



City Manager
334 Front Street
Ketchikan, AK 99901

Phone (907) 228-5603
Fax (907) 225-5075

TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Lacey G. Simpson, Acting City Manager

DATE: April 26, 2022

RE: **Alaska Legal Services Corporation Quarterly Activity and Financial Reports - January Through March 2022**

Pursuant to paragraph (a) and (b) of Section 14 of the 2022 Community Agency Funding Agreement between the City of Ketchikan and Alaska Legal Services Corporation, attached for City Council review are copies of the agency's quarterly activity and financial reports for the period of January through March 2022. Should Councilmembers have questions regarding these reports, staff can attempt to respond accordingly.

ALASKA LEGAL SERVICES CORPORATION
KETCHIKAN OFFICE

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April 26, 2022

Via Email

City of Ketchikan
Attn: Community Agency Grant Committee
334 Front Street
Ketchikan, AK 99901
Email: karla@ktn-ak.us
diane@ktn-ak.us

Re: 2022 Community Agency Funding
Q1 Cumulative Activity Report

Dear Grant Committee:

Enclosed please find Alaska Legal Services Corporation's quarterly activity and financial reports for January to March 2022.

Please feel free to call or email with any questions. I can be reached at (907) 222-4503 or mhummm@alsc-law.org and our Southeast Supervising Attorney, Heather Parker, can be contacted at (907)586-5963 or hparker@alsc-law.org.

Sincerely yours,



Maggie Humm
Deputy Director

Enclosures: as stated

Cc: Tracey Janssen, ALSC CFO
Heather Parker, ALSC Supervising Attorney
Linda Keizer, ALSC Paralegal

**Alaska Legal Services Corporation
Elder and Family Advocacy Project
1st Quarter Report 2022
(January to March 2022)**

ALSC thanks the City of Ketchikan for its continued support of our Elder & Family Law Advocacy Project. We are pleased to report that as we start off the grant year we are continuing to meet our goals and objectives for this project, and we have once again exceeded our client service numbers.

This quarter, ALSC provided Ketchikan residents with assistance in a wide variety of matters, with housing and income maintenance issues at the forefront. ALSC also continues to undertake a number of activities to proactively help the client community face the challenges of the pandemic and to address an increased demand for services. Our attorneys and advocates are regularly updating the legal information and COVID-19 resources on our website, alaskalawhelp.org; our statewide landlord-tenant hotline continues to operate four evenings per week instead of just two; and we have offered numerous virtual education events.

Summary of Total Served

Between January 1 and March 31, 2022:

- ALSC received 25 new applications. Due to a lack of staff resources, conflicts, or other eligibility reasons, 8 cases from City households were rejected during this time;
- ALSC served a total of 33 individual clients in 39 separate cases (four (4) clients had multiple legal issues) and had a total reach of 63 individuals this quarter;
- All 33 of the clients served were at or below 200% of federal poverty guidelines, with 29 clients below 125% of the guidelines;
- Twenty (20) clients self-identified as having a disability; and
- Ten (10) clients were age 60 or older and 6 were age 65 or older.

