



LSC

America's Partner
for Equal Justice

LEGAL SERVICES CORPORATION

To provide meaningful access to high quality civil legal services in the pursuit of justice for as many low-income persons and members of vulnerable populations throughout Colorado as possible.

CLS Mission Statement

CLS Staff and Volunteers



145 total staff:

- 74 attorneys,
- 45 paralegals, and
- 23 support and admin staff in
- 13 offices throughout Colorado

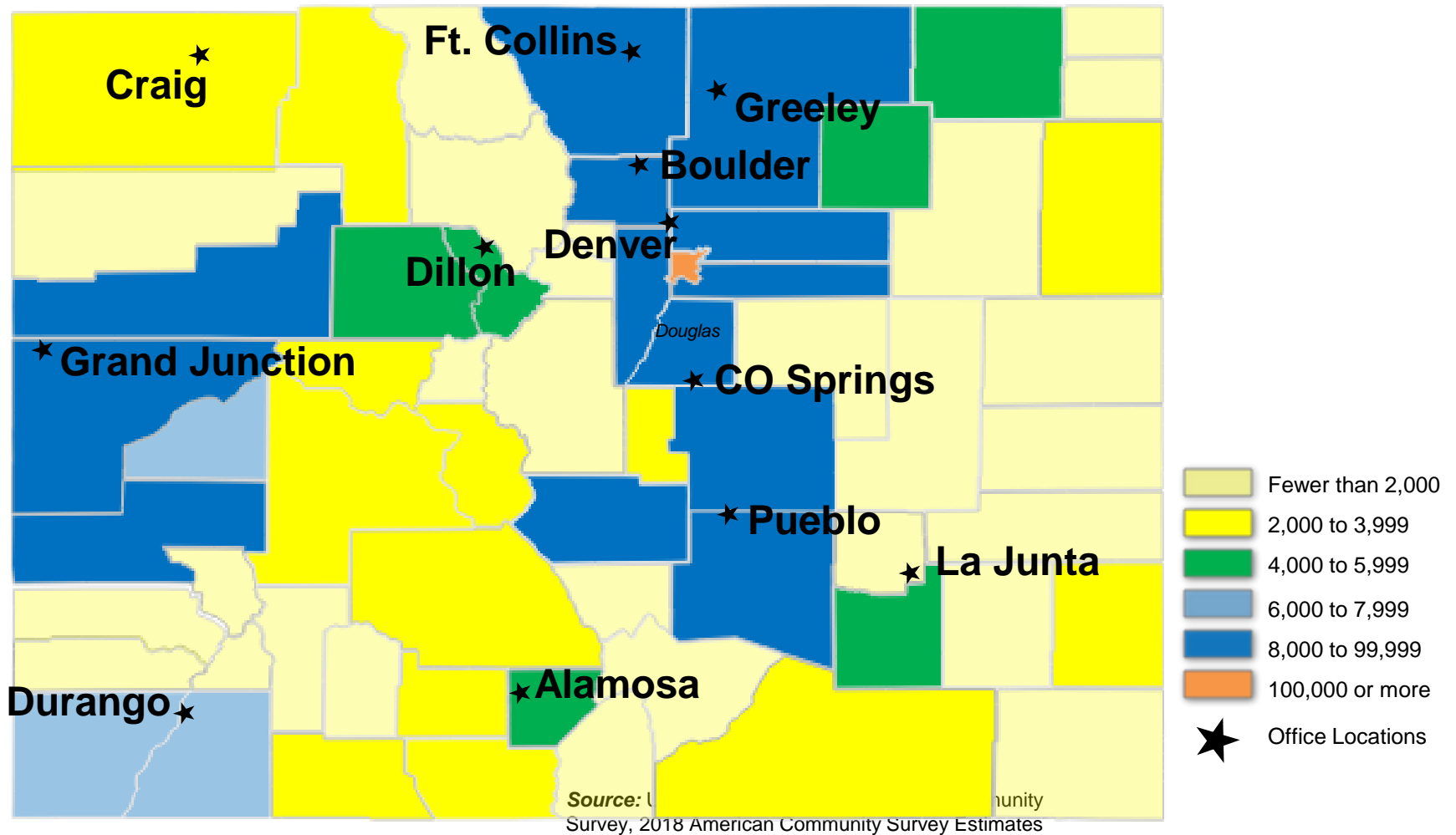
* Hundreds of volunteers throughout Colorado



Colorado Springs is the second largest CLS office.

