

# Note from our ED

FY 2021-22 saw a gradual return to normalcy: we directly served 800 clients, a 46% increase over FY 20/21. During what is supposed to be their golden years, our seniors are often targeted by scams, unlawful evictions and rent increases, and physical and financial abuse. Guided by a new Strategic Plan 2022-24, CCSLS continues advancing its mission of helping low-income seniors stay healthy, safe, and independent.



## FY 21-22 Highlights



We opened 800 legal cases.



90% of our partners surveyed agreed or strongly agreed, "*CCSLS does a great job managing the clients my organization refers to it.*"

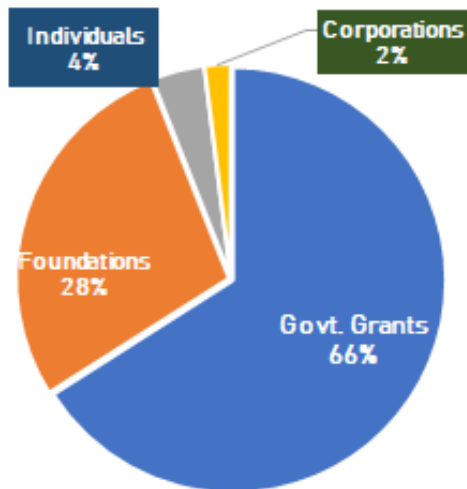


Our volunteers donated 1,386 hours of service.

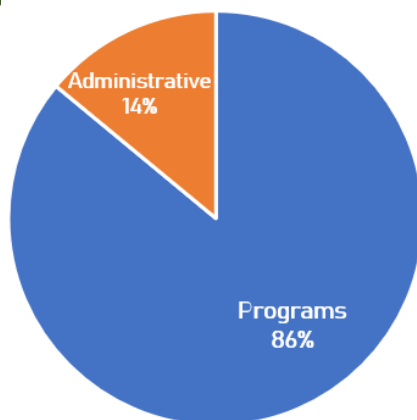
Organization  
budget:  
\$628,700

## Financials 2021/22

### INCOME



### EXPENSES



Percentage breakdown of income & expenses for the fiscal year

## What's New

During the year, CCSLS adopted several innovations to benefit our clients. An SMS-based *Client Satisfaction Survey* and a new annual *Partners Survey* are yielding stronger data on how to improve our services. We've launched a large-scale awareness survey to learn more about how we can better reach those in need. We're joining with other Bay Area senior legal service organizations in a regional working group to share best practices and undertake joint projects. These improvements should help us prepare for rising service demand and become even more responsive to the needs of older adults.

## Our clients say:

A life change—I received information regarding my legal rights as a tenant on disability. I appreciate the excellent service.



# BY THE NUMBERS

## 800 Cases Opened

Housing	388 (49%)
AHCD/DPOA	88 (11%)
Income Maintenance	37 (5%)
Consumer	99 (12%)
Elder abuse	145 (18%)
Other services	43 (5%)

44% of our clients have disabilities

92% of our clients are "low income" by HUD standards for CCC (<\$76,750/year)

83% of clients are very low income (<\$50,000/year)

60% are "extremely low income" (<\$30,000/year)

### We serve seniors across the County

Central County:	366	(45%)
East County:	293	(37%)
West County:	141	(18%)
Unknown:	3	(<1%)

### OUTREACH

We gave 13 presentations  
354 seniors and service providers reached  
30+ Pro Bono Senior Clinics held

### Client Demographics

Race	
White	49%
Black	21%
Hispanic	14%
Asian	10%
Other	6%

### Gender

Female	71%
Male	29%

### Age

60-69	45%
70-79	37%
80+	18%

LGBT Clients 14 (2%)

Non-English Speakers: 68 (9%)

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

#### Foundation Support

John Muir/Mt. Diablo Community Health Fund  
van Löben Sels/RembeRock Foundation  
May & Stanley Smith Charitable Trust  
Bigglesworth Family Foundation  
Menorah Park Community Impact Fund  
California ChangeLawyers  
Dean & Margaret Leshar Foundation  
California Access to Justice Commission's Innovation & Infrastructure Grant Program  
Legal Services Funders Network Legal Fellowship

#### Government Grants

Area Agency on Aging (Title III and VII Grants)  
State Bar of California (IOLTA and Equal Access Funds; Homelessness Prevention Grants)  
CARES Act and California Relief Grants  
Community Development Block (CDBG)  
Grants from the Contra Costa County Consortium, Antioch, Concord & Walnut Creek

#### Individual Donors

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

Chevron Corporation  
Kevin Schofield Charitable Trust  
Robert Bramson

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

East Bay Trust and Estate Lawyers  
Jeffrey Hamerling  
Spafford Family Fund  
Stephanie Hayes  
Peter Gierke

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

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Nancy A. Gibbons  
Johanna Kwashiewski  
Bramson, Plutzik, Mahler & Birkhaeuser

#### Corporate Volunteers

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

#### Individual Volunteers

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