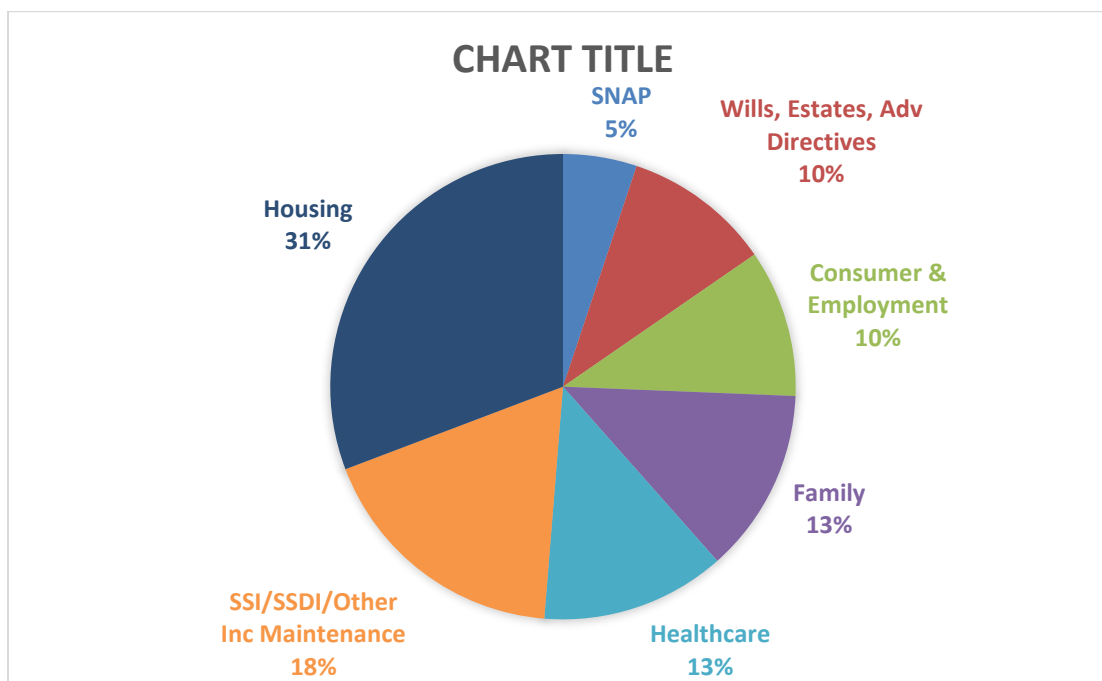
ALSC continues to give priority to elders, individuals with disabilities, and those at risk of homelessness, facing domestic violence, or struggling with reductions of critical medical care.

Goals & Objectives

Goal #1: Program participants will avoid domestic violence, homelessness, and poverty through civil legal representation.

Objective #1: Each quarter, between 10-12 City households will receive legal advice, assistance with legal forms, representation in court, or other forms of direct representation to help maintain family safety, housing, disability rights and benefits, income maintenance, or legal protections for seniors.

This objective was far exceeded. Our total caseload of 39 cases had a wide range of case types as indicated in the chart below.



As seen above, this quarter there was a high demand for assistance with housing issues, including landlord-tenant problems. We also continued to see high demand for help with Social Security matters, SNAP benefits, family issues, and advanced planning. ALSC has continued its telephonic Family Law Clinic, which has allowed us to expand our services throughout Southeast Alaska. In the past, ALSC has been able to offer only very limited assistance on family law issues due to the resources required for each individual case. During the pandemic, ALSC's Southeast offices have altered how they handle family law cases and in doing so we have increased our capacity to serve more people. Through this clinic, individuals sign up for 30-minute slots to meet with an attorney for individual advice over the phone.

Objective #2: ALSC will track specific outcomes, including financial benefits, for Social Security, debt collection, income maintenance, landlord tenant, and foreclosure cases.

This objective was met during the first quarter. Between January 1 – March 31, 2022, ALSC closed **16** cases with the following outcomes:

- **4** clients received assistance on consumer or employment issues;
- **4** clients received assistance with a landlord/tenant issue or other housing issue;
- **3** clients received assistance with a Medicaid issue;
- **2** client received assistance on family law matters;
- **2** clients received assistance with a wills/estate issue; and
- **1** client received assistance with an SSDI issue

Some highlights of our work in these cases include:

Access to Health Care

April¹ experiences multiple disabilities and requires Supported Living and Personal Care Services to keep living independently in her own apartment. However, her request to amend her care plan to add an additional 14 hours of Supported Living services was denied. If April did not get these hours, she would need to live in an institution and possibly have to leave the community. In April's case, the State had a pattern of reducing her services every year, despite the fact that she was not improving. Working in partnership with April's care coordinator and service provider, an ALSC attorney negotiated with the State and it ultimately agreed to provide April with all 14 hours per week of Supported Living services that she needed. April is able to continue living independently in her community. These services are valued at \$33,284.16 – a benefit that flows directly to the Ketchikan community.

