



NEW HAMPSHIRE LEGAL ASSISTANCE

Working for Equal Justice Since 1971

www.nhla.org

July 5, 2018

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Claremont, NH 03743
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1-800-562-3994
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Lisha Nelson
New Hampshire Bar Foundation
2 Pillsbury Street
Concord, NH 03301

Concord Office
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Concord, NH 03301
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Dear Lisha,

I am happy to enclose New Hampshire Legal Assistance's Final Grantee Report for the 2017-2018 IOLTA grant year, along with our financial report, case data report, and outcomes report. Our most current Financial Statement for the organization was sent to you on April 11, 2018. Please let me know if you would like an additional copy.

Manchester Office
1850 Elm Street
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Manchester, NH 03104
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As you know, the support that we receive from the Bar Foundation through the IOLTA Program is vital to our ability to provide needed civil legal services to our clients. We are enormously appreciative of this enduring commitment to the low-income and elderly people of New Hampshire.

Portsmouth Office
154 High Street
Portsmouth, NH 03801
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Please let me know if you or anyone else has any questions or comments about the report or our work. Thank you again for your strong support for our efforts to provide equal justice.

Berlin Office
1131 Main Street
Berlin, NH 03570
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1-800-698-8969
Fax: 603-752-2248

Sincerely,

Lynne M. Parker
Executive Director

Administration
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Concord, NH 03301
603-224-4107
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NEW HAMPSHIRE LEGAL ASSISTANCE
IOLTA Program 2017 - 2018 Final Report – July 5, 2018
Grant Amount: \$482,500

Lynne M. Parker, Executive Director
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Purpose of our Program

1) **Direct Legal Services** - New Hampshire Legal Assistance (NHLA) provides high-quality civil legal aid to vulnerable low-income people across New Hampshire. We address the legal problems that affect their daily survival and basic needs. NHLA represents individual clients through advocacy at administrative hearings with local, state or federal agencies, and through litigation in state and federal courts. Our services range from counsel and advice to extended representation in court and administrative proceedings. Where appropriate, we also provide referrals to other organizations or agencies.

2) **Systemic/Impact Advocacy** - Our attorneys and paralegals possess specialized expertise in many areas including housing, foreclosure prevention, income maintenance, health care, long-term care, consumer rights, youth education, and domestic violence prevention. We learn through our individual client work and our collaboration with other organizations and partners throughout the state about policies and practices that adversely affect many poor and elderly New Hampshire residents. This information influences our systemic advocacy. Through litigation, legislative representation, and administrative rule-making, we seek legal solutions that will improve the lives of low-income residents for the long term.

3) **Community Outreach, Education and Social Media** - Our community legal education efforts include pamphlets, media appearances, and presentations for client groups, community leaders, community members, social service agencies, and lawyers. We strive to enhance our clients' independence by giving them the information they need to help solve their own problems and prevent new ones. We also provide our partners in the legal and social service communities with the information to serve low-income people and connect them to NHLA.

NHLA uses several social media tools to educate the public, community partners, social service agencies, and our clients about our work and to enhance our public presence. NHLA maintains a website, www.nhla.org, a Facebook page, www.facebook.com/pages/New-Hampshire-Legal-Assistance, and a Twitter account, @NHJustice4All. Information about NHLA's services is also available on the Legal Advice and Referral Center website, www.nhlegalaidd.org, and the Campaign for Legal Services website, <http://www.nh-cla.org>.

Work Supported by the IOLTA Grant

The IOLTA grant supports a wide array of the services NHLA provides. Our primary areas of case work and advocacy are outlined below. IOLTA funds are one of NHLA's most enduring

and important sources of funding and play a critical role in providing needed services to New Hampshire's low-income and vulnerable residents.

NHLA successfully leverages the funding we receive through the IOLTA grant. Each year with IOLTA funding we successfully obtain Social Security Disability (SSDI) and Supplemental Security income (SSI) benefits, Medicaid and Medicare health care coverage, child support, local welfare benefits, and other important benefits for our clients.

Additionally, IOLTA funds enable us to obtain other sources of funding. Federal, state and private funders often require NHLA to provide matching funds to receive their grant funding – with IOLTA funds we are able to maximize the funding we receive from other funders so that we can serve more clients in need.

NHLA's Priorities

Overview of NHLA priorities. NHLA chooses cases that are likely to have the most impact on both an individual client and others with the same legal problem. Unfortunately, NHLA does not have the resources to accept all applicants for our services, even within our priority areas. We continuously reassess our priorities and look carefully at identifying legal issues and solutions that can have the greatest impact on low-income and elderly residents.

