

**New Hampshire Legal Assistance**  
***Nashua/Concord/Statewide Civil Legal Services Appropriation***  
**Semi-Annual Report to the Judicial Council**  
**Pursuant to RSA 525-A:2**

**First Report of 2007–2009 Biennium**  
**January 2, 2008**

**Introduction: Much Needed Expansion of Civil Legal Services**  
**for Low-Income New Hampshire Residents**

In 2005 and then again in 2007, with bipartisan support in both the House and Senate, the State Legislature provided for urgently needed expansion of funding for civil legal services for low-income and working class New Hampshire residents. In 2005, an appropriation of \$700,000 was authorized for three purposes:

- The creation of an New Hampshire Legal Assistance (NHLA) office in **Nashua**;
- Additional funds to support the enhanced delivery of legal services to the poor across the state from NHLA's offices in Portsmouth, Littleton, Claremont and Manchester;
- A "Working Poor" Pilot Project to address the needs of low to moderate income working people.

In 2007 this funding was renewed and the Legislature provided an additional \$470,000 to open an NHLA office in **Concord** that would serve Merrimack and Belknap counties, further relieving the burden on NHLA's Manchester office which had been serving these counties.

**The Return on the State's Investment:**  
**Bringing in Federal Dollars, Helping the Local Economy,**  
**and Changing Lives for the Long-Term**

The effort to create the Nashua and Concord offices and provide enhanced support for statewide services was built on NHLA's track record in the North Country. Over the past decade NHLA has received a state appropriation to provide civil legal services in the North Country, and we have demonstrated that our work stabilizes the lives of our clients and their families, as well as benefiting the New Hampshire economy.<sup>1</sup> As this report will make clear, because of the expanded appropriation we are now able to have a similar impact in the Nashua and Concord areas and across the state.

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<sup>1</sup> As we have advised the Judicial Council this week in our latest report on the North Country appropriation, in the first six months of the new 2007-2009 biennium we have generated \$440,000 in federal disability and health coverage during the 2005-2007 biennium, we produced \$1,589,637 in federal disability benefits and health care coverage. Our two year North Country 2005-2007 appropriation was \$540,000 (\$270,000 per year), so we leveraged nearly \$3 in federal funds for our clients and the local economy for every \$1 the State provided us.

In particular, NHLA's advocacy enables disabled and elderly New Hampshire residents to obtain federal benefits which they had unlawfully been denied. Our experts in Social Security, Supplemental Security Income (SSI) and Medicare, all complex programs with voluminous regulations and daunting appeal processes, brings the promise of these benefits to life for our clients.

Over the first six months of the current (2007-2009) biennium, our advocates have generated more than **\$1,025,042** in Social Security and SSI income benefits<sup>2</sup> and an estimated **\$519,820** in Medicare health care benefits,<sup>3</sup> for a total of **\$1,544,862** in benefits for needy New Hampshire individuals and families.

Our database enables us to provide this data by geographic region for the purpose of this report:

**Federal Benefits Gained by NHLA Advocacy  
July 1, 2007 – December 20, 2007**

| <b>Geographic Region</b>                                      | <b>Appropriation</b>                                    | <b>Benefits Gained</b> |
|---|---|------------------------|
| North Country   | State appropriation since 1997<br>\$270,000 per year    | <b>\$440,583</b>       |
| Nashua/Salem area   | State appropriation began in 2005<br>\$350,000 per year | <b>\$261,707</b>       |
| Concord area (Merrimack and Belknap Counties)                 | New (2007) state appropriation<br>\$470,000 per year    | <b>\$220,003</b>       |
| Statewide (Manchester, Portsmouth, Seacoast, Keene/Claremont) | State appropriation began in 2005<br>\$350,000 per year | <b>\$622,569</b>       |
| Total   | \$1,440,000 per year                                    | <b>\$1,544,862</b>     |

During the 2005-2007 biennium that ended on June 30, 2007, NHLA brought in **\$4,546,066** in benefits statewide, not counting our results in the North Country. Adding the North Country totals for disability benefits and child support, the total benefits obtained were **\$6,202,804** in federal dollars, child support and other monetary benefits for our clients for the 2007-2009 biennium. We anticipate generating a similar or greater level of benefits for our clients across New Hampshire by the end of the current 2007-2009 biennium.