- 8 attorneys
- 5 paralegals
- 2 intake specialists
- 1 social worker
- 3 volunteer attorneys
- 2 support and admin staff

Coloradans Eligible for CLS Services



CLS Financial Eligibility

Legal Services Corporation (Federal Mandated) Maximum Income Guidelines

Size of Family	CLS Yearly Income Guidelines 125% of FPG	200% Yearly Calculations
1	16,100	25,760
2	21,775	34,840
3	27,450	43,920
4	33,125	53,000
5	38,800	62,080
6	44,475	71,160

2021 Guidelines based on gross income

CLS' Core Cases



DOMESTIC
RELATIONS



HOUSING

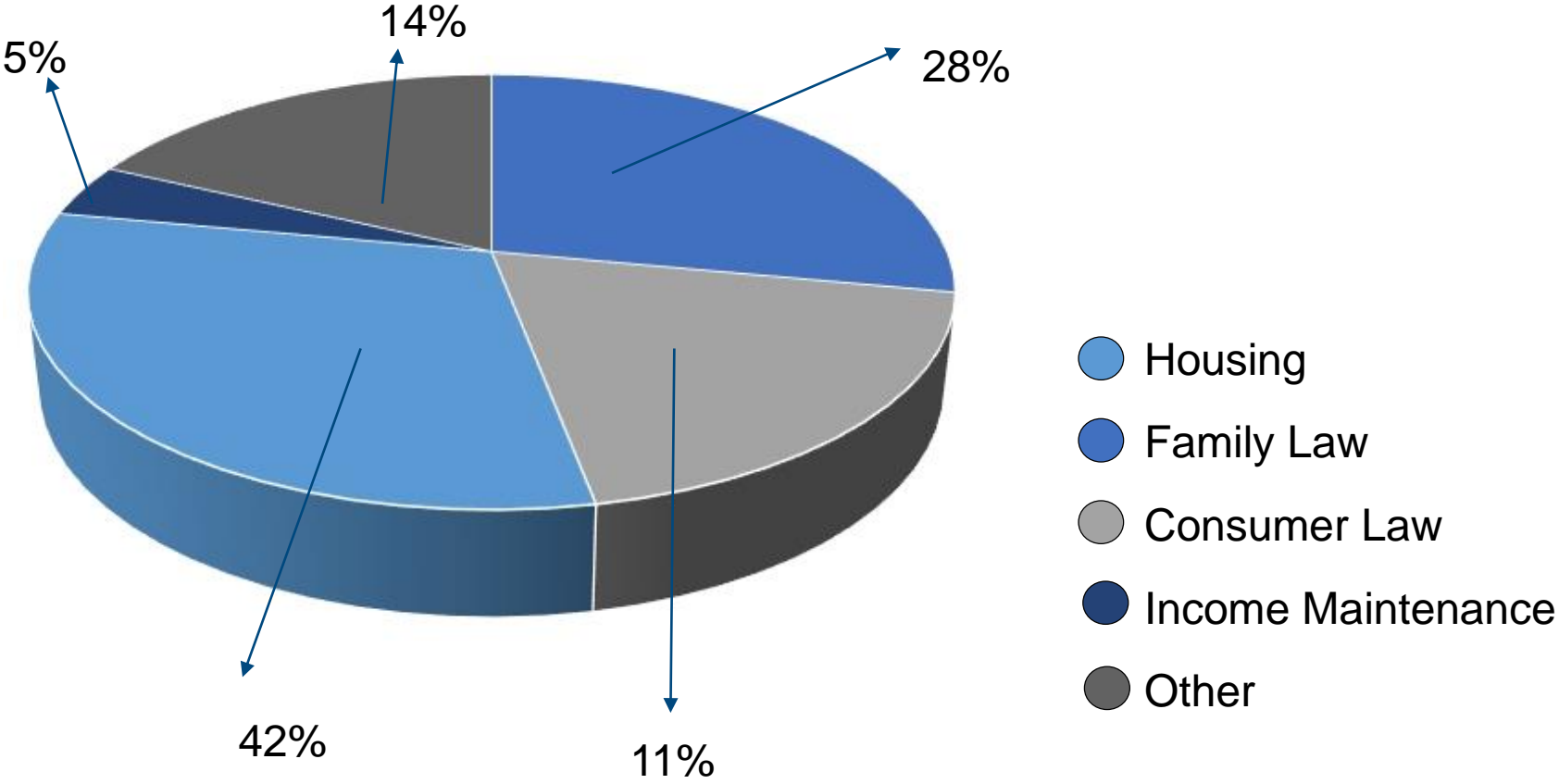


CONSUMER



PUBLIC
BENEFITS

2021 Case Types



CLS Specialty Cases: Do you want this slide or you could mention the other special cases on the Core Cases slide?