Our Strategic Plan guides our work. NHLA and the Legal Advice and Referral Center (LARC), our legal aid partner, share a joint strategic plan. We use our program priorities as a guidepost for determining the focus of our work. On an annual basis our staff identifies the specific types of cases within each program area that our advocates will prioritize. Additionally, NHLA staff, together with staff at LARC and the Pro Bono Program of the NH Bar Association (Pro Bono), come together to identify trends and potential new problem areas, engage in long-term planning, and refine our priorities. NHLA and LARC are currently working on a new joint strategic plan to be finalized in the fall.

The Need for Legal Services

A study of the legal needs of New Hampshire's low-income residents, published in 2013, demonstrated that there is a large justice gap in the percentage of low-income residents with legal needs who did not receive the legal services they were eligible to receive. A disproportionate number of New Hampshire residents eligible to receive legal services are women, disabled, people with mental illness and people over 60 years of age. The report showed that in 2010 fewer than 6% of those eligible to receive legal services actually received them.¹ NHLA is working closely with our legal aid partners and the Access to Justice Commission to identify ways to improve the availability of legal services to New Hampshire's neediest residents.

¹ This study is available on the New Hampshire Access to Justice Commission page of the Judicial Branch website: http://www.courts.state.nh.us/access/2013_report/LEGAL_NEEDS_STUDY.pdf

NHLA's Case Work and Advocacy

1. Benefits Project

One of our core functions is to assist people who need our help to obtain the basic income they need to survive, to stabilize their lives and move toward self-sufficiency. Advocates help disabled individuals obtain Social Security disability benefits, SSI, and APTD benefits and access to health care through Medicare and Medicaid. The Benefits Project also works for improvements in the APTD/Medicaid system.

Additionally, NHLA assists individuals and families with eligibility issues for unemployment compensation, state assistance programs such as food stamps, Medicaid and cash benefits for families, and municipal welfare programs.

Medical coverage. In individual cases involving Medicare, Medicaid, assisted living and nursing home rights, NHLA protects clients from the loss of health care and helps them obtain the care they need in the most appropriate setting. Medical benefits enable our clients to access and receive quality health care.

Enduring impact of income and health care cases. Based on the results of a study sponsored by the New Hampshire Supreme Court Access to Justice Commission and completed in 2013, entitled "The Economic Impact of Civil Legal Services in New Hampshire: Achieving Justice and Boosting the Economy," the benefits we obtain on behalf of our clients will last for a significant number of years. For example, the average duration of the Social Security disability benefits we win for our disabled clients is 10.5 years. Attached is a chart which demonstrates the benefits our clients obtained during this reporting period, as well as projected benefits.

2. Domestic Violence Advocacy Project

Advocates of NHLA's Domestic Violence Advocacy Project (DVAP) work in partnership with Pro Bono and LARC to provide civil legal aid to survivors of domestic and sexual violence and victims of stalking. DVAP advocates represent victims and survivors of domestic abuse in domestic violence restraining order hearings, and divorce and parenting (custody) cases. NHLA focuses on high lethality cases and assists individuals who due to language or ethnicity face greater barriers in understanding and accessing the courts. NHLA works to obtain and enforce child support and alimony orders, which are often the key to helping our clients remain independent of their abusers over the long term. Our advocates are trained to address the unique issues that victims and survivors face in family law cases.

NHLA partners with domestic violence crisis centers throughout the state and with the Strafford County Family Justice Center and Manchester Family Justice Center to provide counsel and advice and representation to victims of domestic violence. The FJC model is a successful partnership of social service providers, using a holistic approach to provide wrap-around services to domestic violence victims. NHLA advocates also go on site to domestic violence crisis centers to provide legal assistance to victims. We hope to engage in similar partnerships with other family justice centers in the coming years.

3. **Housing Justice Project**

NHLA's Housing Justice Project (HJP) advocates for NHLA clients by working to obtain and preserve their housing. The HJP helps individuals and families who are either currently without shelter or are at imminent risk of becoming homeless. The HJP's Fair Housing Project promotes equal access to housing, investigates complaints of discrimination and assists people who are victims of housing discrimination.

The HJP engages in community outreach to tenants, housing providers and social service agencies about tenants' rights and general fair housing law. The HJP focuses on the rapidly growing minority, immigrant, and refugee communities in Manchester and Nashua, and works closely with local public and private organizations that assist these particularly vulnerable populations.

NHLA handles cases involving Section 8 or public housing issues, mortgage foreclosure, property taxes, mobile home park issues, housing discrimination complaints, and housing accessibility issues for persons with mobility disabilities.

As part of the Foreclosure Relief Project (FRP), NHLA helps homeowners avoid foreclosures and prevent homelessness. Advocates help borrowers keep their homes, negotiate a more reasonable loan repayment plan, or transition to a soft landing if they are financially unable to keep their homes.

