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Seeking Justice. Changing Lives.

AN ANNUAL REPORT OF THE SERVICES OF LEGAL AID OF WEST VIRGINIA

For the Sake of the Client: Re-Building Our Technology Infrastructure

Written by: Jennifer Jordan, LAWW Development Director and Chris Martin, LAWW Information Technology Supervisor

In many ways, 2008 was a "technologically" momentous year for Legal Aid of West Virginia as the organization rebuilt its phone and computer infrastructures --- improvements that allowed LAWW to substantially increase both client access to services and the quality and quantity of services clients receive.



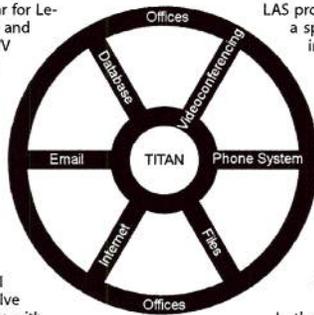
Improving client access via technology is one of the fundamental goals of Legal Aid's Strategic Plan of Action for 2008-2010, developed by LAWW Board Members, Management and Staff. By implementing stronger technology systems LAWW is expanding statewide communications, connectivity, shared resources, and service delivery to clients.

The changes implemented in 2008 were no small undertaking. Prior to these investments, all twelve Legal Aid offices were technologically independent of each other, with only a central client management system linking them together. In 2008, Legal Aid's entire network infrastructure was rebuilt, and the telephone systems in all Legal Aid offices were slated to be replaced with a centralized telephone system. All of this was done in order to improve organization-wide internal and external communication capabilities, and to centralize mission-critical systems.

In 2008 The Information Technology Advanced Network (TITAN) was diligently planned and strategized, with the ultimate goal of maximizing staff effectiveness and client access through technology.

Staff effectiveness has been improved through the implementation of TITAN by giving staff access to better and more information through a platform of integrated systems. In addition, a statewide Wide Area Network was created that gives every office equal access to the pooled resources of the organization. This has enhanced communications within the organization, allowing staff to leverage expertise statewide, while providing critical legal and advocacy services to West Virginia's most vulnerable citizens.

Client access has been improved through the implementation of TITAN by providing more free self-help and other legal information through the LAWW website and the new Access to Legal Aid Services (ATLAS) centralized hotline system. At the encouragement of the Legal Services Corporation, and following national trends, the AT-



LAS program was launched. The goal of this program was to establish a specialized centralized client intake department, for purposes of increased and improved client access to all Legal Aid's programs. The centralized intake team was located in the Charleston office while callers access advice, brief services and referral help from anywhere in the state.

At the end of 2008, Legal Aid's technological advancements and improvements were already producing marked shifts in numbers of clients served, and the quality of the services provided. In the LAWW Charleston office, in January, February and March of 2008 (pre-ATLAS) 550 intakes were performed at LAWW. In October, November and December of 2008 (post-ATLAS) 640 intakes were performed at LAWW, resulting in a 14% increase in the number of clients who obtained access to legal services.

In the past year, Legal Aid of West Virginia committed substantial resources to developing a strong, responsive and efficient technology infrastructure under the guidance of a thoughtful strategic plan and a supportive Board of Directors. When fully realized in the coming year, LAWW's goal of improving client access to quality legal services and advocacy through technology will be a win-win for all of West Virginia.

"The attorney saved my life..." said Linda, who called the LAWW ATLAS hotline number seeking help with a Medicaid card issue.

Prior to the new Legal Aid client access system - ATLAS - Linda would have been turned away from the local Legal Aid office, as that office did not have the staff resources to address her Medicaid issues. With the new telephone system in place, she was able to get an attorney's assistance in her case from the LAWW ATLAS hotline number.

In the course of her initial interview with the attorney, Linda revealed that she was making active plans to commit suicide and had nowhere to turn. LAWW's ATLAS pro bono attorney was able to give her advice and assistance in obtaining a medical card, but perhaps more importantly, he was able to connect her with other internal resources to take care of her more pressing needs. He put her in touch with one of LAWW's Behavioral Health Advocates, who quickly met with her and put in place medical and psychological care.

