

support to our pro bono volunteers.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Our ability to provide legal services to 17,000 low income persons in 2015 was made possible through the resources of many funders and individual donors. The Legal Services Corporation, the Office of Judicial Administration and the Department of Justice provided basic support. Local units of government, Area Agencies on Aging, and United Way agencies across the state allow us to meet local needs. Individual donors and support from the legal community provide a crucial backing as well. KLS offers consistently high quality services through funding support from 82 different sources.

We are pleased to provide expanded services to domestic violence, sexual assault, and other crime victims through enhanced funding from the Victims of Crime Act (VOCA). This funding allowed KLS to add three attorneys in late 2015. We are able to assist these crime victims in every Kansas county. More than 2,000 people will benefit from these services in 2016.

During 2015, KLS was awarded a grant to create a Low Income Taxpayer Clinic. Services are provided from the Kansas City office to Kansas taxpayers in controversy with the IRS. Leland Cox serves as the Director of this program. Our successes in 2015 were rewarded with a new three year grant beginning in 2016.

KLS serves as many people through our online forms as through direct legal services. These forms and a substantial amount of legal information are made available via our website, www.kansaslegalservices.org. During 2016, we are rewriting all content on our website to communicate more effectively with our users and to enhance

> Marshyn Harp Marilyn Harp, Executive Director



COFFEE TALKMarilyn Harp and Washburn University School of Law professor Janet Jackson tape a segment of KTWU's I've Got Issues

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.

Programs

Family Law

Through Access to Justice, Legal Services Corporation, United Way, Interest on Lawyers Trust Accounts (IOLTA), Victims of Crime Act, and other funding, KLS represents thousands of low income persons each year in domestic law matters. The demand for legal assistance in family law matters continues to far exceed the capacity of KLS to provide direct representation. Priority is placed on cases of spousal or child abuse and protection from abuse orders.

Access to Justice Funding (ATJ) has increased the number of family law clients KLS has been able to serve. Due in large part to ATJ funding, KLS assists many low income Kansans with domestic law matters.

The **Guardian Ad Litem Support Center** (GALSC) is a statewide program that provides technical

assistance, 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.

The **Foster Care Helpline** is one program of the GALSC.

Victims of Crime Act Grants (VOCA) are administered by the Governor's Grants Office to assist victims of domestic violence, sexual assault, and other crimes.



PRAIRIE LIFE Greetings from Kansas

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.

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

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.



TRAINING Wichita staff members in Topeka after a long day of training

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 who are in the greatest social and economic need.

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

1-888-353-5337 Kansas Elder Law Hotline



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

The KLS website has continued to grow in size and popularity. In 2015, 139,790 unique visitors visited the website, a ten percent increase from 2014. More dramatic is that the number of persons viewing our website on their mobile devices grew by 46 percent from 57,669 sessions in 2014 to 83,999 sessions in 2015.

In the same time period, the number of sessions on the website viewed on desktop computers dropped by ten percent. This reflects a national trend, with low income people accessing the internet on phones. They don't have internet service in their homes.

KLS serves as many people through our online forms as through direct legal services. These forms and a substantial amount of legal information are made available via our website. The free legal forms page on the website is still the most popular page for users by far.

The KLS website had more than 36,000 visitors to the Free Legal Forms page to create documents in 2015, generating over 22,699 legal documents to use as self-represented litigants. Most documents were related to family law proceedings.



Veterans Clinic- David Kirk & CLINIC William Schmidt work with veterans and their families in Kansas City

LEGAL NEEDS STUDY 2015

In Spring 2015, KLS began a comprehensive legal needs assessment of low income Kansans.

The study included information collected from several resources:

- One questionnaire was designed for consumers, one for advocates - attorneys, judges, court personnel, and one for other professionals working with low income Kansans.
- An online questionnaire was promoted on the Kansas Legal Services website from early April to July 1, 2015.

 In six weeks, approximately 350 consumer surveys, 250 court personnel and 250 professionals' surveys were collected.

The legal needs assessment results showed that the low income population in Kansas is struggling with consumer problems and legal barriers to employment and housing.

A significant number of those completing the survey reported they had experienced domestic violence within the past year.

The needs illuminated by this assessment are basic survival issues that are the foundation in a hierarchy of needs. Court personnel rated exploitation and/or abuse of seniors as

the top legal issues that KLS should be addressing. All of these legal problems and their underlying issues need to be met by an array of service providers.

