

ACCESS TO
JUSTICE
IS A REALLY
BIG
DEAL



**LEGAL AID OF WESTERN MISSOURI
2019 ANNUAL REPORT**

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LEGAL AID OF WESTERN MISSOURI has improved the lives of those in need through quality legal assistance since 1964. Legal Aid provides free civil (non-criminal) legal assistance to people who need it most and can afford it least. With offices in Kansas City, Joplin, St. Joseph and Warrensburg, Legal Aid serves a 40-county area where 295,000 people live in poverty.

Throughout our report we use pseudonyms and stock photos to protect client confidentiality.

LAWMO.ORG



In 2019, you gave us reason to believe
in a better world — a world where
everyone has equal access to justice.

(This is huge — thank you!)




You understood that, every day, Missourians are denied access to the basic rights to which they're entitled, simply because they don't have legal representation. Equal access to justice doesn't just make some of the difference for our neighbors in need — it makes all the difference.

(A lot of people don't get this.)

You understood that if you're trying to fight an unlawful foreclosure, secure veterans' benefits which you've earned but been denied, or protect your family's safety from an abusive partner, you need civil legal help.

***But not
everyone
can afford
to pay an
attorney.***



You understood that civil legal aid is a powerful tool — a tool that helps our neighbors build a foundation of stability so they can create a better future for themselves, their families, and our communities.

You understood that Legal Aid staff and volunteers work hard, but we must turn away more than 50% of people who qualify for our free legal services because we don't have the resources to help them.



Without civil legal aid, our clients face the justice system empty-handed.



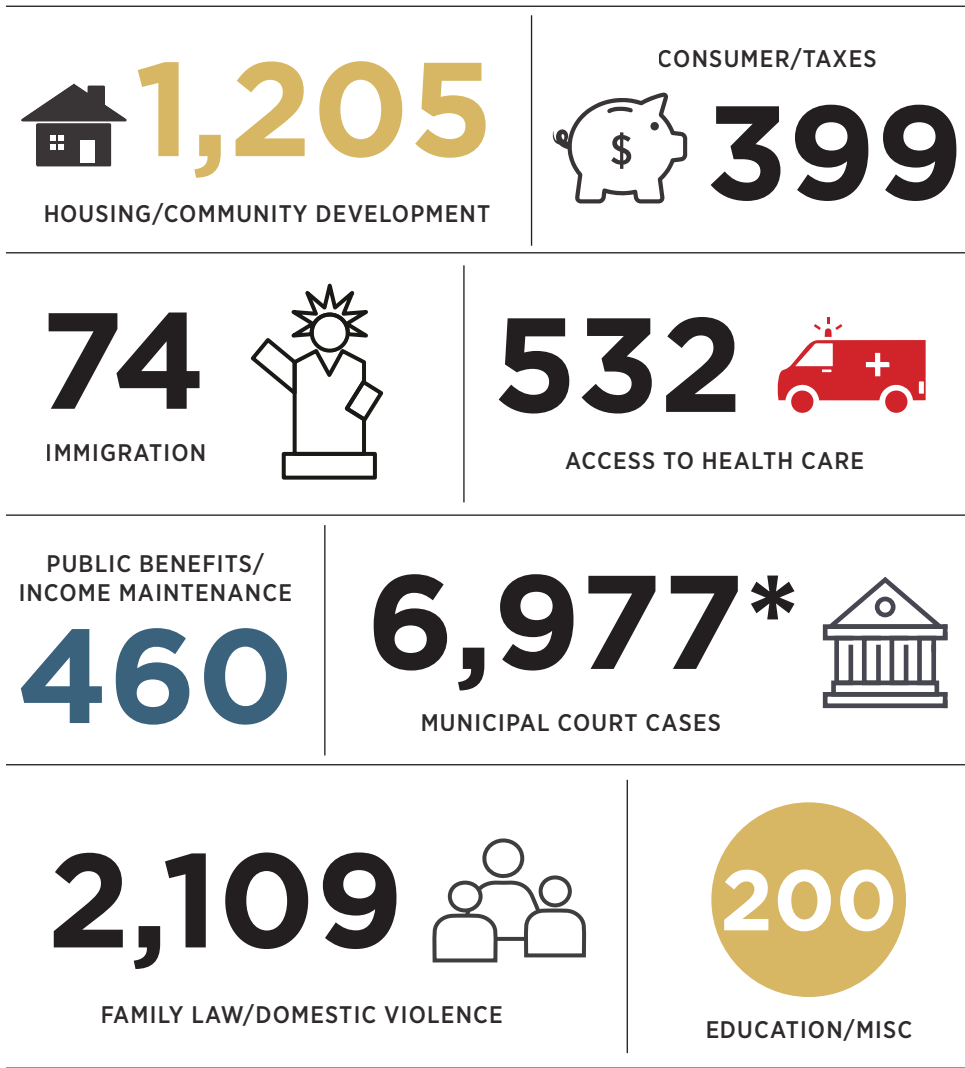
***Your
support
really
does
make a
difference!***

In 2019, you understood how important access to justice is to our underserved and often overlooked neighbors — and communities. We could have never accomplished so much without you.

(Keep reading and see for yourself!)

2019 CLOSED CASE SNAPSHOT

Together, we helped seniors, children, the ill and disabled, veterans, and more! Here’s a brief look at how we did in 2019.

