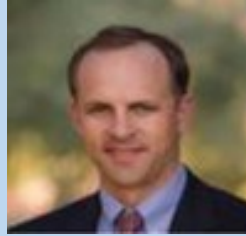


Note from our ED

FY 2019-2020 closed with the planned retirement of Verna Haas after 11 years with Contra Costa Senior Legal Services, including 6 as Executive Director. Verna leaves CCSLS in a strong state and we are immensely grateful for her energetic and compassionate leadership.



Under Verna's stewardship, CCSLS has diversified its funding, grown its capacity, and is directly serving an average of 1,000 clients each year. CCSLS also performs legal education and outreach across the County with a range of partners.

This year, our staff employed a holistic approach to serving older adults in a supportive and understanding environment, exemplifying CCSLS's core values of integrity, expertise, respect, and compassion. Understanding many of the challenges faced by older adults are systemic—the result of policy failures independent of the aging process—we are committed to serving those in our community who struggle with poverty, racial injustice, and lack of meaningful access to our system of justice and promoting systems change. CCSLS staff and board are grateful to our many volunteers and supporters.

**FY 19-20 Highlights**



We opened 930 legal cases



98% of clients would use our services again

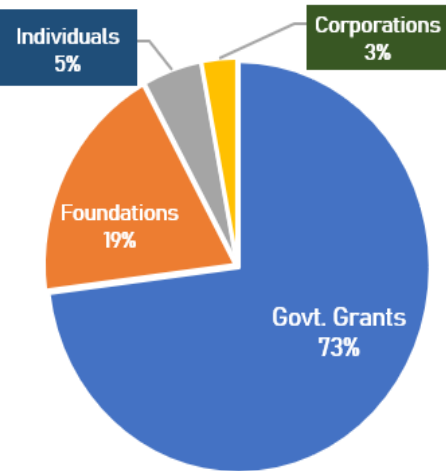


Our volunteers donated 1,175 hours of service

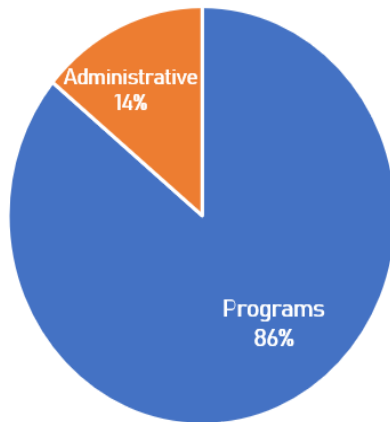
**Budget:**  
**\$604,000**

**Financials 2019**

INCOME



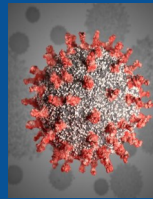
EXPENSES



Percentage breakdown of income & expenses for the fiscal year

**COVID Complications**

Our clients' needs have shifted due to the pandemic. Seniors are at high risk. Some have lost assistance of care givers and are further isolated. Elder abuse is increasing and scams targeting seniors are on the rise. Senior centers have closed making it more difficult to deliver information and services to seniors. CCSLS added resources to its website and adapted our outreach and service delivery models to provide clinics and services remotely to the maximum extent.



Our clients say:



CCSLS made us feel calm, comfortable and at peace. We were very satisfied with the excellent support, assistance and information provided. Keep up the good work!



# BY THE NUMBERS

## 930 Cases Opened

Housing	292 (31%)
AHCD/DPOA	204 (22%)
Other services	188 (19%)
Simple wills	49 (5%)
Consumer	121 (14%)
Elder abuse	84 (9%)

41% of our clients have disabilities

### We serve seniors across the county

Central County:	416	(45%)
East County:	335	(36%)
West County:	168	(18%)
Unknown:	11	(1%)

80% of our clients are "low income" by HUD standards for CCC (<\$69,000/year)

70% of our clients are very low income (<\$43,000/year)

52% are "extremely low income" (<\$26,050/year)

## OUTREACH

We gave 47 presentations  
1,218 seniors attended our programs & senior resource fairs

### Client Demographics

Race	Gender	Age
White 51%	Female 70%	60-69 39%
Black 18%	Male 30%	70-79 40%
Hispanic 12%		80+ 21%
Other 7%		
Asian 9%		

LGBT Clients 26 (3%)

We are deeply grateful to our supporters, partners, and volunteers

### Foundation Support

Antioch Community Foundation  
Dean & Margaret Leshner Foundation  
John Muir/Mt. Diablo Community Health Fund  
Kaiser Permanente  
Legal Services Funders Network  
May & Stanley Smith Charitable Trust  
The Rossmoor Fund  
vanLoben Sels/RembeRock Foundation

### Government Grants

State Bar of California (IOLTA and Equal Access Funds)  
Legal Services Trust Fund Bank Grant  
Area Agency on Aging  
Community Development Block Grants from the Contra Costa County Consortium, Antioch, Pittsburg and Walnut Creek  
Victims of Crime Acts Funds (California OES XC grant)

### Corporate Volunteers

AIG Legal Department  
Members of the Chevron Law Department  
Members of CSAA Insurance Group's Legal Division

### Individual Donors

#### Gold Donors (\$5,000+)

Chevron Corporation  
Hartog Baer & Hand  
Robert Bramson

#### Silver Donors (\$1,000+)

CSAA Insurance Group, Legal Division  
Acuna Regli LLP  
Gabriela Odell  
Ellen Sickles James  
East Bay Trusts and Estates Lawyers

Kate Bekins, Attorney at Law  
Gerald T. Richards  
Jeff & Leslie Hamerling  
Camarin Madigan  
Matthew Talbot  
Karen A. Kosta  
Kathryn Korn  
Erica Pearson  
Susan Phillips  
Barbara Suskind

#### Bronze Donors (\$500+)

Cecily T. Barclay  
Ron Boyer  
Michael Duggan  
Nancy A. Gibbons  
Verna Haas  
Stephanie Hayes

### Individual Volunteers

David Arietta, Esq.	Stephanie Hayes	Mary Weber, Paralegal
Dess Benedetto, Esq.	Helen Lee, Esq. (Mass./NY)	Gerry Richards, Esq.
Marie Bensen, Notary Public	Peter Loewenstein, Esq.	
Bryant Byrnes, Esq.	Andrew Chan, Esq.	
Maureen Callaghan, Esq.	Gabriela Odell, Esq.	
Catherine Cutler, Esq.	Sora O'Doherty, Esq.	
Steven Derby, Esq.	Kirsa Phillips, Esq.	
Natalie Di Cortasso, Esq.	Lowell Richards, Esq.	
Graham Douds, Esq.	Geoffrey Robinson, Esq.	
Matthew Hart, Esq.	Ivette Santaella, Esq.	

## Connect with us!

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