4. **Senior Law Project**

The Senior Law Project (SLP) offers legal assistance to seniors (persons age 60 or older). The SLP assists our state's most economically and socially needy seniors. SLP advocates assist older adults with a variety of civil legal matters including illegal and abusive debt collection practices, financial exploitation, long-term care resident rights, public and private housing problems, and denial of public benefits and health care. The assistance includes legal advice, counseling, and legal representation at administrative hearings and in court.

SLP advocates also engage in outreach to increase awareness of the legal rights of seniors and to ensure that the community is aware of NHLA's services by means of presentations, pamphlets, and other written materials.

5. **Youth Law Project**

NHLA's Youth Law Project (YLP) serves court-involved and at-risk children and adolescents who need legal help to obtain educational, medical, and other services.

The premise of the YLP is that children who wind up in the juvenile justice system often have unmet needs in other areas of their lives. With civil legal advocacy, these vital needs can be addressed, which in turn helps keep these children in their homes and communities and out of the juvenile justice system. After receiving YLP services, many of our young clients have

demonstrated increased social and academic success, resulting in their ability to exit from the juvenile justice system and graduate high school.

YLP advocates work with children and teenagers who are facing long-term suspensions and expulsions from school, delinquency or CHINS petitions, and youth at risk of having such petitions filed against them. The YLP seeks to get these young people the educational, health, mental health, and other services necessary to stay in their homes and communities and out of the juvenile justice system. The work of the YLP includes representation at school disciplinary hearings and special education meetings and proceedings. The YLP does not provide representation in delinquency or CHINS cases, but works closely with public defenders and court-appointed counsel who do determine how best to meet the youth's needs.

6. **Utility Justice Project**

Over the years, NHLA has played a leading role in advocating for the rights of low-income consumers before the Public Utilities Commission. NHLA was instrumental in the creation of a state-wide low-income Electric Assistance Program which helps low-income families afford their electric bills. NHLA regularly advocates for the inclusion of low-income households in energy efficiency programs and helped to secure an increase in the total energy efficiency funds for the low-income "Home Energy Assistance Program."

7. **Policy Advocacy**

In the legislative forum, NHLA lobbies for policies that reduce poverty, promote the well-being of low-income people and older adults, and enhance access to justice for low-income residents. We target our work toward policy proposals for which NHLA can provide specialized expertise grounded in practical experience representing clients.

Our legislative work includes monitoring proposed legislation and rules, presenting oral and written testimony to administrative agencies and House and Senate committees, and negotiating and collaborating with policy makers and other stakeholders. NHLA focuses our legislative work on policy and budget proposals that impact basic needs, in areas including housing, health care, subsistence benefits, domestic violence, and energy/utilities.

Through policy work, we leverage our expertise on behalf of the tens of thousands of New Hampshire individuals and families who never contact us or whose individual cases are beyond our capacity to handle due to our limited staff. Many of the state law and rule changes that NHLA achieves remain in force for years and continue to benefit low-income and elderly Granite State residents over the long term.

We undertake public policy work that falls squarely within our mission. Building on what we learn from our individual client cases, we engage in legislative advocacy and/or administrative rulemaking to change policies and laws that adversely affect large groups of poor and elderly people.

Our public policy efforts during this reporting period were very robust and include:

- Led a large coalition effort which successfully derailed legislation that would have impacted food stamps for 17,000 families by instituting an asset test and requiring child support cooperation (SB 7).
- Successful passage of lead law to reduce childhood lead poisoning (SB 247).
- Reduction of interest rates on late property taxes (HB 1673).
- Member of coalition to reauthorize Medicaid expansion (SB 247).
- Effectively killed a bill that would have permitted landlords to require 2 months rent as a security deposit (HB 1485).
- Member of coalition to pass bill prohibiting discrimination under state law based on gender identity (HB 1319).
- Led effort to allow uninsured drivers to make periodic payments following an accident instead of losing their driver's license (SB 165).
- Led a workgroup which successfully improved alimony law to provide more predictability and equity (SB 71).
- Led coalition to create Uniform Power of Attorney Act and simplify the process (SB 230).
- Passage of HB 559 increasing amount of funding to low-income energy efficiency programs.
- Educated lawmakers on a variety of other issues related to family law, energy policy, and education.

Evaluation and Outcomes

Case management system. NHLA uses a robust case management program to closely monitor case work and activities. Our secure web-based case management system, allows our staff to access the system from virtually any location. Staff at different offices can work together on a case, making our work more efficient, and allowing us to assist more clients in need. We are also able to seamlessly refer cases to our legal aid partners who use the same case management system.

Managing and tracking our funding. NHLA carefully tracks our sources of funding and the obligations required under each funding source. Our tracking system enables us to ensure that staff members are meeting the requirements of each funder. A monthly progress report allows us to determine whether we are meeting our obligations to each funding source, by office and project, and by every individual lawyer and paralegal in our program.