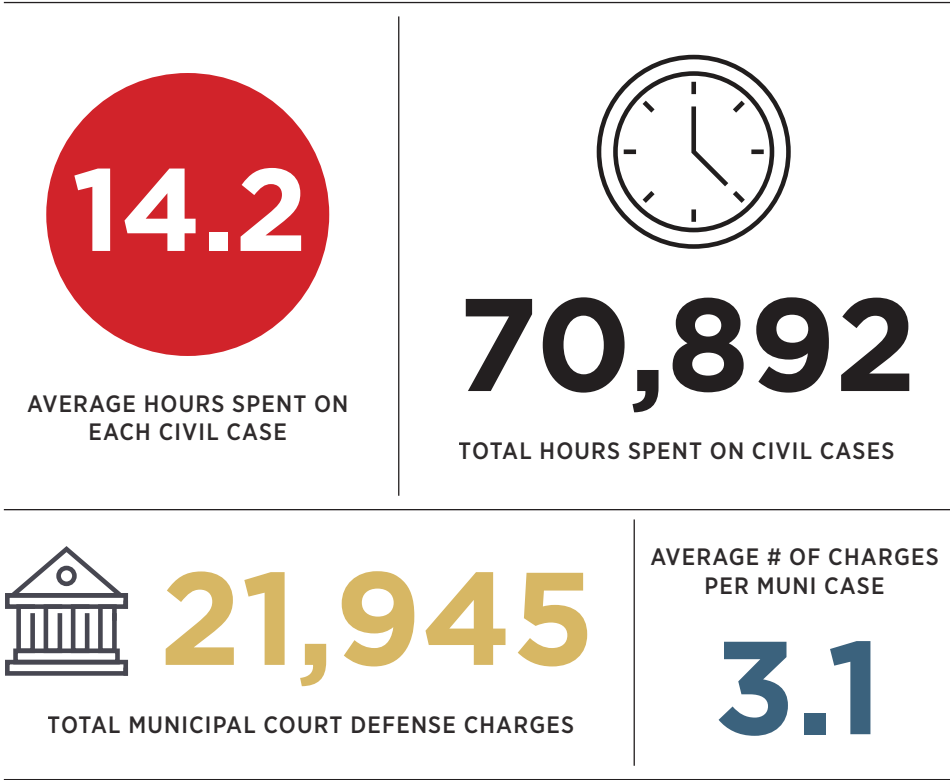


* MUNICIPAL CASES MAY HAVE MULTIPLE CHARGES.

2019 IMPACT AT A GLANCE

CIVIL CASES CLOSED BY OFFICE

JOPLIN	670
KANSAS CITY - CENTRAL OFFICE	3,160
KANSAS CITY - WEST OFFICE	252
ST. JOSEPH	474
WARRENSBURG	423
TOTAL CIVIL CASES CLOSED	4,979
TOTAL KCMO MUNICIPAL COURT CASES	6,977
TOTAL 2019 CLOSED CASES	11,956





Tanya

Tanya, a young mother, lived in a Section 8 housing property with her two children. Because Tanya's only income was Temporary Assistance for Needy Families (TANF), her portion of her rent was zero.

Tanya's lease came up for renewal and the Housing Authority of Kansas City conducted an annual housing quality inspection. The property failed due to several habitability issues, and Tanya's landlord was given 30 days to make the repairs. The property failed a second inspection, and the rent payments went into abatement for three months until the landlord fixed the problems.

Tanya contacted Legal Aid's Justice in the Schools Project after her landlord filed a suit against her demanding back rent for the period of the abatement. Tanya told her Legal Aid attorney that she didn't have the money to pay her landlord. She was afraid the landlord would evict her, leaving her and her children homeless.

The Justice in the Schools attorney agreed to take Tanya's case. He assured Tanya that HUD regulations specifically state that Section 8 tenants are not responsible for rent abated by the Housing Authority, and landlords are not eligible for retroactive payment of abated rent.

In the meantime, Tanya was working with her Housing Authority case manager to find a new home. When her landlord learned she was moving, he dismissed the case. Tanya found a temporary housing situation that allowed her children to finish the school year while she worked on finding a permanent home for her family with assistance from the Housing Authority.



Legal Aid's Justice in the Schools attorney helped Tanya navigate the public housing system — and keep her rental record eviction-free.

Walt

Walt loves people and loves to make them laugh. Walt also lives in a nursing home and suffers from dementia. The Family Support Division (FSD) denied his application for Medicaid because it concluded that Walt failed to provide documentation regarding the sale of his former home. He sold his home just prior to moving into the nursing home. But, due to his dementia, he didn't know what he did with the money.

One of Legal Aid's community partners referred his case to our Mental Healthcare Access Project. The Legal Aid attorney investigated Walt's assets and discovered Walt had used the money to pay off the mortgage and his other bills. The attorney negotiated with the FSD and, prior to the hearing, the FSD reversed its denial of Walt's application for benefits.

Walt is now on Medicaid and receives regular medical care.

**Good
News!**

**Quick action by Legal Aid's Mental Healthcare
Access Project attorney saved Walt's Medicaid.**





Michael

Michael was living his dream working a job he loved that provided for his family — until he was in a car accident and suffered a traumatic brain injury. The injury resulted in significant cognitive impairment and seizures.

Because of these lasting effects, Michael lost his job. Soon after this, his wife left him and took their children with her. Without an income or anyone to help care for him as he healed from his injuries and completed rehabilitation, Michael decided to move in with his mother, who offered to provide the care he needed.

To help cover the medical expenses he now faced, Michael applied for Social Security disability benefits. His request was denied.

Michael turned to Legal Aid for help with his appeal. A caseworker from our Federal Rights Unit took his case and agreed to represent him at the administrative hearing. After collecting and presenting all of Michael’s medical records as evidence, Legal Aid was able to get a favorable judgement that resulted in Michael receiving several thousand dollars in back pay.

Before Legal Aid stepped in, Michael felt hopeless; he had lost his job, his family, his health, and his case for Social Security benefits. Legal Aid helped to turn Michael’s life around by assisting him in getting these benefits that will help him get back on track and overcome the obstacles in his path.

Good News!

Michael is working hard to overcome his traumatic brain injury. He had Legal Aid on his side to help him get the benefits he needs to move forward.

“I was always treated with dignity, respect, and understanding. Today my life is infinitely better. You are all a true blessing and I thank you.”

– NOREEN

FROM THE EXECUTIVE DIRECTOR

The theme for this 2019 Annual Report is “Access to Justice,” and fittingly so! Our dedicated and talented staff continues to amaze me; not only do they expertly perform the work they already are assigned, but despite working long hours and having full plates, they also exhibit initiative by proposing new ways to reach out to the community and provide more opportunities for easier access to justice for those who face certain barriers that may prevent them from reaching us otherwise.

