

July 10, 2017

VIA ELECTRONIC MAIL AND HAND DELIVERY

Lisha A. Brosseau  
New Hampshire Bar Foundation  
2 Pillsbury Street  
Concord, NH 03301

RE: Legal Advice & Referral Center Grant Final Report  
for the June 1, 2016 – May 31, 2017 Grant Year

Dear Lisha:

Enclosed please find our Final Report for the June 1, 2016 – May 31, 2017 grant year. I would like to bring particular attention to the final paragraph on the report in which I explain LARC's failure to spend the full amount of the grant. I would be happy to provide any additional information you or the committee require, or to discuss these use of these funds.

Please let me know if you have any questions or concerns respecting the enclosed or any other aspect of our grant.

Thank you and the Bar Foundation Board of Directors for your continued support of our program.

Sincerely,



Breckie Hayes-Snow,  
Executive Director

Enclosures

# LEGAL ADVICE & REFERRAL CENTER (LARC)

Final Report on the IOLTA Program for Grant Year 2016

(June 1, 2016 - May 31, 2017)

Amount of Grant: \$27,250 awarded and funded.

Louise B. Hayes-Snow, Executive Director

15 Green Street, Concord, NH 03301

[bhayes@larcnh.org](mailto:bhayes@larcnh.org) 603-224-3333 x 605

[www.nhlegalaid.org](http://www.nhlegalaid.org)

## **IOLTA Funds Critical Legal Services.**

IOLTA funding is a crucial element of funding for New Hampshire's legal services delivery system. LARC, New Hampshire Legal Assistance and the Pro Bono Program of the New Hampshire Bar are partners in a collaborative delivery system that seeks to maximize our scarce legal aid resources and minimize duplication of effort.

## **IOLTA Funds the Primary Intake Operation for Civil Legal Aid Services in New Hampshire.**

LARC is the primary point of first contact for people in New Hampshire seeking legal assistance. Through telephone, internet and face to face meetings, LARC connects with over 5000 people trying to find help every year. Working together, the three main legal aid programs in the state have built a legal services system that seeks to meet the basic legal needs of New Hampshire's low-income community.

Building our network, we have sought to minimize duplication of effort, maximize the resources of each program, and strive to serve the entire state. LARC's telephone and online based intake system allows the state to be served without geographic bias. LARC screens applicants for all three programs and provides advice and counsel over the telephone to many. Applicants who are financially eligible and have legal needs within program priorities may be directly transferred to the other agency. Clients not eligible for a referral to one of our partner agencies, due to the substance of their case or other case acceptance restrictions, or who need immediate assistance before a referral, are provided education, information, and legal advice by LARC.

The online intake system also improves overall client access and ability utilize the assistance provided. Leading applicants to the online intake system through LARC's website, [www.nhlegalaid.org](http://www.nhlegalaid.org), minimizes confusion among those in need by presenting as a "single point of entry". Online intake provides access per each person's schedule, being "open" 24/7. The website provides public information on areas of greatest demand, and can provide an initial education, allowing applicants to be more prepared to absorb the information provided by the advocate.

Despite the efforts of all of New Hampshire's legal programs, the last legal needs study funded by the Bar Foundation found that these organizations meet approximately 6% of the legal needs of our client community.<sup>1</sup> And, while we strive to improve this level of access, we know that nationally low-income people seek help for only 20% of the legal problems they face.<sup>2</sup> Raising awareness within our client community and among other providers has become a crucial component of our planning for the future at LARC.

During the period of the grant, LARC provided legal assistance to 75% of the 5154 people whose applications for services were completed. Services included advice and counsel, provision of information and self-help materials, referrals to other providers of assistance, and in most cases a combination of the three. 329 people were referred to the Pro Bono Program of the New Hampshire Bar, and 538 were referred to New Hampshire Legal Assistance.

Occupying the place directly between New Hampshire's scarce legal aid resources and the overwhelming demand for assistance, LARC staff exhibit extraordinary dedication to the needs of our clients. Staff are regularly complimented on their compassionate treatment of applicants, some of whom are distraught by their situation. Clients call our staff their "saviors" "lifesavers" and "angels" and are often very grateful to find a safe and reliable place to turn for legal help.

