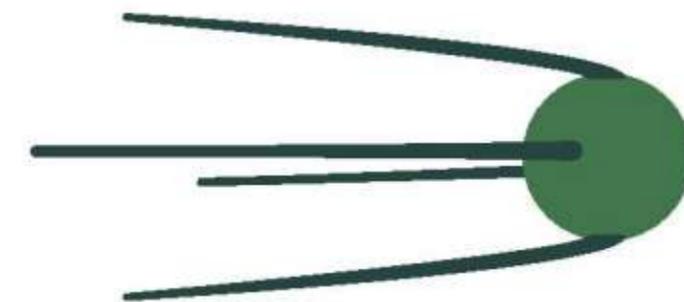


To the  
**Stars**  
Through Difficulty

“I have learned to use the word *impossible* with the greatest caution.”

WERNHER VON BRAUN



## Message from the Executive Director

2012 was a difficult year for Kansas Legal Services. It was also a difficult year for many of our clients and other low income Kansans. Poverty rate increased, to 14% of Kansas families and 18% of Kansas children living in poverty. That means 558,000 Kansans qualify for Kansas Legal Services. Kansas poor have 1 lawyer for every 9005 people. (The national average in America is 1 lawyer for every 265 people.) It means more families wondering how to feed children, how to obtain medical care for children, how to make the car payment needed to get to work. It is not just the poor who are struggling. Kansans earnings, adjusted for inflation, are at their lowest level since 1995.

It was also difficult for KLS. Funding shortages meant that vacant positions weren't filled and that we had to lay off a few of our colleagues, to balance the budget. As the Achievement page reports, not so happily, we have eleven fewer attorneys and paralegal, at the end of 2012, compared to 2011. This is difficult for any group, certainly. For KLS it is most difficult because the staff reductions mean that we aren't there for our clients, when they need us the most.

Along the way, we have learned a great deal from our clients, who we know struggle every day to get by on less – less food, less money, less transportation and less resources from government, friends and their community.

During 2012, we have been reminded again to reach out to our friends and supporters. We had a better response to our requests for financial help than we have ever had. We had more volunteer lawyers stepping forward to accept cases. We saw action from the Kansas Supreme Court to increase the number of volunteer lawyers, as they changed Court rules to allow retired and inactive attorneys to do pro bono work.

Just as our Kansas Capital building is undergoing renovation, so, too, is Kansas Legal Services. We will look different in 2014 than we do now. We have learned that To the Stars, through Difficulties isn't just our state's slogan, it is our reality for 2012 and beyond.