Measuring financial outcomes for clients. NHLA measures financial outcomes in a number of case categories, including the value of SSDI, SSI, TANF, local welfare, unemployment benefits, and child support we obtain for our clients.

Feedback from our clients. Every client for whom we provide three or more hours of service is sent a Client Satisfaction Questionnaire, which asks a series of questions about how well NHLA handled the client's case. The questionnaires are sent with a stamped return envelope addressed to NHLA's executive director, who reviews all of them. Most clients are very satisfied with the

way they have been treated and the outcome of their cases. When the client expresses dissatisfaction, however, the executive director investigates and responds as appropriate.

Number of people assisted. As evidenced in the attached report, NHLA assisted over **6,656** people during this reporting period. The breakdown is as follows:

Case type	Total
Consumer	502
Family	1,176
Health	140
Housing	2,863
Income Maintenance and Employment	854
Individual Rights	138
Other Civil Legal Matters	983
Total People Helped	6,656

One of our primary goals is to assist individuals get back on their feet, get through a crisis, and remain self-sufficient. By helping individuals and families obtain and preserve stable income and housing, they can remain self-sustaining participants in their local communities.

The outcomes for this reporting period are consistent with our anticipated goals. We are proud that we have been able to serve so many low-income and vulnerable New Hampshire residents during the past year and to have had a positive impact in their lives.

Case Story

Deborah is a senior with developmental disabilities living in public housing. She came to NHLA when she was facing eviction for lease violations. Because of her learning and reading challenges it was difficult for her to understand the lengthy public housing lease or that she was breaking rules. NHLA requested a reasonable accommodation on Deborah's behalf under the federal Fair Housing Act. The Housing Authority granted NHLA's request, withdrawing the eviction and agreeing to set up a system in which it would work directly with Deborah's service providers to make sure she is a successful tenant. Deborah can now remain in her apartment close to her friends, family, and the senior center she goes to every day.


Conclusion

As this report indicates, the funding that NHLA receives from the IOLTA program of the New Hampshire Bar Foundation enables NHLA to serve low-income residents in need of critical legal services. With the support of IOLTA funding NHLA helps vulnerable individuals and families, disabled workers, the elderly, veterans, at-risk youth, and victims of domestic abuse protect their legal rights, while preserving their homes, their incomes, their health, and their dignity. The benefits that NHLA has gained for our clients flow into the local and state economies and save

local and state tax dollars. Many of the benefits we obtain for our clients continue for many years, providing long-term stability for the people we serve and their families.

The IOLTA program of the New Hampshire Bar Foundation is one of our most important and enduring partners. We are deeply grateful for the Bar Foundation's strong support and commitment to equal access to justice.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Lynne M. Parker", with a long horizontal flourish extending to the right.

Lynne M. Parker
Executive Director
New Hampshire Legal Assistance
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Concord, NH 03301
(603) 206-2226
lparker@nhla.org

July 5, 2018

IOLTA Final Report
New Hampshire Legal Assistance - Statewide Clients, Family Members and Referrals by County Case Category
 Cases closed June 1, 2017 to May 31, 2018

	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Out of State	Rockingham	Strafford	Sullivan	Unknown	Grand Total
Consumer													
	5	5	6	4	6	17	16	1	44	4	3		111
Family Members Helped	4	6	2	1	6	13	12	0	45	17			106
Referrals	13	14	19	18	20	76	37	4	54	19	11		285
Total People Helped	22	25	27	23	32	106	65	5	143	40	14		502
Family													
	1	3	2	4	17	61	23	3	30	39	13		196
Family Members Helped	1	6	1	10	17	110	39	1	45	67	20		317
Referrals	25	9	16	18	38	182	77	11	149	79	58	1	663
Total People Helped	27	18	19	32	72	353	139	15	224	185	91	1	1176
Health													
Clients		2	2	3	3	7	2		7		2		28
Family Members Helped				2	2	13					2		19
Referrals	1	6	6	2	6	29	10	1	21	6	5		93
Total People Helped	1	8	8	7	11	49	12	1	28	6	9		140
Housing													
Clients	25	9	33	28	27	158	45		56	62	30	1	474
Family Members Helped	26	10	33	36	16	141	43		48	67	31		451
Referrals	72	50	69	56	80	725	212	3	334	233	100	4	1938
Total People Helped	123	69	135	120	123	1024	300	3	438	362	161	5	2863
Income Maintenance and Employment													
Clients													245
Family Members Helped	16	2	15	9	33	103	43	2	34	30	29		316
Referrals	21	10	12	9	21	98	34	3	42	23	18	2	293
Total People Helped	53	15	44	36	84	268	103	6	105	70	68	2	854