Government-
issued
ID Project

Low-Income
Taxpayer Clinic
(LITC)

Migrant
Farmworker
Division

Survivor Services
(Crime Victims,
Trafficking)

CO Tele-Legal
Partnership

Native American
Rights

CLS Services in 2021

Statewide:

7,517 eligible clients received **legal assistance**

1,939 clients received **full legal representation** in an extended action

5,578 received **legal advice or brief services**

7,863 individuals were referred for **other assistance**

El Paso County:

747 eligible clients received **legal services**

623 of the eligible clients were from **Colorado Springs**

Client Support services at CLS

In July 2021, Colorado Legal Services (CLS) began its Client Support Services (CSS) Program with the hiring of its first MSW Social Worker funded by Pikes Peak Area on Aging in Colorado Springs.

After **11 months**, the program is flourishing and has served **80 Senior Clients**.

CLS is now **expanding the successful pilot program** to other offices around the state while simultaneously continuing to work to further improve the program.

Mission: Client Support Services (CSS) provides holistic support to help clients achieve the best possible outcome in their legal case and sustain its results.

Vision: CSS staff are part of an integrated team, utilizing their skills to enhance the legal services provided, providing comprehensive support to CLS's most vulnerable clients, and allowing attorneys and paralegals to do what they do best.

The clients served by CSS are those with complex financial, social, emotional, and medical needs—those who may not be able to take advantage fully in legal services offered or sustain the benefits of the legal assistance without additional support or help..

Colorado Springs Housing Staff

- 3 attorneys

- 1 intake paralegal

- 1 ERAP paralegal

- with support of social worker, managing attorney, intake staff, and other staff and volunteer attorneys in the office

The CLS Housing Staff has helped clients obtain over **\$750,000 in emergency rental assistance in El Paso County.**

Who does CLS help?

❖ A landlord sought to evict grandparents who are primary caretakers of their young grandchildren, one of whom is severely disabled. Their landlord claimed they failed to keep up with maintenance of the rental home and claimed noise complaints. The client was current on the rent. CLS represented the grandparents in a contested hearing for judgement on possession. Our clients were successful in demonstrating, through evidence and strong testimony, that they have not been in breach of their lease, and that the landlord sought to enforce burdensome and unreasonable lease terms. The family remained in their home.

Who does CLS help?

❖ Grace, a woman in her late 70's who has been living in public housing for the more than 15 years, reached out for help. She receives less than \$900 a month in social security after her Medicare is paid from her monthly check and she struggles to meet her daily expenses. Grace received a \$4,000 demand for past due rent. Before coming to CLS, she had signed a stipulation that required her to pay the balance in full, without the assistance of state funds, and move out of her subsidized apartment complex in order to avoid an eviction on her record. When the CLS social worker met with her to discuss new housing, she quickly learned that Grace was an ongoing victim of elder fraud and had been sending her monthly SS checks to scammers.

Together, the CLS team worked to prove that the client had been exploited and assisted the client in filing a police report. The attorney was able to negotiate the removal of the judgement for possession. CLS has connected Grace to funds pay the past due rent, keep her in her home, and work with her to try to prevent this from happening again. She remains in her home.

Who does CLS help?

- ❖ A disabled tenant faced eviction for having a dog. The dog is her service animal. CLS helped her submit a valid request for a reasonable accommodation, and the landlord dropped the eviction case.
- ❖ Our ERAP specialist, working with a housing attorney, has been successful in two recent cases for elderly clients in assisted living facilities. CLS worked with the State to approve ERAP applications for high amounts of arrears. In one of those cases, after our request, the assisted living facility permanently waived older arrears to help with the ERAP application process. Both seniors remain in their homes.

Who does CLS help?

❖ A disabled, elderly tenant was facing eviction from low-income housing based on a hoarding problem and failure to pay rent. CLS provided legal representation in the eviction case and advocacy to persuade the landlord to provide tenant with a lease renewal. The attorney worked in collaboration with the CLS social worker and ERAP paralegal to address the hoarding condition and connect the tenant to rental assistance resources. The landlord agreed to a timetable within which the tenant could remedy the hoarding condition and provide access for routine inspections.

At first the tenant was reluctant to receive help from outside sources because of her embarrassment. She expressed shame about the condition of her home. The tenant also struggled with past trauma. Through our work, the tenant was not evicted. She was able to find help to clean the home. After the client's housing was stabilized, CLS staff then helped her find and secure more suitable housing for her needs. She was happy to relocate, and she was not penalized for early termination of her lease.