Marilyn Harp

## 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.

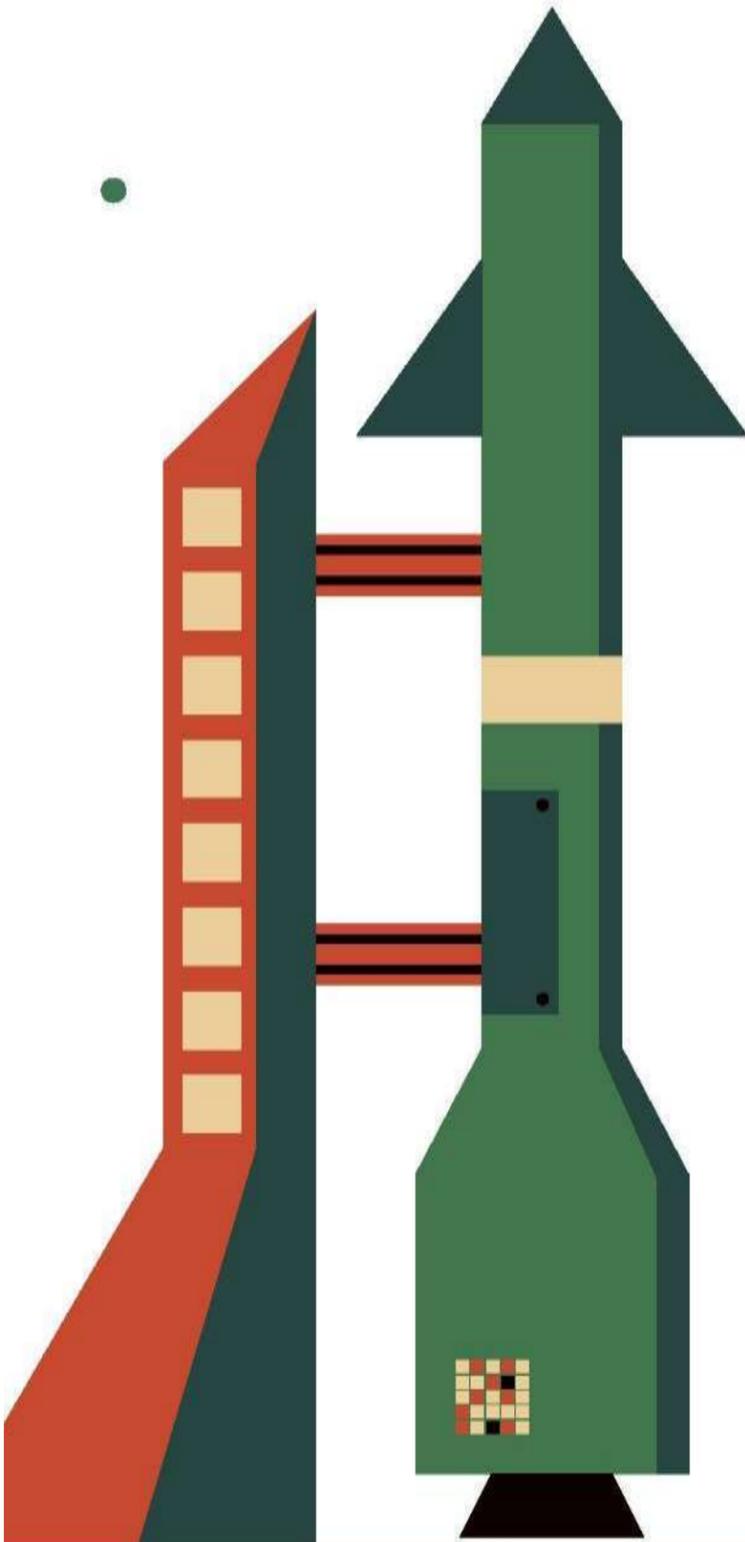
Authority for the legal services program was transferred from the Community Services Administration (successor to the Office of Economic Opportunity) to the newly formed Legal Services Corporation during 1975. Through all of these changes in administrative authority and funding, the Kansas legal aid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



## 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.

### 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.

### CASES KLS DOES'T HANDLE:

*Criminal cases°, Traffic cases°, Accident claims, Personal injury or wrongful death suits, Representation of prisoners°criminal & traffic cases may be handled by court appointment or government contract*

### HOW DO KANSANS QUALIFY

*Must have a problem that has a legal remedy, 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) 1-800-723-6953 to apply or apply online [www.kansaslegalservices.org](http://www.kansaslegalservices.org)*

### FOR THOSE THAT DON'T QUALIFY

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

## 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 36-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 continued in 2012. 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 2012 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 2012.

## 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. Nutrition assistance, 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.

**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.

Adult applicants for Social Security and SSI are referred to KLS or are self-referred. KLS receives an attorney fee from a percentage of the benefits paid in successful cases.

## Elder Law

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. The number of the Kansas Elder Law Hotline is **1-888-353-5337**.

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 popula-

tion 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.

## Farm Law

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.

## Medical-Legal Partnerships

In January, 2008, Kansas Legal Services implemented the Family Health Care Legal Services Clinic in partnership with the University of Kansas Law School and Southwest Boulevard Family Health Clinic in Kansas City, KS. 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, 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 2012 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.



## Tools for KLS Staff, the Public and Self-Represented Litigants

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 2012, 95,211 unique visitors visited the website, compared to 68,420 in 2011. That's an increase of 39 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.

