u>
TOTAL	2,366	10,644	5,867	4,015	22,892



* Includes Alaskan Native, Native Hawaiian, Other Pacific Islander

CASE DISTRIBUTION



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

RECOGNIZING STAFF EXCELLENCE

2011 Recipient: Corinne Petrik

Corinne Petrik has worked for KLS since November 5, 2008. She is an attorney in the Hays office. Her primary legal focus is Elder Law, Social Security and Family Law.

Corinne received the Elizabeth Ferguson Award in 2011 in recognition of two notable cases. She represented a client who appealed a decision by the Kansas Health Policy Authority that denied her a bloodless liver transplant. While she faces potential death if she does not have a liver transplant, her religious beliefs

(Jehovah's Witness) require that it be performed bloodlessly. The University of Nebraska is able to do that procedure, but KHPA would not authorize payment for the surgery. The University of Kansas Medical Center would perform the surgery, but not bloodlessly. A favorable decision by the Court of Appeals required payment for the surgery in a manner that would honor her First Amendment (Freedom of Religion) rights.



In addition to the success for this client, there is a long term value to the client community in this case. Corinne was willing to step out of her comfort zone and, with a full case load, put in the time and effort needed to see this case through to its conclusion. The case was time consuming and the results uncertain. Ultimately, she might have had to tell the client there was no life saving operation coming. Despite all that, Corinne was willing to fight this fight. What she learned in the process will, without a doubt, help other clients she accepts in the future.

Advocates often find themselves resolving problems late in the process, when options are few. This was the case with a client who had hired her daughter to provide in home care. Four years later, when the client sought help from

Medicaid to pay for nursing home care, the claim was denied for 151 days. KHPA found that without a written agreement for payment, payments to children for care are "gifts" and are not an allowable way to spend money. While fighting for this client in the KHPA Administrative process, Corinne also prepared a Caregiver Agreement, which is available on the KLS website. This agreement will allow others to avoid the problem in the future, by creating the written contract at the time the payments are made.

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 in 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 five 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 Garden City, Dodge City, Liberal and Great Bend.

• **Expecting Success** is a job readiness program in Topeka started in 2009 through a contract with SRS. 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. 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 2011

Topeka Custom Computer Training	48
Topeka Moving Ahead Program (enrollees, alumni and S+C)	177
Topeka Job Success — Expecting Success	44
Great Bend/Pratt Job Success	120
Great Bend Career Coaches	5
Garden City Job Success	208
Dodge City Job Success	141
Liberal Job Success	121
<hr/>	
Total Served in ETD in 2011	864

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.

T-MAP SUCCESS STORY

Francesca's Story: Then and Now

I grew up in a very dysfunctional family. My mother left when I was five, so I was raised solely by my father. He did everything he could to give us what we needed, but since I was the oldest child, a lot of responsibility was placed upon my shoulders. My father was a drinker and was very verbally abusive, yet I always felt a need to make him proud. I achieved top honors all through school. I was superior in anything I attempted. I was the apple of his eye and my life revolved around doing whatever I could to keep him happy.

I started hanging out with the rough crowd during my senior year in high school. The crowd and I started using methamphetamines. Halfway through my senior year, I was placed in foster care, forced to receive treatment and almost lost all chances for scholarships to college. I began to understand at that moment that I could be an addict. I graduated high school, returned home and spent my summer vacation partying, disappearing for days on end and putting my addiction first. I left for college. I did okay, but I was sober, so my heart wasn't in it. I dropped out. Two weeks later I found out I was pregnant.

Fast forward five years to 2008. I was a paraprofessional back in my home town and the mother of three beautiful daughters. Yet I was still an addict and becoming an alcoholic. I was arrested in May 2009 for getting into a fight with the father of my children. We were both charged. I decided to go to treatment while he got arrested for other offenses. He spent a year in jail and treatment. During that time I had sole custody. I decided I no longer wanted to be with him and quickly got into a relationship with a hardcore addict. We enabled each other and destroyed our lives instantly. When my ex got out of jail, I gave him the girls because I considered myself incapable of being a parent. I lived to use and used to live. I lost my house, my car and my mind. I had no soul left.