ATLAS centralized intake helped give this woman critical access to help she may have had to do without. The next day, Linda called to tell the attorney he had saved her life.

Legal Aid Website Experiences Record Public Usage in 2008

Client access through technology was a primary focus for Legal Aid of West Virginia in 2008. It's no accident that along with the technological investments made in 2008, the Legal Aid of West Virginia website experienced record usage - a total of 1,905,741 hits to be exact! A 'hit' is defined as the total number of times that a visitor has 'hit' any page, resource on a page, or any file on the site. If a single page has multiple resources on it, each page can lead to multiple 'hits'.

"It's been such a surprise to watch the reports come in on the public usage of our website. We believe this speaks to the critical need for our services across the state and we are thrilled to serve West Virginia's citizens in this way," said Adrienne Worthy, LAWW Executive Director.

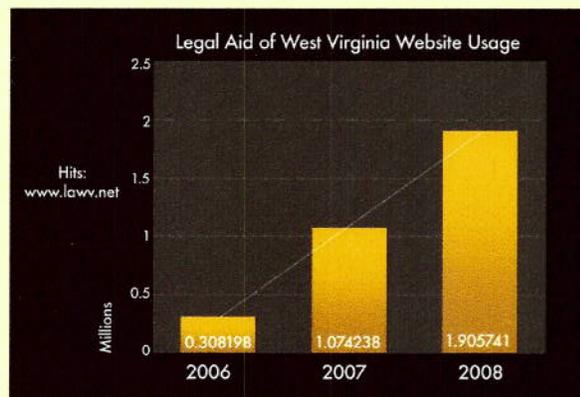
Public usage of the LAWW website has grown steadily over the past two years, but a dramatic change has been noted from 2007 to 2008 - a 56% increase.

1,905,741 Total 'hits' to the LAWW website in 2008

215,561 Total unique visits to the LAWW website in 2008

17,963 Average monthly visits to LAWW website in 2008

79,043 Total times a visitor clicked on a file to be opened or downloaded from the LAWW website



www.lawv.net

2008 HIGHLIGHTS

- ATLAS is Launched
- 2008 Donors
- Historic Cy-Pres Donation Campaign for Legal Aid

- 2008 Kaufman Award Winners
- LAWW Celebrates Justice Larry Starcher Behavioral Health Advocacy Unit
- The Long-Term Care Ombudsman Program Letter from the Executive Director

Mission Statement: Legal Aid of West Virginia advocates for low-income, vulnerable West Virginians, seeks equal access to justice, and creates system change in order to improve client safety, health, housing, income and access to resources.



Letter from the LAWV Executive Director

On any day, at any moment, technology frustrates, amazes, intimidates or inspires me. The power of "technology" now drives much of my daily professional and personal life. I struggle with its impersonal aspects, while recognizing the magic of connectivity it offers people in my family, our state and around the world. So I find it strange, but not inappropriate, that technology is the lead story in Legal Aid of West Virginia's 2008 Annual Report.

Conventional wisdom says for readers (supporters, donors, funders) to most appreciate your services, you lead with stories about the impact of your work on client lives. Yet this past year, LAWV invested much staff energy, time and money in building a technology infrastructure that will support our work long into the future. Technology is clearly one of the big stories for LAWV in 2008. But I worry.

"Over the last year, I have been amazed and inspired by the impact of improved technology on our work."

As you will see in the stories about TITAN and ATLAS, acronyms abound. So do words like connectivity and access and WAN. For those adept at using Twitter and Facebook, my concerns about technology will sound quaint. I am part of the generation that can legitimately claim to be intimidated by what seem like daily leaps in technology, since my college years were spent with an electric typewriter and a vague knowledge of a main frame computer somewhere on campus (Hint: I am a LATE baby-boomer, not from the 19th century.)

I now lead a non-profit that by its nature depends on the actions of people with specialized talent and knowledge, helping people with problems and legal needs. But over the last year, I have been amazed and inspired by the impact of improved technology on our work. All LAWV staff now have capable voice mail, which means clients can leave detailed messages. Staff are improving their skills and knowledge through low-cost substantive trainings using webinars with national, regional and local trainers. Our centralized intake and advice hotline, ATLAS, is helping many people we used to (unfortunately) turn away. Our website receives more than 1.9 million hits per year by the public, clients, and advocates from sister organizations, seeking valuable legal information and resources. We have a larger staff than ever, but we are all only a phone extension away from each other, allowing a higher level of case consultations and internal resource sharing. The list goes on.