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 2012. The KLS website had 20,473 visitors

create documents for use in Kansas courts in 2012, compared to 9,282 visitors in 2011, an increase of 121 percent. Most documents were related to divorce proceedings. Another 15,387 people applied for legal services online in 2012 compared to 8,300 in 2011, an increase of 85 percent. Forms to modify child support are heavily used.

In 2012, KLS teamed with Law Help Interactive and the Maryland Crime Victims Resource Center to offer online interactive forms to victims of Identity Theft. The forms are based on sample letters created by the Federal Trade Commission and disseminated to attorneys who may work with ID theft victims. The interactive interviews produce letters to creditors, debt collectors and credit bureaus and the website gives guidance about what additional information to include with the letters to notify these groups about identity theft. The forms were being used on about eight legal aid

websites across the country at the end of 2012 and it is anticipated that they will become available on many more websites.

"Live Help" was added to the website in 2011. This service assists website users with questions about the free legal forms, but does not give legal advice. Live Help has staff support online each weekday and an email system after hours. Nearly 1,061 people asked questions about forms through Live Help in 2012.

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.

## Pro Bono Service

During the 2012 Annual Meeting, the Kansas Bar Association recognized attorneys for their service to low income Kansans.

Leavenworth attorney, William K. Schmidt, was recognized with the *Pro Bono Award*.



KBA President Rachel Pirner presented certificates acknowledging pro bono service to: Teresa Anderson, January Bailey, Nithin Chillal, Carly Farrell, Lori Jones, Benjamin Long and Joy Springfield.



## Serve Our Troops

In recognition of a new pro bono effort, Supreme Court Chief Justice Lawton Nuss met with a few of the volunteers for the *Serve Our Troops* effort. Servicemembers deployed since 9/11 have faced challenges unlike any in our country's history. In *Serve Our Troops*, servicemembers and their families are referred to an attorney for a free consultation through Kansas Legal Services.

Left to Right: **Allison Maxwell** (Sloan Law Firm); Lee Smithyman (President, KBA); **Edward Weigers** (Galloway-Weigers & Brinegar); Supreme Court Chief Justice Lawton Nuss; **Dustin Crook** (Bryan Smith Law Firm); Marilyn Harp (Executive Director, Kansas Legal Services); **Stephen Cavanaugh** (Cavanaugh & Lemon, P.A.); **John Sanderson** (retired Judge, Emporia, KS). **Volunteer names are bolded.**

## Lives Changed

### Brenda

"Brenda" contacted the Children's Advocacy Resource Center of Kansas Legal Services following the death of her close friend, "Amy". Amy had passed away suddenly due to an illness and requested in her will that Brenda be named the guardian of her three minor children, ages 12, 9 and 7.

Due to strict guidelines in the local county procedure, Brenda was not eligible to obtain a probate guardianship of the children, despite her nominee as guardian in the will. CARC staff sought different resources for Brenda's situation and filed private Child-In-Need-of-Care (CINC) petitions on behalf of Brenda and requested direct placement of the children. After informal court monitoring, Brenda was granted permanent custodianship of the children until they reach the age of 18, respectively. This allowed Brenda to provide for their legal care and without disruption of their Social Security Survivor's benefits. Brenda and her now brood of six (the three children, plus her three biological children) are thriving with the permanent custodianship orders.

### Beth

Kansas Legal Services – Salina assisted "Beth" with a Protection from Abuse order against her husband, "Mike." She filed a PFA order after Mike grabbed and twisted her arm multiple times, broke her phone, and would not allow her to leave the house. The police were called and Mike was arrested. Beth separated from Mike and was granted Temporary Orders.

Unfortunately, Beth continued to be harassed. Mike would follow her around the small town where they lived and continued to call her at work. Beth had difficulty receiving the assistance of law enforcement because Mike's father was a local officer. After receiving numerous text messages from Mike in a short amount of time, Beth asked him not to text her. He then called police and she was arrested for violating the protection order, although the temporary orders only restrained him from contacting her.