IOLTA Final Report
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 Cases closed June 1, 2017 to May 31, 2018

	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Out of State	Rockingham	Stratford	Sullivan	Unknown	Grand Total
Individual Rights													
Clients						13		1	1				15
Family Members Helped						25		2	3				30
Referrals	2	2	1	6	5	24	15	1	19	10	9		94
Total People Helped	2	2		6	5	62	15	4	23	10	9	0	138
Other Civil Legal Matters													
Clients			1	10	1	16	5		6	7	2		48
Family Members Helped				3	2	37	7		20	19			88
Referrals	37	24	40	35	85	236	89	8	179	62	49	3	847
Total People Helped	37	24	41	48	88	289	101	8	205	88	51	3	983

Total Clients	47	22	61	67	84	339	117	6	173	129	71	1	1117
Family Members Helped	47	24	51	61	76	442	144	5	195	200	82	0	1327
Total Referrals	171	115	163	144	255	1370	474	31	798	432	250	10	4213
Total People Helped	265	161	274	272	415	2151	735	42	1166	761	403	11	6656

**New Hampshire Legal Assistance Statewide Benefits and Monetary Outcomes
CLOSED CASES - June 1, 2017 to May 31, 2018**

Case Type	Cases*	People Helped*	Monthly Recovery	Monthly Recovery Annualized	Lump Sum Recovery	Total 6-1-17 to 5-31-18	Total Recovery after Projected Duration
Family Law Cases (Div./Sep./Anul./Custody/DV)	9	23	\$4,477	\$53,724		\$53,724	\$53,724
Federally Subsidized Housing/ Public Housing / Fair Housing	3	4	\$735	\$8,820	\$27,975	\$36,795	\$8,820
Other Housing & Foreclosure	6	15			\$53,100	\$53,100	\$53,100
APTD	4	5	\$2,975	\$35,700	\$13,087	\$48,787	\$48,787
TANF	1	3	\$2,678	\$32,136		\$32,136	\$32,136
Local Welfare						\$0	
Other Cases	10	27	\$5,309	\$63,708	\$28,321	\$92,029	\$92,029
Social Security Disability (SSDI) ^ (Projected Duration: 10.5 years)	8	21	\$10,167	\$122,004	\$274,673	\$396,677	\$1,555,715
Estimated value of Medicare for Social Security Disability clients** (Projected Duration: 8.5 years)				\$102,208		\$102,208	\$868,768
Supplemental Security Income (SSI) (Projected Duration: 9.7 years)	6	18	\$3,086	\$37,032	\$67,404	\$104,436	\$426,614
Totals	47	116	\$29,427	\$455,332	\$464,560	\$919,892	\$3,139,693

* These cases include only NHLA cases with monetary outcomes. People helped equals the client plus family members.

**The most recent federal government data reported that in 2013 Medicare provided an average of \$12,776 per year in payments for the medical and hospital bills of Social Security disability benefits recipients. See <http://www.medpac.gov/documents/Jun17DataBookEntireReport.pdf> (pg. 21). Our estimate of the amount of Medicare coverage gained for our clients is derived by multiplying the number of new Medicare beneficiaries by this average annual expense. Since Medicare expenditures have continued to rise, this number is probably lower than the actual amount of Medicare benefits these clients received.

^ In some of these cases the client received a combination of Supplemental Security Income (SSI) and Social Security Disability (SSDI).

New Hampshire Legal Assistance
Value of Outcomes
June 1, 2017 - May 31, 2018

Row Labels	Sum of Value
Amount Monthly Mortgage Reduced	568
Amount of Debt Avoided	837,180
Amount Principal Reduced	153,468
APTD Lump Sum Recovery	13,087
APTD Monthly Payment Received	2,975
Attorney's Fees	39,676
Child Support Monthly Payment Received	4,477
Fair Housing Damages Received	27,975
Local Welfare Rental/Shelter Assistance Received	4,825
No Monetary Outcomes	0
Other Local Welfare Assistance Received	2,766
Other Lump Sum Recovery	76,597
Other Monthly Payment Received	5,309
Property Tax Savings Resulting from Tax Relief	18,475
Public Housing Assistance Received	0
Section 8/HCV Monthly Assistance Received	735
Social Security Overpayment Reduction	6,906
SSDI Lump Sum Recovery	274,673
SSDI Monthly Payment Received	10,167
SSI Lump Sum Recovery	67,404
SSI Monthly Payment Received	3,086
TANF Monthly Payment Received	2,678
(blank)	0
Grand Total	1,553,027