As the Director of Legal Aid of West Virginia, I used to think it was funny that I didn't know about the latest technology, sort of a pro-people, anti-machine, anti-automation badge of honor that I wore proudly. Now that I better understand, and am beginning to embrace, technology's relevance to our work, I have quelled my anti-technology attitude, opened my eyes and am now just trying to keep up!



The Numbers in 2008: Gauging the Impact of Legal Aid of West Virginia

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|--|---|
| <p>19,613 Approximate number of low income people and their families the LAWV legal staff help annually through advice, brief service and litigation</p> <p>8,010 Cases closed by the LAWV legal unit staff statewide; 2,844 remained open at year's end</p> <p>1,218 Private attorneys registered with Legal Aid of West Virginia to provide pro bono services to LAWV clients</p> | <p>1,115 Cases handled statewide by private attorneys through the Pro Bono Referral Project</p> <p>1,292 Long-term care facility complaints investigated by Ombuds program staff</p> <p>210 Cases investigated by advocacy project staff involving abuse and neglect</p> |
|--|---|

The Legal Unit: Seeking Justice. Changing Lives.

The largest unit of Legal Aid of West Virginia is the Legal Staff. These are our lawyers, paralegals, and support staff. This unit represents people with non-criminal legal problems, free of charge. In 2008 LAWV was fortunate to grow its legal unit by hiring 10 attorneys, bringing the statewide total to approximately 52 attorneys.

Due to the scarcity of legal resources in West Virginia for low-income persons, Legal Aid of West Virginia is constantly pushing to expand and grow its capacity to serve our state's most vulnerable citizens. In West Virginia in 2008 there was 1 Legal Aid attorney for every 8,012 poor persons, while the ratio of private attorneys to West Virginians was 1-400.

In 2008, approximately 46% of the cases closed by the legal unit were relating to family legal matters. Legal Aid's priorities include helping victims secure protection from domestic violence, helping individuals and families make the transition from welfare to work, handling cases that gain access to necessary health care services, helping individuals secure social security income and other benefits for which they legally qualify, insuring that poor families are able to maintain or secure safe and affordable housing and shelter, assisting individuals to gain

In 2008, 19,613 low income people and their families were served by the legal unit staff through advice, brief service and litigation. In 2008, the legal unit of LAWV closed 8,810 cases, while an additional 2,844 remained open at year's end.

access to education and training, and providing legal assistance in consumer and employment-related matters.

CLIENT CASE: "Tracy" began dating "Rob" after meeting him through a childhood friend. While at first Rob was charming, friendly, and outgoing, as the relationship developed Tracy began to see a moody, possessive side of Rob. Then, Rob disclosed to Tracy that he had quit his job and stopped taking the medication that he was prescribed for bi-polar disorder. Rob began screaming obscenities and threats at her and her 8 year old son. When Rob attacked Tracy, she ended the relationship and with an attorney from Legal Aid, Tracy obtained a Protective Order. However, the Order only seemed to enrage Rob, and he began an intense campaign of trespassing, telephone harassment and sending Tracy e-mail messages detailing the ways in which he intended to kill and torture her.

Tracy's Legal Aid attorney helped her file civil contempt proceedings and also worked with the criminal authorities regarding the matter. Rob then faked his own death to evade the authorities. He was ultimately apprehended, and jailed on civil contempt charges. Tracy's counsel negotiated a settlement whereby Rob was released to an out of state mental health facility and Tracy's safety was addressed through a number of protective conditions. Rob is currently facing criminal charges in relation to the matter and Tracy and her Legal Aid attorney are working with the prosecutor's office to ensure Tracy's ongoing wellbeing. Tracy and her son are doing well, and Tracy has recently started a new job as a teacher's aide.