These intake services account for a substantial part of the services that LARC provides to the client community and to our sister organizations and for which IOLTA funding is critical. LARC does not receive compensation for these services, seeking instead to maintain the collaborative relationship between these programs. We estimate that these services exceed the IOLTA funding to LARC several times over.

### **IOLTA Funds Legal Services Provided by LARC Advocates.**

The overwhelming need for legal services makes it necessary, vital even, for LARC to leverage its scarce resources. In pursuit of full access to services, and thereby access to justice, LARC invests in educating our client community.

Teaching clients to represent themselves is one way LARC leverages these resources. This delivery method allows LARC to spread its advocates' skills widely and address all corners of the state without regard for proximity or access to a physical office. Our clients are empowered by the experience of exercising their own rights, and their successes inspire our advocates.

At LARC we help low income people to access a fair process through our court system and otherwise by teaching them to understand and exercise their rights. The legal system is designed by and for lawyers yet we teach people how to use that system to escape a violent domestic partner, defend against evictions and foreclosures, and assert their rights to subsistence benefits. We teach our clients "how to fish" rather than fishing for them. Our advocates have mastered the ability to communicate in plain language, regardless of the complexity of the

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<sup>1</sup> See Legal Need Study by the Rockefeller Center at Dartmouth College, <http://www.nhlegalaid.org/about/>.

<sup>2</sup> Legal Services Corporation. 2017. *The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-income Americans*. Prepared by NORC at the University of Chicago for Legal Services Corporation. Washington, DC.

subject matter. We educate people to persuade judges of the merits of the case. We maximize our resources by teaching our clients to access justice for themselves.

Time and again our clients succeed in that foreign realm of the court system. They persuade the black-robed judge, the landlord, or the lender, of the justness of their position and they are thrilled. Many of our clients feel underpowered, lost and overwhelmed within the legal system. They are afraid to voice their problems and desperately need a neutral and supportive setting. They volunteer this term “empowered” to describe the help we provide to them.

LARC’s clients attest to positive outcomes when guided by LARC advocates’ advice. Surveys of clients are uniformly positive. LARC knows that most of our clients successfully represent themselves in court and in conflicts. This is based on the clients that call us back and report their outcomes and upon studies of other similar programs.<sup>3</sup>

The following are a few such stories:

“Jill” called the Legal Advice & Referral Center (LARC) in early May, soon after she received an eviction notice for nonpayment of rent. Jill pointed out to LARC that the notice demanded almost twice as much as she and her husband actually owed. And even if they could convince the landlord of his mistake, Jill said the single family home they rented in Amherst was up for sale and they’d eventually have to move. Jill went on to express her fear of being removed by law enforcement when the notice expired on May 9<sup>th</sup>. Jill said she was frantic about the welfare of her 3 children, especially her 8-year-old who suffered with disabilities.

LARC advised Jill no law enforcement officer would remove her on May 9<sup>th</sup>. LARC explained that the landlord first had to bring the matter into court and attempt to get permission from a judge. LARC also advised Jill that the landlord’s inflated arrearage figure might work to her advantage; the judge should find the eviction notice “defective” and dismiss the case if she believed it demanded a dollar more in rent than Jill owed.

The landlord hired an attorney when it came time to bring his eviction to the Milford District Court. The thought of battling an attorney, Jill said, made her even more nervous. LARC first assured Jill that even an attorney was unable to fix the defective eviction notice and then provided her with a written motion to dismiss to prevent the landlord’s attorney from talking his way past his client’s mistake.

LARC called Jill for an update after her hearing on June 6<sup>th</sup>. The Amherst Mom said the landlord’s attorney jumped up when the case was called and immediately announced the amount on the eviction notice was excessive but stressed his client still deserved a chance to argue for Jill’s eviction. Jill said Judge Martha Crocker wasted no time in telling the attorney his case was dismissed.

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<sup>3</sup> See studies from District of Columbia, Maryland, Georgia, Pennsylvania and others occurring within the past few years at: <http://www.legalhotlines.org/measuring-outcomes.html>

“I was in front of the judge for no more than 3 minutes before she said my motion was granted,” Jill reported to LARC. “But that was still 3 minutes too long!” Jill said she’d make good use of the time LARC helped her earn at the hearing to find a new home for her family before another date in front of Judge Crocker became necessary.