KLS assisted Beth with obtaining a Final Order of Protection from Abuse and was able to put her in contact with the Kansas Coalition against Sexual and Domestic Violence regarding the wrongful arrest.

## Client Profiles in 2012

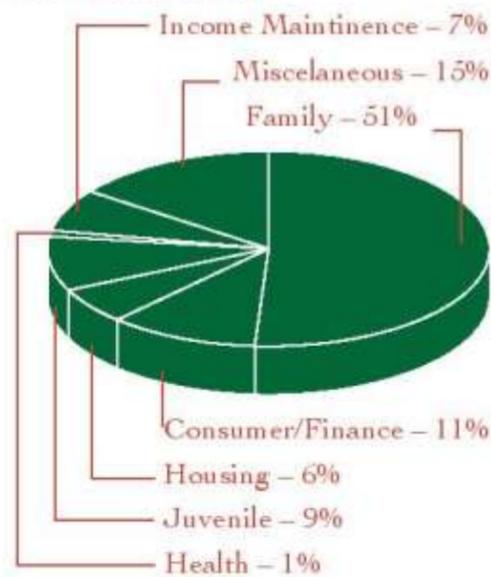
Gender	Male	Female	Total
	7,285	14,526	21,811

Ethnicity	Under 18	18-39	40-59	60+	Total
Asian	3	94	43	26	171
Black	376	1,117	708	379	2,580
Hispanic	393	860	322	129	1,704
Native American	6	173	70	33	282
Multi-Racial*	25	209	54	21	309
White	1,610	7,388	4,046	3,424	16,468
Other	110	100	64	23	297