The Legal Aid of West Virginia Behavioral Health Unit

Legal Aid of West Virginia's Behavioral Health Advocacy Project (BHAP) provides advocacy services to West Virginians who live with behavioral health challenges. Our program provides advocacy services to patients at Bateman and Sharpe Hospitals as well as to consumers of community-based behavioral health services across the state.



Specifically, we are responsible for those with mental illness and those with chemical dependency issues. Our advocates strive to improve the ability of behavioral health consumers in West Virginia to self-direct, and self-advocate for their needs through our services.

In 2008 the BHAP Advocates were able to:

- Work on 1,709 individual issues of advocacy.
- Investigated 141 abuse and neglect allegations at Sharpe and Bateman Hospitals.
- Substantiated 20 abuse and neglect allegations at Sharpe and Bateman Hospitals.
- Provide 58 patient and client rights trainings across the state, to over 300 people.
- Achieve a 90% client satisfaction rating based on returned client satisfaction surveys sent to individuals receiving direct advocacy services!



ment, and evaluation of their child's treatment and service needs. In 2008, the FAST program provided individual assistance to approximately 265 people!

Providing trainings and workshops to both families and professionals is yet another key component of FAST. During 2008, over 200 people benefitted from the information provided by FAST trainers. Trainings included topics such as family-centered practice, wrapping resources around families, Advocacy 101, transitioning youth and special education laws.

FAST Parent Coordinators have also been hard at work creating and sustaining regional peer support groups. Through peer networks, peer-to-peer trainings and support groups, parents learn from others with similar circumstances. Peer support groups help provide valuable educational opportunities for families, as well as provide emotional support.

The Family Advocacy, Support and Training (FAST) Program saw great success in their family-centered advocacy efforts in 2008 as well. Through education and advocacy, parents, family members and caregivers of children who have mental or behavioral health needs are empowered to participate in planning, management, and evaluation of their child's treatment and service needs. In 2008, the FAST program provided individual assistance to approximately 265 people!

"The advocate helped me understand how things are supposed to work with IEP's. She gave my daughter the tools to have the courage to handle the situation, and at least for now, things are good!"

— Parent of child receiving services from the FAST program

How far we've come yet how far we have to go:

In the spring of 2008 an emergency call regarding serious overcrowding from the BHAP Advocate located at Mildred Mitchell Bateman Hospital, to the Ombudsman for Behavioral Health resulted in the re-opening of the original "Hartley Case," by Kanawha County Circuit Judge Duke Bloom.

ATLAS: Access to Legal Aid Services

Legal Aid of West Virginia initiated an exciting new client access service in 2008, one that follows national trends of expanding "access to justice" for clients seeking legal services. The "ATLAS: Access to Legal Aid Services" initiative, a toll-free hotline that provides statewide access to a specialized intake unit and expanded advice services, was launched in July 2008.

Legal Aid implemented ATLAS after spending the previous several years exploring the creation of the centralized intake and hotline system. The exploration was fueled by discussions with LAWV's primary federal funder, the Legal Services Corporation, and with other Legal Aid programs across the country that utilized centralized intake and hotline systems as a way to increase client access to services.

ATLAS has been a large and exciting undertaking for LAWV. The Charleston office went 'live' on July 1, 2008 while the remaining eleven regional offices were later phased-in. ATLAS remains a priority for the LAWV Board of Directors based on national trends and the following expectations:

1. Increase number and geographic spread of callers accessing legal services through use of the ATLAS toll-free statewide hotline.
2. Improve the quality of intake and eligibility screening of callers to LAWV through the work of specialized ATLAS staff.
3. Improve the quality and quantity of advice and brief services to callers of LAWV through the work of specialized ATLAS staff.
4. Increase the capacity of staff to provide more direct representation for clients at the local office level by diverting initial requests for service and advice to ATLAS.
5. Increase case referrals to the Pro Bono Referral Project, a joint project of the West Virginia State Bar and Legal Aid of West Virginia.
6. Increase the number of appropriate case referrals to ATLAS partners and others within the justice community (WV Senior Legal Aid, Mountain State Justice, WVU College of Law, The WV State Bar, etc.).

As a centralized telephone intake and hotline system, ATLAS has already surpassed expectations in several areas by increasing efficiency in LAWV's intake-screening-advice procedure. By calling our toll free number **1.866.255.4370**, we are providing access for clients to more consistent service throughout the state.