The Legal Needs Assessment 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 KLS cannot stretch to meet these needs.

A link to the legal needs report is available at http://bit.ly/LegalNeeds2015

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STAFF EXCELLENCE TY R. WHEELER

2015 Elizabeth Ferguson Award Recipient

In 2015, the Elizabeth Ferguson award was given to Ty R. Wheeler, Managing Attorney of the Emporia KLS office.

Elizabeth Ferguson was an outstanding client board member who was very involved in her local community. Upon her death, the KLS Board of Directors decided to honor her by recognizing a KLS staff member for "Providing substantial direct benefit to a client or the client community". The Elizabeth Ferguson Award has been presented by the Board of Directors annually beginning in 1987. Recipients have included many outstanding Kansas Legal Services staff members.

Ty Wheeler is not only a pillar of his community, but a pillar of the Kansas Legal Services community. He has an overwhelming passion for his low income clients, as seen in his zealous advocacy over his 23 year career at KLS. He has fought for clients in almost all areas of law including criminal, juvenile offender, domestic, Social Security, public benefits, estate planning, and Child in Need of Care.

Ty and KLS were instrumental in the establishment of the Lyon County Drug Court and the new Home Court program, which are keeping clients out of correctional facilities and teaching them and their families the skills to become more productive members of the community. He is also on the boards of several foundations and committees, and is currently participating in a fundraising campaign for SOS, the Emporia domestic violence shelter program. His coworkers rave about his dedication and "don't give up" attitude.

Ty has an unmatched passion for the people in his community, his clients and his co-workers. He gives so much to everyone else willingly and, this year, gets a little bit back.



AWARDS Ty Wheeler receiving his award from Marilyn Harp & Amy Fellows Cline, KLS Board President.
Gabriela Vega is also pictured.



PRO BOND Heart of America Stand Down for Veterans - Bill Pitsenberger talks to applicants at the Kansas City, KS Stand Down at Memorial Hall, Douglas Greenwald and Aaron Bailey give an applicant legal advice, Rebecca Kresiman helps a veteran apply for services.

Kansas Bar Association Recognizes Pro Bono Service

In 2015, the Kansas Bar Association recognized the following attorneys for service to Kansas Legal Services clients with a Pro Bono Certificate of Appreciation, which recognizes a lawyer for the delivery of direct legal services to the poor without charge:

Catherine Foulston

(Wichita) has volunteered to help victims of domestic violence since 2012. During this time, she has volunteered over 40 hours of her time in court. Through those cases, she has assisted 47 women and their 53 children in getting the security and stability that comes from having a Protection from Abuse order.

Eric Hartenstein (solo practice, Wichita) is the first to help out when KLS needs an extra lawyer on deck. He likes helping with special projects. Eric joined KLS staff at the Drop In Center for Wichita's homeless population. This kind of

work means handling whatever shows up, for an extremely appreciative clientele.

Joann Johnson (Martin and Wallentine) was recognized for her work with the KLS - Kansas City office. She came to the office on a regular schedule and provided advice to hundreds of low income persons.

Judge Keven O'Grady

(Johnson County) was recognized for his work in developing the Help Center located in the Johnson County Courthouse. This facility makes available forms and computerized resources to over 400 people a month. In addition, attorneys are available to provide advice on a regular schedule.

Robert T. Stephan

(Overland Park) was honored for his efforts to increase access to legal service for low and moderate income people.

Gabrielle Thompson

(Thompson & Bailey, Manhattan) is a former KLS staff person who hasn't lost

PRO BONO SERVICE

her willingness to help low income people, now on a volunteer basis. She continues to give back by providing services on a pro bono basis, keeping one case open at all times.

KLS Gives Thanks to Our Pro Bono Attorneys!

KLS recruited **106** private attorneys to provide advice to **235** clients in 2015.

KLS placed **142** cases with **56** private attorneys for representation in 2015.

These attorneys provided:

1,091 hours of legal services at no cost.

1,754 hours were contributed by 25 law student volunteers to advance the legal needs of KLS clients. Helping others and preparing new attorneys to continue to give back during their careers on a probono basis is a win - win for all.

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CLIENT STORY HOME SAVED

A disabled veteran with a VA-Loan on her home fell behind on payments when she lost part-time work.

