



LEGAL ASSISTANCE FOUNDATION OF METROPOLITAN CHICAGO

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August 10, 2011

Service Offices

Client Screening Unit
Tel.# (312) 341-1070

LOOP SERVICE OFFICE
111 West Jackson Blvd.
Chicago, IL 60604
FAX: (312) 341-1041

NORTH SUBURBAN SERVICE OFFICE
828 Davis Street, Rm. 201
Evanston, IL 60201-4489
FAX: (847) 475-3033

NORTHWEST SERVICE OFFICE
1279 N. Milwaukee Ave., #407
Chicago, IL 60622-9388
FAX: (773) 572-3201

SOUTH SUBURBAN SERVICE OFFICE
900 East 162nd Street, Suite 101
South Holland, IL 60473-2471
FAX: (708) 596-4108

Special Projects

Bankruptcy Project
Chicago Seniors Project
Children's Law
Consumer Law
Crime Victims Assistance
Disability Law
Employment Law
Family Law/Domestic Violence
(312) 431-2255
Federal District Court Assistance
For Pro Se Litigants
Federal Court Bankruptcy Help Desk
Health Law Project
HIV/AIDS Project
(312) 347-8309
Home Ownership Preservation
(312) 431-2204
Housing Project
Illinois Migrant Legal Assistance
(800) 445-9025
Legal Center for Immigrants
(312) 341-9617
Long Term Care Ombudsman for
Suburban Cook and Lake Counties
(888) 401-8200 (toll-free)
Medical Debt Relief
(312) 431-2118
Private Attorney Involvement
Pro Se Divorce Clinic
(312) 431-2101
Public Benefits Hotline
(888) 893-5327
Veterans' Law Project

Jonathan Lavin
Chief Executive Officer
Age Options
1048 Lake Street, Suite 300
Oak Park, IL 60301

Dear Jon,

Here is the information you requested. Please feel free to share it with the agencies you work with. And don't hesitate to call me directly if you have any questions (312/347-8359).

Regional Ombudsman

- Kathy Swanson is the new Regional Ombudsman, replacing Robyn O'Neill. Kathy's contact information remains the same: kswanson@lafchicago.org, 847/425-5072. (Robyn is now working in our Children and Families Practice Group.)
- Kathy will continue to be the supervisory attorney in charge of the Long-Term Care Ombudsman Project at LAF (which covers suburban Cook County, except for Evanston, and Lake County).
- Kathy will be based in the Evanston office until we move (at the end of November 2011, we hope). The toll-free ombudsman number (888-401-8200) will work before and after the move.

Client Screening Unit

- In December 2009, we centralized all our client screening. The general number people can call is 312/341-1070. There is a series of prompts (in English and Spanish) for them to follow. The best time to call is in the morning between 8:00 and 10:00 a.m. Callers can either wait on the line to speak to an intake specialist, or they can leave a number that will

be called back automatically as soon as an intake specialist is available. (This can save people cell phone minutes, or let them receive a call-back at a different location.) If the line is already full, they will get a message advising them to call back the next day.

- Case managers, social workers, et al. can call 312/341-1070, then select a prompt that gets them to a receptionist who will route their call appropriately. They do not need to wait to speak to an intake specialist.
- If any of your people are having trouble with the phone system, they can call the supervisors of the Client Screening Unit directly for help. Caroline Longstreet is at 312/423-4930, clongstreet@lafchicago.org. Piper Taggart is at 312/423-5940, ptaggart@lafchicago.org. One of them will get back to you.
- Suburban senior clients who reach us by calling the Client Screening Unit will speak to an intake specialist. Our intake specialists are well-trained, courteous, and able to conduct interviews in English and Spanish. For callers who speak other languages, they will get interpreters on the line and call the client back. The intake specialists will take the basic eligibility information, get a summary of the legal problem, and decide (under the supervisors' guidance) whether the caller needs advice, a referral to another organization or agency, or an appointment to speak with an LAF attorney. If the caller needs an appointment, one will be scheduled before the caller hangs up. The client will get a letter confirming the advice or appointment.
- The appointment will be made with an attorney in whichever Practice Group is best equipped to deal with the problem presented. If the caller has multiple problems, the attorney with whom the appointment is made will make contact with other attorneys as needed – the caller will not have to do that legwork. The caller can come to the office for the appointment, have the conversation over the phone, or ask to have somebody come to meet with him/her at another convenient location (home, nursing home, senior center, etc.).