The volume of 'Advice Only' and 'Brief Service' cases has increased and improved the quality of screening and managing identification issues. This has allowed LAWV to better target limited resources to advanced advocacy in cases that will achieve significant outcomes. Early results show great promise for more and better services to the clients of Legal Aid of West Virginia. These results – as seen in West Virginia and by other centralized client access systems across the country – move us in a very positive direction as we strive to address the legal needs of people in crisis.

DID YOU KNOW?

The implementation of ATLAS was not possible due to insufficient funding, until the December 2008 delivery of Cy Pres dollars. These dollars were part of the residual from a class action suit litigated in Wheeling, WV, with Circuit Court Judge James P. Mazzone presiding.

On December 8, 2008, John Barrett of Bailey & Glasser, LLP delivered a check to Legal Aid of West Virginia in the amount of \$469,066 in support of ATLAS, which allowed for the full roll-out of the client access system!

Chairmen Al Karlin and Charlie Love Lead the Campaign for Legal Aid to Great Success!

Although usually at odds in the courtroom, the plaintiff's attorney and the defense attorney often see eye-to-eye about one thing: **supporting legal services.**

The 2006-2008 Campaign for Legal Aid fundraising era was a great success, much to the credit of Campaign Chairmen Al Karlin and Charlie Love. The three-year fundraising effort produced in excess of \$750,000, in support of legal services in West Virginia!

"When I accepted the challenge of Co-Chairing the Campaign for Legal Aid in 2006, I knew we had our work cut out for us, but then as now, I believe in the work this fundraising effort supports. Legal services are critical to society. The help Legal Aid attorneys provide to families is priceless," said Charlie Love.



Said Al Karlin, "I started fresh out of law school as an attorney for North-Central Legal Aid. I've never lost my passion or commitment to legal services and sincerely believed it an honor to serve as the Co-Chair for the Campaign for Legal Aid. As a regular donor supporting the cause, I had no problem asking others to do the same. Where would West Virginia be without Legal Aid?"

Allan N. Karlin - Co-Chair Campaign for Legal Aid, 2006-2008
Principal, Allan N. Karlin & Associates



Charles M. Love, III
Co-Chair - Campaign for Legal Aid, 2006-2008
Partner - Bowles Rice
McDavid Graff & Love, LLP

A statewide Campaign for Legal Aid Leadership Committee, consisting of 20 volunteers, assisted in the fundraising effort, some representing firms, others as sole-practitioners.

Top Donors to the 2006-2008 Campaign for Legal Aid

Large Firms (100+ Attorneys):

- Bowles, Rice, McDavid, Graff & Love, PLLC (\$45,000)
- Steptoe & Johnson, PLLC (\$40,000)

Medium Firms (Between 50-100 Attorneys):

- Dinsmore & Shohl, LLP (\$10,000)
- Flaherty, Sensabaugh & Bonasso, PLLC (\$10,000)

Small Firms (Less than 50 Attorneys):

- The Segal Law Firm (\$20,000)
- Allen, Guthrie & Thomas, PLLC (\$15,000)

Individuals:

- Steve White (\$2,500)
- Allan Karlin (\$2,000)
- Professor Marjorie McDiarmid (\$2,000)
- Mark Toor (\$2,000)

LAWV 2008 Donors

And Justice for All Champion \$25,000+

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Friend of Justice Up to \$199