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“James” served a long hitch as a paratrooper with the 82nd Airborne Division. As he liked to put it, he jumped out of perfectly good airplanes for a living. But in March of 2017, the 57-year-old disabled vet and his wife faced a predicament he described as being more anxiety provoking than any parachute jump -- eviction.

Nothing seemed unusual when James’ landlady arrived at his Manchester duplex in mid-February to collect the rent. But a couple of days later James discovered an eviction notice she had left in his mailbox. The notice gave no reason for eviction; it simply ordered James and his wife to vacate their apartment by March 22. James learned later that the building was being purchased by a couple who expected to move into James’ apartment on March 23.

James hustled and found a new apartment, but it would not be ready until April 5. At his wits end, James called the Legal Advice & Referral Center (LARC) for help. James told LARC he and his wife had no temporary shelter available for the period between March 22 and April 5. He had reached out to several agencies, including the Veterans Administration, for help figuring out where he stood in this eviction, but no one had any clear answers. James asked LARC if he had any rights.

LARC advised James to get pen and paper so he could keep track of the many rights he had: #1. He was not required to leave on March 22. #2. His landlady was required to take more legal steps and ultimately get permission from a judge before he and his wife could be made to leave. #3. The landlady couldn’t hope to get them before a judge any sooner than - coincidentally - April 5. And #4. Even though he’d be in the new place by the hearing day, LARC encouraged James to attend the hearing since he had several good defenses that would likely defeat the eviction and keep it off his record.

James let out a big sigh and said his time spent talking to LARC was “worth more than gold.” He also made clear his intention to pay the rent as it came due and to leave his Manchester apartment in better shape than he found it.

“I’ve been stressing over this thing for weeks,” James told LARC. “But talking to you.....getting this information.....you just took a huge burden off my shoulders. Thank you, brother!”

*How LARC Capably Represents a High Volume of Clients in Need.*

LARC's delivery model provides an effective way to represent large numbers of individual clients and obtain good outcomes for them. LARC clients are often in distress due to imminent loss of fundamental needs like shelter, safety and basic income. LARC advocacy staff are highly communicative, perceptive and capable of doling out practical advice in the quantities clients are able to absorb. This practice of law skill is more art than science, honed by experienced advocates.

Last year, LARC provided legal advice to approximately 1900 individuals during the grant year, each with families, benefitting thousands more people. 76% of those clients were women.

LARC is the most audited, reviewed and evaluated legal aid organization in the state due to our federal funding. Each evaluation provides further support to the high quality of the work that the LARC advocates provide to our clients. Although we directly help and refer thousands of clients per year, we must turn away many others because our system is under-resourced. LARC continually seeks ways to expand its reach and to bring more qualified individuals into the fold of legal services.

In order to provide services to the maximum number of qualified applicants, LARC has successfully integrated technical tools into the delivery model. These technology and operations innovations also allowed us to receive recognition from the Legal Services Corporation nationally. Our online intake system is a model for others, reducing routine labor cost of data entry and enhancing staff job satisfaction.

LARC's effective services are highly leveraged to accomplish the most good for the highest number of vulnerable clients. This leveraging occurs by assigning responsibilities according to the staff capabilities and maximizing the use of technology. Without employing these methods, LARC would be unable to reach the large number of clients that we reach each year.

Due to the high volume of LARC clients, all LARC client files are maintained only electronically. With very limited resources, LARC acquired telephone systems and case management systems which were adapted for our use. All systems must allow for sophisticated reporting for our federal funder and also meet the demands of LARC's professional responsibilities as a law firm. Carefully tracking the status of a large volume of client files is critical for LARC.