Income Maintenance

Roberto was disabled due to a work injury and has not been able to work in 10 years. He, his partner, and their three children were relying on public assistance to support their household. Roberto turned to ALSC for help because he had a large child support arrears balance with interest occurring at a significant rate each month. He did not see how he could ever pay off this debt. ALSC staff obtained information about Roberto's child support debt and found that most of the debt – over \$40,000 – was owed to the State for the time frame that the custodial parent was on public assistance. Before the attorney could begin negotiating with CSSD to reduce the debt, we first had to negotiate with much smaller amounts owed to the Tribe and to the custodial parent. Once that was done, we drafted a hardship request asking CSSD to reduce the amount of the debt from \$40,000 to \$13,000, and to accept a monthly payment plan. CSSD accepted the amount owed as \$13,000 and over the course of the next 6 months will continue to monitor Roberto's payment. CSSD is open to further negotiations regarding the debt and payment plan if Roberto is able to make consistent payments. Roberto has tremendous relief and can see the light at the end of the tunnel for this debt.

Betty is a senior on a limited, fixed income who came to ALSC for help with a debt case. A collection agency filed a lawsuit claiming that she owed \$1,700 plus interest, court costs, and attorney fees. The debt was incurred when Betty accidentally started using the wrong checkbook for an account that had been closed. The total amount of the bad checks were relatively small (less than \$200), but for each small check written, the law allows the creditor to recover damages up to \$100 or triple the amount of the check, whichever is greater.

ALSC assisted Betty with drafting an answer to the complaint and asserted her rights under Alaska law. That is, that Betty could pay off the entire amount of the bad checks plus a maximum amount for attorney fees and costs of \$150.00 for a total pay off of less than \$350. This would save Betty more than a thousand dollars in extra fees and costs. Once this defense was asserted, the creditor then had no choice but to file a satisfaction of judgment. Betty was extremely relieved have avoided a large judgment. This case illustrates the unfortunately reality of how a small debt can

¹ All names have been changed to protect confidentiality.

quickly compound and put low-income individuals in a precarious financial situation. Had Betty not come to ALSC for help, it is likely she would have lost or been defaulted as many plaintiffs are in small claims cases, and she would have owed the full amount requested. ALSC's help safeguarded her very limited income.

Access to Safe Housing

This quarter, a number of clients received advice or brief service on a variety of housing matters. ALSC wrote letters to landlords regarding damages, security deposits, and other issues. One client received advice after a landlord had sent a letter requesting damages. In another case, after ALSC wrote a letter to a landlord about an inhabitable unit regarding mold, the landlord followed up with mold testing and recommended treatment.

Goal #2: Program participants will resolve non-legal issues that put them at risk of domestic violence, homelessness and poverty, and work toward self-sufficiency.

Objective #1: ALSC will work in coordination with other social service agencies so that clients get a wrap-around team when needed to help resolve a combination of legal and other issues.

During this quarter, ALSC continued to partner with other social service agencies to provide clients a wrap-around team approach. ALSC also continues to partner with Ketchikan Indian Community, Southeast Alaska Independent Living, Community Connections, and other local service providers to answer questions and resolve other, non-legal issues.

Objective #2: ALSC will attend regular community meetings with partner agencies to stay updated on other program information and collaborate on team approaches to resolving individual client issues.

ALSC staff continue to collaborate with partner agencies both to keep them updated on programming and also to take a team approach to resolving clients' issues. This quarter, ALSC staff attended monthly SEANET meetings with several community partners and, in addition, attended a session of the Southeast Regional Eldercare Coalition.

Objective #3: ALSC will work with partner agencies to ensure that their staff is informed of the scope of our services and make appropriate referrals.

ALSC's paralegal has connected with other agency and government staff to ensure that appropriate referrals are being made to ALSC, that we are able to respond to referrals quickly, and that appropriate releases of information are in place to allow agencies to work together efficiently to serve our mutual clients.