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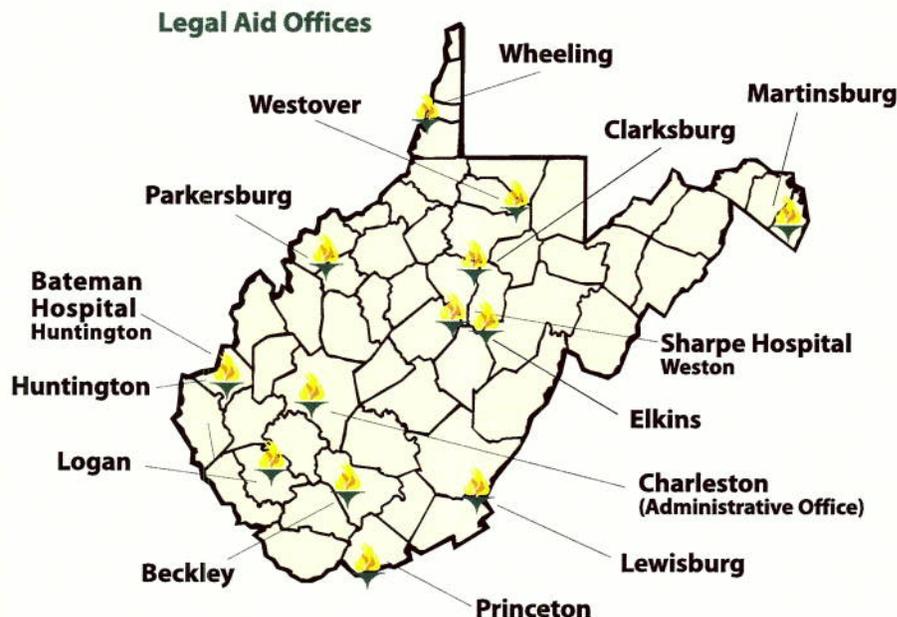
A Historic Cy Pres Donation - \$469,066

John Barrett and Brian Glasser of Bailey & Glasser, Jay Byrum of Schrader, Byrd & Companion, PLLC, Lester Hess of Bachmann, Hess, Bachmann & Garden, PLLC and Ohio Circuit Judge James P. Mazzone.

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LAWV Provides Free Advocacy Services Five Ways:



- **Our Legal Assistance Unit** handles civil legal problems involving domestic violence, housing stability and public benefit issues throughout the state.
- **Our Long Term Care Ombudsman Program** assists residents (and their family members) who live in nursing homes, personal care homes, and other long term care facilities.
- **Our Behavioral Health Advocacy Unit** serves individuals who live with behavioral health challenges while in state operated psychiatric hospitals, and in communities throughout West Virginia.
- **Our Access to Legal Aid Services (ATLAS)** is a toll-free client access hotline. Via this hotline anyone, anywhere can contact this specialized intake unit of Legal Aid of West Virginia.
- **Our Pro Bono Referral Project** offers a variety of opportunities for private attorneys to assist indigent West Virginians with civil legal issues. We work hard to match the right volunteer opportunity with attorney interests, expertise, and available time, and by providing support throughout the involvement.



2008 Legal Aid of West Virginia Board of Directors

The Legal Aid of West Virginia Board of Directors is a diverse group of nineteen volunteers from across the state, who have been led by Board President Marjorie McDiarmid, Professor, WVU College of Law. LAWV Board Members include:

Anita Casey, Esq.	West Virginia State Bar
Robert Gaudio, Esq.	Flaherty Sensabaugh & Bonasso, PLLC
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LAWV is generously supported by the following funders:

- Legal Services Corporation
- New York Community Trust
- The Greater Kanawha Valley Foundation
- The West Virginia State Bar
- United States Department of Justice, Office of Justice Programs through the WV Coalition Against Domestic Violence
- United Way of Central West Virginia
- United Way of Harrison County
- United Way of Monongalia and Preston Counties
- West Virginia Bar Foundation
- West Virginia Bureau of Senior Services
- West Virginia Department of Health and Human Resources
Office of Family Support
Bureau for Behavioral Health & Health Facilities
Family Protection Services Board
- West Virginia Fund for Law in the Public Interest

And law firms, businesses and private individuals.



LAWV - Looking back at 2008



2008 Events Top: LAWV 2008 Statewide Staff Meeting held at Coonskin, Charleston; Row Two: LAWV 2008 Law Day Event and Star Awards Program held at the Marriott, Charleston; Row Three: Hosted by First Lady Gayle Manchin, the Legal Assistance Partnership of LAWV and the WV Coalition Against Domestic Violence are given the 2008 'Celebrating Solutions Award' by the Louisville, KY-based Mary Byron Foundation; Row Three: The 2008 Campaign for Legal Aid Luncheon and Awards Program, held at The Summit, Charleston; Row Five: The 2008 'Friend-Raiser' Event, held at the Appalachian Power Park, Charleston.