<sup>2</sup> These numbers reflect benefits received during the first year of eligibility only. A substantial portion of these clients will continue to receive these benefits for a number of years to come, so the long-term financial impact of our advocacy is much larger than these totals for one year of benefits.

<sup>3</sup> The federal government reported that in 2002, the most recent year for which data is available, Medicare provided an average of \$14,852 per year in payments for the medical and hospital bills of Social Security disability benefits recipients. See <http://www.cms.hhs.gov/mcbs/CMSsrc/2002/Section4.pdf>. Our estimate of the amount of Medicare coverage gained for our Nashua/Salem 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. Once again, this figure is only for one year's Medicare coverage, even though some of these clients will remain disabled and thus eligible for disability benefits and Medicare for a number of years.

Our clients use these federally-funded benefits to pay their rent and utility bills, purchase food, and obtain health care and medicine. Thus, the funds that we obtain for our needy clients rapidly pass into the local and state economy, improving our clients' lives and supporting local businesses, landlords, hospitals, and health care providers.

The health insurance and subsistence income that we gain for our clients often also enables them to get the medical care or vocational rehabilitation they need to eventually rejoin the ranks of the employed and self-sufficient. Providing legal services to needy citizens can be a short-term investment that provides a permanent improvement in their lives.

The long-term dignity and self-respect that flow from turning one's life around cannot be precisely quantified, but are a vital part of what can be achieved through timely and successful legal advocacy. Likewise, obtaining a restraining order for a battered spouse or preventing a foreclosure cannot be readily given a dollar value, but the benefits to our clients, their families, and the community are significant.

### **Building a New Concord Office**

Since the 2007-2009 budget was passed, NHLA has hired new staff members to work in the Concord office. After a challenging search for affordable office space that would be convenient for our clients, many of whom lack private transportation, we have signed a lease for office space at 117 North State Street in Concord that we will occupy as of February 1, 2008. In the meantime, the newly-hired Concord office staff has been serving the residents of Merrimack and Belknap counties from our Manchester office, so that our expanded services have already begun.

### **Connecting with the Nashua-Area Community**

Within the first few months of its existence in 2005, the Nashua office was fully integrated into the community. The office is located in the downtown area and receives many walk-ins from potential clients and numerous referrals from other social service and governmental agencies within the area. Two of the staff speak Spanish.

We have made many connections in Nashua and the surrounding towns. Over the past two years we sent mailings about our Nashua office to community agencies throughout the area. With the support of City of Nashua community development funds, we sponsored a successful landlord/tenant forum at the Nashua Public Library. We have also provided staff training on housing and fair housing at Harbor Homes, and trained domestic violence advocates at the Bridges Domestic Violence Support Center on new housing protections for domestic violence victims.

### **Serving the "Working Poor"**

As part of the 2005 appropriation, the Legislature authorized NHLA to undertake a pilot project to serve the "working poor." The purpose of this project was to reach out to a population

that has been left out of many safety-net programs such as legal aid, but who face many of the same urgent problems, including legal issues, as our very poor clients. In accordance with the Legislature’s directive, we raised our income ceiling from 187.5% to 250% of the federal poverty standard as shown in the following table.

**Current “Working Poor” Pilot Project Eligibility Limit:  
250% of Federal Poverty Standard for 2007:**

| Family Size | Gross Annual Income | Gross Weekly Income |
|-------------|---------------------|---------------------|
| 1           | \$25,525.00         | \$490.00            |
| 2           | \$34,225.00         | \$658.00            |
| 3           | \$42,925.00         | \$825.00            |
| 4           | \$51,625.00         | \$992.00            |

**Findings and Recommendations**

In November 2006, as mandated by the Legislature, NHLA submitted a report about this “Working Poor” pilot project to the Legislature, Governor, Attorney General and Judicial Council. This report included the following findings and recommendations:

- 1) *Working-class individuals and families, like the very poor, often face urgent legal problems that threaten their housing and other basic needs. In particular, we have learned from this project that the NH legal aid system needs more capacity to handle foreclosure cases that imperil the homes of working-class families.*
- 2) *Working-class families often depend on Social Security benefits, and legal advocacy to protect these benefits is vital.*
- 3) *Many working-class families have serious debt problems that result in legal disputes. The New Hampshire legal services system needs to develop more resources and work with the Courts to create the capacity to screen these cases and provide at least limited service.*
- 4) *Because working-class families often live with no financial margin, an illness or the loss of a job can precipitate a financial collapse that forces these families to seek help from government benefits programs. Accessing these programs can be difficult, and legal expertise and advocacy are often needed. The private bar generally lacks knowledge of these areas of the law, but the legal aid system already possesses this expertise.*
- 5) *Working-class individuals are often unaware of legal aid programs or believe that these services are not available to them. Much more publicity and outreach is needed. In particular, outreach through employers, churches, and local government officials, and*

*not just through social service agencies, may help reach the moderate-income population.*

- 6) *The legal needs of working-class individuals and families overlap significantly with the legal problems of very low-income people and individuals pass between these groups as their circumstances change. Much of the legal expertise needed to serve the moderate-income population already exists in the legal aid system, but its capacity is extremely limited. Developing one integrated civil legal services system to service these overlapping groups will be more cost-effective and efficient than creating two parallel systems.*
- 7) *Building on the existing Reduced Fee program, the NH legal aid providers and the NH Bar Association should work together to help increase the availability of reduced fee legal services from private attorneys, especially in more routine legal cases.*
- 8) *The ability of “working poor” clients to pay legal fees for help with crisis-related legal problems is extremely limited, but sliding fee scales would be appropriate in non-emergency cases.*
- 9) *The “Working Poor” Pilot Project has illuminated an unexamined and significant gap in New Hampshire’s justice system that makes “equal justice under law” unattainable for a growing portion of the people in our state. The Project has confirmed that moderate-income working-class people have urgent legal problems that imperil the basics of their daily lives, such as their homes, their income, and their access to health care. The Project has also shown that legal aid programs, if freed from narrow and outmoded eligibility rules, can make a difference in resolving legal crises for a class of people in our community who contribute to our collective well-being through hard work and payment of taxes but historically have had virtually no access to legal help. The Legislature, our legal aid programs, the Courts, and the private bar should work together to develop the resources and build an integrated system to provide legal representation to this under-served group of New Hampshire residents, while also striving to improve access to legal representation to the very poor in New Hampshire who are also woefully under-served.*

### **The Working Poor Project – Next Steps**

At the conclusion of the pilot project, NHLA decided to continue to serve this group of clients over the long-term, and we are working with a variety of other stakeholders in the legal system and state government to implement the recommendations in our report. We continue to also work with other local and state organizations to use both the “Working Poor” Pilot Project report and the recent “Livable Wage” study to focus attention and resources on this under-served constituency.

## **Enhanced Statewide Services**

Of the \$700,000 in annual funding that began in 2005 and continued in the 2007-2009 budget, approximately \$350,000 is committed to fund services in the Nashua/Salem area. The remaining \$350,000 is earmarked to help NHLA improve its services to people across the state from our four existing offices in Manchester, Claremont, Portsmouth, and Littleton. This portion of the appropriation has enabled NHLA to provide enhanced services in all other areas of the state. We added a new paralegal position in **Manchester** and successfully recruited a very experienced paralegal for that position from one of Concord's largest law firms. That paralegal, Candace Gebhart, has enabled us to handle a number of additional housing, government benefits, and health care cases across the state. We also hired Mary Krueger, an outstanding Franklin Pierce Law Center graduate who joined our **Claremont** office. Early in 2006, one of our large federal grants ended. However, the statewide portion of the new state appropriation enabled us to retain the staff from this project and reassign them to urgent cases around the state. The new paralegal in Manchester and the reassigned attorneys are providing vitally needed work for the residents of our state, and the new lawyer in Claremont have increased our capacity to serve the residents of those areas. The enhanced appropriation also helps support our **Littleton** office, because NHLA's costs in serving the North Country have always exceeded the amount of the North Country state appropriation. See our separate report to the Judicial Council on our work in the North Country.