CLS Community Outreach and support

CLS partners with other local agencies to provide community training on a regular basis. These trainings include:

- Legal Resource Day
- Family Law Day
- estate planning trainings hosted by the PPLD
- Tenants' Rights Presentations hosted by the City of Colorado Springs
- Landlord Tenant Law presentations hosted by Brothers Redevelopment
- trainings about CLS services and poverty law to partner agencies on a regular basis

CLS Community Collaborations and Outreach Efforts

Federal, State, Local and Specialty Bar Association relationships

Private Attorney (pro bono) programs throughout Colorado

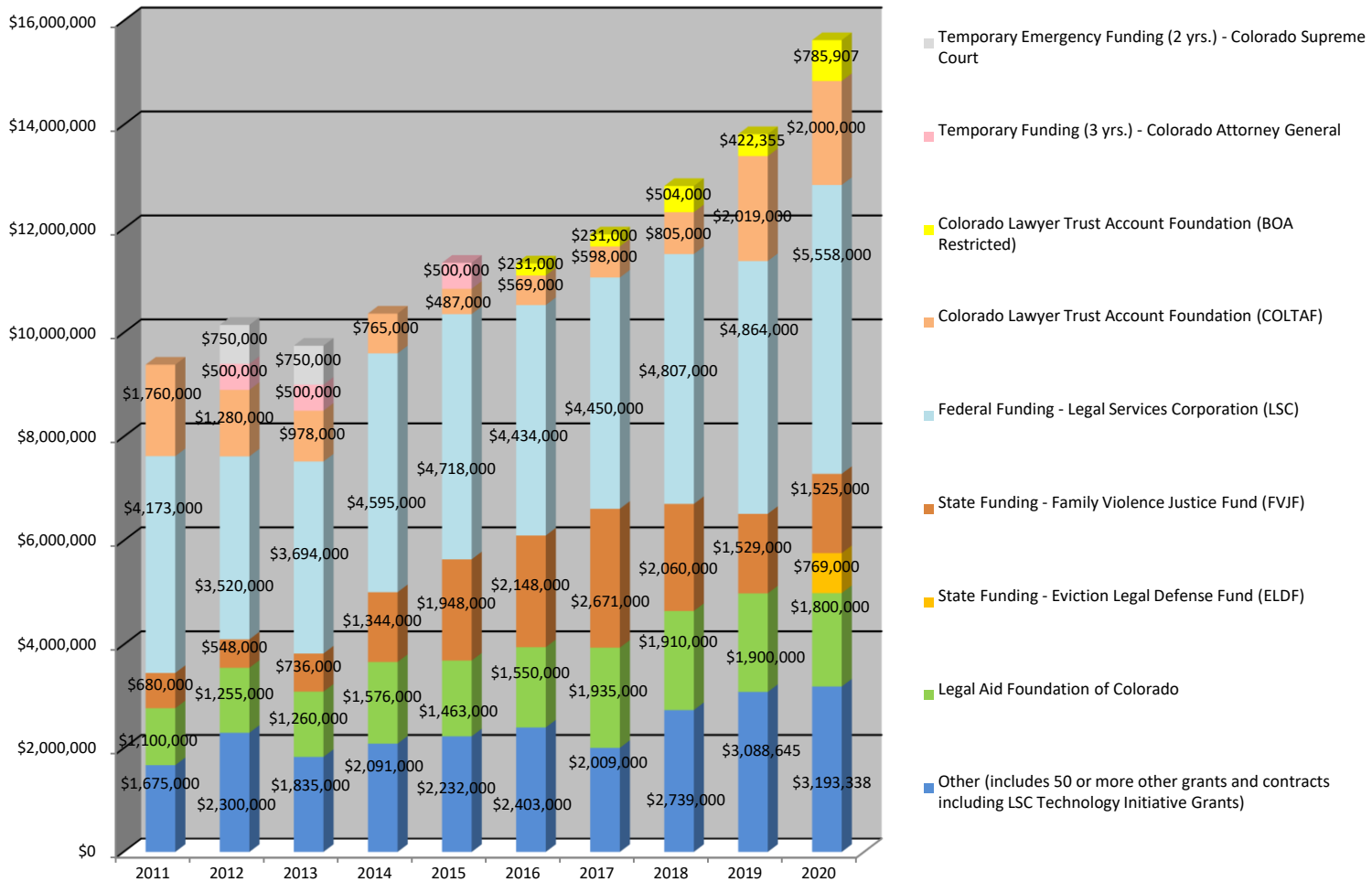
Collaborative efforts with the Colorado State Court Administrator's Office (e.g., Plain Language project)

Collaborative Efforts with the state and federal court system

Collaborative and cross-referral relationships with more than 200 non-profit organizations throughout Colorado

Partnerships with Self Represented Litigant Coordinators

Colorado Legal Services Revenue By Source (2011-2020)



Thank you for your interest in CLS!

Sarah Lipka, Managing Attorney Colorado Springs