*LARC's Legal Services Are Effective and Resource-Efficient.*

*LARC Maximizes Human Resources and Leverages Technology to Improve Access to Legal Assistance to the Most Clients.*

LARC staff, our contract lawyers, and our few volunteers continue to perform admirably day in and day out. The extraordinary number of clients served compared with our small staff

exemplifies LARC's efficiencies.<sup>4</sup> LARC has about 4 full time equivalent advocate staff members, contract lawyers and volunteers providing eviction, foreclosure, family, government benefits and consumer legal advice during the grant year. In these cases LARC advocates teach people how to represent themselves in New Hampshire courts and in conflicts with others. These advocates are highly experienced lawyers plus 2 experienced paralegals providing housing advice, managed by senior attorneys. We are fortunate to have several contract lawyers providing advice on a part-time basis and Board members generously volunteer their services as well.

Based upon an in-depth survey and analysis of the economic value of LARC's services by the nationally recognized Resource for Great Programs in 2013, more than \$15.5 million dollars were brought to the state or represent expenses avoided to be paid by our low-income clients. This is a very good return (15:1) on the approximately \$1 million LARC budget. The new dollars to New Hampshire include social security disability payments, Medicare and federal tax refunds. Those avoided expenses include emergency room expenses for domestic violence victims and shelter costs for homeless clients. The estimates assume conservatively low success rates and expenses.

LARC's services effectively help thousands of clients, whether the effectiveness is measured by the artful skills of our advocates, our comprehensive federal audits, the successful outcomes in court, or the economic value of our services. Another measure of effectiveness is the sheer volume of people served. IOLTA's generous funding of LARC's services provides access to fair treatment to many people which is critical to a well-functioning democratic society, premised on "liberty and justice for all."

### **LARC's Website and Educational Brochures Funded by IOLTA.**

Another way LARC educates the community is through online resources. IOLTA partially funds LARC's legal aid website which provides legal educational materials for the public.<sup>5</sup> The site serves many organizations in New Hampshire.<sup>6</sup>

NHLegalaid.org was heavily trafficked in the last year. Over 121,000 unique users accessed the site. Most people read the site's self-help pages on subject matters such as tenants' rights, eviction, foreclosure and family law matters, and over 300,000 pages were viewed during the year.

Along with continual maintenance and development of the website's content to keep pace with this growing demand, [www.NHLegalaid.org](http://www.NHLegalaid.org) is also adapted to conform to the changing ways people access the internet. Our site is mobile optimized, meaning it conforms to the small screen of tablets and cell-phones. This ensures that low-income people, often using a mobile

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<sup>4</sup> See the Summary of Services to Clients enclosed with this report.

<sup>5</sup> See the [www.nhlegalaid.org](http://www.nhlegalaid.org) home page.

<sup>6</sup> NH Legal Assistance, the Pro Bono Program of the New Hampshire Bar Association, The Disabilities Rights Center, the University of New Hampshire School of Law Legal Clinics, and the New Hampshire Public Defender provide representation, legal advice, information and support to clients with legal problems in New Hampshire.

device, are not discouraged from accessing the legal information and resources they need. The growing trend toward mobile usage is especially pronounced in the low-income demographic because using one device for all your technology needs is a way to save precious dollars.

Clients without access to a mobile device or a home computer can access the website via a public library. We regularly mail brochures out to other service agencies and libraries.

LARC's high traffic website serves the justice community's need for an educated population. The steady improvement and growth of the nlegalaid website is a tribute to the funding by IOLTA and other funders.

### **Status of Fiscal Year 2017 Grant Funds**

As shown in the financial documents attached, LARC did not spend all of the funds awarded in 2017. LARC's allocation of IOLTA funds has traditionally been, in the first instance, a match for other grants with such requirements. Because LSC funds are generally not available for that purpose, IOLTA has been vital to our ability to maintain certain other funds. Changing in grant awards in 2015 removed the largest such obligation. In most years, LARC would have easily spent the remaining funds on direct services. However, 2016 was not "most years" for LARC. During the period of transition to a new Executive Director, and the process of replacing experienced staff, LARC spent many months significantly under-staffed. As a result these funds, and our LSC grant were not spent at expected levels. It is our hope that the IOLTA committee will allow to carry these funds forward into the 2018 Fiscal Year.

Thank you for your generous funding of these important programs.