## **Case Statistics and Report of Expenditures**

Attached are NHLA's statewide case statistics showing the geographic distribution of the clients we were able to assist in the past six months. The attached financial report provides a detailed account of expenditures from July 1, 2007 to November 30, 2007 under the current appropriation for 2007-2009.

## **A Snapshot of NHLA's Advocacy - Our Clients' Case Stories**

The case stories in this report transform the case statistics into human terms by revealing how the state appropriation enables the advocates at NHLA to make a difference in the lives of needy individuals and families in the Nashua and Concord areas and across the state. Many people are able to solve their own problems once they receive a pamphlet or simple legal advice. In other cases, especially those involving government agencies with complex and ever-changing rules, our clients need an advocate who can review the relevant regulations, give them advice and perhaps make a telephone call or write a letter to the appropriate official. As in most areas of law practice, full administrative or court hearings are necessary in only a relatively small number of our cases, but our staff is prepared to take whatever steps are necessary to protect the legal rights of our clients. These stories illustrate how NHLA's expertise helps solve urgent problems. The clients' names have been changed to protect their privacy.

## **Saving a Disabled Woman's Housing**

Bonnie Lowell, who lives in public housing in Nashua, is a disabled woman with low mobility and strength. With no money to buy a new bed, Ms. Lowell obtained a free mattress for

her apartment from Harbor Homes. Unfortunately, she later discovered it had bed bugs. Ms. Lowell informed the Nashua Housing Authority and over the course of the next several months She replaced the mattress, threw out her sheets and obtained brand new ones, and removed all her clothing from the apartment. She also complied with the Housing Authority's requests to have the apartment exterminated. However, on several occasions, because of her lack of strength, she was unable to move her furniture away from the walls as requested.

Despite all of Ms. Lowell's efforts, the bed bugs persisted, and the Housing Authority began an eviction action against her. The Housing Authority said she had failed to cooperate with their efforts to get rid of the bed bugs by her failure to be prepared for the exterminator and they faulted her for bringing the used mattress into the apartment. Attorney Michael Perez of NHLA's Nashua office requested a hearing on Ms. Lowell's behalf.

At the informal hearing, attorney Perez argued that Ms. Lowell had acted very reasonably and responsibly by replacing many of her belongings and removing her clothing from the apartment. He argued that, given her disability, it was unfair to expect her to move furniture in preparation for exterminations. At the same time, Ms. Lowell agreed to work with neighbors and a social service agency to prepare for two more exterminations and to wash all her clothing before bringing it back to the apartment. After she took these steps, the bug problem in her apartment ended and the Housing Authority dropped the eviction.

### **Fighting Against False Accusations and Protecting a Family**

Ken Rienzo, who is disabled, is the guardian for his 18-year-old granddaughter. When a neighbor accused the granddaughter of lighting fireworks in the common hallway between their duplex and the neighbor's, the Nashua Housing Authority began an eviction action against Mr. Rienzo. They told Mr. Rienzo that they were unwilling to drop the eviction unless his granddaughter moved out.

Attorney Michael Perez took the case, and, a few minutes before the court hearing was scheduled to begin, he convinced the Housing Authority that they had not followed their grievance procedure, so the court hearing was postponed and a grievance hearing scheduled. At the informal hearing, the attorney for the Housing Authority questioned the neighbor and then attorney Perez had the opportunity to cross-examine him. It turned out that the accusing neighbor had made many false complaints to the police. After this testimony, Attorney Perez argued that the evidence against Mr. Rienzo and his granddaughter was unreliable and that this was really an ongoing dispute between neighbors. The Housing Authority agreed to end the eviction case and gave Mr. Rienzo and his granddaughter a transfer to a new apartment away from the complaining neighbor.

