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LEGAL ADVICE &
REFERRAL CENTER



NH CAMPAIGN
FOR LEGAL SERVICES

NEW HAMPSHIRE
BAR FOUNDATION
Strengthening Justice for All



July 21, 2020

VIA ELECTRONIC MAIL AND FIRST CLASS MAIL

George Moore
New Hampshire Bar Foundation
2 Pillsbury Street
Concord, NH 03301

RE: Legal Advice & Referral Center Grant Final Report
for the June 1, 2019 – May 31, 2020 Grant Year

Dear Lisha:

Enclosed please find our Final Report for the June 1, 2019 – May 31, 2020 grant year.

I note that the financial report is not attached. LARC suffered the devastating loss of our long-time controller early this year. Since then, we have been ably served by a temporary employee while we engaged a new controller. Unfortunately, our temporary employee is in what appears to be the final stages of a battle with cancer and cannot finish the work as she intended, thus the IOLTA report was never completed. LARC's new permanent controller is in the process of on-boarding and this report is a priority. I appreciate the Bar Foundation's patience as we work through these difficult times. I anticipate the financial report being forwarded within the next 10 - 14 days.

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Breckie Hayes-Snow".

Breckie Hayes-Snow,
Executive Director

Enclosures

15 Green Street, Concord, New Hampshire 03301-4823
603-224-3333 FAX 603-224-6067 800-639-5290 www.nhlegalaid.org

LEGAL ADVICE & REFERRAL CENTER (LARC)

Final Report on the IOLTA Program for Grant Year 2020

(June 1, 2019 - May 31, 2020)

Amount of Grant: \$42,000 awarded and funded.

Louise B. Hayes-Snow, Executive Director

15 Green Street, Concord, NH 03301

bhayes@larcnh.org 603-224-3333 x 605

www.nhlegalaid.org

Purpose and Work Supported:

Legal Advice & Referral Center (LARC) is one of New Hampshire's three legal services providers. Working together, LARC, New Hampshire Legal Assistance (NHLA), and the Pro Bono Program of the New Hampshire Bar Association (Pro Bono), strive to provide a comprehensive suite of legal services to New Hampshire's low income population. A collaborative approach to service delivery insures that resources are most effectively and efficiently deployed.

The services LARC provides are primarily support for self-represented litigants. Recognizing that the resources available to support civil legal assistance will never meet the need, LARC focuses on leveraging the expertise of our attorneys and paralegals by equipping our clients to appear without an attorney. Experienced lawyers and paralegals provide education, legal advice, and the coaching necessary for *pro se* litigants to navigate successfully through the legal process.

In addition to direct services to clients, LARC serves as a primary point of contact for the client community by providing intake and referral services to our partner agencies. In calendar year 2019 LARC completed more than 4000 applications for assistance. Of those about 10% were referred to our partner agencies and almost 1500 were referred to the Bar Associations Lawyer Referral Service or to the private bar generally.

LARC's legal services are primarily provided to clients with legal problems related to the core substantive priorities of the legal services system in New Hampshire: housing, family, and public benefits. Staff with decades of experience counsel clients, providing the education and information necessary for competent *pro se* representation. Because LARC provides services via telephone all clients have non-geographically biased access.

As a part of LARC's mission to provide access to justice the website, nhlegal.org, provides extensive information and guidance to the public about legal issues and sources of assistance. Whether or not LARC, or one of its partners, can provide services LARC strives to connect all applicants with the best information and referrals possible, regardless of their

eligibility for free services. Every year thousands of people apply by telephone and through the online application found on LARC's website: www.nhlegalaid.org.

Goals and Evaluation:

LARC's goals remain expanding access to justice. The staff work tirelessly to respond to every application received – by telephone or online. During calendar year 2019 LARC's intake staff completed more than 4000 applications for assistance and more than 1400 people were provided direct services, the remaining receiving referrals or other self-help materials. It is clear that the delivery system in New Hampshire will never meet the demand for services. Nonetheless, we continue to provide a broad range of services in an effort to empower our clients and support their *pro se* efforts.

Acknowledging that the demand outstrips the resources, we continuously seek ways to expand the reach of legal services. In 2020 LARC began publishing and distributing an electronic newsletter directed towards other providers of services to the client community. Our goal is to expand our reach and to connect with underserved populations. LARC also is building a document assembly project, funded with Technology Innovations Grant funds from the Legal Services Corporation, to support unrepresented litigants who may otherwise not receive services.

During the last year LARC reorganized internal functioning in an effort to expand services. The implementation of a “call-center” model allows one supervising attorney to work directly with intake staff to provide procedural advice and direction during a client's first contact. In this way, more complex legal needs can be scheduled with attorneys and simpler concerns addressed through the coordinated efforts of an attorney and support staff.