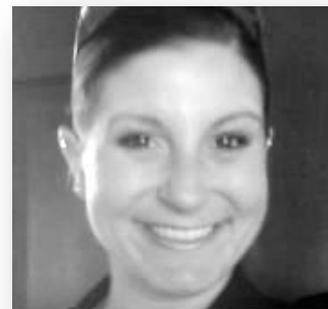
Jump ahead to 2011. I split up with the hardcore addict, quit drinking and was working again. On St. Patrick's Day I was with a group of friends and we were driving around. The owner of the car drove her vehicle head on into a train ditch at 75 miles an hour. The boy in the backseat died and my back was crushed and my leg broken. I lost everything. I couldn't walk for two weeks, couldn't work and started to abuse the pain medication. I left Abilene for Kansas City for a new start with a family friend. It was the biggest mistake of my life.

The family friend kidnapped me and would not let me leave. While traveling with him on Easter Sunday, I escaped from his vehicle and was picked up by state troopers. I had destroyed my life, knew no one in Topeka and had nowhere to go. The state troopers took me to the Topeka Rescue Mission.

The Rescue Mission told me about T-MAP and I signed up immediately. It saved my life. I had nothing but the clothes on my back. T-MAP helped me with clothes and a haircut. T-MAP also helped me obtain an ID, get food stamps, get glasses, get into Valeo and taught me how to be employable again. Deb, Kim, Pam and Chris believed in me until I could believe in myself.

I began in class 55 but graduated in class 56. After graduating, I moved into an Oxford House, thereby having residency again. I am a member of NA and try to give back all I can. I am currently looking for employment and know I will be successful. T-MAP taught me that if I put forth the effort and utilize the tools given to me, I will have success in what I am trying to achieve.

I am eternally grateful for the second chance I have been granted and can never give enough thanks for what I have received. T-MAP was the stepping stone for that. Before T-MAP, I felt despair and hopelessness in my life. Now I feel hope and thankfulness. I am happier than I have ever been.





2011 KANSAS LEGAL SERVICES ACCOMPLISHMENTS

In 2011, Kansas Legal Services provided life-changing services in the following ways:

- 1,711** 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.
- 702** Adults received steady monthly income from Social Security or SSI disability benefits, successfully concluding a case with which KLS assisted, putting \$4.5 million in the Kansas economy and returning \$537,839 to the State of Kansas through benefit repayment.
- 4,373** Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website, a 300 percent increase from 2010, a part of 15 sets of online forms available.
- 3,100** Veterans or their families from 73 Kansas counties sought legal advice or representation.
- 667** Clients were served in the medical legal partnership clinics of Kansas Legal Services, including the Southwest Boulevard Family Medical-Legal Clinic, the Southeast Kansas Medical-Legal Partnership, the Children's Mercy Hospital Medical-Legal Partnership, the North Central Kansas Community Health Ministry (Wamego) and the Southwest Kansas Medical-Legal Partnership.
- 177** Kansas families got a fresh financial start from a bankruptcy filed by KLS offices.
- 291** Attorneys who represent children in Kansas courts as Guardians *ad litem* received skill-enhancing training from the Child Advocacy Resource Center of KLS.
- 273** Families met their child's special needs due to successful Children's disability and Medicaid benefit claims, funded by the Kansas Department of SRS.
- 639** TANF participants received job readiness skills to aid their return to work through the Job Success and Expecting Success Programs.
- 82%** of 177 chronically homeless graduates obtained housing through participation in T-MAP.
- 4,841** Hours of legal services provided at no cost to 1,175 clients from private attorneys through KLS pro bono program.
- 73** KLS attorneys and paralegals focused their time and talents making Equal Access to Justice a reality for low income Kansans.
- 1,331** Parents represented by KLS staff received child support orders benefiting 2,614 children in divorce and paternity cases.
- 31** Agricultural worker families received services in immigration matters.
- 2,212** Hours were contributed by **43** 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.
- 10,555** Clients received timely legal advice as they faced family law, housing or consumer-related or other crises in their lives.
- 45,270** Applicants for KLS service, including 33,298 handled by Central Intake.
- 8,262** Applicants completed the online application form to make an initial request for 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.

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.

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

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 (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. 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 casualty claims in matters referred by the KID.

LIVES CHANGED THROUGH MEDIATION

A family law mediation was court-ordered between paternal grandparents and Mom regarding two boys, ages four and eight. Due to safety concerns, the Dad is not to have any contact with the children. Mom did not trust that the paternal grandparents would honor that necessity. After receiving reassurances from them and discussing specific concerns, the parties agreed to grandparent time with the children every other Saturday. There were temporary orders already in place and the grandparents had been having some time with the children every other Saturday, but it was done very grudgingly by Mom since it had been court-ordered. In mediation they agreed to continue that time and increase it. The parties also agreed to maintain communication directly with each other. All parties desired an end to the conflict and court involvement. The grandparents stated their desire to help Mom as she raises the children alone and made no excuses for their son (the Dad). They also mediated arrangements for grandparents during holidays and other special occasions. The confidential, impartial mediation setting was ideal for this conversation and decision making and forging a spirit of mutual cooperation.