### **Saving a Family's Mobile Home**

Bill Beliveau, a single parent, owns a mobile home in rural Cheshire County where he lives with his teenage son. Mr. Beliveau lost his job in 2004 and he fell behind in his lot rent payments to the mobile home park. The park owner hired a lawyer and pursued an eviction for non-payment of rent. Because it is virtually impossible to relocate a mobile home, Mr. Beliveau

feared losing his home, which was also his only asset. When Mr. Beliveau lost the eviction hearing, he contacted NHLA for help.

Attorney Jonathan Baird of NHLA's Claremont office quickly filed a Chapter 13 bankruptcy on Mr. Beliveau's behalf. Under Chapter 13, a debtor must set up a plan to pay off all of his creditors in a fixed period of time. The automatic-stay provision in the bankruptcy law stopped the eviction. NHLA then successfully defended against the park owner's motion for relief from the automatic stay. Mr. Beliveau obtained a new job and he began catching up on his payments.

Although there were many financial uncertainties along the way, Mr. Beliveau has now successfully completed his Chapter 13 plan. The debt to the park owner has been completely paid off and so Mr. Beliveau avoided eviction. He and his son will be able to continue to reside in his mobile home, which provides them with decent and affordable housing.

### **Using Our Legal Knowledge to Protect a Single Mother**

Christine Walker, a young Seacoast-area single mother, called our office several days before she was due to go to court in an eviction case brought against her by her landlord. NHLA had earlier helped her obtain local welfare assistance to pay her rent after she had lost her job. However, her landlord was now refusing to accept the municipal rent vouchers and going ahead with the eviction. NHLA attorney Dan Koslofsky immediately contacted the local welfare office and obtained copies of the vouchers. Knowledgeable about the provision of NH landlord-tenant law that requires landlords to accept such vouchers, he quickly drafted a motion to dismiss and filed it prior to the hearing. He appeared in court with Ms. Walker and his motion to dismiss was granted. The landlord immediately attempted another eviction, alleging Ms. Walker had violated her lease. Again, attorney Koslofsky appeared in court with Ms. Walker and won a hearing on this issue, preserving housing for Ms. Walker and her four-year-old son.

### **Helping a Mentally-Ill Man Keep His Home**

Mike Mahoney suffers from numerous mental illnesses. One of his symptoms is that he hordes items in his apartment. His landlord alleged Mr. Mahoney's clutter posed a fire hazard and tried to evict him. The eviction action jeopardized his Section 8 voucher. Without this assistance, he could not afford to pay market rents in the Seacoast area where he lived and so he was in danger of becoming homeless. Attorney Koslofsky represented Mr. Mahoney at a court hearing and was able to defeat the eviction. Moreover, he convinced the landlord to give Mr. Mahoney an opportunity to obtain services to help him care for his apartment before the owner attempted to evict him in the future. Mr. Mahoney now receives subsidized homemaker services to keep his apartment clean and clutter-free.

### **Protecting the Rights of the Unemployed**

Jennifer Reilly, a single mother and past victim of domestic violence, was terminated from her job as a store manager of a retail store in Concord. She was told that she could no longer manage the store but was offered a sales position at a different location in another city.

She refused this offer because the longer commuting time would impair her ability to care for her child and because the sales position included a significant reduction in pay. The employer terminated her and she applied for unemployment compensation. Her claim was granted by the Department of Employment Security, but the employer appealed.

Attorney Mike Perez represented her at the Appeal Tribunal hearing, where he emphasized the difference between her management position and the sales position offered in another city. The Appeal Tribunal decided she had good cause to refuse the transfer and should remain eligible for benefits. The Tribunal ruled the new position was not suitable work because it involved a pay cut and impaired her ability to care for her daughter. Ms. Reilly's benefits were protected and she will continue to receive much-needed support while she looks for a new job.