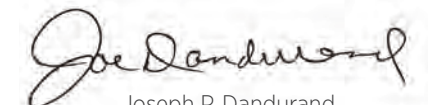
Through the leadership, vision and dedication of our Volunteer Attorney Project Director, Latricia Scott-Adams, in 2019 we started a new outreach project in conjunction with the UMKC School of Law. For four hours per day, two days each week, Latricia’s volunteer attorneys host a free, walk-in legal help clinic at the law school that is open to the public.

Our Housing Unit Supervisor, Jane Worley, recently started the Justice in the Halls project in her “spare time.” Every week, she brings a crew of Legal Aid attorneys with her to the eviction docket at the Jackson County Courthouse. They wait in the hall just outside the courtroom to offer advice, counsel and, when necessary, representation to unrepresented low-income renters facing eviction from their homes that very day. These folks do not have to come to our office to access justice because this project brings it directly to them.

And our Deputy Director Alicia Johnson, in her “spare time,” with the financial support of several community partners, started up our Justice in the Schools project. Legal Aid staffs the project, and volunteer attorneys visit five Kansas City public schools and Hickman Mills High School each week to provide advice, counsel and, if needed, representation to students’ families in

civil cases that affect their stability. These folks do not have to come to our office to access justice because this project, too, brings it directly to them.

Our entire staff of professionals work tirelessly to provide access to justice to those who need us. The stories of just some of the people whose lives we have touched are found throughout this report. We could not do any of this without the generosity of our supporters. Thank you, all of you.



Joseph P. Dandurand
Executive Director

OUR MAIN PRACTICE AREAS

Family Law/Domestic Violence Protection: For more than 30 years, Legal Aid’s largest practice area has been domestic violence intervention. Legal Aid’s experienced Family Law advocates help ensure lasting safety for survivors of domestic violence and their children.

We provide legal representation to low-income survivors of abuse and secure protective orders, establish paternity, obtain divorces and establish child custody and child support orders. Due to our limited resources, our Family Law attorneys are only able to accept cases that involve domestic violence, and priority is given to those in which children are at risk.

Effective legal representation, combined with our ability to refer clients to other community resources for assistance with non-legal matters, has proven to be one of the most effective means of enabling our clients and their children to escape abusive relationships.

With Legal Aid’s assistance, domestic violence survivors are able to achieve physical safety and financial security. As a result, survivors are more likely to permanently leave their abusers and have the personal and financial capacity to establish a life free from abuse.

Health Care/State Benefits: Legal Aid represents people who experience problems with state-administered public assistance programs. These programs include MO HealthNet for the Aged, Blind and Disabled (Medicaid); Medicaid Spend Down; Qualified Medicare Beneficiary; Specified Low-Income Medicare Beneficiary; Temporary Assistance; SNAP (food stamps); childcare

assistance; Blind Pension; Supplemental Aid to the Blind and home and community-based services, among others.

We represent clients at the administrative hearing level and since October 2018 it has become virtually impossible to win an administrative hearing so we now have a significant number of cases in Circuit Court challenging the unfavorable hearing decisions.

Legal Aid also provides assistance to families, children and pregnant women to obtain and maintain Medicaid coverage. We provide representation to individual clients at administrative hearings and in negotiations with state agencies. We provide advice and counsel to clients regarding eligibility requirements for public benefits programs.

We also do extensive outreach to educate the community about public benefits. This outreach improves the quality of our clients’ lives through increased access to healthcare, food assistance and income support programs.

Federal Benefits: Legal Aid provides assistance to clients with federal benefit claims. Staff represent clients in administrative hearings and in court to ensure they receive the public benefits to which they are entitled. Typical claims involve benefits such as Social Security, Supplemental Security Income and Medicare.

Housing Assistance: Housing advocates focus on public and other federally subsidized housing. Legal Aid is the attorney for the Public Housing Resident Council of the Housing Authority of Kansas City which provides housing subsidies for about 10,000 families. This housing is critical to

families with extremely low income. Families are able to find work and even purchase homes after a few years in stable public housing.

We prioritize representing people who have accessibility challenges due to a disability by fighting for fair treatment so they may live in housing with non-disabled tenants. Some need help with disputes over eligibility for these valuable benefits.

We regularly provide advice or representation to help our clients avoid wrongful evictions, recover wrongfully withheld security deposits and make sure subsidized rent is correctly calculated. We help residents when there is a widespread problem in a housing development to make sure the problem is corrected for all the tenants, not just one individual or family.

The Housing Team leads an eviction self-help clinic at the Jackson County Courthouse to reach out to renters who are being evicted. Staff and volunteers are available for consultation and advice in the halls outside the courtrooms before, during, and after the Landlord/Tenant dockets.

Consumer: Legal Aid advises and represents low-income clients, particularly seniors living on Social Security, in a variety of consumer issues. These include cases involving income tax controversy, utility shutoffs, predatory loans, home repair, warranty claims, illegal and unfair debt collection practices and other debtor-creditor issues.

Human Rights Protection Team: The Human Rights Protection Team is comprised of the Anti-Human Trafficking Project, the Immigration Project and the Migrant Farmworkers Project. Legal Aid

staff provides high-quality, trauma-informed representation to refugees, asylees, lawful permanent residents, and indigent survivors of violent crimes, sex and labor trafficking and domestic violence.

Comprehensive legal services are provided in the following practice areas: domestic relations, employment, housing, immigration, public benefits, and victim advocacy.

Economic Development: Legal Aid’s Economic Development Unit represents nonprofit community organizations in neighborhood improvement activities, including the creation and preservation of low-income housing in Kansas City.

Attorneys provide legal assistance to neighborhood associations seeking to remedy vacant and blighted homes, to nonprofit social service providers helping low-income residents and to community development corporations seeking to rehabilitate and develop residential units in their neighborhoods. Legal services include property acquisition, financing, real estate closing and syndication, tax abatement, zoning, and contracts with service providers.

Foreclosure Prevention: Saving the homes of low-income, elderly and disabled homeowners from foreclosure is a Legal Aid priority. Through litigation in state and federal courts, we challenge deficiencies in the foreclosure process and frequently are able to stop foreclosure sales or set aside legally invalid sales.

