

Other LSNC special programs that can help seniors

- **Local Legal Services offices** help seniors in most of Northern California. Call the hotline to find out how to reach them.
- **Ombudsman Services of Northern California** protects the rights of long-term care residents – nursing homes and residential care facilities. For help in Nevada, Placer, Sacramento, Solano, Sutter, Sierra, Yolo or Yuba counties*, call (916) 376-8910 or (800) 834-5225. In Lassen, Modoc, Shasta, Siskiyou or Trinity,* call (530) 223-6979.
- **HICAP** – The Health Insurance Counseling and Advocacy Program helps Medicare beneficiaries obtain the services they need and advises about supplemental insurance. In the counties listed above, plus El Dorado and San Joaquin,* call (800) 434-0222.
- **Health Rights Hotline** provides free assistance and information to consumers about all types of managed care, including Medicare or Medi-Cal. In El Dorado, Placer, Sacramento or Yolo counties*, call (916) 551-2100 or (888) 354-4474.
- **CAP** - The Client Assistance Program provides information and advocacy to people with disabilities receiving services under the Rehabilitation Act and offers an Americans with Disabilities Act hotline for information about the law's employment protections. In most of Northern California except the Bay area*, call (800) 444-6188.

*Senior Legal Hotline services are not limited to these counties. Call from anywhere in California.

Volunteers welcome

Volunteers enable SLH to serve many more clients than we could with staff alone. They are primarily attorneys and paralegals – starting out, retired and in-between – but also student interns in all these fields, outreach specialists, investigators, accountants, office assistants, phone receptionists, social workers and more. Training is provided, and an ongoing commitment is required.

We also have a need for on-call interpreters, fluent in English and at least one other language. Brought into the conversation by phone, they help us serve seniors with limited knowledge of English.

Donations needed

Senior Legal Hotline always needs additional funding to provide better and more service. Your tax-exempt donation of cash, a used vehicle, materials, equipment or a bequest in your will or trust, can help. You can donate on line at the SLH web site or shop at many businesses through a link there, with a portion of your purchase going to SLH And state workers can donate through the State Employees Charitable Campaign.

Donate to the Senior Legal
Hotline or apply to volunteer

Call: (916) 551-2145

Fax: (916) 551-2197

seniorhotline-office@lsnc.net

www.seniorlegalhotline.org



A program of
**Legal Services
of Northern California**
444 North 3rd Street #312
Sacramento, CA 95811

The **SENIOR LEGAL HOTLINE**
provides free, confidential legal
information, advice and brief services
by phone to Californians over 60 at:

(916) 551-2140
in Sacramento

(800) 222-1753
toll-free anywhere in California

Monday through Friday
9 a.m. to noon and 1 p.m. to 4 p.m.;
Thursdays to 7:00 p.m.

Questions can also be submitted
through our web site:

www.seniorlegalhotline.org

About the Senior Legal Hotline

Senior Legal Hotline (SLH) is a special program of Legal Services of Northern California, provider of legal aid for low-income people in 22 counties, with nine offices in the region.

SLH operates statewide out of its Sacramento office. It can assist seniors regardless of income, though its mission is to focus on those who are economically or socially disadvantaged, disabled or isolated.

Anyone over 60 can obtain a free phone consultation with a legal advocate. If none is immediately available, a callback may be scheduled within two days. Emergencies can be addressed more quickly. Clients can also submit questions by e-mail through www.seniorlegalhotline.org.

Most callers receive the advice and information they need in one phone call. They usually also receive by mail fact sheets, more detailed self-help guides and/or forms relating to their questions, along with the hotline's own "Senior Legal Check-up" and a satisfaction survey with a request for voluntary donations.

Sometimes the need for additional research requires follow-up calls; and advocates may try to resolve issues by contacting other parties, review documents or assist with forms.

If clients need specialized or ongoing legal representation, SLH helps find appropriate resources if possible.

Other current projects

Sacramento Senior Legal Services (SSLS), jointly managed with the hotline, provides additional help to senior clients and educational programs for groups in Sacramento County. Call to arrange for a presentation on any legal subject.

Pension rights: SLH operates the Western States Pension Assistance Project, which helps people of any age deal with problems concerning governmental or private pensions. Call (866) 413-4911.

SLH is a HUD-approved housing counseling agency, helping clients deal with rental and home ownership questions and problems, including evictions, foreclosures, loan fraud and reverse mortgages.

Caregivers of minor children: SSLS provides extra assistance to Sacramento County grandparent (and other) caregivers over 55 with custody, visitation and related issues. We can help prepare guardianship petitions and certain motions for family or juvenile court, when appropriate. For other counties, phone advice is available.

Mediation: Clients with disputes that could be resolved through mediation are offered the opportunity to work with a volunteer neutral, specially trained by SLH. If the other party to the dispute is willing, they attempt to reach accord by phone through a flexible, collaborative process.

Nutrition assistance: Tens of thousands of California seniors are eligible for

what were until recently called "food stamps." We aim to find them, let them know about and help them enroll.

Financial planning: We have educational information on the subject and can help seniors find expert advice when appropriate.

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Funding for SSLS comes from Area 4 Agency on Aging and the Sacramento Employment and Training Agency. Hotline services in other parts of California are supported by the U.S. Administration on Aging and by grants and donations from foundations, other agencies and individuals.

Profile of problems handled

The Senior Legal Hotline staff responds – at least in brief – to any type of legal question. Historically, the most common categories of issues raised are:

- **Consumer-related issues** (debtor/creditor, contracts, warranties) – 20%
- **Wills, probate/estate planning** – 17%
- **Housing issues** (landlord-tenant, foreclosure, real property disputes) – 15%
- **Health issues** (Medi-Cal, Medicare, advance directives) – 13%
- **Income** (Social Security, Supplemental Security Income, employment, pensions, powers of attorney) – 12%
- **Family law** (divorce, support, grandparent caregiver issues) – 11%
- **Protective service issues** (abuse, institutionalization, conservatorship) – 8%