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

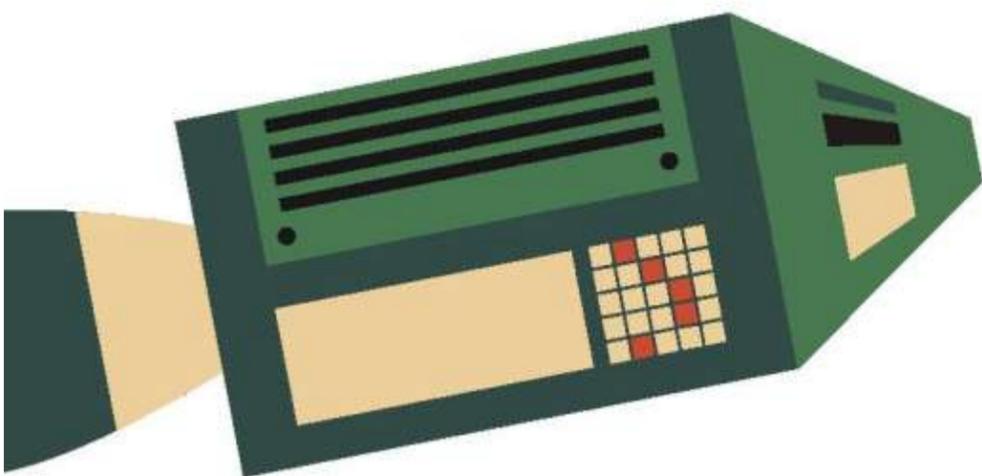
Case Distribution



## Case Totals

	2012	2011	2010	2009	2008	2007	2006
<b>Consumer/Finance</b>							
Advice & Brief Service	2,209	2,251	2,024	1,853	1,676	1,437	1,772
Representation	194	205	174	380	329	259	410
Other Service	1,052	1,280	533	687	1,228	1,072	1,597
Mediation	3	6	8	16	26	13	16
<b>Total</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>3,795</b>
<b>Family</b>							
Advice & Brief Service	5,664	5,496	5,320	4,050	4,832	5,424	5,136
Representation	4,076	4,119	4,098	4,565	4,122	4,268	4,239
Other Service	6,103	4,546	3,400	4,059	4,420	5,029	6,524
Mediation	162	143	703	132	179	171	234
<b>Total</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>16,133</b>
<b>Juvenile</b>							
Advice & Brief Service	284	298	274	184	186	45	28
Representation	2,015	1,976	1,939	2,032	1,805	1,988	2,364
Other Service	461	442	383	404	130	173	236
Mediation	9	10	41	23	130	244	212
<b>Total</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>2,840</b>
<b>Health</b>							
Advice & Brief Service	261	230	253	221	251	305	415
Representation	10	3	3	41	85	120	147
Other Service	60	56	64	71	2	12	20
Mediation	0	0	0	0	0	0	0
<b>Total</b>	<b>331</b>	<b>289</b>	<b>320</b>	<b>333</b>	<b>338</b>	<b>437</b>	<b>582</b>
<b>Housing</b>							
Advice & Brief Service	1,605	1,294	1,417	837	721	900	1,161
Representation	49	48	29	169	160	44	47
Other Service	203	207	299	365	149	78	94
Mediation	5	3	1	3	6	6	12
<b>Total</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>1,314</b>
<b>Disability/Income Maintenance</b>							
Advice & Brief Service	543	663	532	231	182	486	556
Representation	1,268	2,283	1,945	1,949	2,575	2,562	2,748
Other Service	236	353	572	841	819	429	179
Mediation	0	0	0	0	0	0	0
<b>Total</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>3,483</b>
<b>Miscellaneous*</b>							
Advice & Brief Service	2,425	1,995	1,914	1,210	1,145	1,633	1,914
Representation	1,211	1,443	1,833	2,769	2,373	1,714	1,673
Other Service	656	152	536	537	244	404	600
Mediation	480	437	176	157	478	559	626
<b>Total</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>4,813</b>
<b>Total Cases</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>	<b>32,960</b>

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



## 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 who see 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.

*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 Liberal and Great Bend.

*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-on-one training in particular software applications to job readiness.

*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.

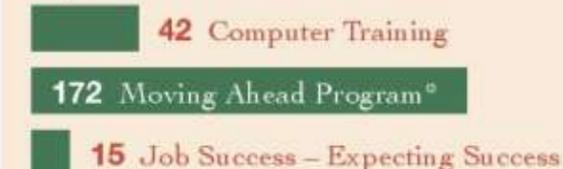
Other services for T-MAP participants range from assistance in applying for public benefits, Social Security cards and Kansas ID or driver's license (all of which may involve records search and legal rehabilitation), to finding a variety of solutions to barriers. Individual needs/referrals that need 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.

### Employment Training Division History

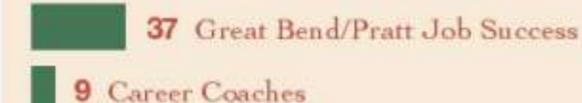
Since 1995, Kansas Legal Services has provided employment and life-skills training to low income Kansans, helping them acquire and maintain family-supporting employment. KLS offers a variety of training services and works closely with clients in a one-on-one, supportive and nurturing environment to ensure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

#### NUMBER SERVED IN 2012

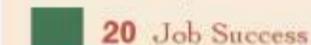
##### Topeka



##### Great Bend



##### Garden City



##### Dodge City



##### Liberal



Served in 2012 **363**

\* enrollees, alumni and S+C



**1,284** clients served in the medical legal partnership clinics of KLS

**152** Kansas families got a fresh financial start from a bankruptcy filed by KLS

**42,505** Applicants for KLS service

**249** families met their child's special needs, due to successful Children's disability and Medicare benefit claims

**3,962** veterans or their families, including 199 service members deployed since 9/11, sought legal advice or representation

**1,657** victims of domestic violence obtained a Final Protection from Abuse order

**3,254** hours of legal services provided at no cost to 883 clients from private attorneys

**86%** of chronically homeless graduates obtained jobs within four months of T-MAP graduation

**301** adults received steady monthly income from Social Security or SSI disability benefits

**307** cases were mediated

**95,211** people viewed the resources on the website [www.kansaslegalservices.org](http://www.kansaslegalservices.org)

**1,061** self represented persons had questions answered by the Live Help feature

**10,846** clients received timely legal advice

**2,018** hours were contributed by 36 law school volunteers

**149** TANF Participants received job readiness skills

**1,573** parents received child support orders

**337** attorneys who represent children in Kansas courts as Guardians ad litem, received skill enhancing training from the Child Advocacy Resource Center of KLS