In the process of reaching out for help to save her home she fell victim to a scam and lost thousands of dollars to a third party who falsely assured her they would help her save her home.

The veteran was not aware that she had special rights as a VA-Loan holder. The loan's servicer moved forward with foreclosure proceedings and was only weeks away from taking the veteran's home when she contacted KLS.

After an attorney from KLS got involved in the foreclosure proceedings, the case was immediately placed on hold and the loan's servicer was notified that it had violated federal laws and regulations because of the way it handled the legal matter.

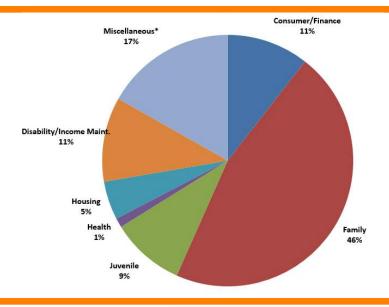
After the attorney for the loan's servicer was educated, an agreed modification was entered into that lowered the overall payment of the veteran, the loan was taken out of default, and the foreclosure proceeding was dismissed.

The veteran continues to reside in her home. The veteran no longer has the stress of possibly losing her home because she has an affordable, lower payment.



	2015	2014	2013	2012	2011
Consumer/Finance Advice & Brief Service	1,627	1,958	2,037	2,209	2,251
Representation	160	115	173	194	205
Other Service	621	795	957	1,052	1,280
Mediation	1	1	3	3	6
Total	2,409	2,869	3,170	3,458	3,742
Family					
Advice & Brief Service	5,185	5,755	5,610	5,664	5,496
Representation	2,998	3,008	3,410	4,076	4,119
Other Service	4,529	4,852	5,022	6,103	4,546
Mediation	125	132	133	162	143
Total	12,837	13,752	14,175	16,005	14,304
Juvenile					
Advice & Brief Service	326	368	248	284	298
Representation	1,101	1,208	1,680	2,015	1,976
Other Service	481	373	448	461	442
Mediation	6	7	3	9	10
Total	1,914	1,956	2,379	2,769	2,726
Health					
Advice & Brief Service Representation	231 2	249 3	250 5	261 10	230 3
Other Service	30	46	44	60	56
Mediation	1	0	0	0	0
Total	264	298	299	331	289
Housing	204	250	255	331	209
Advice & Brief Service	1,342	1,509	1,376	1,605	1,294
Representation	41	64	62	49	48
Other Service	85	127	162	203	207
Mediation	1	5	2	5	3
Total	1,469	1,705	1,602	1,862	1,552
Disability/Income Maintenance					
Advice & Brief Service	400	503	492	543	663
Representation	693	585	843	1,268	2,283
Other Service	158	185	157	236	353
Mediation	0	0	0	0	0
Total	1,251	1,273	1,492	2,047	3,299
Miscellaneous* Advice & Brief Service	2,313	2,380	2,368	2,425	1,995
Representation	669	821	786	1,211	1,443
Other Service	371	598	584	656	152
Mediation	130	156	143	480	437
Total	3,483	3,955	3,881	4,772	4,027
TOTAL CASES	23,627	25,808	26,998	31,244	29,939

^{*}Includes education, employment, individual rights, Indian/Tribal law, wills, criminal/juvenile defense.



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

CLIENT PROFILES 2015

Gender				
Female 11,920				
Male	5,159			
Transgender	5			
TOTAL	17,084			

AGE/ETHNICITY

Ethnicity	Under 18	18-35	36-59	60 ප over	Total
Asian	7	60	49	28	144
Black	303	729	711	339	2,082
Hispanic	114	687	391	109	1,301
Multi-Racial	20	206	75	17	318
Nat Hawaiian/Other Pac Isl	0	11	10	3	24
Native American	0	1	0	0	1
Nat Amer/Alaskan Native	13	108	93	36	250
Other Race	57	54	47	27	185
White	1,279	4,565	3,588	3,347	12,779
TOTAL	1,793	6,421	4,964	3,906	17,084

CLIENT STORY

PRESERVED MOTHER'S RIGHTS

Our client was alienated from her children after a contested divorce, through which the father was granted residential placement of the minor children.

Later the father died unexpectedly in a car accident and the step-mother continued to alienate the children.

The step-mother filed an action to terminate the biological mother's rights, so that she could cut her out of the children's lives forever.