Louise B. Hayes-Snow, Executive Director  
July 10, 2016  
Legal Advice and Referral Center, Inc.  
15 Green Street  
Concord, NH 03301  
bhayes@larcnh.org



**LEGAL ADVICE AND REFERRAL CENTER**

**SUMMARY OF SERVICES TO CLIENTS**

**JUNE 1, 2016 – MAY 31, 2017**

**Direct Legal Services:** The number of financially eligible clients receiving legal advice services by problem type and county during the grant year is listed below. The number includes cases currently open and those closed for financially eligible clients.

**BY COUNTY**

**BY LEGAL PROBLEM**

Belknap	115	Parenting issues	357
Carroll	68	Divorce	402
Cheshire	112	Adult Guardianship	0
Coos	69	Child support	35
Grafton	126	All other family	49
Hillsborough	647	<b>Total Family</b>	<b>843</b>
Merrimack	212	Housing (subsidized)	198
Rockingham	269	Home Ownership	256
Strafford	195	Private LL/T	460
Sullivan	80	<b>Total Housing</b>	<b>948</b>
All others (out of state)	85	Consumer	11
		All other matters	176
<b>TOTAL</b>	<b>1978</b>	<b>TOTAL</b>	<b>1978</b>

If all members of client households are counted, LARC provided direct legal help to **5,129** people during the period of this grant.

**PUBLIC EDUCATION**

NHLegalAid.org unique users:	121,875
NHLegalAid.org page views:	309,405
NHLegalAid.org sessions <sup>1</sup> :	158,815

<sup>1</sup> Each session represents a user's complete "session" on the website. These numbers show that our users are viewing approximately two pages per visit.

**LARC Collaborating and Cooperating Partners**  
**6-1-2016 – 5-31-2017**

**SOCIAL SERVICES & COMMUNITY ACTION PROGRAMS**

2-1-1 NH

Catholic Charities of NH

Belknap-Merrimack Community Action Program

Granite State Independent Living

Lakes Region Community Services

Local Domestic Violence Crisis Centers (14)

Monadnock Family Services

Northern Human Services

Riverbend Mental Health Community Center

Rockingham County Community Action

Southern NH Services

Southwestern Community Services

Strafford County Community Action committee

Strafford County Family Justice Center

Tri-County Community Action

West Central Services

**Consumer and Foreclosure Collaborations**

New Hampshire Housing Finance Authority

New Hampshire 2-1-1

GreenPath

AHEAD

NeighborWorks Southern NH

Community Home Solutions

Southwestern Community Services

University of New Hampshire School of Law

The Housing Partnership

The Way Home

The Low-Income Taxpayer Project

Disabilities Rights Center

**MENTAL HEALTH/COUNSELING**

Northern Human Services

West Central Behavioral Health

Monadnock Family Services

Greater Nashua Mental Health Center at Community Council

Center for Life Management

Genesis Behavioral Health

Riverbend Community Mental Health

Community Partners

The Mental Health Center of Greater Manchester

Seacoast Mental Health Center

**DOMESTIC VIOLENCE, SEXUAL ASSAULT & TALKING SUPPORT SERVICES**

RESPONSE to Sexual & Domestic Violence

Turning Points Network

The Support Center at Burch House

Starting Point: Services for Victims of Domestic & Sexual Violence

Voices Against Violence

WISE

New Beginnings-Without Violence and Abuse

Turning Points Network

Crisis Center of Central New Hampshire

Sexual Harassment & Rape Prevention Program

Haven

WYCA Crisis Service

Bridges: Domestic & Sexual Violence Support

Monadnock Center for Violence Prevention

NH Statewide Sexual Assault Hotline

NH Statewide Domestic Violence Hotline

**OTHER:**

Better Business Bureau

Chamber of Commerce

**GOVERNMENTAL**

New Hampshire Commission on Human Rights

Department of Justice, Office Consumer Protection and Antitrust Bureau

New Hampshire Department of Health and Human Services

Taxpayer Advocate Service

Internal Revenue Service, Stakeholder partnerships Education and Communication (SPEC)

New Hampshire Commission on Human Rights

Office of the Attorney General Consumer Protection and Antitrust Bureau and Elder Abuse and Financial Exploitation

New Hampshire Department of Health and Human Services

Internal Revenue Service, Stakeholder partnerships Education and Communication (SPEC)