NHLA Collaborating and Cooperating Partners 2018

Law Offices

American College of Trial Lawyers, NH Chapter
Atty. Meredith Cook
Atty. Alan Cronheim – Sisti Law Office
Atty. Peter Beach - Sheehan, Phinney, Bass + Green
Atty. Ron Abramson – Abramson Immigration Solutions
Atty. Margie Kerouac – Orr & Reno
Atty. John Rich – McLane Middleton
Atty. Philip Waystack
Atty. Quentin Blaine
Atty. Roger Phillips
Bailinson & O’Leary PC
Bernstein Shur Sawyer & Nelson PA
Civil Practice Clinic – UNH School of Law
Disability Rights Center - NH
Legal Advice and Referral Center
National Academy of Elder Law Attorneys - NH
NH Bar Association Pro Bono Program
NH Public Defender Program
Nixon Peabody LLP
Pierce Atwood LLP

Advocacy

American Friends Service Committee
Center for Budget and Policy Priorities
Center for Responsible Lending
Episcopal Church of NH
Granite State Organizing Project
Granite State Progress
Housing Action New Hampshire
Manchester NH NAACP
MomsRising
National Academy of Elder Law Attorneys – NH Chapter
National Employment Law Project
New Futures
NH AFL-CIO
NH Bankers Association
NH Civil Liberties Union
NH Coalition Against Domestic & Sexual Violence
NH Fiscal Policy Institute
NH Grocers Association
NH Municipal Association
NH Voices of Faith
Roman Catholic Bishop of Manchester
United Valley Interfaith Project

Seniors

AARP – New Hampshire
Adult Day Association
Alzheimers Association MA/NH
Coalition Against Later Life Abuse
Concord Regional Visiting Nurse Association
Crotched Mountain

Seniors (cont’d)

Easter Seals
EngAGING NH
Foster Grandparents
Granite State Home Health Association
Caregivers
Justice in Aging
Life Coping
Moore Center
NH Alliance for Healthy Aging
NH Association of Residential Care Homes
NH Bureau of Elderly and Adult Services
NH Elder Rights Coalition
NH Office of Long-Term Care Ombudsman
NH Office of Public Guardian
NH Service Link
North Country Elders Program
Senior Caregivers
Seniors Count
St. Joseph Community Services

Health

American Heart Association
Ammonoosuc Community Health Services
Child Health Services
Coalition for NH Oral Health Action
Community Partners (Stafford County)
Conservation Law Foundation
Coös County Family Health Services
Endowment for Health
Families First Health and Support Center
Foundation for Healthy Communities
Genesis Behavioral Health in Laconia
Granite Case Management
Greater Manchester Assistance Project
Greater Nashua Mental Health Center
Manchester Community Health Center
NH Academy of Family Physicians
NH Community Behavioral Health Association
NH Food Bank
NH Health Care Association
NH Health & Equity Partnership
NH Hunger Solutions
NH Medical Society
NH Pediatric Society
NH Public Health Association
Portsmouth Regional Hospital
Southern NH Area Health Education Center

NHLA Collaborating and Cooperating Partners 2018

Social Services

2-1-1 New Hampshire
Catholic Charities of New Hampshire
Belknap-Merrimack Community Action Program
Family Assistance Advisory Council
Granite State Independent Living
Lakes Region Community Services
Local Domestic Violence Crisis Centers (14)
Manchester Family Justice Center
Monadnock Family Services
Northeast Deaf and Hard of Hearing
Northern Human Services
One Sky Community Services
Riverbend Mental Health Community Center
Rockingham County Community Action
School Nutrition Association
Southern NH Services
Southwestern Community Services
Strafford County Community Action Committee
Strafford County Family Justice Center
Sullivan County Nutrition Services
Tri-County Community Action
(Coös, Grafton & Carroll Counties)
West Central Services
Whole Village Family Resource Center

Children

Child & Family Services
Commission to End Child Hunger
End 68 Hours of Hunger
Every Child Matters
Greater Manchester Partnership
to Prevent Lead Paint Poisoning
NH Association of School Principals
NH Child Advocacy Network/NH Kids Count
NH Children's Trust
NH School Administrators Association
The NH Lead Paint Collaborative
The Parent Information Center

Consumer

Greenpath Credit Counseling
National Consumer Law Center

Housing

AHEAD (Affordable Housing, Education & Development)
CATCH (Concord Area Trust for Community Housing)
Community Home Solutions
Crossroads Shelter
Harbor Homes, Inc.
The Housing Partnership
Laconia Area Community Land Trust

Housing (cont'd)

Local Continuums of Care (Homelessness)
Neighborhood Housing Services of Greater Nashua, Inc.
Neighborworks Southern NH
NH Community Loan Fund
NH Housing Finance Authority
The Carey House
The Way Home
Under the Bridge

Immigrants

Ascentria Care Alliance
International Institute of New Hampshire
New African Americans
NH Coalition for Occupational Safety and Health
NH Immigrants Project
NH Minority Health Coalition
Somali Development Center
Southern Sudan Community of NH
US Citizenship and Immigration Services
Women to Women