After extensive litigation the biological mother's rights were preserved and she now has the opportunity to gradually rebuild a relationship with her children.



CLIENT STORY

PRESERVED FATHER'S RIGHTS

When a father faced the possibility of not being able to see his children because the mother made plans to move out of the State of Kansas, he sought legal help to preserve his rights.

After successful litigation with help from a KLS attorney, the father was granted residential placement of the minor children.

In 2015, Kansas Legal Services provided life changing services to:

- 1,310 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 the Victims Of Crime Act (VOCA)
 - 160 Adults received steady monthly income from Social Security or SSI disability benefits, with total back awards to our clients of \$1.3 million, and \$136,406 in new monthly benefits
- 3,376 Kansans completed Divorce Petitions through the Free Legal Forms on the KLS website, a part of 29 sets of forms available
- **4,065** Veterans or their families, including 876 service members deployed since 9/11, sought legal advice or representation. 54% of the Post 9/11 deployed families live at or below 125% of poverty
 - 294 Cases were mediated, involving employment, insurance or family issues
 - 65 Clients served in the medical legal partnership clinics of Kansas Legal Services, including the Children's Mercy Hospital Clinic and the Medical Legal Partnership in Southwest Kansas
 - 75 Kansas families got a fresh financial start from a bankruptcy filed by KLS offices
 - **229** Families met their child's special needs, due to successful Children's Social Security or SSI benefit claims, funded by the Kansas Department for Children and Families
- **1,091** Hours of legal services provided at no cost to 377 clients from private attorneys, through KLS pro bono program or the retainer program
 - 927 Parents received child support orders benefiting 1,615 children in divorce and paternity cases filed by KLS staff
- 139,790 Unique visitors viewed the resources on the website at www.kansaslegalservices.org
 - 1,754 Hours were contributed by 25 law school volunteers and interns to advance the legal needs of KLS clients, preparing them to continue to give back during their careers on a pro bono basis. 284 clients were helped
- 11,423 Clients received timely legal advice as they faced family law, housing, consumer related or other crises in their lives
- **36,148** Applicants for KLS service, including 25,442 handled by Central Intake
- 1,222 Self-represented persons had questions answered by the Live Help feature on the KLS website
- 6,200 Applicants completed an online application to make an initial request for services

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 help create greater understanding between parties, and attempt to reach an agreement that settles the dispute in a mutually satisfactory manner.

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

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 or mediation is otherwise concluded.



STAFF PHOTOGRAPHY Western Douglas County

Mediation can resolve issues quickly.

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

Mediation can preserve relationships.

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

Mediation gets results.

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

How do people access mediation services? KLS provides mediation in a wide variety of cases including employment, insurance, housing and public accommodations discrimination matters, special education, and domestic matters such as custody and visitation. Kansans received free mediation assistance from KLS, which receives referrals from local district courts, the Kansas Human Rights Commission, the Kansas State Department of Education, and others. KLS also offers fee-based mediation on a sliding scale.

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 access to KLS offices for mediation services at no cost to participants who qualify. Most ATJ mediations involve post-divorce custody and parenting time issues.
- Human Rights Mediations offer voluntary mediation to individuals involved in employment, housing, and public accommodation discrimination claims filed with the Kansas Human Rights Commission.
- For Fee Mediations are offered to parties in domestic matters when neither party is ATJ-eligible on a sliding fee basis, and is available to parties in some civil matters at a reasonable hourly rate.

Contact Randy Hershey, Director of Mediation, at 785-232-5348 "All parties acted professionally and the Mediator was first class." (quote from an employer attorney regarding a mediated KHRC claim)

"Thank you for making a potentially difficult process so productive and respectful." (quote from an employer's human resources person regarding a mediated KHRC claim)

A 68 year old woman who had immigrated to the U.S. as a young adult and who still cared for an elderly parent while attempting to cope with her own health issues, but was still able to work, had lost her iob of nine years. She and her former employer came to mediation and were able to work through some issues and misunderstandings and agree to return to employment subject to passing a standard medical evaluation.

DONORS WE THANK YOU!

We can't do what we do without YOU.