### **Protecting the Social Security Benefits of an Elderly Alzheimer's Victim**

NHLA's Senior Advice Line was contacted by Tim Cooper on behalf of his elderly mother Dorothy; he is her guardian. Dorothy Cooper, now age 80, received a notice in the spring of 2006 that she was overpaid \$4,266 in Social Security benefits in 1994 and 1995. The notice said that she should repay the entire amount within 30 days, or her monthly benefits could be withheld. However, Dorothy suffers from advanced dementia and resides at an assisted living facility in Nashua. She no longer had any financial records from the period in question, more than eleven years ago, and so her son had no way of determining whether she was in fact overpaid. Her son filed a request with Social Security for a waiver of the overpayment. A few months later he received notice that the waiver would not be granted. He was told to ask for a hearing before an Administrative Law Judge (ALJ), and it was at this point that he contacted NHLA for help.

Vickie Brooks, an experienced paralegal with expertise in Social Security cases, including overpayments, took the case. She reviewed the Social Security file and the relevant regulations and submitted a letter/brief, arguing that the overpayment should be waived.

The day before the hearing was to be held, NHLA received notice that the ALJ had issued a fully favorable decision without a hearing, using much of the argument in Ms Brooks' letter as the basis for his written decision. He waived the full \$4,266.40, concluding that Dorothy was not at fault in causing the overpayment. He found that it would be against equity and good conscience to seek recovery. He also ruled, as Ms. Brooks had argued in her letter, that Social Security's own rules prohibited them from trying to collect an overpayment that was more than ten years old. As his mother's guardian, Tim Cooper continues to bear an important responsibility, but he no longer has to worry about the decade-old overpayment and any threat to his mother's monthly Social Security benefits.

### **Making Local Officials Assist a Family Living in Hazardous Conditions**

Holly Barnes and her husband, who have two children, rented a home in a small town in Merrimack County in the fall of 2004. In the summer of 2007, the cellar was flooded and in the fall the furnace did not work because of water damage. There were many other dangerous conditions in this house, including wires coming out of the wall in her bedroom, no fire detectors, various electrical outlets that did not work, mold in the bathroom ceiling and walls, a

buckling floor and faulty electrical switches in the bathroom, and an oven that didn't work. As winter arrived, the family began using two electric space-heaters to stay warm. Ms. Barnes called the landlord and left messages and also called the landlord's attorney, but neither of them returned her calls. She heard that the building was being sold at auction in December.

Trying to safeguard her family, Ms. Barnes found a new place to rent in another Merrimack County town. She had enough money for the first month's rent but not for the security deposit, so she contacted the local welfare officer in the town she was still living in, but that official would not help her. She then contacted NHLA for help.

NHLA paralegal Gisele Lemieux called the local welfare officer, who said she did not see this situation as an emergency because Ms. Barnes' family was warm from using electric space-heaters. The town attorney got involved, questioning whether Ms. Barnes should apply for help in the town where she hoped to move. Gisele Lemieux transferred the case to NHLA attorney Robert Brazil, who explained that our client had a right to apply at either town, but that the town with clearer responsibility was the town where the family was currently living. Shortly thereafter, Ms. Barnes called NHLA to say that the local welfare official had arranged for the security deposit to be paid. Ms. Barnes was overjoyed. She received the keys to her new apartment and she and her family moved in the following week.

### **Persistent Advocacy Pays Off**

As a young woman, Sheila Harrison had a child with Chris Conrad, but Mr. Conrad died when the child, David, was an infant and Mr. Conrad never acknowledged David as his child. Ms. Harrison first filed an application for child survivor's benefits for David on Mr. Conrad's account when David was 10 years old. She did her best to pursue the claim. However, she did not understand how the Social Security appeal process worked, so she kept having to re-apply.

Ms. Harrison was able to convince Mr. Conrad's parents that David was their grandchild because of his resemblance to their son. They had written letters in support of the claim and the grandfather even paid for DNA testing. Despite this evidence, Social Security had rejected the claim because Mr. Conrad's two brothers were not tested.

By the time Ms. Harrison came to NHLA, she had filed four applications and had a prior ALJ hearing dismissed on procedural grounds. NHLA attorney Ben Mortell agreed to represent her in another new claim, and he was able to convince the ALJ that he should be allowed to present her claim.