Government

Cities of Manchester, Nashua, and Portsmouth
Governor's Commission on Disability
Local Welfare Administrators Assoc.
Nashua Public Library
NH Banking Department
NH Division for Children, Youth and Families (DCYF)
NH Dept. of Health and Human Services
NH Office of the Governor
NH Department of Justice
NH State Veterans Council
NH Unemployment Advisory Council
Office of Consumer Advocate
Office of Energy and Planning
Office of Minority Health and Refugee Affairs
Public Utilities Commission - Consumer Affairs Division
US Dept. of Veterans Affairs

Private Corporations

National Grid (electric)
Eversource
Bank of New Hampshire

New Hampshire Legal Assistance
IOLTA 12 MONTH REPORT
June 1, 2017 - May 31, 2018

Personnel	
Salaries	\$ 315,211
Employment Taxes	\$ 24,428
Benefits	\$ 46,207
Personnel Sub-Total	<u>\$ 385,846</u>
Non-Personnel	
Space & Occupancy	\$ 28,018
Office Supplies & Expenses	\$ 6,869
Postage	\$ 956
Equip. Rental & Maintenance	\$ 2,717
Telephone & Data Communications	\$ 4,329
Library and Research	\$ 5,583
Training & Meetings	\$ 3,370
Insurance (Malprac, Prop, Bond)	\$ 2,874
Dues & Fees	\$ 2,618
Litigation Expenses	\$ 4,916
Temporaries/Contract Services/Audit*	\$ 27,713
Travel-Local	\$ 5,886
Administrative	\$ 716
Miscellaneous	\$ 89
Non-Personnel Sub-Total	<u>\$ 96,654</u>
Total Expenses	<u>\$ 482,500</u>

*sub-grants not included

New Hampshire Legal Assistance

Helping to balance the scales of justice for everyone since 1971.

Escape



[ABOUT US](#)

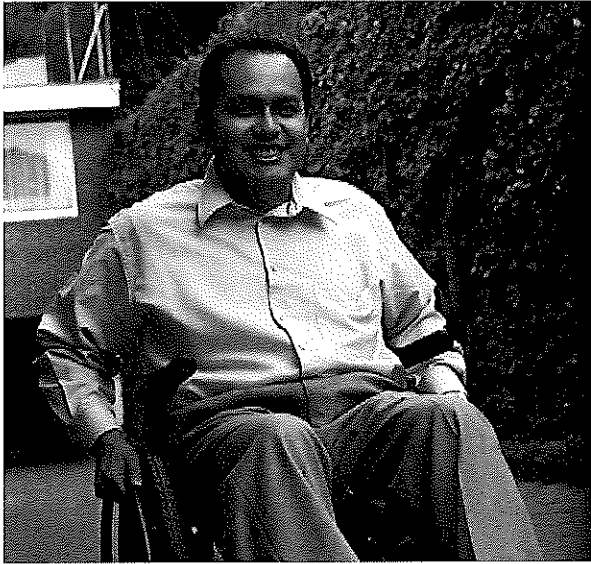
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[RESOURCES](#)

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Public Benefits

Benefits Project advocates help individuals obtain the assistance they need to stabilize their income and move toward self-sufficiency as possible. Advocates help the disabled obtain Social Security, SSI, and APTD benefits and access to health care through Medicare and Medicaid. The Project also works for improvements in the APTD/Medicaid system. [Learn More >>](#)



Our Mission

PLEASE NOTE: All NHLA offices will be closed on Wednesday, July 4 in observance of the Independence Day holiday.

NHLA's mission is to fulfill America's promise of equal justice by providing civil legal services to New Hampshire's poor, including education and empowerment, advice, representation, and advocacy for systemic change.

We offer our clients high-quality civil legal aid to address the legal problems that affect their daily survival and most basic needs. These services range from simple legal information and advice to vigorous and thorough representation in all of New Hampshire's courts and before many of the local, state and federal agencies which play large roles in their lives. In providing legal services to the poor, NHLA helps ensure the legal system provides the fairness and justice that all New Hampshire residents deserve.

NHLA does not discriminate on the basis of race, color, national origin, religion, sex, disability, age, sexual orientation, and gender identity, in the delivery of services.

[APPLY FOR LEGAL HELP](#)

A note about this website: Clicking on the red "ESCAPE" button that appears next to our logo at the top of every page will give you a quick escape from the website. Computer use can be monitored and may be impossible to completely clear. If you are afraid your use of the internet or the computer may be monitored, use a secure computer, call a local domestic violence hotline, and/or call the National Domestic Violence Hotline at 1-800-799-7233 or TTY 1-800-787-3224.