Legal Services During the Pandemic

2020 has been a year like no other. In early March LARC, like most of the State's essential businesses, moved to a remote work platform. Staff adapted to an unprecedented work environment and learned new processes. The situation was challenging for all, but services were uninterrupted. The demand for assistance, however, was profoundly reduced. In addition to fewer actual applications, a large percent of callers sought information and direction rather than actual legal assistance.

Based on our experience two primary factors contributed to the reduced demand. First, the Governor's Moratoria stopped eviction proceedings in the single largest category of our case load. Nonpayment evictions are traditionally the majority of the housing case load, and those cases did not proceed during that 3+ month period. Second, the demand for assistance in divorce and parenting matters was significantly reduced. With parents not working, and children home, it stands to reason that many people would decide not pursue a family law matter during the pandemic.

The pandemic definitely depressed LARC's case numbers for the last part of the grant year, but we anticipate this will be reversed with the surge in demand as Courts and businesses attempt to return to normal operations.

Client Story:

"Hope" was a 22-year-old woman living with her boyfriend in a rented room inside a rooming house in Nashua. The young couple received financial help from Community Action in early January to move in. Hope said this room was her first real home since striking out on her own at age 17. Everything was going well until COVID-19 hit, and her boyfriend's employer cut back his hours. The couple fell behind in rent and the manager threatened immediate ejection at the height of the pandemic. With help from the Attorney General's office and New Hampshire Legal Assistance, Hope soon connected with the Legal Advice & Referral Center (LARC).

LARC advised Hope on some basic facts regarding rights in a rooming house: 1. Residents in rooming houses who hadn't yet established a tenancy had no tenant rights, were not protected by the Governor's statewide moratorium on evictions, and could be ejected on the spot for any reason. 2. Residents gained tenant status if they remained in the same room for at least 90 consecutive days.

Hope still had 5 days to go before she would reach that 90th day and enjoy the protection offered to tenants by the Governor's moratorium. But LARC, after its review of Hope's paperwork from Community Action, discovered that the manager had signed his name to rental vouchers in January that identified Hope as a tenant. LARC advised Hope to show those vouchers to the manager and tell him that his signature had designated her a tenant who was now protected by the Governor's moratorium. LARC also advised Hope about paperwork she could file at court to immediately reverse a lockout should the manager follow through on his earlier threat.

Hope successfully presented her "case" to the manager and the couple was not ejected. In fact, the manager and his tenants worked out a reasonable payment plan. LARC remained in touch with Hope over the following 5 days until she had clearly established a tenancy that no one could dispute.

**LEGAL ADVICE AND REFERRAL CENTER
SUMMARY OF SERVICES TO CLIENTS
JUNE 1, 2019 – MAY 31, 2020**

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

BY COUNTY

COUNTY	CASES	People Helped
Belknap	106	249
Carroll	65	152
Cheshire	112	283
Coos	76	213
Grafton	110	314
Hillsborough	533	1335
Merrimack	227	550
Rockingham	259	589
Strafford	177	433
Sullivan	72	168
All others (out of state)	80	168
TOTAL	1817	4454

BY LEGAL PROBLEM

LEGAL PROBLEM AREA	CASES	People Helped
Consumer	13	18
Family	776	2037
Health	10	19
Housing	919	2184
Income/Employment	63	119
Individual Rights	10	27
Other	26	50
TOTAL	1817	4454

If all members of client households are counted, LARC provided direct legal help to **4,454** people during the period of this grant.

PUBLIC EDUCATION

NHLegalAid.org unique users:	150,531
NHLegalAid.org page views:	358,570
NHLegalAid.org sessions ¹ :	196,450

Categorical Case Numbers: Legal advice, brief services, referrals and information were provided to applicants in the following categories and numbers.

Consumer Matters:	161	Income Maintenance and Employment:	185
Family Matters:	1847	Individual Rights:	87
Health Matters:	56	Other Civil Legal Matters	1780
Housing Matters:	1799	Total Civil Legal Matters:	5915

¹ Each "session" represents a user's complete period of use on the website. These numbers show that our users are viewing approximately two pages per visit and averaging 1.28 sessions per user.

LEGAL ADVICE & REFERRAL CENTER (LARC)

Final Report on the IOLTA Program for Grant Year 2020
(June 1, 2019 - May 31, 2020)

Collaboration Partners

LARC works to build collaborative relationships with all programs serving our client community. The primary agencies with whom LARC maintains formal partnerships are:

New Hampshire Legal Assistance
The Pro Bono Program of the New Hampshire Bar Association

In addition, LARC maintains informal working relationships with:

Disabilities Rights Center
The Coalition Against Domestic and Sexual Violence
New Hampshire's 14 independent domestic and sexual violence crisis centers
Lawyer Referral Service of the New Hampshire Bar
New Hampshire's Community Action Programs
The Bureau of Elderly and Adult Services
New Hampshire's Courts, particularly the Circuit Court
2-1-1 NH

LEGAL ADVICE & REFERRAL CENTER (LARC)

Final Report on the IOLTA Program for Grant Year 2020
(June 1, 2019 - May 31, 2020)

Addendum: examples of materials acknowledging New Hampshire Bar Foundation Support

Are there other ways to call?