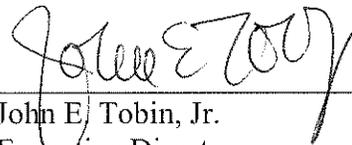
At the hearing, attorney Mortell had Ms. Harrison's ex-husband testify. Ms. Harrison had married him when David was an infant and he had stated he was David's father on the birth certificate. However, at the hearing her ex-husband testified that he was not the father, but had known Ms. Harrison all his life and wanted David to have a father. Attorney Mortell also got affidavits from Mr. Conrad's brothers.

The ALJ found that we had proved by clear and convincing evidence that Mr. Conrad was David's father and awarded benefits back to the date of an application filed in 2002. David, now in his late teens, received a lump sum of \$59,000.

### **Conclusion**

The State's increased investment in justice for the Nashua and Concord areas and across the state is already making a crucial difference in the lives of many of our most vulnerable citizens. With this funding, NHLA is able to help vulnerable families and children, disabled workers, the elderly, and victims of domestic abuse protect their rights. Because of this appropriation, NHLA can help needy people obtain subsistence income and health care, while preserving their homes and their dignity. The efforts we make for our clients, which help stabilize their lives, also benefits the wider community because of the disability benefits, health insurance coverage, child support and other benefits we gain for our clients, all of which flow into the local and state economies. We are deeply grateful for the support that the Legislature and the Judicial Council have provided to our clients and our program.

Respectfully submitted,



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John E. Tobin, Jr.  
Executive Director  
New Hampshire Legal Assistance  
1361 Elm Street, Suite 307  
Manchester, NH 03101  
(603) 206-2216  
[jtobin@nhla.org](mailto:jtobin@nhla.org)

January 2, 2008

**Statewide Cases and Persons Helped**  
(July 1, 2007 to December 20, 2007)

|                       | Belknap | Carroll | Cheshire | Coos | Grafton | Hillsborough | Merrimack | Out of State | Rockingham | Strafford | Sullivan | Unknown | Grand Total |
|-----------------------|---------|---------|----------|------|---------|--------------|-----------|--------------|------------|-----------|----------|---------|-------------|
| Consumer              | 24      | 14      | 42       | 38   | 35      | 180          | 54        | 4            | 66         | 24        | 47       | 17      | 545         |
|                       | 32      | 24      | 45       | 63   | 46      | 257          | 71        | 8            | 103        | 36        | 55       | 17      | 757         |
| Education             |         |         |          | 1    | 1       | 6            |           |              | 3          |           | 1        |         | 12          |
|                       |         |         |          | 1    | 1       | 8            |           |              | 8          |           | 1        |         | 19          |
| Employment            | 2       | 3       | 8        | 4    | 5       | 41           | 13        |              | 9          | 3         | 11       | 9       | 108         |
|                       | 2       | 3       | 8        | 4    | 5       | 44           | 13        |              | 9          | 3         | 11       | 9       | 111         |
| Family                | 32      | 11      | 46       | 40   | 56      | 404          | 71        | 6            | 101        | 76        | 98       | 41      | 982         |
|                       | 40      | 12      | 55       | 51   | 67      | 490          | 78        | 9            | 130        | 90        | 99       | 46      | 1167        |
| Health                | 8       | 1       | 13       | 14   | 15      | 62           | 25        | 4            | 38         | 15        | 9        | 3       | 207         |
|                       | 12      | 2       | 16       | 26   | 21      | 104          | 34        | 5            | 62         | 22        | 12       | 3       | 319         |
| Housing               | 44      | 32      | 40       | 78   | 65      | 699          | 128       | 8            | 174        | 92        | 37       | 22      | 1419        |
|                       | 67      | 78      | 58       | 175  | 116     | 946          | 241       | 13           | 242        | 159       | 45       | 22      | 2162        |
| Income Maintenance    | 29      | 18      | 19       | 46   | 28      | 156          | 42        | 6            | 78         | 28        | 12       | 4       | 466         |
|                       | 53      | 39      | 34       | 103  | 59      | 276          | 76        | 12           | 118        | 65        | 19       | 4       | 858         |
| Individual Rights     | 2       | 1       |          | 4    | 2       | 26           | 51        |              | 1          |           |          | 3       | 90          |
|                       | 2       | 2       |          | 5    | 5       | 31           | 52        |              | 1          |           |          | 3       | 101         |
| Juvenile              |         |         |          | 1    | 1       | 3            | 1         |              |            |           |          |         | 5           |
|                       |         |         |          | 1    | 1       | 3            | 1         |              |            |           |          |         | 5           |
| Miscellaneous         | 19      | 12      | 11       | 13   | 20      | 208          | 55        |              | 60         | 29        | 7        | 43      | 477         |
|                       | 85      | 12      | 11       | 13   | 20      | 672          | 201       |              | 93         | 29        | 26       | 43      | 1205        |
| Wills & Estates       | 4       | 1       | 3        | 5    | 7       | 38           | 13        |              | 10         | 3         | 4        | 3       | 91          |
|                       | 4       | 1       | 3        | 5    | 7       | 38           | 13        |              | 10         | 3         | 4        | 3       | 91          |
| Total Number of Cases | 164     | 93      | 182      | 243  | 235     | 1823         | 453       | 28           | 540        | 270       | 226      | 145     | 4402        |
| Total People Helped   | 297     | 173     | 230      | 446  | 348     | 2869         | 780       | 47           | 776        | 407       | 272      | 150     | 6795        |