**1** fewer attorneys and paralegals were employed by KLS in 2012

**10,174** Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website

Glenda Leonard has worked for KLS since May 15, 1978. She is the Office Manager and generally in charge of everything in our Wichita office. Glenda works long hard hours, putting in all of the new advice notes, opening and closing all cases, doing conflict checks of all sorts, and generally holding the office together. *On top of her case requirements*, she also handles everyone's time sheets, is in charge of the database, handles all reports (to all grants) and makes sure that the local board meetings happen at all.

She is always willing to help show you the shortcut in LegalTrek and never complains about having to show you the same thing for the fifth time. Glenda goes above and beyond her job title to help with CLE and attorney requirements for the entire office, and makes sure that all interns and new hires satisfy all regulations.

During the timeframe of July 1, 2011 thru June 30, 2012 Glenda was responsible for processing 5,685 applications that were received in the Wichita office. 1,994 applicants received counsel and advice 3,691 applicants received representation

From those applications received: 1,994 applicants received council and advice and 3,691 applicants received representation.

Glenda has seen many changes over the time she has been with KLS. She is always on top of what changes have occurred and makes sure everyone in the office stays on top of the changes as well.

There is not one part of the office that is not touched by Glenda and in some way generally supervised by her careful eye. The Wichita staff is sure the office would have fallen apart by now without her.

The KLS Wichita office is fortunate to have Glenda as part of their staff! She deserves to be recognized for her commitment to serving our clients and the staff with exceedingly high standards

RECOGNIZING STAFF EXCELLENCE

2012 Elizabeth Ferguson Award Recipient:  
Glenda Leonard



“The dream of yesterday is the hope of today and the reality of tomorrow.”

ROBERT GODDARD

## Midland Mediation and Settlement Services

### WHAT IS MEDIATION?

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

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



### WHAT ARE THE BENEFITS OF MEDIATION?

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

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

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

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

*Mediation can preserve relationships.* Mediation can help build a positive framework for future interactions between individuals. Mediation also models problem solving, listening and negotiation skills that can benefit participants longterm.

*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

“We choose to go to the moon in this decade and do the other things. Not because they are easy, but because they are hard.”

JOHN F. KENNEDY



from local district courts, the Kansas Human Rights Commission, the Kansas Insurance Department and others. KLS also offers fee-based mediations on a sliding scale.

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

### Mediation Services Program Overview

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

*Access to Justice (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.

## Financial Information

Year ended December 31, 2012, with comparative totals 2009-2011.