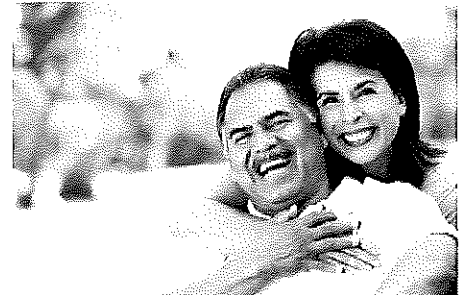
NHLA priority issues

Legal aid at the doctor's office might help low-income patients

How local welfare should work: One client's story as told by her NHLA advocate

NHLA protects low-income tenants from the dangers of lead paint

Testimonial



Efficient, knowledgeable and courteous...

[The advocate] was more than helpful – she explained and re-explained issues to me. She is very efficient, knowledgeable and courteous. She always returns my calls in a timely manner. She made a hard time in my life more bearable.

Make
a
Donation

NHLA Needs Your Support

NHLA relies on the goodwill and support of the entire community to reach our mission of equal access to justice for all people in New Hampshire. Your financial support strengthens our organization and our ability to serve those in need. Use the link above to make a safe, and secure donation or if you prefer send your tax-deductible donations (checks can be made to the Campaign for Legal

NHLA, Pro Bono expand program to help low-income debtors

Services) to:

Do You Need Health Insurance?

New Hampshire Legal Assistance
117 North State Street
Concord, NH 03301

Our Offices

Berlin
Claremont
Concord
Manchester
Portsmouth
Administration

Inquiries about making a donation can
be sent to:
info@nhla.org

Latest News

Meet the Staff: Dan Hobbs

Posted Jun 22, 2018

Meet Dan Hobbs! Dan is NHLA's new Elder Advocacy Coordinator for the Alliance for Healthy Aging (NH AHA). In this role, Dan is tasked with creating a groundswell of interest for the needs and rights of New Hampshire's aging population. Dan's previous experience in ...read more

Welcome, 2018 summer interns!

Posted Jun 07, 2018

New Hampshire Legal Assistance recently welcomed four new interns for the summer, who are assigned to different NHLA offices around the state, and will have the opportunity to attend court with our advocates, help with research and assist clients. This year our four interns all have one thing in com ...read more

Become a Fair Housing Tester!

Posted May 09, 2018

2018 marks the 50th anniversary of the passage of the federal Fair Housing Act. By prohibiting discrimination based on race, color, religion, national origin, sex, familial status and disability, in all types of housing and housing services, the FHA ensures equal housing opportunity. Because ou ...read more

Crossover Report 2018

Posted Mar 30, 2018


March 22 marked crossover, the day when all bills still under consideration in the New Hampshire Legislature cross from one chamber to the other. NHLA advocates across all practice areas have been involved with various legislation that could harm – or help – low-income residents in New Ham ...read more

Fair Housing conference on the rights of long-term care residents

Posted Mar 26, 2018

New Hampshire Legal Assistance, NH Housing Finance Authority and Hanover Hill Health Care Center are sponsoring a fair housing conference, Civil Rights and Resources for Residents of Nursing Homes and Assisted Living Facilities, on Tuesday, April 24.

The free conference is designed for f ...read more



New Hampshire Legal Assistance
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New Hampshire Legal Assistance
on Tuesday

Another resource on the Medicaid work requirements in NH

NEW HAMPSHIRE MEDICAID BRIEF RELEASED!



ABOUT US

- Home
- Mission & History
- Board & Staff
- NHLA Priorities
- Eligibility
- Our Funders
- Non-Profit Status
- Campaign for Legal Services
- Photos & Videos
- Our Offices
- Litigation
- Policy Advocacy

LEGAL SERVICES

- Public Benefits
- Domestic Violence
- Housing
- Seniors
- Special Projects

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RESOURCES

- Frequently Asked Questions
- Court Information
- Legal & Other Resources
- Government Agencies Pamphlets pdfs
- Reports
- Local welfare

SUPPORT NHLA

- Volunteer for NHLA
- Donate to NHLA
- Jobs at NHLA
- Cy pres awards in New Hampshire

CONTACT

For the media

Our Offices

- Berlin
- Claremont
- Concord
- Manchester
- Portsmouth
- Administration

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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 ext.2230 or
1-800-921-1115 ext.2230
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
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 – thesecond 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

224-3333

1-800-639-5290

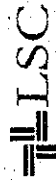
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Strengthening Justice Since 1976
IOLTA Program of the NH Bar Foundation



United Way Partner Agency



Legal Services Corporation

NH CAMPAIGN
FOR LEGAL SERVICES

July 2015

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

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 (NHLA)

are organizations 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 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

How do I get help?

Start by contacting LARC.

Go to

www.nhlegalaid.org

and click on

“Apply for Legal Services”

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.