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

Our clients’ needs have shifted due to the pandemic. Seniors are at high risk. Some have lost assistance of caregivers 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!
We are deeply grateful to our supporters, partners, and volunteers.

### Foundation Support
- Antioch Community Foundation
- Dean & Margaret Lesher 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 Oddell
  - Ellen Sickles James
  - East Bay Trusts and Estates Lawyers
- **Bronze Donors ($500+)**
  - Kate Bekins, Attorney at Law
  - Gerald T. Richards
  - Jeffrey & Leslie Hamerling
  - Camarin Madigan
  - Matthew Talbot
  - Karen A. Kosta
  - Kathryn Korn
  - Erica Pearson
  - Susan Phillips
  - Barbara Suskind

### Individual Volunteers
- Stephanie Hayes
- David Arietta, Esq.
- Marie Bensan, Notary Public
- Bryant Byrne, Esq.
- Maureen Callaghan, Esq.
- Catherine Cutler, Esq.
- Steven Derby, Esq.
- Natalie Di Cortasso, Esq.
- Graham Douds, Esq.
- Matthew Hart, Esq.
- Helen Lee, Esq. (Mass./NY)
- Peter Loewenstein, Esq.
- Andrew Chan, Esq.
- Gabriela Oddell, Esq.
- Sara O’Doherty, Esq.
- Kirsia Phillips, Esq.
- Lowell Richards, Esq.
- Geoffrey Robinson, Esq.
- Ivette Santaella, Esq.
- Mary Weber, Paralegal
- Gerry Richards, Esq.

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

### 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%)

### Client Demographics
- **Race**
  - White 51%
  - Black 18%
  - Hispanic 12%
  - Other 7%
  - Asian 9%
- **Gender**
  - Female 70%
  - Male 30%
- **Age**
  - 60-69 39%
  - 70-79 40%
  - 80+ 21%
- **LGBT Clients** 26 (3%)

### We serve seniors across the county
- Central County: 416 (45%)
- East County: 335 (36%)
- West County: 168 (18%)
- Unknown: 11 (1%)

### 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%)

### We serve seniors across the county
- Central County: 416 (45%)
- East County: 335 (36%)
- West County: 168 (18%)
- Unknown: 11 (1%)