Cy-Pres: Like Manna from Heaven

It certainly isn't everyday that a non-profit is blessed with a financial windfall --- but that was exactly the case for Legal Aid on December 8, 2008.

It had been discussed amongst staff for months, some saying it would arrive sooner rather than later, others saying they'd only believe it when they saw it. LAWV leadership had made several phone calls about it (ok, it was more than several), diligently following-up on the discussions of months past. 'It' was the long-promised, long-anticipated dollars which were to fund the full, statewide implementation of the Access to Legal Aid Services Program (ATLAS), the toll-free client access hotline.

On December 8th, a check for \$469,066 was delivered by Charleston lawyer John Barrett of Bailey & Glasser, going down in organizational history as Legal Aid's "best ever" holiday present. The funds came from a nationwide class action suit litigated in Ohio County Circuit Court by plaintiff's attorneys John Barrett and Brian Glasser, and Jay Byrum of Schrader, Byrd & Companion, PLLC. The defense attorney was Lester Hess of Bachmann, Hess, Bachmann & Garden, PLLC and Ohio Circuit Judge James P. Mazzone was the presiding judge.

The funding came from a large Cy-Pres award. Cy-Pres is Norman French for "as near as may be." Attorneys may remember this phrase from their early years of law school, but likely have not heard it discussed much since. (Rest assured, Legal Aid of West Virginia is talking, and talking, and TALKING about the possibilities Cy-Pres dollars can bring to funding services for clients!)

Cy-Pres (pronounced "sigh-PRAY") is a legal doctrine that first arose in common law courts of equity. The doctrine originated in the law of charitable trusts, but has been applied in the context of class action settlements in the United States.

When the original objective of the settlor or the testator became impossible, impracticable, or illegal to perform, Cy-Pres doctrine allows the court to amend the terms of the charitable trust as closely as possible to the original intention of the testator or settlor, to prevent the trust from failing.

As the settlement of this class action suit demonstrates, the Cy Pres doctrine was applied when the involved parties collectively, with the support and consent of the judge, decided that a portion of the unclaimed residual from the case would go to benefit Legal Aid of West Virginia. This funding is now supporting a critical new service for West Virginians seeking legal information and resources.

Courts have found legal aid programs to be appropriate recipients of class action residuals for a number of reasons including: legal aid programs often represent the next best use of unclaimed funds to indirectly benefit class members; legal services programs protect the rights of poor persons who would otherwise be unrepresented in the justice system; legal services programs typically give good value for charity dollars as high quality community institutions; and the underlying mission of legal services programs is consistent with the purpose of class action lawsuits and Rule 23 of the Federal Rules of Civil Procedure. Legal services programs in a number of states besides West Virginia have also benefited from cy pres awards including those in: Massachusetts, Ohio, Georgia, Illinois, Maryland, Minnesota, Missouri, New York and Pennsylvania.

Cy-Pres (pronounced "sigh-PRAY") is a legal doctrine that first arose in common law courts of equity. The doctrine originated in the law of charitable trusts, but has been applied in the context of class action settlements in the United States.

Statement of Financial Position - December 31, 2008

Assets	
Cash	\$1,181,853
Client Escrow Funds	\$23,524
Grants & Programs Receivables	\$434,157
Pledges & Other Receivables	\$35,691
Prepaid Expenses	\$23,672
Furniture & Equipment	\$65,948
Total Assets	\$1,764,845
Liabilities & Net Assets	
Accounts Payable	\$173,732
Accrued Taxes & Withholdings	\$5,462
Client Trust Deposits	\$23,524
Accrued Payroll & Annual Leave	\$151,893
Grants & Other Funds Received in Advance	\$575,128
Total Liabilities	\$929,739
Net Assets	
Unrestricted	\$722,534
Temporarily Restricted	\$112,572
Legal Services Corporation (grant)	\$70,981
Legal Services Corporation (property)	\$29,136
Unconditional promises to give	\$12,455
Total Net Assets	\$835,106
Total Liabilities & Net Assets	\$1,764,845