Legal Aid also negotiates directly with loan servicers to pursue loss mitigation options, including loan modifications to reduce interest rates and payments.

WHERE WE WORK

Joplin: The Joplin office provides services to six counties along Missouri’s southwest border. The staff consists of five attorneys, three paralegals and one legal secretary. The cases handled by the Joplin office involve survivors of domestic abuse seeking orders of protection, marriage dissolution, paternity, custody, visitation and child support orders. In addition, the staff handles cases involving consumer law, landlord/tenant law, guardianship cases, social security cases, and public benefits.

Many clients have problems beyond the immediate legal issues that brought them to a Legal Aid office. Staff members are active in various organizations that focus on specific issues affecting clients, including domestic violence, homelessness and financial stability. Close partnerships with community agencies enable Legal Aid to help clients address these issues.

Kansas City - Central Office: The staff consists of 43 attorneys, 18 paralegals, 15 administrative staff, three intake specialists, six legal secretaries and three Volunteer Attorney Project staff members.

The Central office houses the administrative offices, including the executive office, accounting, human resources, development, and marketing.

Legal Aid’s **Municipal Court Defense Unit** is funded by a contract with the City of Kansas City, Missouri and provides representation to low-income clients charged with jailable offenses in the City’s municipal courts.

Kansas City - West Office: The Westside community — and many other inner-city Kansas City neighborhoods — are served by Legal Aid’s bilingual

staff located in the office on Southwest Boulevard. The staff includes five attorneys, two paralegals, one legal secretary and several volunteers.

For the past 42 years, this dedicated Legal Aid team has specialized in providing counsel and representation on issues of [immigration,] economic and community development and housing. Two Adopt-A-Neighborhood staff work offsite at an Eastside Kansas City location.

St. Joseph: St. Joseph’s staff of eight includes four attorneys and three paralegals serving an 18-county area in northwest Missouri. The office represents a mix of both rural and urban clients. Many of the cases involve family law, including marriage dissolution, custody, guardianships and orders of protection.

In addition, staff handle cases involving consumer issues, landlord/tenant law, social security cases, unemployment benefit denials, utility shut-offs and other civil matters.

Warrensburg: The Warrensburg office serves thirteen rural counties in west central Missouri. The staff consists of four attorneys, three paralegals and one secretary. The Warrensburg staff handle cases involving consumer law, housing, domestic violence, landlord/tenant matters and public benefits issues.

The staff maintain a strong presence in the community and work directly with local agencies in several counties. Staff members also make outreach presentations to local groups.

OUR SERVICE AREA

Legal Aid serves a 40-county area where 295,000 people live in poverty.



OFFICE LOCATIONS

KANSAS CITY CENTRAL OFFICE
4001 BLUE PARKWAY, SUITE 300
KANSAS CITY, MO 64130
816-474-6750

KANSAS CITY WEST OFFICE
920 SOUTHWEST BLVD.
KANSAS CITY, MO 64108
816-474-9868

JOPLIN
107 S. MAIN, SUITE LL7
JOPLIN, MO 64801
417-782-1650/800-492-7095

ST. JOSEPH
706 FELIX STREET
ST. JOSEPH, MO 64501
816-364-2325/800-892-2101

WARRENSBURG
305 NORTH HOLDEN
WARRENSBURG, MO 64093
660-747-7101/800-892-2943

BOARD OF TRUSTEES

GARY ABRAM
LINDSEY BACHMAN
JOSE BAUTISTA
HON. RICHARD COPELAND
HON. CHARLES CURLESS
MATT DAMERON - VICE-PRESIDENT
HEBER GONZALEZ
SAUNDRA HAYES
BLAKE HEATH - PRESIDENT
ADAM HESS
SHARON HIBBS
ANIKA HICKMAN
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CHARLES LONA
CATE MANLEY
BENJAMIN MANN - TREASURER
HON. MIKE MANNERS
CHELSEA OUSLEY
KATI ROACH
DENNIS ROBINSON
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STEPHEN SHELLNBARGER
KESIA SMITH - SECRETARY
PAT STARKE
CYNTHIA THOMAS
HENRY THOMAS
AUGUSTA WILBON
GILLIAN WILCOX
BRAD YERETSKY

KATIE BARNARD - ADVISOR
MARGARET MAY - ADVISOR

LEGAL AID STAFF

JOPLIN OFFICE
PAMELA ROYCHAUDHURY BHEND
JAMIE BLOOD
SHELLEY BOSTON
SARAH CANADA
AUTUMN DEER
SHANNON MCKINNEY
JEFFINER THOMPSON
HEATHER WALKER
MATTHEW WILLIAMS

CENTRAL OFFICE-KC
LATRICIA SCOTT ADAMS
KATHY ANDERSON-REINKE
ERIN BARTLING
ALYSSA BIRD
JAMES BOYCE
KAYLA BRACKIN
JIM BRIGHTMAN
KAITEE BROWN

KRISTIN BRUMM
TAMA BYRNES
GARRETT CHRISTENSEN
JESSICA CLARK
LISA CLARK
MEAGAN CRAIG
KAREN CUTLIFF
JOE DANDURAND
CRISSY DEL PERCIO
JANET DOBSON
DANIELLE ELAM-JOBE
ANGELA FITLE
ADRIAN FITZMAURICE
JULIA FRANTZE
CHRISTINA FROMMER
LISA GARZA
DICK HALLIBURTON
KARA HARMS
JACE HASTERLO
VINCE HAYES
WARREN HAYTER
MERIDETH HOGAN
CHARITY HOLLIDAY
KATHLEEN HOLMES
DIANE JIMENEZ
ALICIA JOHNSON
KAREN KARNES
KATY KETTLER
SELINA KHAN
SANDRA KINCAID
LISA KIVETT
CAROL KLINKENBERG
DANIEL KORDENBROCK
SARA KOSMICKI
CHRISTINE LADNER
JULIE LARSON
RYAN LAUDERMILK
EDDIE LORENZO
PAT LUKENBILL
KATE MACAN
LAURA MCFARLAND
BECKY MCGILL-MORRISON
SAM MCHENRY
SUSAN MCRILL
DALE MEYER
MIKE MILLER
ANNABELLE MONA
NICOLE MOSBY
JOSH MURPHY
CARLEY NEWBERRY
TRACIE NEWMAN
MICHAEL O’GORMAN
LANA PARTRIDGE
KATE PAVLICA
MADISON PEAK
HELEN PEREZ