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Hays

Clinkscales Elder Law Practice PA Law Office of John D. Gatz Philip Stover

Hutchinson

Brad Dillon

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Staff from Martin Pringle pose for a picture in Wichita after donating to KLS

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Those who helped through:

Amazon Smile Foundation Dillons Global Impact **Greater Horizons IOLTA** The Benevity Community Impact Fund

And others who chose anonymous donations

UNLAWFUL CLIENT STORY A single mother had lost her job and was unable to pay her rent in a Section 42 Low Income Housing Project. The landlord threatened her with eviction and refused to modify (lower) the rent, as required by Federal Regulation, so that it was affordable. The mother came to KLS for protection so that she and her child would not end up homeless. After a trial in district court where the landlord sought eviction, the court ordered the landlord to comply with State and Federal law and the eviction was denied. KLS- Annual Report 2015 Page 16

FUNDING AND STAFF FIGURES

Year ended December 31, 2015 With Comparative Totals 2012-2014

	2015	2014	2013	2012
Legal Services Corporation	\$2,623,776	\$2,569,194	\$2,267,659	\$2,246,389
KS Dept. for Children & Families	203,400	129,600	127,100	215,784
Access to Justice	698,600	699,335	693,724	729,836
U.S. Department of HUD	0	89,145	199,890	188,621
IOLTA & Bar Sponsored	516,257	638,958	652,088	650,057
City/County Grants	745,804	659,197	679,390	750,012
Area Agencies on Aging	273,353	274,065	290,687	282,166
Computer Training	30,694	76,614	137,778	199,683
Mediation Contracts & Fees	115,205	115,449	115,669	116,898
United Way	214,329	236,394	214,432	231,276
Office of the Governor & Dept. of Justice	126,382	99,746	329,844	380,720
Farm Counseling	9,850	12,350	22,195	35,808
Office of Judicial Administration - GALSC	90,000	110,000	140,000	150,000
Foundation Grants	154,000	146,000	168,000	168,000
Court Awards	468,499	413,487	558,469	743,902
Cy Pres Awards	0	7,492	321,061	0
Interest Income	869	888	1,165	1,362
Medical-Legal Partnerships	55,403	85,964	190,598	296,832
Other Miscellaneous	202,236	223,111	263,098	242,438
Low Income Taxpayer Clinic	36,726	0	0	0
Total Revenues	\$6,565,38 <u>3</u>	<u>\$6,586,989</u>	\$7,372,847	<u>\$7,629,784</u>

STAFF TOTALS

2015 2014 2013 2012Full-time equivalent 91 93 109 117
employees

Year ended December 31, 2015 With Comparative Totals 2012-2014

	2015	2014	2013	2012
Salaries	\$4,108,811	\$4,445,148	\$4,597,924	\$5,070,209
Employee Benefits and Payroll Taxes	934,993	1,123,579	1,055,908	1,176,462
Rent, Parking, Utilities and	531,373	570,113	599,653	641,772
Maintenance				
Equipment Rental and Maintenance	51,310	63,233	73,481	71,676
Office Supplies, Printing and Postage	118,066	128,994	132,956	151,942
Telephone	110,443	120,290	117,001	88,468
Travel	63,517	70,091	72,269	100,220
Training	36,190	52,412	59,846	28,212
Library Upkeep	28,130	44,901	45,874	52,003
Insurance	42,915	38,670	37,469	41,387
Litigation Expenses	22,696	19,489	19,923	24,594
Audit, Consulting and Contract	138,824	131,556	105,789	139,593
Services				
Private Attorney Retainers	4,521	15,670	62,319	37,882
Kansas Bar Foundation Subgrant	37,446	36,483	35,077	42,316
Depreciation	55,616	59,788	52,783	33,701
Other	64,662	77,634	88,675	83,163
Total Expenses	\$6,349,513	\$6,998,051	\$7,156,947	\$7,783,600



KLS AFTER HOURS KLS staff closing up for the evening

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Marilyn Woodard

Client Representative -Wichita Service Area

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CLIENT STORY

DOMESTIC VIOLENCE VICTIM STABILIZED

The Crisis Center referred an older woman who was in an extremely abusive relationship.

She was a stay-at-home mother who earned no income. This resulted in her having few, if any, job skills. Her only potential avenue for support when she retires was her husband's military retirement.

With the help of a KLS attorney, temporary restraining orders were obtained to protect the abused wife and the husband was ordered to pay spousal support.

At the conclusion of the case the abused spouse was awarded half of her husband's military retirement and medical benefits.

ANNUAL REPORT