A racial profiling complaint was made by a young African-American man against a police department as he had had a series of occurrences with the same police officer which seemed to be either unnecessary or excessive and created the appearance of harassment. The police department Internal Affairs' officers met with the young man in confidential mediation and carefully listened to his concerns and the details of his experiences. The IA Officers explained to him some of the apparent reasons for at least some of the occurrences. The parties agreed that the I.A. officers would further investigate and meet with the officer in question. The Officers encouraged the young man to contact them directly in the event he should have any future conflict with the officer in question. The IA would review each such contact to determine what action, if any, to take. This mediation allowed the parties to resolve the complaint and move forward with more confidence that the young man conflicts with racial profiling or harassment by the police would be solved and the police department would address any possible internal issues.



FUNDING AND STAFF FIGURES

YEAR ENDED DECEMBER 31, 2011
WITH COMPARATIVE TOTALS 2008-2010

	2011	2010	2009	2008
Legal Services Corporation	\$2,632,274	\$2,770,779	\$2,568,003	\$2,315,741
Department of SRS – State of Kansas	690,398	899,789	605,321	1,355,414
Access to Justice	779,001	836,927	866,571	845,782
US Department of HUD	190,641	190,957	184,996	244,889
IOLTA & Bar Sponsored	722,347	693,640	833,905	827,341
City/County Grants	1,085,834	1,111,902	1,077,743	972,235
Area Agencies on Aging	277,683	306,882	275,991	331,641
Custom Computer Training	110,938	112,328	155,983	119,045
Mediation Contracts & Fees	116,345	116,588	129,842	165,158
United Way	261,600	258,129	267,953	275,477
WORKs	0	0	0	84,345
Office of the Governor & Dept. of Justice	289,058	477,526	426,008	511,594
Farm Counseling	31,898	32,870	89,979	66,909
Office of Judicial Administration - GALSC	150,162	150,100	150,000	150,000
Social Security Administration	0	0	2,529	45,763
Job Success	276,254	289,109	211,395	235,746
Foundation Grants	165,750	41,250	165,000	165,000
Court Awards	293,020	41,481	11,696	22,873
Interest Income	2,245	1,839	1,900	8,990
Medical-Legal Partnerships	351,959	216,000	142,360	0
Other Miscellaneous	205,991	303,350	220,079	236,082
Total Revenues	<u>\$8,633,398</u>	<u>\$8,851,446</u>	<u>\$8,387,256</u>	<u>\$8,980,026</u>

STAFF TOTALS

	2011	2010	2009	2008
Full-time equivalent employees	136	140	140	139

EXPENSES

YEAR ENDED DECEMBER 31, 2011
WITH COMPARATIVE TOTALS FOR 2008 - 2010

	2011	2010	2009	2008
Salaries	\$5,607,142	\$5,482,893	\$5,251,232	\$5,398,481
Employee Benefits and Payroll Taxes	1,249,130	1,311,228	1,208,505	1,197,250
Rent, Parking, Utilities and Maintenance	665,743	707,995	708,630	718,425
Equipment Rental and Maintenance	79,344	89,105	104,905	86,077
Office Supplies, Printing and Postage	193,961	210,207	199,734	238,159
Telephone	118,523	105,501	90,671	88,582
Travel	108,281	95,885	95,178	109,008
Training	86,356	82,427	89,002	74,162
Library Upkeep	59,179	42,575	58,234	43,674
Insurance	43,892	49,258	48,623	74,306
Litigation Expenses	21,781	19,022	26,812	32,284
Audit, Consulting and Contract Services	239,622	244,068	284,999	258,032
Private Attorney Retainers	46,471	45,585	37,929	65,326
Kansas Bar Foundation Subgrant	46,505	57,501	46,000	46,000
Depreciation	44,494	59,044	81,555	74,867
Other	79,281	99,490	83,335	83,471
Total Expenses	<u>\$8,679,705</u>	<u>\$8,701,784</u>	<u>\$8,333,788</u>	<u>\$8,589,105</u>

2012 BOARD OF DIRECTORS

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<http://www.kansaslegalservices.org>

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Topeka - Custom Computer Training

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