MEGAN PIERRE
KATHALEEYA PLUNGKHEN
ERIC QUALLS
TERRY RINEHART
CODY RUSSELL
EDWIN SAGASTUME
SILYA SHAW
CORI SMITH
JAMES SMITH
WAYNE SMITH
GWEN SOWDER
RIVER TEMPELIN
EVAN THOMPSON
MATTHEW TRAN
WARREN WADE
DARRION WALKER
COLLEEN WARD
MAURA WEBER
JESSICA WENGRONOWITZ
JANE WORLEY
KIM WRIGHT

WEST OFFICE-KC
BRENDA ROMO ALBA
MICHAEL DUFFY
KAYLA HOGAN
ABBY JUDAH
KATIE KILLEN
BRANDON MASON
DEMETRIA PARKS
KATIA RIVERA-COBIAN
JOSH WALBURN

ST. JOSEPH OFFICE
DENNIS CHANAY
JANICE DYDELL
ELISA HAMM
ASHLEY HUTSON
KAILEE JACKSON
WILL KARIKER
SOPHIE NELY
TIFFANY SADLER
KENISHA SANDERSON
ERIN STAGGENBORG

WARRENSBURG OFFICE
KIM BASINGER
AUDRIANA BLAIR
SUSAN HANRAHAN
CINDY LOWRY
COURTNEY NOLL
BILL SHULL
JESI STANLEY
VIRGINIA VANEGAS
DESTIE WIELIGMAN

LEGAL AID’S SPECIAL PROJECTS

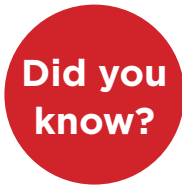
ADVOCATES FOR FAMILY HEALTH
ANTI-HUMAN TRAFFICKING PROJECT
GUARDIANSHIPS FOR MINORS AND INCAPACITATED ADULTS
JUSTICE IN THE HALLS (TENANT LEGAL HELP CLINIC)
JUSTICE IN THE SCHOOLS (KCPS AND HICKMAN MILLS)
LEGAL AID IN THE LIBRARY
LOW INCOME TAXPAYER CLINIC
MEDICAL LEGAL PARTNERSHIP WITH KANSAS CITY CARE CLINIC
MEDICAL LEGAL PARTNERSHIP WITH MOSAIC LIFE CARE - ST. JOSEPH
MENTAL HEALTHCARE ACCESS PROJECT
MIGRANT FARMWORKERS PROJECT
NEIGHBORHOOD ATTORNEY PROJECT
PROTECTING IMMIGRANT FAMILIES PROJECT (PROTECTIVE ORDERS)
VETERANS RELIEF PROJECT

VOLUNTEER ATTORNEY PROJECT SPECIAL PROGRAMS:

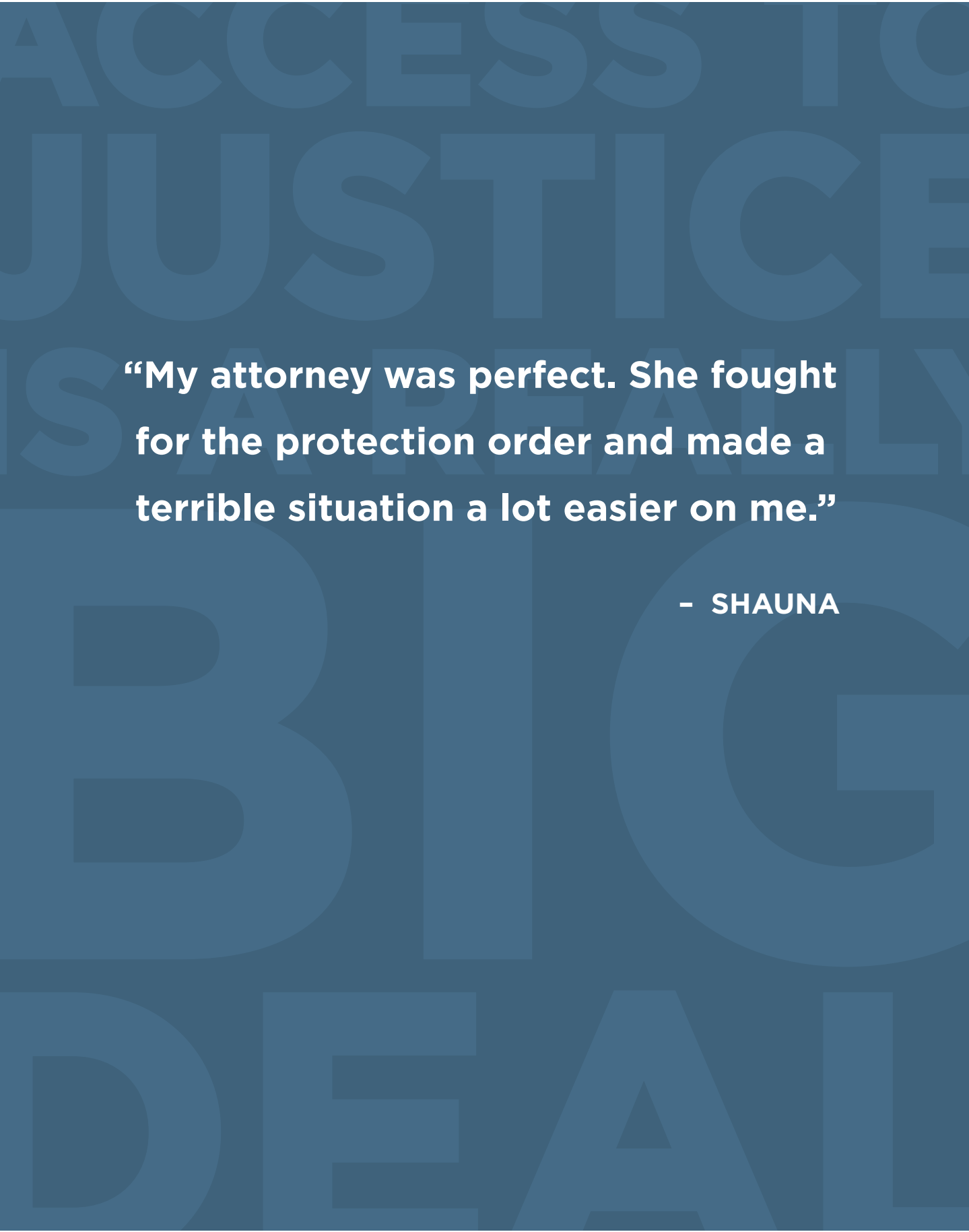
- ADOPT-A-NEIGHBORHOOD PROJECT
- EDUCATION PROJECT
- LOW INCOME TAXPAYER CLINIC ATTORNEY PANEL
- PRO BONO PROGRAM FOR BANKRUPTCY LITIGATION
- PROJECT CONSENT (GUARDIANSHIPS)
- PRO SE DISSOLUTION OF MARRIAGE CLINICS
- SECOND SEASON AT LAW
- TRANSACTIONAL LAW PROJECT
- UMKC-LEGAL AID OF WESTERN MISSOURI SELF-HELP LAW CLINIC
- WARRANT RELIEF PROJECT