Goal #3: Increase knowledge in the target population re: the existence of civil legal rights and remedies.

Objective #1: ALSC will engage in at least ten community legal education events in 2022, including outreach activities, legal presentations, clinics, and hosting information tables at community fairs.

While no in-person trainings were offered this quarter due to the COVID-19 pandemic, ALSC continues to provide resources to Ketchikan providers and to the Ketchikan community.

ALSC hosted two Facebook Live legal education events this quarter:

- February 19: Caregiving 101 Webinar: Legal Issues for Caregivers Part 1 (in partnership with the Alzheimer's Resource of Alaska)
- March 19: Caregiving 101 Webinar: Legal Issues for Caregivers Part 2 (in partnership with the Alzheimer's Resource of Alaska)

The Facebook Live sessions have been well attended and have provided individuals across the state the opportunity to connect with ALSC attorneys, partner organizations, and state officials. Links to these and other past events are available on ALSC's Facebook page.

ALSC continues to offer a free landlord-tenant hotline four times a week. This toll-free line is staffed by volunteer attorneys every Monday-Thursday, from 6-8 p.m. As reported previously, this hotline was expanded from 2 days per week to 4 days per week in response to the increased demand for assistance regarding housing and eviction issues in Southeast and throughout the state.

Objective #2: ALSC will maintain an updated library of civil legal resources on its alaskalawhelp.org website, and offer educational materials through handouts and brochures available in our office, partner agencies offices, and at community resource fairs.

ALSC continually updates information on alaskalawhelp.org, an online legal resource library. Since the COVID-19 pandemic began, ALSC staff have worked to keep this website updated with the latest information regarding legal issues that are arising from the pandemic including housing, domestic violence, workers' rights, debt issues, public benefits, and more.



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April 21, 2022

City of Ketchikan
334 Front Street
Ketchikan, Alaska 99901

Enclosed is the progress report, through 3/31/22, for the City of Ketchikan grant to Alaska Legal Services Corporation (ALSC) for providing legal services for low-income persons in Ketchikan in 2022.

Please also consider this letter an invoice/request for the grant payment of \$25,270.92.

The certificate of insurance was returned with the grant agreement.

Thank you for your support to Alaska Legal Services Corporation.

Sincerely,

ALASKA LEGAL SERVICES CORPORATION

A handwritten signature in blue ink, appearing to read "Tracey J. Janssen", is written over the printed name.

Tracey J. Janssen
Chief Financial Officer

ALASKA LEGAL SERVICES CORPORATION			
EXPENSE REPORT FOR THE FY 2022 GRANT FROM THE CITY OF KETCHIKAN			
FOR THE PERIOD ENDED: March 31, 2022			
	CURRENT PERIOD	PREVIOUSLY REPORTED	CUMULATIVE TOTAL
INCOME:			
GRANT INCOME	\$ -	\$ -	\$ -
GRANT INCOME RECEIVABLE	\$ -	\$ -	\$ -
INTEREST INCOME	\$ -	\$ -	\$ -
TOTAL INCOME	\$ -	\$ -	\$ -
EXPENSES:			
SALARIES	\$ 6,743.26	\$ -	\$ 6,743.26
FRINGE BENEFITS	\$ 2,118.96	\$ -	\$ 2,118.96
TRAVEL EXPENSES	\$ -	\$ -	\$ -
FACILITY EXPENSES	\$ 829.57	\$ -	\$ 829.57
SUPPLIES EXPENSE	\$ 25.59	\$ -	\$ 25.59
EQUIPMENT EXPENSES	\$ 18.21	\$ -	\$ 18.21
OTHER OPERATING EXPENSES	\$ 324.61	\$ -	\$ 324.61
TOTAL EXPENSES	\$ 10,060.20	\$ -	\$ 10,060.20
INCOME IN EXCESS OF EXPENSES	\$ (10,060.20)	\$ -	\$ (10,060.20)