FUNDING	2012	2011	2010	2009
Legal Services Corporation	\$2,246,389	\$2,632,274	\$2,770,779	\$2,568,003
Department of SRS – State of Kansas	215,784	690,398	899,789	605,321
Access to Justice	729,836	779,001	836,927	866,571
US Department of HUD	188,621	190,641	190,957	184,996
IOLTA & Bar Sponsored	650,057	722,347	693,640	833,905
City/County Grants	750,012	1,085,834	1,111,902	1,077,743
Area Agencies on Aging	282,166	277,683	306,882	275,991
Custom Computer Training	110,542	110,938	112,328	155,983
Mediation Contracts & Fees	116,898	116,345	116,588	129,842
United Way	231,276	261,600	268,129	267,953
Office of the Governor & Dept. of Justice	380,720	289,058	477,526	426,008
Farm Counseling	35,808	31,898	32,870	89,979
Office of Judicial Administration – GALSC	150,000	150,162	150,100	150,000
Social Security Administration	0	0	0	2,529
Job Success	89,141	276,254	289,109	211,395
Foundation Grants	168,000	165,750	41,250	165,000
Court Awards	743,902	293,020	41,481	11,696
Interest Income	1,362	2,245	1,839	1,900
Medical-Legal Partnerships	296,832	351,959	216,000	142,360
Other Miscellaneous	242,438	205,991	303,350	220,079
<b>Total Revenues</b>	<b>\$7,629,784</b>	<b>\$8,633,398</b>	<b>\$8,861,446</b>	<b>\$8,587,256</b>
<b>STAFF TOTALS</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
Full-time equivalent employee	117	136	140	140
<b>EXPENSES</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
Salaries	\$5,070,209	\$5,607,142	\$5,482,893	\$5,251,232
Employee Benefits and Payroll Taxes	1,176,462	1,249,130	1,311,228	1,208,505
Rent, Parking, Utilities and Maintenance	641,772	665,743	707,995	708,630
Equipment Rental and Maintenance	71,676	79,344	89,105	104,905
Office Supplies, Printing and Postage	151,942	193,961	210,207	199,734
Telephone	88,468	118,523	105,501	90,671
Travel	100,220	108,281	95,885	95,178
Training	28,212	86,356	82,427	89,002
Library Upkeep	52,003	59,179	42,575	58,234
Insurance	41,387	43,892	49,258	48,623
Litigation Expenses	24,594	21,781	19,022	26,812
Audit, Consulting and Contract Services	139,593	239,622	244,068	284,999
Private Attorney Retainers	37,882	46,471	45,585	37,929
Kansas Bar Foundation Subgrant	42,316	46,505	57,501	46,000
Depreciation	33,701	44,494	59,044	81,555
Other	83,163	79,281	99,490	83,335
<b>Total Expenses</b>	<b>\$7,783,600</b>	<b>\$8,679,705</b>	<b>\$8,701,784</b>	<b>\$8,333,788</b>

## 2013 Board of Directors

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School of Law  
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Emporia Service Area  
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Attorney  
Kansas City Service Area  
Term: 2012-2014

Lucius Woodard  
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Wichita Service Area  
Term: 2012-2015

## Kansas Legal Services Contact Information

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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>

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### EMPLOYMENT TRAINING Director: Lea Vincent

#### Great Bend - Job Success

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

#### Liberal - Job Success

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

#### Topeka Custom Computer Training

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Topeka, KS 66603  
785-270-5629 telephone  
785-354-8311 fax

#### Topeka - Expecting Success

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

#### Topeka - T-MAP

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

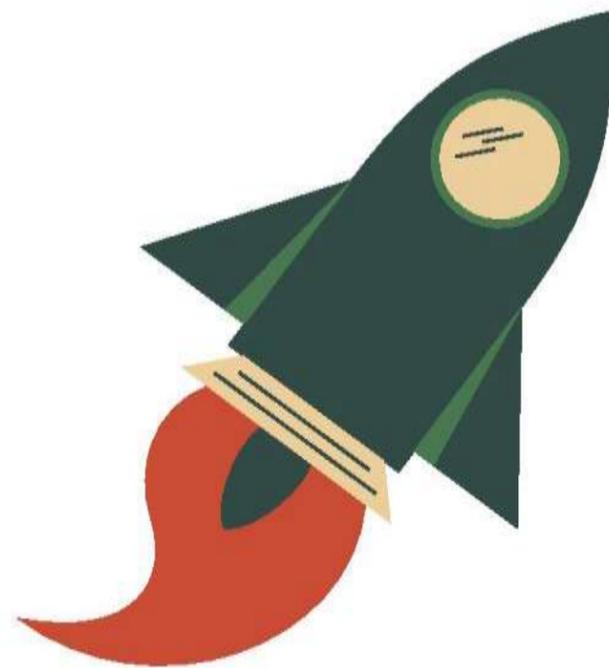
### MEDIATION SERVICES Director: Randy Hershey

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#### Wichita

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“Efforts and courage are not enough  
without purpose and direction.”

JOHN F. KENNEDY