SPECIALTY COURT PROGRAMS WITH KANSAS CITY MUNICIPAL COURT:

- DRUG COURT
- MENTAL HEALTH COURT
- VETERANS’ TREATMENT COURT



Our low-income neighbors experience 1-3 civil legal problems each year. And these legal problems create huge barriers to life’s necessities — necessities like housing, health care, food, and freedom from violence.



“My attorney was perfect. She fought for the protection order and made a terrible situation a lot easier on me.”

- SHAUNA

VOLUNTEER ATTORNEY PROJECT

The Volunteer Attorney Project (VAP) places eligible clients with private attorneys who agree to provide free legal representation to those who otherwise could not afford it. The private attorneys who volunteer their time through VAP believe in the principle of equal access to the legal system, of making “justice for all” more than just a promise. These attorneys are convinced that our legal system must work for all its citizens. They donate their time and considerable talents to make that ideal a reality.

During 2019, VAP attorneys closed 421 cases representing approximately 5,995 hours of legal representation and \$1,199,000 worth of legal services. The following attorneys accepted new VAP cases in 2019.

KANSAS CITY			
COREENA ABERNATHY	ROBIN CARLSON	KEHL FRIESEN	JANELLE JENNINGS-DRUMMOND
ROBERT ABERNATHY	SARA CHRISTENSEN	WM. BRIAN GADDY	DAVID JERMANN
TODD ABPLANALP	WHITNEY COLE	JOHN GATES	CARSTON JOHANNSEN
JOHN AISENBREY	MEREDITH K. COLLINS	MATTHEW GEARY	ALFRED JORDAN
KRISTIN JACOBS ALEXANDER	JOHN CONSTANCE	BRYAN GENTRY	CHRISTOPHER KAUFMAN
LUKE ALSOBROOK	CAMERON COOPER	SARA GILLETTE	BRENT KELLENBERGER
JASON AMERINE	ASHLEY CRISAFULLI	ALYSSA GONNERMAN	MARILYN KELLER
CONRAD AMIROF	CHARLES CURRY	ROBERT GORDON	DANIEL KENNEDY
CHRISTOPHER ANDERSON	CHRISTOPHER CUSACK	SHANNON GORDON	NICHOLAS KENNEY
TERESA ANDERSON	ERIN DARK	CHARLES GOTSCHALL	PATRICK KENNEY
KIMBERLY ATHIE	GARDINER DAVIS	HUNTER GOULD	SUSAN KEPHART
JOSEPH BACKER	PAUL DAVIS	STEPHEN OWEN GRIFFIN	MOLLY KEPPLER
TOM BAILEY	ROBERT DAVIS	L. ANNETTE GRIGGS	RYAN KILIANY
DAVID BARLOW	DAVID DEAN	ANGELA HABEEBULLAH	KURT KING
MICHAEL BARNETT	GILBERT “MICKEY” DEAN	SCOTT HAINES	D. BRYANT KING III
AMANDA BASRI	MARGARET DEAN	DANIEL HALL	AMANDA KIVETT
MARINA BELL	ASHLEY DILLON	SHANE HAMMAN	RYAN KNIPP
JON BENEVIDES	JONATHAN DILLY	COURTNEY HARRISON	THOMAS KOEHLER
JAMES BERNARD	CYNTHIA DODGE	JOANI HARSHMAN	CHRISTOPHER T. KORTH
JUDITH BERRY	JACOB DOLESHAL	KRISTI HARTMANN	TOM KREAMER
NICHOLAS BERTRON	JENNIFER DOUGAN	JOHN P. HASTINGS	ERLENE W. KRIGEL
M. ELLEN BIGGE	PRESTON DROBECK	CHELSEA HERRING	ABRAHAM KUHL
KELISEN BINDER	MICHAEL DUBE	KENNETH HERRING	JOHN KURTZ
NANCY BLACKWELL	MCKINLEY DUKE	DANIEL HIATT JR.	MARSHA LANER
ALLEN BLAIR	ANTONETTE DUPREE	KENNETH HOFFMAN	MAUREEN LESTER
BRAD BODAMER	COLEMAN ELLIS	SARAH HOLDMEYER	JACK LEWIS
STEPHEN DOUGLAS BONNEY	JIM ENSZ	DAVID HOLDSWORTH	CYNTHIA LINDEMAN
JONATHAN BORTNICK	KENT ERICKSON	HON. RONALD HOLLIGER	DYLAN LONG
JOHNDA BOYCE	JOSHUA ERWIN	CAMRON HOORFAR	JOHN LOSS
SUSAN BRATCHER	GAYLE EVANS	LYNN HOOVER	HEATHER LOTTMANN
KAYLA BREWE	HON. ARTHUR FEDERMAN	AARON HOUSE	HOWARD LOTVEN
DOUGLAS BREYFOGLE	G. ADDAM FERA	MICHAEL HUFFT	JEREMY LOWE
CATHERYN BROOKS	JENNIFER FINCH	JUSTIN HUNT	MELISA LUDEMAN
DANIEL BROWN	NICOLE FISHER	NADIA IGRAM	MELANIE LUX
DAVID BUFFO	RACHEL FOLEY	CHRISTOPHER ILIFF	ELIZABETH LYNCH
BRETT BURMEISTER	EDWARD F. FORD III	ASHLEY IRWIN	LISA MACHICAO
JOHN BURNETT	MICHAEL FOSTER	DALE IRWIN	BILL MADDEN
DEANNA BURNS	SHEENA FOYE	JEFF JARRETT	KAY MADDEN
MICKI BUSCHART	BRENDAN FRANZONI	KATHLEEN JEANETTA	MICHAEL MADRIGAL
	MARSHA FRIEDMAN	DANIEL JEFFERS	LINDSAY MATHEWS