NEW HAMPSHIRE LEGAL ASSISTANCE  
Civil Legal Services  
**Nashua & Statewide Appropriation**  
**July 1, 2007 - November 30, 2007**  
**Five Months**

**PERSONNEL**

|                           |    |         |
|---------------------------|----|---------|
| Attorney Salaries         | \$ | 179,737 |
| Paralegal Salaries        | \$ | 55,318  |
| Secretary Salaries        | \$ | 67,815  |
| Admin. & Finance Salaries | \$ | 60,678  |
| sub-total                 | \$ | 363,548 |

|                                |    |        |
|--------------------------------|----|--------|
| Payroll Taxes                  | \$ | 27,823 |
| Employee Benefits              |    |        |
| health insurance               | \$ | 64,035 |
| dental insurance               | \$ | 5,658  |
| life insurance                 | \$ | 2,359  |
| workers compensation insurance | \$ | 2,843  |
| pension plan                   | \$ | 18,178 |
| sub-total                      | \$ | 93,073 |

|                        |           |                |
|------------------------|-----------|----------------|
| <b>TOTAL PERSONNEL</b> | <b>\$</b> | <b>484,444</b> |
|------------------------|-----------|----------------|

**NON-PERSONNEL**

|  |    |        |
|--|----|--------|
| Space & Occupancy                              | \$ | 34,315 |
| Supplies & Office Expenses                     | \$ | 10,772 |
| Postage  | \$ | 2,950  |
| Equipment Rental & Maintenance                 | \$ | 4,342  |
| Telephone & Data Communications                | \$ | 9,898  |
| Library (incl. legal computer research)        | \$ | 6,450  |
| Staff Education & Training                     | \$ | 5,851  |
| Insurances (general liability, property, bond) | \$ | 3,238  |
| Bar Dues & Fees                                | \$ | 260    |
| Legal Costs (on behalf of clients)             | \$ | 10,076 |
| client Housing Assistance                      | \$ | 2,963  |
| Contracted Services                            | \$ | 13,802 |
| Local Travel                                   | \$ | 7,812  |
| Recruiting                                     | \$ | 324    |
| Administrative                                 | \$ | 250    |

|                            |           |                |
|----------------------------|-----------|----------------|
| <b>TOTAL NON-PERSONNEL</b> | <b>\$</b> | <b>113,303</b> |
|----------------------------|-----------|----------------|

|                       |           |                |
|-----------------------|-----------|----------------|
| <b>TOTAL EXPENSES</b> | <b>\$</b> | <b>597,747</b> |
|-----------------------|-----------|----------------|