Statement of Activities For the Year Ended December 31, 2008

Revenues, Gains & Other Support	
Grants & Contracts	\$6,786,036
Interest on Lawyers Trust Account	\$325,124
Fundraising	\$182,977
Other Income	\$19,809
Pro Bono Donated Services	\$313,792
Total Revenue & Other Support	\$7,627,738
Expenses	
Program Services	\$6,699,123
Fundraising	\$14,895
Depreciation	\$23,921
Management & General	\$763,345
Total Expenses	\$7,501,284
Change in Net Assets	\$126,454
Net Assets, Beginning of Year	\$708,652
Net Assets, End of Year	\$835,106

The Long-Term Care Ombudsman Program

Almost 15,000 elderly and disabled individuals live in West Virginia's Residential Long-Term Care Facilities such as Nursing and Assisted Living Homes. These are among our state's most physically frail and cognitively impaired citizens. Few of them are able to represent themselves if they are mistreated, cared for in a negligent manner, financially exploited or if their civil rights are violated. Protecting and speaking on behalf of these vulnerable individuals is the focus of the Long-Term Care Ombudsman Unit of Legal Aid.

Ombudsmen seek justice by advocating for residents within the long term care facilities and in the community. Residents encounter a variety of issues in daily life: they might be left soiled for long periods of time; be physically mishandled by staff; improperly restrained; improperly discharged from the facility; be denied their Medicaid, Medicare or Social Security benefits; be financially exploited by family members; and suffer other indignities. These indignities seriously interfere with their ability to maintain a quality existence and often cause their condition to deteriorate quickly.

Ombudsmen intervene on behalf of residents in issues like these when requested by the resident or when requested by the resident's legal representative. Ombudsman intervention may involve investigation of a complaint, facilitating communication and problem-solving efforts, legal representation, providing training to facility staff, assisting with a resident's transition community, or other responses tailored specifically to address the resident's needs and concerns.

Clients Served in 2008

- 17,500 people were served
- Investigated 1,292 Complaints of which 798 were verified
- Staff spent 5,471 hours conducting these investigations.
- Presented 77 in-service training sessions to staff of nursing and assisted living homes.

Winners of the 2008 Kaufman Award



Jeff C. Woods earned the prestigious Kaufman Award in 2008 in the 'individual' category. This was his third time capturing the award in its history, having done so in 2001, 2003 and again in 2008. In 2008, Jeff accumulated 315 hours of pro bono time while working on 10 cases referred from Legal Aid of West Virginia.

"People are my priority. I care deeply about people, and it is a real pleasure to serve in a pro bono capacity in partnership with Legal Aid," said Jeff. Jeff retired from Jackson Kelly after 25 years of successful corporate defense law, and currently operates a small law office in Scott Depot, WV.

Step toe & Johnson, PLLC earned the Kaufman Award in 2008, in the 'firm' category. This was the second time Step toe & Johnson captured the award, having done so in 2007 as well. In 2008, Step toe & Johnson accumulated 166 hours while working on 33 cases referred from Legal Aid of West Virginia.



The Kaufman Award is a joint award given by the Pro Bono Referral Project of Legal Aid of West Virginia and the West Virginia State Bar. The award honors the individual and firm who cumulate the most hours of pro bono service over the course of a year, and best exemplifies the true meaning of pro bono publico.

The Kaufman Award was created in the 1980's in honor of the late Paul Kaufman, a founder of the Legal Aid Society of Charleston in 1954.

Legal Aid Celebrates the Career of Justice Larry Starcher

A reception to honor Supreme Court Justice Larry V. Starcher was hosted by Legal Aid of West Virginia on December 9, 2008 at the Charleston Marriott. Highlights from the evening included the presentation of "The Distinguished West Virginian Award" by Governor Joe Manchin, III, and a nefarious cast of roasters and toasters who kept the evening lively.

Justice Starcher retired on December 31, 2008, at the end of his twelve-year term on the Supreme Court of Appeals of West Virginia. He previously served as a Circuit Judge in Monongalia County from January 1, 1977, until December 31, 1996, at which time he joined the Supreme Court due to his election to the higher office. Justice Starcher opened the North Central West Virginia Legal Aid Society office in Morgantown in October 1969 and served as its director until February 1976.