VOLUNTEER ATTORNEY PROJECT (CONTINUED)

ROB MCCULLEY
JENNIFER MCELDERRY
NICK MCNEIL
EMILY MONROE
JAMES (J.R.) MONTGOMERY
HILL MOORE
LEE MOORE
JAMES MUELLER
JEFFREY MULLINS
JEROME MURPHY
TIMOTHY J. MURPHY
KEVIN MUXLOW
MOLLY NAIL
ROGER NAIL
JOSEPH NASTASI
LINDA MARY NEAL
DEWANNA NEWMAN
ALEX NGUYEN
RONALD NGUYEN
BRIAN NOLAND
CLAY NORKEY
SANDY NORRIS
HEIDI NOTWOTNY
JOSEPH F. O'HARA
NANCY OLIVARES
JANET OLIVER
DANA OUTLAW
SCOTT OWENS
NICHOLAS PAPPAS
TINA PARSLEY HUGHES
RYAN PATTON
JOSHUAH PETER
JAMES PETRIE
WILLIAM PIEDIMONTE
JOHN PINK
LARRY PITTMAN
GARRETT PRATT
WILLIAM PRUGH
ELIZABETH RAINES
ROBIN RANDOLPH
JENNIFER REAGAN
BLAKE REEVES
MARTIN RICE
ANDREA RIDLEN
AMANDA ROBINSON
TRACY ROBINSON
MEGAN ROSE
CHRISTOPHER ROSZAK
JEFFREY ROYER
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ETHAN SANDERS

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Nancy

Nancy sought Legal Aid’s help dealing with a collection action filed against her for a credit card debt incurred by her former husband. A volunteer attorney accepted this referral from the Volunteer Attorney Project.

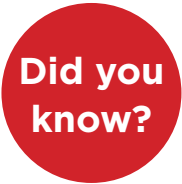
After meeting with his new client and reviewing all pertinent information, the VAP attorney contacted the credit card company and collection agent’s attorney. He informed the opposing counsel that Nancy’s agreement with the credit card company included an option for any party to have disputes arbitrated. (*Arbitration is a form of dispute resolution. It is an alternative to filing a lawsuit and going to court.*) When he requested arbitration on Nancy’s behalf, the credit card company and collection agent quickly sought to have the case dismissed and the claims settled without resorting to arbitration.

In exchange for Nancy’s release of all claims, the credit card company and collection company agreed to release her from collections on this debt and dismissed the claims with prejudice.

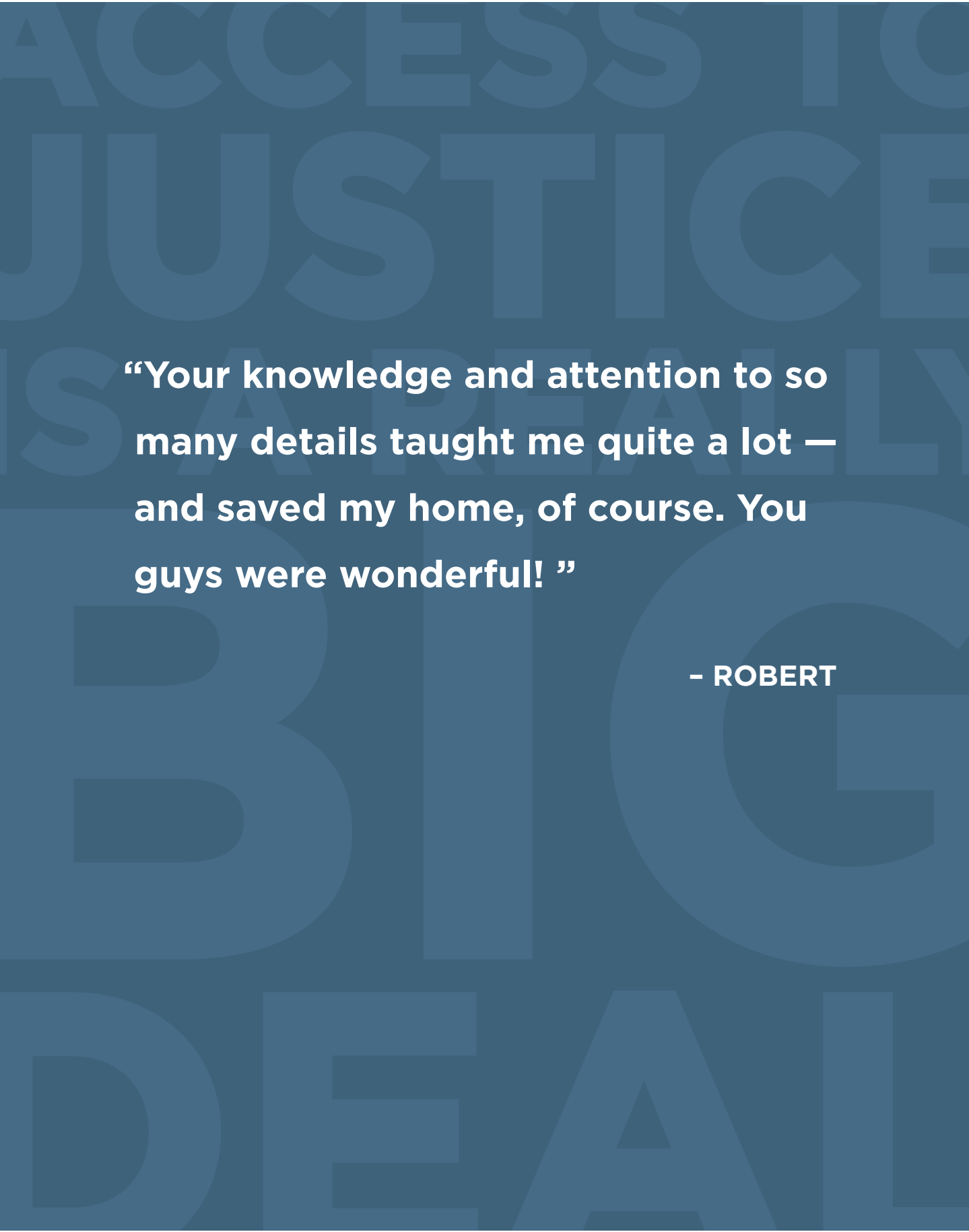
Without the aid of her volunteer attorney, Nancy would not have been unable to negotiate a release. The volunteer attorney’s efforts to find an expedient way out of the situation, and his willingness to take an aggressive approach helped Nancy obtain a good outcome.