Practice Groups

- We have reorganized our legal work into five Practice Groups (Public Benefits, Consumer, Housing, Children and Families, and Immigrants' and Workers' Rights). The Ombudsman staff will be affiliated with the Consumer Practice Group.
- Kathy has prepared a chart, which I enclose, showing where the common problems we see for senior clients will go in this new structure. The important thing to remember is that we are not cutting out anything we used to do. The staff of the Client Screening Unit (not you) will be responsible for getting seniors to the right Practice Group or Groups.

Community Engagement Unit

- We also have a fully-staffed, 8-person, Community Engagement Unit. The CEU is supposed to form relationships with the social service and other organizations in the County to which our clients often turn for help in the first instance, and partner with them to address emerging issues, conduct "know your rights" presentations, offer pro se clinics, and (if needed) do intake. The CEU will enlist LAF staff to do presentations in their areas of expertise. If you or an organization you work with want help from CEU, you should talk to Adela Carlin, the Director of CEU. Her phone number is 773/572-3206. Her e-mail address is acarlin@lafchicago.org.

Task Forces

- Finally, we have created 8 Task Forces, each focused on the needs of a particularly vulnerable or underserved population. Each Task Force as a Leader and up to 11 members (attorneys and paralegals). The Task Forces (leaders' names and contact information are in parenthesis) are:
 - Seniors (Michelle Weinberg, 312/347-8363, mweinberg@lafchicago.org)
 - Domestic Violence (Kathryn Socha, 312/347-8329, ksocha@lafchicago.org)
 - People with Disabilities (Andrya Soprych, 312/347-8396, asoprych@lafchicago.org)

- Veterans (Salvador Lopez, 773/572-3208, slopez@lafchicago.org)
- HIV/AIDS (Michelle Gilbert, 312/347-8315, mgilbert@lafchicago.org)
- Civil Rights (Charles Petrof, 773/572-3222, cpetrof@lafchicago.org)
- Suburban clients (Eugene Edwards, 708/271-4981, eedwards@lafchicago.org)
- All the Task Forces report to Cynthia Sadkin, our new Director of Client and Community Services (312/347-8346), csadkin@lafchicago.org.
- The members of the Seniors Task Force (likely the most relevant one for you and the agencies you work with) are: Catherine Alin, Adela Carlin, Colleen Connolly, Carl Flaningam, Lisa Gonzalez, Dan Hanson, Kate McCartin, Robyn O'Neill, Kathy Swanson, Piper Taggart, Michelle Weinberg, and Norma Viveros.

Grants

- The Seniors Task Force will be responsible for overseeing the work on our various senior grants and reporting to you. Questions about the Ombudsman grants and the Title III Suburban Seniors grants should go, in the first instance, to Kathy Swanson.

Other Access Issues

- In the bigger picture, Cynthia Sadkin (the person to whom all the Task Forces, CEU, and CSU report) is in charge of making sure that LAF is accessible to and serving eligible clients across the County. If you encounter any systematic problems with seniors accessing LAF's services, she is the person you should talk to. Her contact information, again, is 312/347-8346, csadkin@lafchicago.org.

I know this is a lot of information to give you all at once, so feel free to call me if you have any questions. We will of course keep you updated about our move, and give you plenty of advance notice about the new address, any new phone numbers, etc. As I mentioned earlier, our target date for the physical relocation to 120

S. LaSalle Street, Chicago 60603 (two blocks from our current
Downtown Office) is the end of November.

Sincerely,

Diana

Diana C. White
Executive Director

Seniors Cases

HOUSING LAW PRACTICE GROUP – H
PUBLIC BENEFITS PRACTICE GROUP – PB
IMMIGRANT AND WORKERS RIGHTS PRACTICE GROUP – IWR
CONSUMER LAW PRACTICE GROUP – C
CHILDREN AND FAMILIES PRACTICE GROUP - CF

Eviction defense – H
Housing subsidy loss – H
Building court violations – H
Eviction of renters where abuse is involved – H
Mechanic's liens – C
Medicare, Medicaid and other public benefits – PB
Social Security-Title II and Title XVI – PB
Jointly held property / benefits and disadvantages – C
Railroad Retirement – PB
Veteran's benefits – PB
Advance directives – PB
Small estates affidavits – PB
Employment matters – IWR
Age Discrimination – IWR
Consumer cases – C
Driver's license suspension and revocation – PB
Family law – CF
Orders of protection – CF
Guardianship contesting and removal of guardian – CF
Guardianship of minors – CF

COMMUNITY ENGAGEMENT UNIT

Community legal education to older persons and to larger groups of predominantly eligible clients which are likely to include significant numbers of older persons. CSU also provides education and training to case managers and other advocates for persons 60 and older who reside in suburban Cook County.