Senator Jeanne Shaheen's office

New Hampshire Banking Commission

**Top Law Firm Partners**

Pierce Atwood

McLane Law Firm

NH Department of Justice

NH Legal Assistance

New Hampshire Bar Association (including the Pro Bono Program, Lawyer Referral Service, Reduced-Fee Referral Program and Lawline)

UNH Law Clinic

Disability Rights Center - NH

**www.nhlegalaid.org Top referring websites:**

courts.state.nh.us  
nhbar.org  
nhla.org  
portal.hud.gov  
nhpublaw.org  
lawhelp.org  
homehelpnh.org  
beta.nhla.org  
lsc.gov  
womenslaw.org  
landlord.com

**TOP CLIENT REFERRING ENTITIES - from intake question answers**

2-1-1 NH  
NH Courts  
Crisis Centers  
NH Legal Assistance  
NH Bar Lawyer Referral Service  
NH Housing Finance Authority  
Housing Counselors  
NH Attorney General's Office  
Senator Shaheen's Office

**Legal Advice & Referral Center**  
**Revenue & Expense - IOLTA**  
June 2016 through May 2017

	<u>TOTAL</u>
<b>Income</b>	
Grants - IOLTA	27,250.00
<b>Total Income</b>	<u>27,250.00</u>
<b>Expense</b>	
Salaries	2,435.70
Employer Payroll Tax	139.64
Employee Benefits	852.24
Occupancy	878.90
Office Expenses	467.98
Communication	411.94
Library	24.28
Meetings	5.21
Insurance Expense	62.93
Dues & Fees	720.00
Contract Services	642.62
<b>Total Expense</b>	<u>6,641.44</u>
<b>Net Income</b>	<u><u>20,608.56</u></u>

# New Hampshire Legal Aid

Legal Information, Referrals, and Pro Se Assistance

[English](#) [Español](#)

- [Home](#)
- [About](#)
- [Self-Help Guides](#)
- [Apply for Legal Services](#)
- [Donate](#)
- [Links](#)
- [Advocates](#)
- [Contact](#)

## Need Legal Information?

Choose a topic or use the search box to access our Self-Help Guides.



- [Bankruptcy](#)
- [Criminal Annulment](#)
- [Employment](#)
- [Housing / Foreclosure / Eviction](#)
- [Taxes](#)
- [Youth Law Project](#)
- [Benefits State/Federal](#)
- [Discrimination/Civil Rights/Disability](#)
- [Family](#)
- [Senior Citizens](#)
- [Veterans](#)
- [Consumer](#)
- [Domestic Violence](#)
- [Healthcare](#)
- [Student Loans](#)
- [Victim / Witness Information](#)

## Welcome to New Hampshire Legal Aid

### This Website

This website exists to help people find free legal help in New Hampshire. The help may be information, advice, legal representation, or referral to another organization. This website is a cooperative effort of [New Hampshire's Legal Services](#).

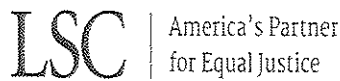
### Get Legal Help

You can [click to apply](#) for legal help on the right side of every page or call 1-(800)-639-5290. Legal advice and representation is reserved for people who qualify by income level.

### Free Legal Information

This website is also a library of free legal information on dozens of legal topics. Start at our [Self-Help Guides](#) to access the library's topics or choose from the categories above.

Funded in part by:



LEGAL SERVICES CORPORATION

(LSC's support for this website is limited to those activities that are consistent with LSC restrictions.)



### Apply for Legal Services

[Click here](#) to apply for legal services, or call us on: 1 (800) 639-5290.

For the **Foreclosure Relief Project** [apply online](#), or call 1 (877) 399-9995.

For the **Criminal Annulment Project** [apply online](#).

### Languages

Haga [clic aquí](#) para ver el sitio web en Español.

Did you find what you need?