Nancy’s volunteer attorney used quick, decisive actions to achieve great results.



The Missouri Supreme Court adopted a Pro Bono Waiver of Annual Enrollment Fee rule. Retired and other inactive Missouri lawyers in good standing will be able to request a waiver of the Missouri annual enrollment fee if the lawyer’s sole practice is providing pro bono legal services through an approved legal services organization.



“Your knowledge and attention to so many details taught me quite a lot — and saved my home, of course. You guys were wonderful! ”

– ROBERT

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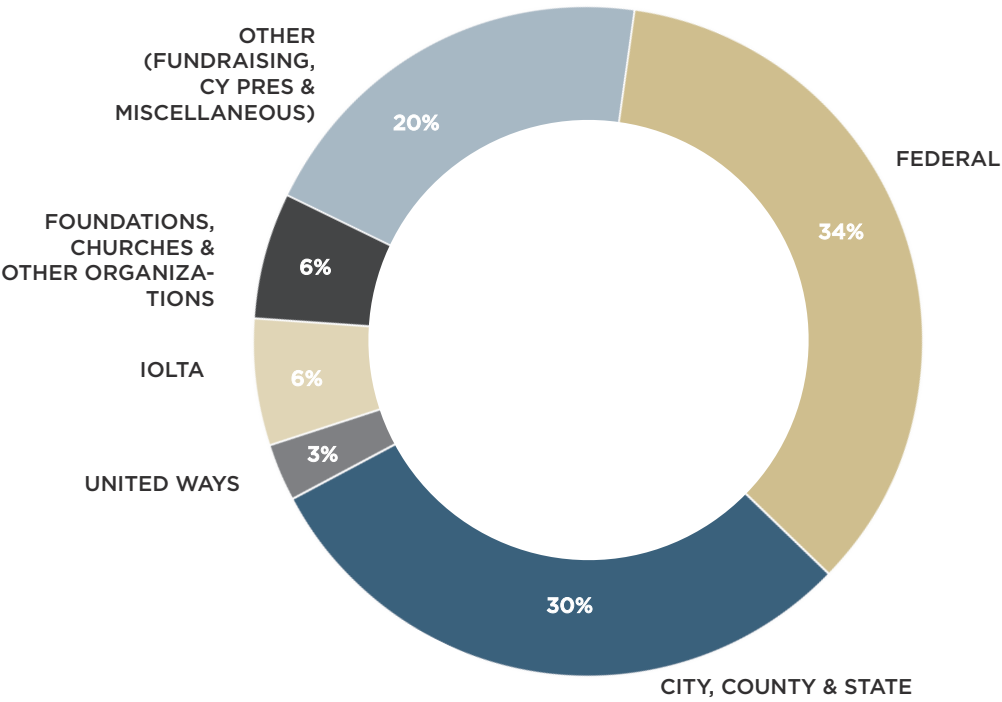
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2019 FINANCIAL OVERVIEW

2019 REVENUE



2019 TOTAL REVENUE = \$9,864,853

2019 EXPENSES



2019 TOTAL PERSONNEL COSTS = \$8,151,495
2019 TOTAL NON-PERSONNEL COSTS = \$1,593,607
2019 TOTAL EXPENSES = \$9,745,102

Marion

Marion contacted Legal Aid for help with a custody matter after the father of her child, Steve, filed a petition for sole legal and sole physical custody of their daughter, Emily.

Months prior, Marion and Steve had separated, and Steve moved out. Throughout their time together, Steve physically abused Marion. During one abusive episode, Steve hurt Marion to the point to where she required surgery. After the separation, Emily remained with her mother.

Immediately before filing suit, Steve, without any notice to Marion, picked up Emily from school early one day and hid her with his relatives. When Marion arrived at school that day to pick up her child, she was horrified to discover that Steve had taken their daughter without her knowledge.

When Marion came to the Legal Aid office for help, the priority was locating Emily and returning her to Marion. Legal Aid staff immediately filed an emergency Motion for Temporary Custody and sent a letter to Steve’s attorney advising him that his client would face serious consequences if Emily was not returned immediately. Emily was returned at once through one of Steve’s relatives.

At the final hearing, the Court awarded Marion sole legal and sole physical custody of Emily, with no right of visitation awarded to Steve.

Marion is happy she will be able to make all the decisions affecting Emily without having to interact with her abuser. She and Emily are now free from Steve’s violent and controlling behavior.



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BIG
DEAL