Age 60 or over? Call
1-888-353-9944
for the **NHLA Senior Law Project**

Calling about at risk youth?
Call 668-2900 X2230 or
1-800-921-1115 X2230
for the **NHLA Youth Law Project**

Where else can I call for help?

If you have been charged with a crime,
contact

NH Public Defender Office

www.nhpd.org

603-224-1236

2-1-1

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

Law Line

1-800-868-1212

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

Service Link

1-866-634-9412

Aging and Disability Resource Center



LEGAL ADVICE &
REFERRAL CENTER

www.nhlegalaid.org

224-3333
1-800-639-5290

Funding received from:



IOLTA Program of the NH Bar Foundation



United Way Partner Agency



NH Judicial Branch
Pro Hac Vice Committee



Legal Services Corporation

January 2013

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

Foreclosure Relief Project

Apply for services online:
www.nhlegalaid.org or call:

1-877-399-9995

Domestic Violence Hotline

1-866-644-3574

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

What kinds of cases?

Housing, including:

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

Benefits, including:

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

Family Law, including:

Divorce • Parenting (child custody)
Child Support • Guardianships

Domestic Violence

Youth Law, for at risk youths, including:

IEP/Special Education
School Disciplinary Issues
Access to Health Care

Senior Law, for people 60 years+, including:

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

How do I get help?

Start by contacting LARC.

Go to

www.nhlegalaid.org

and click on

“Online Application”

If you're unable to apply online, call

224-3333 or
1-800-639-5290

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

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NHCAMPAIGN
FOR LEGAL SERVICES

NEW HAMPSHIRE
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15 Green Street, Concord, New Hampshire 03301-4823
603-224-3333 FAX 603-224-6067 800-639-5290 www.nhlegalaid.org

New Hampshire Legal Aid

Legal Information, Referrals, and Pro Se Assistance

Need Legal Information?

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

Bankruptcy

Benefits State/Federal

Criminal Annulment

Discrimination/Civil Rights/Disability

Consumer

Domestic Violence

Employment

Family

Healthcare

Housing / Foreclosure / Eviction

Senior Citizens

Student Loans

Taxes

Veterans

Welcome to New Hampshire Legal Aid

NH LEGAL AID is an essential service and REMAINS OPEN during the State of Emergency.

See [LEGAL ISSUES DURING COVID-19 CRISIS](#) for information on:

[Unemployment](#)

[Economic Impact Payments \(Stimulus Checks\)](#)

[NH Court Information](#)

[Governor's COVID-19 Emergency Orders](#)

[Work out a "Pay & Stay" agreement with your landlord](#)

[Evictions](#)

[Help with rent](#)

[Local Welfare](#)

[Foreclosures](#)

[Behind on your mortgage?](#)

[Utilities](#)

[Domestic Violence help](#)

[Report suspected Child Abuse or Neglect](#)

[COVID-19 Scam Alert](#)

Also see New Hampshire Legal Assistance (NHLA)'s ["Community Guidance"](#) blog.

This Website

We help low-income people find free legal help for their problems in New Hampshire. We offer information, advice, legal representation, or referral to the right source of help to those who qualify for services. This website is a cooperative effort of [New Hampshire's Legal Services](#).

[Free Legal Information](#)

Read our Self-Help Guides on a range of topics to find information about your legal questions.

Read our Get Help page to find out who we help, what we do, and how to apply.

Apply for Legal Services

NH LEGAL AID is an essential service and REMAINS OPEN during the State of Emergency.

[Apply Online](#)

[Apply online](#) anytime, or
call us 9 AM-1 PM Monday-Friday
1(800) 639-5290.

For help with **Foreclosures** [apply online](#), or call 1(877) 399-9995.

For help with **Criminal Annulment** [apply online](#).

Languages

Haga [clik aqui](#) para ver el sitio web en Español.

Are you going to court without a lawyer?



Practice representing yourself in court with our new legal game! Play [on your computer](#) or get the app in the [iTunes](#) or [Google Play](#) stores.

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FOR LEGAL SERVICES
Equal Access to Justice for All

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Strengthening Justice for All



You might also be interested in...

[Bienvenidos a Los Servicios Legales de New Hampshire](#)

[New Hampshire Legal Assistance \(NHLA\)](#)

[La Ayuda Legal de New Hampshire \(NHLA\)](#)

[New Hampshire Child Support Services](#)