Please help us help you. [Take our quick survey.](#)

### Self-Help Guides

Bankruptcy	Benefits State/Federal
Consumer	Criminal Annulment
Domestic Violence	Employment
Family	Healthcare
Housing / Foreclosure	Senior Citizens
Student Loans	Taxes
Veterans	Victim/Witness Information

### You might also be interested in...

- » [Bienvenidos a Los Servicios Legales de New Hampshire](#)
- » [New Hampshire Legal Assistance \(NHLA\)](#)
- » [La Ayuda Legal de New Hampshire \(NHLA\)](#)
- » [New Hampshire Child Support Services](#)

### Apply for Legal Services

**Click here** to apply for free legal services, or call: **1 (800) 639-5290.**

For foreclosure or mortgage issues, **click here** to apply for free legal services or call the Foreclosure Relief Project: **1 (877) 399-9995.**

[Home](#)   [Self-Help Guides](#)   [Links](#)   [Donate](#)   [Contact Us](#)

Are there other ways to call?

Age 60 or over? Call  
1-888-353-9944

for the **NHLA Senior Law Project**

Calling about at risk youth?

Call 668-2900 X2230 or  
1-800-921-1115 X2230

for the **NHLA Youth Law Project**

Where else can I call for help?

If you have been charged with a crime,  
contact

**NH Public Defender Office**

[www.nhpd.org](http://www.nhpd.org)  
603-224-1236

**2-1-1**

Callers are connected to  
information referral specialists and referred  
to human service agencies.

**Law Line**

1-800-868-1212

6:00pm to 8:00 pm – the second Wednesday  
of each month. Volunteer lawyers provide  
free legal information over the phone.

**Service Link**

1-866-634-9412

Aging and Disability Resource Center



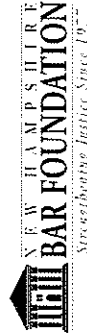
LEGAL ADVICE &  
REFERRAL CENTER

[www.nhlegalaid.org](http://www.nhlegalaid.org)

224-3333

1-800-639-5290

*Funding received from:*



*Success through Justice Since 1972*  
IOLTA Program of the NH Bar Foundation



United Way Partner Agency



NH Judicial Branch  
Pro Hac Vice Committee



Legal Services Corporation

# Do You Need Legal Help?



LEGAL ADVICE &  
REFERRAL CENTER

If you have a civil  
legal question or problem

**Apply for free help online at**

[www.nhlegalaid.org](http://www.nhlegalaid.org)

or call

224-3333 or

1-800-639-5290

Services available to people with civil legal problems  
in New Hampshire and with income and assets  
below certain limits.



# The Legal Advice and Referral Center (LARC)

and

## New Hampshire Legal Assistance (NHCLA)

are agencies that work together to provide free legal help to income-qualified people with civil legal matters in New Hampshire. That help may take the form of information, advice or direct representation. If we cannot help you, we will try to refer you to the right place.

### Foreclosure Relief Project

Apply for services online:  
[www.nhlegalaid.org](http://www.nhlegalaid.org) or call:

1-877-399-9995

### Domestic Violence Hotline

1-866-644-3574

*If you're in fear for your safety,  
Call 9-1-1 immediately.*

## What kinds of cases?

### Housing, including:

- Evictions • Unsafe Conditions
- Property Taxes • Mobile Home Park Issues
- Section 8 or Public Housing
- Mortgage Foreclosure
- Homeless Shelter Issues
- Housing Discrimination

### Benefits, including:

- Social Security • Food Stamps
- TANF • Medicare • Medicaid
- Unemployment Compensation
- Town/City Welfare

### Family Law, including:

- Divorce • Parenting (child custody)
- Child Support • Guardianships

### Domestic Violence

### Youth Law, for at risk youths, including:

- IEP/Special Education
- School Disciplinary Issues
- Access to Health Care

### Senior Law, for people 60 years+, including:

- Consumer Debt Collection
- Financial Exploitation
- Housing Issues • Property Taxes
- Nursing Home and Assisted Living – Discharge and/or Transfer
- Social Security Denials • Medicaid Denials
- Wills • Power of Attorney • Guardianships

How do I get help?

Start by contacting LARC.

Go to

[www.nhlegalaid.org](http://www.nhlegalaid.org)

and click on

“Online Application”

if you're unable to apply online, call

224-3333 or  
1-800-639-5290

to speak with a screener about your legal problem. You may have to call back or wait on hold because of high call volume.

LEGAL ADVICE &  
REFERRAL CENTER

 LSC

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